

# Adults' Health and Care

Update for care providers



13 January 2021

## **Coronavirus (COVID-19) Updating the National Capacity Tracker and requesting support**

Dear Provider

As you are aware, we are in a crucial part of the pandemic and expecting a further peak over the next few weeks. Adults' Health and Care continue to monitor the information your services provide through the capacity tracker, however if you need urgent support please do not hesitate to email [ProviderC19Q@hants.gov.uk](mailto:ProviderC19Q@hants.gov.uk) and we will respond as soon as possible to your request.

It is vitally important that you complete the capacity tracker data on a daily basis, however it has been noted that since Christmas, the frequency of updates being made regarding vacancies and business continuity has decreased. There was a brief grace period which was nationally granted where the requirement for updates was reduced to help with workload of staff over the Christmas and New Year period, but now updates should continue as normal.

In particular Care home updates for the South East are now down to 54% of homes updating every 24 hours and 34% are updating every 7 days or longer. This is unfortunately a much lower number than we have championed over the last 12 months and is likely to result in delays to transfers which are desperately required from hospital to the community.

Please ensure your service updates its vacancy and business continuity information on a daily basis. Discharge teams will be looking for this information to help identify the most viable vacancy to move patients out of hospital.

Don't forget, you can join the weekly Provider Q&A call for direct support from the Capacity Tracker central team every Tuesday 1-2pm. You will have received an invite to this via an email from Hampshire County Council last week.



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