Leveraging digital technology to optimise patient flow and reduce delayed transfer of care across health & social care with

Capacity Tracker

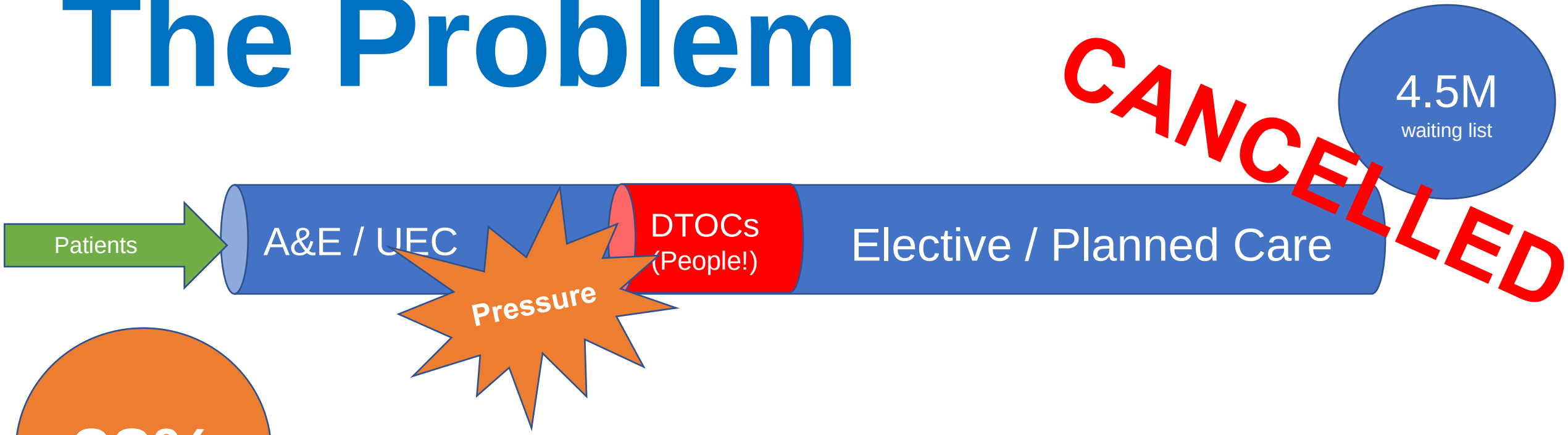
Ruth Holt

Director of Nursing/Independent Care Sector Regional Lead

8th October, 2019

NHS England and NHS Improvement

The Problem



38%

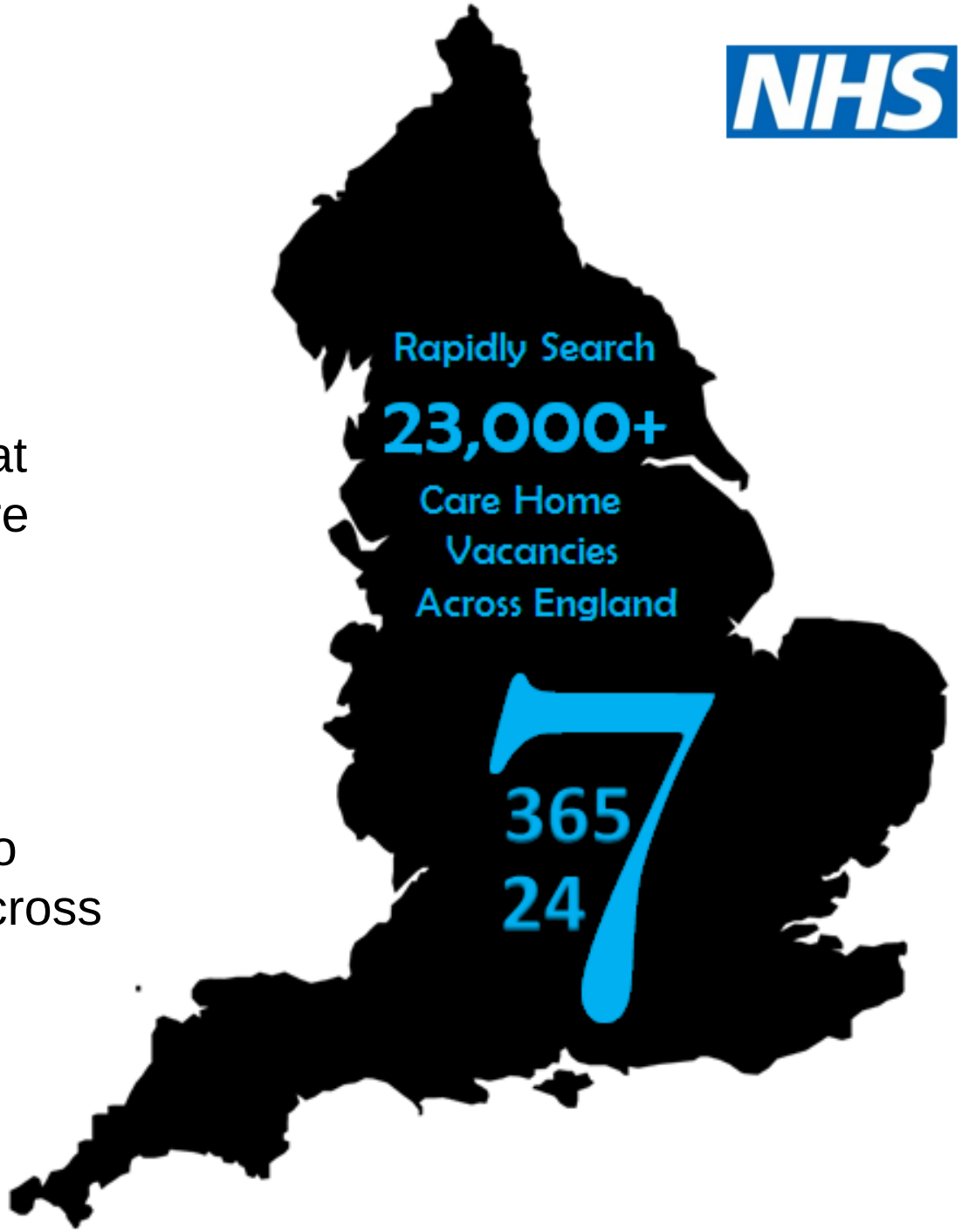
DTOCs due to lack of nursing/residential vacancies and patient/family choice

= Distraction from caring

What is Capacity Tracker

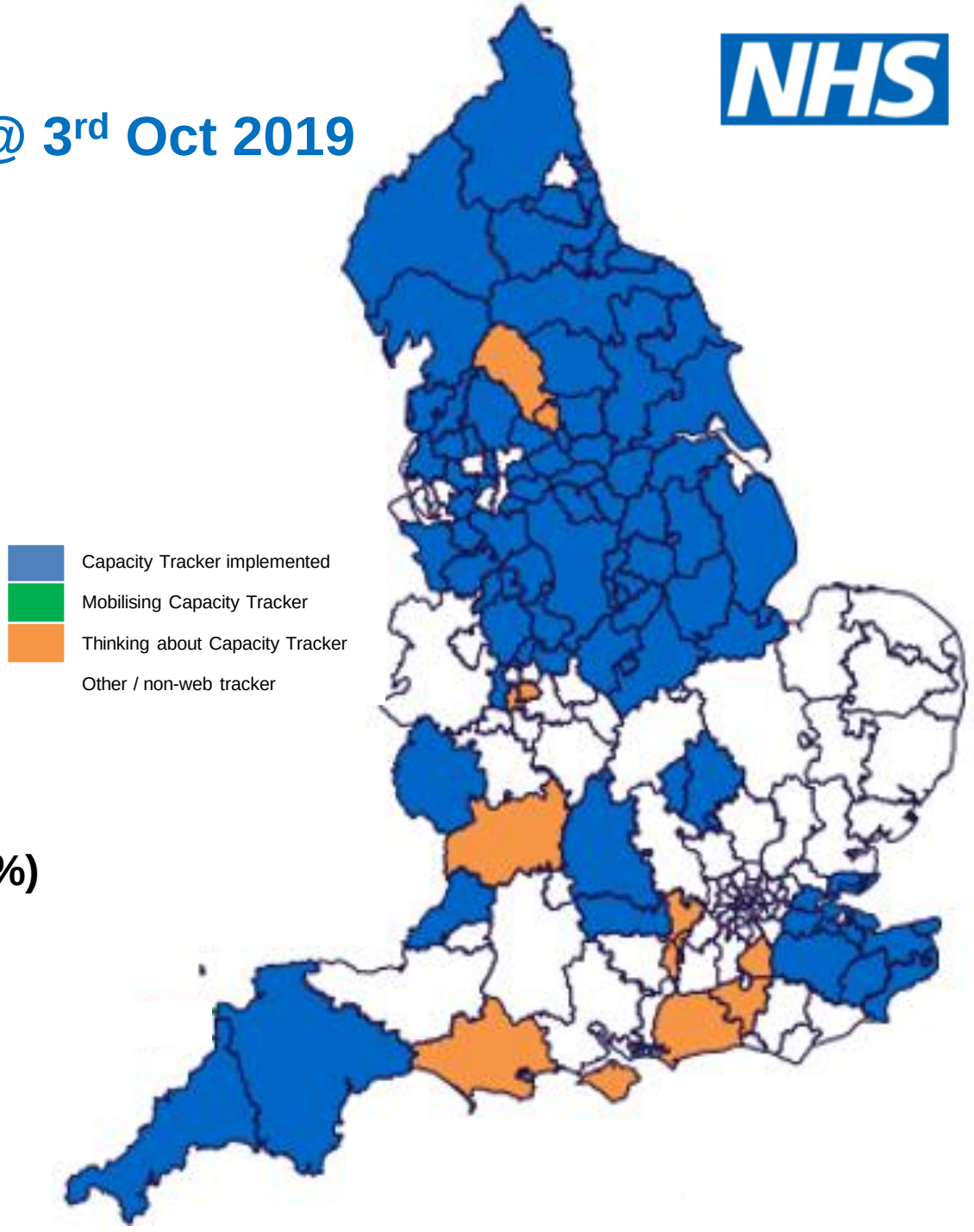
A web-based digital application that enables care homes to easily share their vacancies in real time

It allows NHS and Social Care discharge and community teams to search the vacancies on-the-go across England based on **location, affordability, service type and service quality**



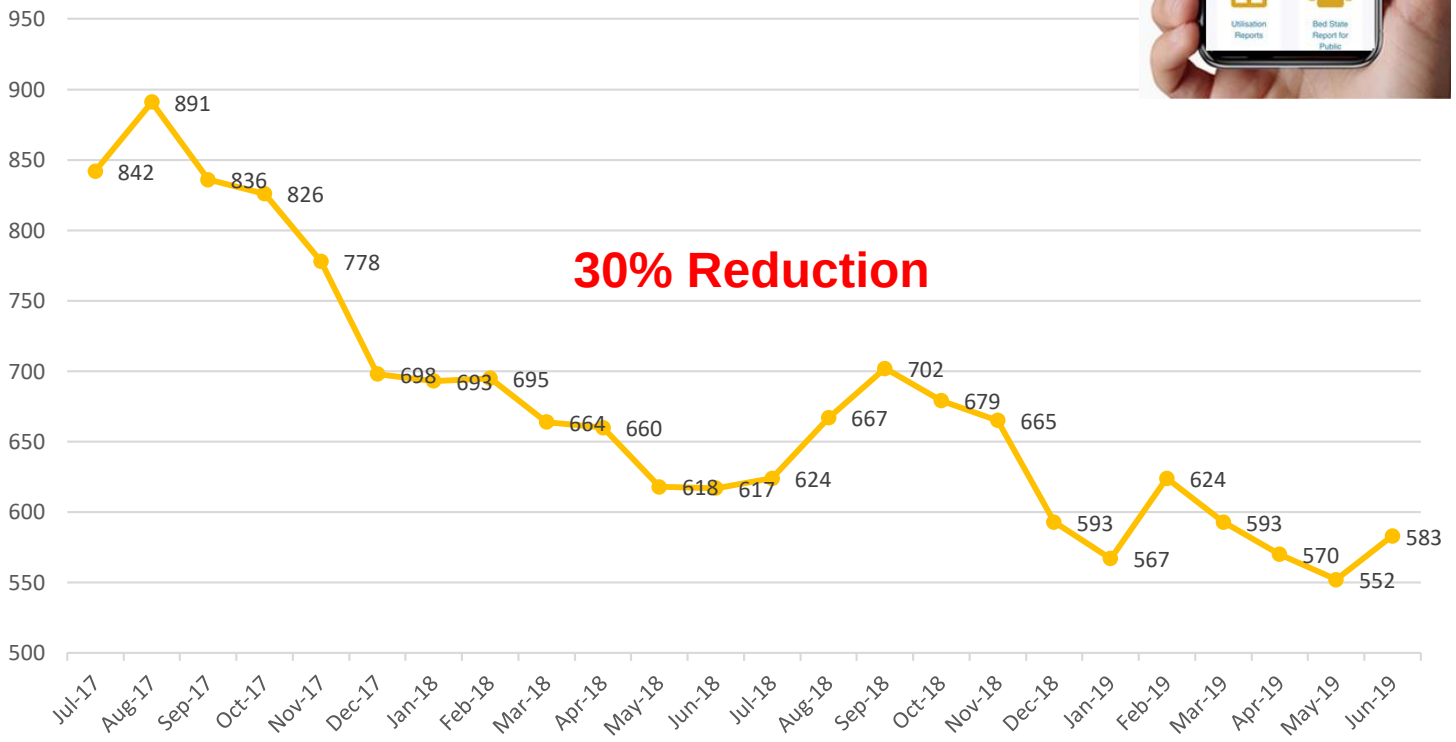
National Capacity Tracker Coverage @ 3rd Oct 2019

Care Home Vacancies	**22,471**
Care Homes Registered	**7,429**
Registered Users	**12,149**
CCGs / Councils engaged with the Tracker outside of London Takes account of merged CCGs	**90/159 (57%)**
CCGs in England where at least 1 care home has registered its vacancies	**99%**



The Outcome

Di : DTOC beds due to awaiting residential home placement or availability



Fantastic support for patients, families & staff

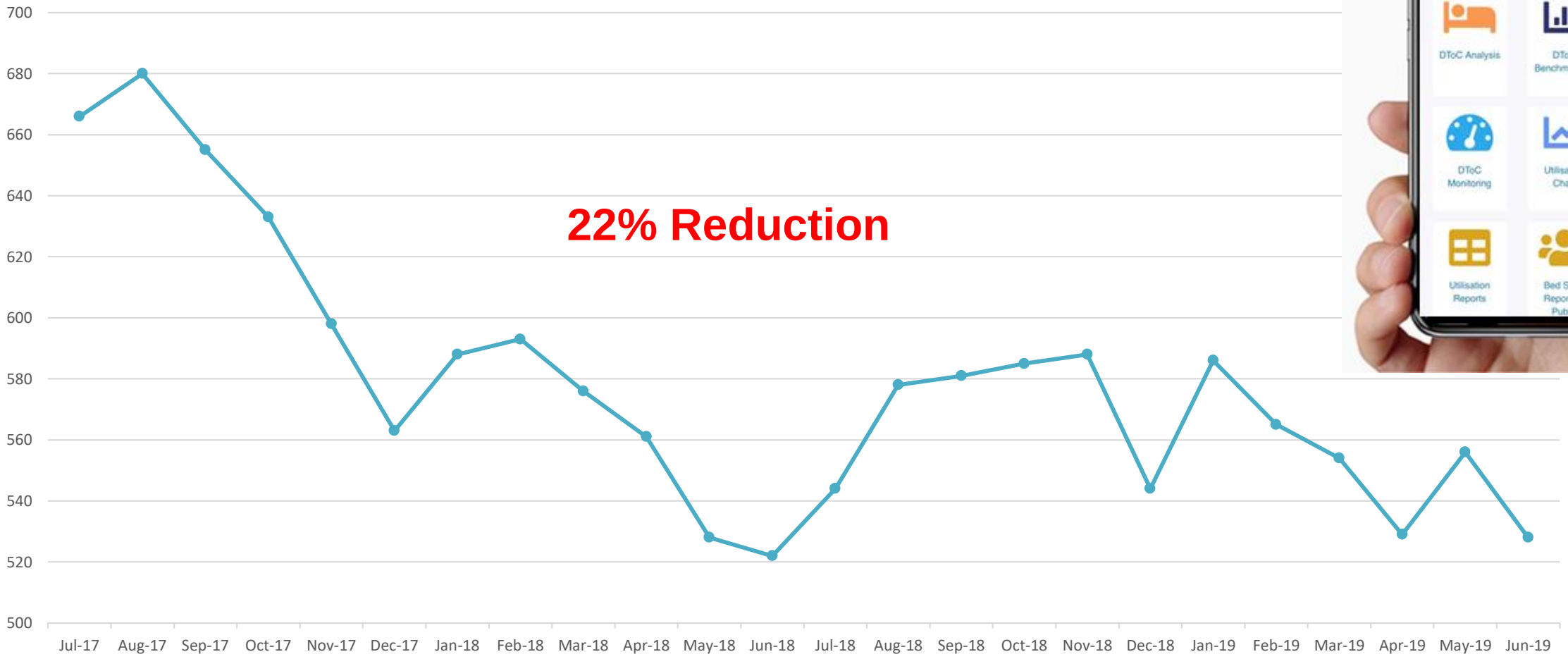
- ✓ More patients leave hospital sooner
- ✓ Discharge teams find vacancies in a fraction of the time
- ✓ Patients / families make more informed choices about place of care
- ✓ Care homes more likely to fill their vacancies
- ✓ Care homes spend less time answering phone calls
- ✓ **22% net reduction in DTOCs for '3 Key reasons'**
- ✓ **£2.35Mpcm to £1.8Mpcm**

Capacity Tracker

NHS

The Outcome

Dii : Awaiting nursing home placement or availability



Three key impacts of Capacity Tracker

- We're making a difference at scale in care, efficiency and service delivery
- We're integrating and sharing information and data
- We've helped to better connect health, social care and care homes

User experience

A council spent over 2 weeks trying to find a nursing bed in York for a gentleman at end of life so he could be with his brother - he died within 3 weeks. The Tracker would have found a vacancy in 4 clicks

Only 4 homes left in York and North Yorkshire to sign up for 100% coverage

It means staff can get on with care and add value to lives and not be telephonists

It has reduced the phone calls asking about vacancies on Mondays

The Capacity Tracker helps me manage my beds and therefore has a direct link to me having less sleepless nights and staying open and ensuring we make the difference to the healthcare of York residents and their families

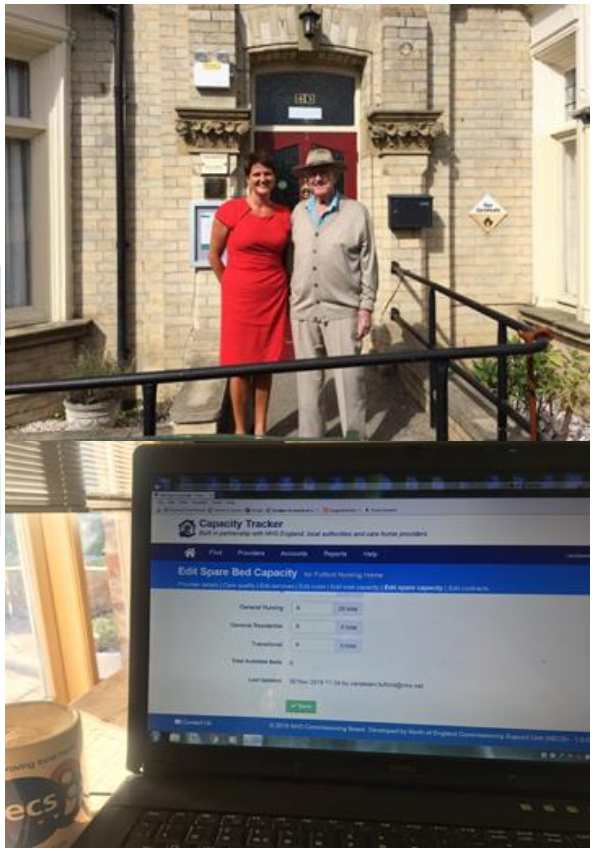
So much easier for families to make a choice as it links to the care home's website and the CQC report and gives contact details

It can be updated from anywhere in 15 seconds

With increased complex nursing needs and residents living at the home for usually shorter times than in previous years it is vital to minimise empty bed days to remain viable

Families can be directed to the homes that have vacancies rather than viewing names on a council list and being told to get on with it

FULFORD Nursing Home



"The Capacity Tracker is the quickest and simplest tool I work with as a manager yet it solves my biggest and most pressing business issue"

Capacity Tracker

Social Care

directors of adass adult social services

Capacity Tracker

"If after a thorough discussion with the person and their family, it is decided that going home is not an option and a residential care home is required then it is important we work together, with individuals and their families, to support them to make an informed choice based upon the information and advice provided. The **Capacity Tracker** provides a 'shop window' for care homes across the country to share their vacancies as well as other important information about the care home, to enable an informed choice to be made. It can be accessed on any device and improves efficiency of discharge teams because they do not need to make numerous phone calls to homes."

Glen Garrod, President of the Association of Directors of Adult Social Services (ADASS)

Capacity Tracker

"Prior to Capacity Tracker, we were often inundated by calls from the hospital health and social care discharge teams for our bed availability. Using Capacity Tracker you can clearly see what is available."

Marie Shalaw, HC One Care Home Manager

Capacity Tracker

"It's really important that all parts of health and social care systems work together…to make sure we can deal with the pressures over Winter. Having a tool like the Capacity Tracker is a real welcome addition to how we manage the situation."

HC One Director of Commissioning Care

Capacity Tracker

"We need technology that makes life easier for hard working and often over stretched staff. We need technology that can run basic tasks and processes more efficiently. This will save the NHS money and free up staff time – money and time that can be better used to provide great care. There are also many great innovations aimed at improving patient care across settings, like the Capacity Tracker which enables staff to locate available beds in nearby care homes instantly – reducing the need for nursing staff to spend all day on the phone ringing round and freeing up beds in acute settings"

Matt Hancock, Secretary of State

I'm a huge believer in the power of technology to improve the way we deliver public services. The best digital innovations are often brilliantly simple and this new Capacity Tracker tool is a perfect example of the kind of services that we want to cultivate through the NHS Long Term Plan. I want to see more technology like this unlocked for the benefit of people across both health and social care and I urge more hospitals and care homes to sign up.

Matt Hancock, Secretary of State for Health and Social Care

Digital technology is a significant part of our everyday lives improving the way we socialise, shop and work. It also has great potential to improve how the NHS delivers its services in a new and modern way; providing faster, safer and more convenient care.

Our NHS Long Term Plan will increase the range of digital health tools and services. People will be able to seek health information and support online…

…We are also investing in improving NHS IT systems and in developing new technology. We will make sure staff have the technology they need to do their jobs, and our systems can talk to each other and share vital information to support the delivery of care.

NHS

The NHS Long Term Plan

Digital Social Care

NHSmail
better connected, better care

Are you connected?

england.dsptnorth@nhs.net

https://www.digitalsocialcare.co.uk/

Questions?

Ruth.Holt3@nhs.net

@ruthholt800

Join our growing Capacity Tracker community

Register here:

https://carehomes.necsu.nhs.uk

or, for more information:

necsu.capacitytracker@nhs.net

and follow us on Twitter: **@CapacityTracker**