

4. Act Now - new technology to find Care Home availability



We must do everything we can to support an individual to get Home First before a care home is considered.

If an assessment has been made and a care home is being considered, care home capacity tracking tools can help to identify capacity, including across geographical boundaries.

From patient to resident – the technology supported pathway:

Capacity Tracker is a fantastic resource that will enable staff to swiftly and safely transfer their clients to an environment where their health can be optimised and ensure the CHC assessments will be made by the right staff at the right time. **North Regional Lead CHC**

- This is one of the hardest times for an individual and their family and often involves difficult decisions;
- Prior to discharge, an assessment is made of the patient's needs and how they can best be met - Home First wherever possible;
- If going home is not possible and a care home is needed, the patient's requirements are entered in to the capacity tracking tool;
- The system identifies homes that meet the patient's requirements and have a vacancy that may be suitable;
- Patients, relatives and nurses/social workers can discuss the options and view websites and information about the home, including CQC inspection reports;
- A shortlist can be identified and visits/phone calls made to check the suitability of the home;
- When a care home is needed, technology can make the process of finding a new home easier.

Act Now:

- Find out which system is being used in your area:
 - i) London – Care Pulse <https://carepulse.co.uk/registration/>;
 - ii) North of England (most areas) – Capacity Tracker <https://carehomes.necsu.nhs.uk>;
 - iii) Midlands and East/South (most areas) – Capacity Tracker will be rolled out this winter;
- Care home managers:
 - i) Register to use the care home capacity tracking tool used in your area;
 - ii) Keep your information live – this is the window to your business;
 - iii) Access information through messaging and resource centres within the system;
- NHS/Local Authority commissioners and CHC teams:
 - i) Register to use your local system;
 - ii) Communicate with care sector colleagues and search for suitable homes using the system;
 - iii) Track, over time, home availability/vacancies by CCG or local authority area and home type to inform commissioning decisions;
 - iv) Access reports about home availability and delayed discharges.

Additional resources:

- <https://www.england.nhs.uk/urgent-emergency-care/hospital-to-home/red-bag/>
- <https://www.rcn.org.uk/clinical-topics/older-people/professional-resources/care-home-journey>
- <https://www.nhs.uk/NHSEngland/keogh-review/Documents/quick-guides/Quick-Guide-Improving-hospital-discharge-into-the-care-sector.pdf>
- <https://www.nhs.uk/NHSEngland/keogh-review/Documents/quick-guides/Quick-Guide-Technology-in-care-homes.pdf>
- <https://www.nhs.uk/NHSEngland/keogh-review/Documents/quick-guides/Quick-Guide-Identifying-local-care-home-placements.pdf>

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Case Study: Capacity Tracker

Helps optimise patient flow by reducing delayed transfers of care

Find out more: <https://carehomes.necsu.nhs.uk/>

Capacity Tracker has been built in partnership with NHS, Local Authorities and care home providers and it's accessible by all care homes, CCGs, Local Authorities and NHS Trusts in England.

- Spend more time delivering patient care rather than searching for a home;
- Quickly search for available homes on-the-go based on your specific criteria including postcode, available budget, CQC rating, funding sources accepted;
- Using the Resource Centre, care homes can quickly access essential information and latest announcements;
- Easily prompt care homes to update their availability or filter to see those with recent updates;
- Use straightaway - very simple to use – no training or IT setup is required;
- Supports local authority market oversight reporting including tracking availability over time
- Full reporting suite on nationally published DTOC data.

"Response and engagement from front end users has been great"
Berkshire West CCG

"Capacity Tracker is a really good system, it's very easy to set up and use"
Nursing Home Manager

"Capacity Tracker is one of the smart new ways tech can be used to help everyone."
National Clinical Director for Older People

Case Study: CarePulse

Improves patient flow from acute settings and helps reduce DTOC



Available to all:

- CCGs, Local Authority and hospital teams in England - carepulse.co.uk/registration/
- CQC registered care homes in England - carepulse.co.uk/care_home_registration/
- Search, sort and filter care homes by postcode, service type, CQC rating and vacancies to quickly find the most appropriate care home.
- Quick and easy to register and use on any device - no training or IT set-up. Care homes are prompted to update daily, which takes less than 10 seconds, with vacancy information immediately available to users.
- Users can prompt care homes to register and update vacancies. Users can share alerts and resources with care homes to support them to keep residents well and avoid hospital admissions.

"CarePulse is really easy to use... presents the data simply and it is very user friendly"
North London council

"The reporting of bed vacancies is really simple and has led to a fall in calls to the homes from commissioners, all asking the same questions"
Care home provider

"CarePulse is really handy and useful as it makes the process accessible and slicker in looking for placement for our Service Users"
South East London hospital

Provided in partnership with:



For more information, please contact: ENGLAND.leading-change@nhs.net