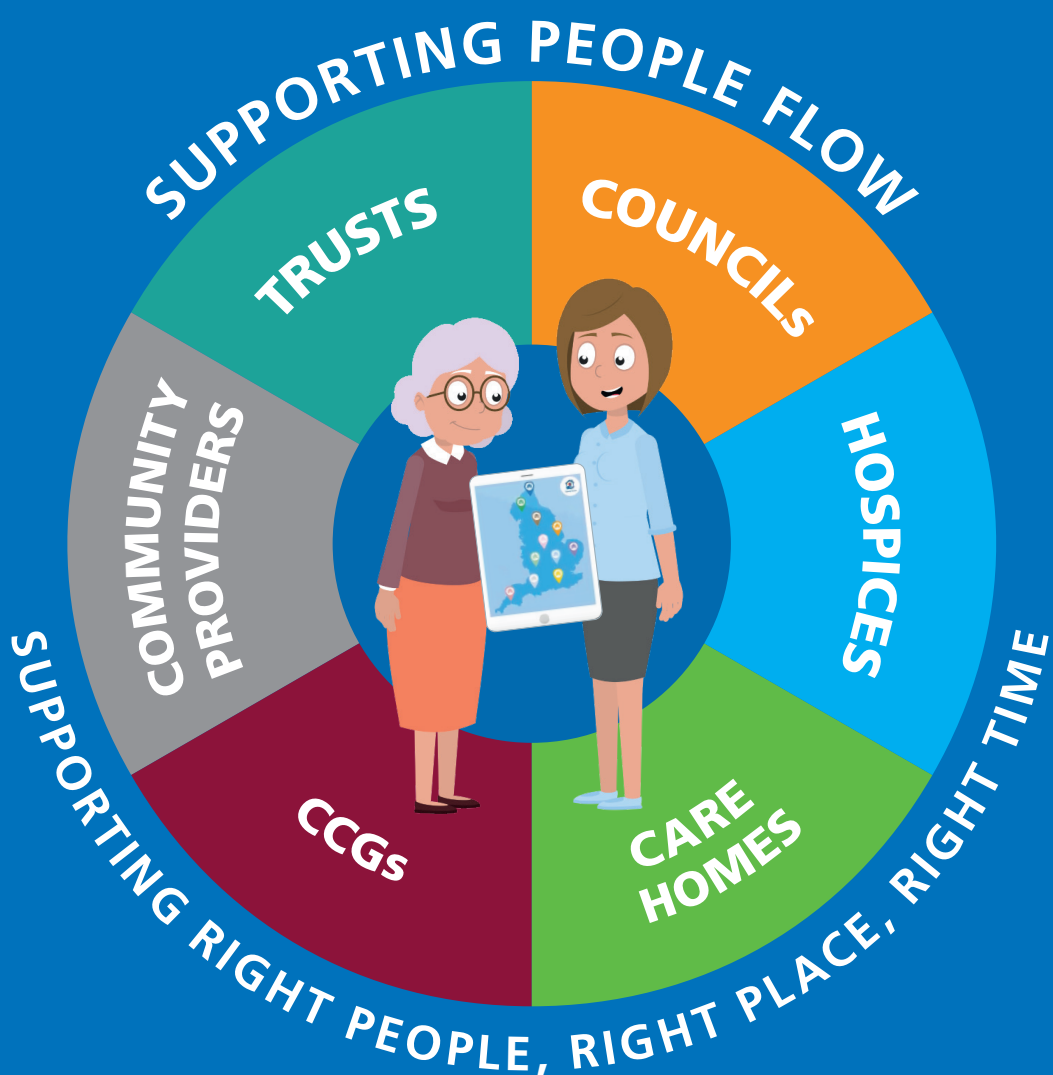




User Guide for Business Continuity

CARE HOMES

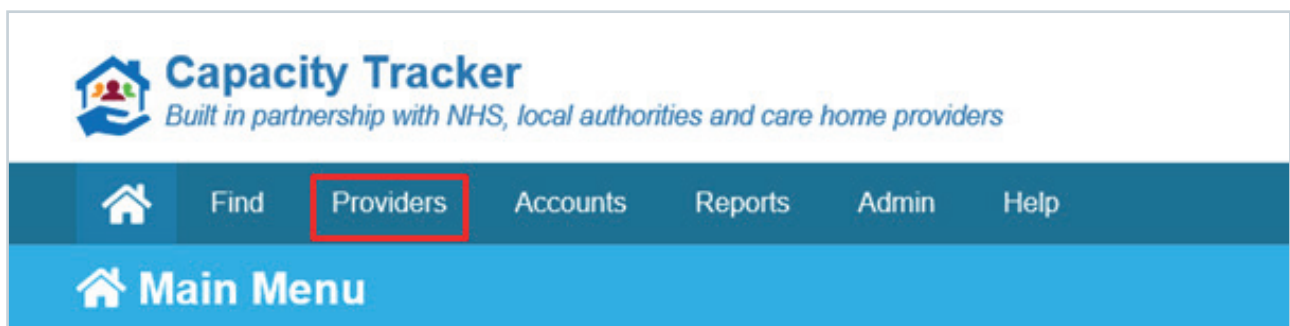


Capacity Tracker User Guide for Business Continuity Update

Business Continuity

Business Continuity details are being captured in response to Covid-19 support and, like current vacancies, **should be updated as and when things change and at least every 24hrs** if there's been no change.

To access and update the Business Continuity element go to the Providers section on the Main Menu. This important information needs to be updated for EACH care home in your organisation.



Find the Business Continuity element:

The image shows the 'Care Homes' management interface. At the top, there is a blue header with a house icon and the text 'Care Homes' followed by the subtitle 'Manage your care homes'. Below this is a filter section with several dropdown menus: 'Parent Organisation' (set to 'All organisations...'), 'NHS Region' (set to 'All regions'), 'Ownership Type' (set to 'All Ownership Types'), and 'In Scope' (with 'Yes' and 'No' buttons). There is also a 'Reset filters' link and a 'Download XLS' button. Below the filters is a table with columns: 'Care Home', 'Business Continuity', 'Care Quality', 'Services', 'Room Costs', 'Total Capacity', 'Vacancies', and 'Contracts'. The table is currently empty, showing only the headers. There is also a 'Show 10 entries' dropdown and a search bar.

Update the following:

a. Current Status:

Capacity Tracker
Built in partnership with NHS, local authorities and care home providers

NHS England

Find Providers Accounts Reports Admin Help

Business Continuity
Provider details | **Business continuity** | Care quality | Edit services | Edit costs | Edit total capacity | Edit vacancies | Edit contracts

Current Status

Admission Status	Open	Partially Closed	Closed
Vacancy Types Status			
Dementia Residential	<input type="button" value="Open"/>		
General Residential	<input type="button" value="Open"/>		
Transitional	<input type="button" value="Open"/>		
Overall Care Home Status	Green	Amber 🟡	Red 🔴
COVID-19 Resident Count	0		
Last Updated	Never		

Workforce

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- i. Admissions Status should be declared. If partially closed is selected, Care Homes can select which vacancy type is closed by clicking on the applicable green open button. This will then change to red and show as closed. To change simply click on closed to change back to open.
- ii. For any change to the status of a vacancy a care home will need to then realign those capacities and vacancies accordingly via the following tabs:
 1. Edit Total Capacity
 2. Edit Vacancies
- iii. Overall Care Homes Status should be declared by selecting Green/Amber/Red – guidance of each status type is available by hovering over each Green/Amber/Red buttons
- iv. Covid-19 Resident Count – this needs to be updated as and when vacancies change, and at least every 24hrs if there's been no change – guidance is available by hovering over the number field
- v. Last updated – this indicates when the information was last updated

b. Workforce

- i. Under the employed column, enter the number of Care Workers and Non-Care workers employed at the Care Home along with the number of workers absent due to sickness on that day. **NOTE: that Care Workers refers to those employed in any capacity for providing Care within the location, i.e. nurses, care assistants. Non-Care Workers relates to those working in support roles, i.e. administration, maintenance etc.**
- ii. Workforce status – please select Green/Amber/Red to reflect your care home status– guidance is available by hovering over each button

c. Availability of PPE

- i. PPE Status - select Green/Amber/Red to reflect your care home status – guidance is available by hovering over each button
- ii. **SAVE DETAILS** – this must be selected to update the system with any information added with this page

d. Contact Directory - is an optional section – this enables key contact details to be recorded that may help during business continuity or emergency incident where key personnel and organisations need to be contacted i.e. Plumber details, Electrician etc.

- i. To add contacts select the 'Add Contact' button and complete each column then press 'Add'
- ii. When completed please select the green 'Save Details' again and this will save the additional changes made to the page

PLEASE ALSO ENSURE YOU UPDATE YOUR VACANCIES EVERY 24 HOURS

**For further information or to request
a demonstration please contact us**



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carehomes.necsu.nhs.uk



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