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North of England
Commissioning Support

Capacity Tracker

User Guide – Home Care Providers

Version 0.3

28 November 2020

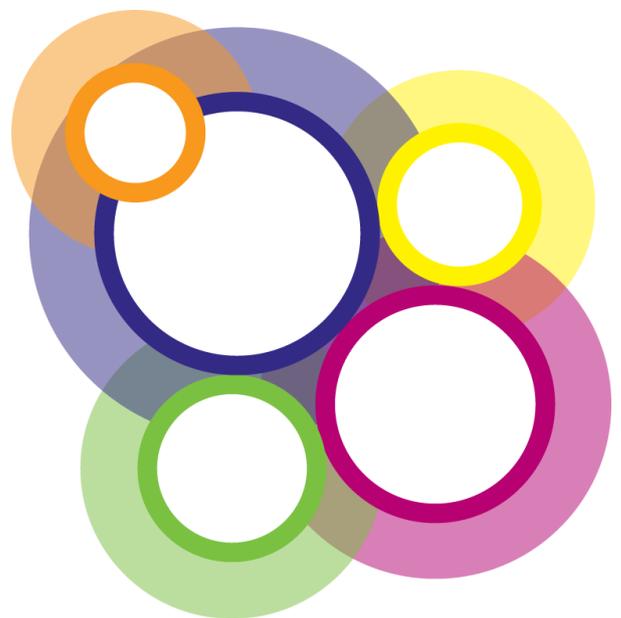


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Document Revision History

| Version Number | Date | Author Title | Status | Comment/Reason for Issue/Approving Body |
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| V0.1 | 26/11/2020 | Hannah Hope/ Heather Hayton | Draft | |
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| V0.3 | 28/11/20 | Stuart Flanagan | Final | |

Capacity Tracker User Guide

System Requirements

The following browsers are supported:

- **Desktop:** Internet Explorer 11/Edge, Firefox, Chrome, Safari, Edge
- **Mobile:** Chrome (iOS/Android), Safari (iOS)

Preferred browser is Google Chrome. Using an older version of internet explorer will result in a degraded/non-optimal experience. You can check which browser and version you are using at <https://updatemybrowser.org/>

User Types

When registering, users can choose either *Standard* or *Approver* permission access. *Approvers* have management rights over other users in their organisation. E.g.: An Approver for your Home Care Provider can approve other users who register in from your location. They are also responsible for removing users who no longer should have access or who have left the organisation.

Approvers should apply due diligence when reviewing applications for access to the Tracker e.g.

- Is the applicant a current member of your organisation?
- Is their email address correct (i.e., is it aligned to your organisation, no typing mistakes, no personal email addresses)?
- Have they applied for the appropriate level of access (Approver/Standard)?
- Users who have left the organisation should have their access de-activated – send details of leavers to necsu.capacitytracker@nhs.net for deactivation if difficulties arise

Generic Accounts

These are intended for sharing between multiple users. Generic accounts are shown a disclaimer every time users login. Organisations who request a generic account should be aware that auditing of activity by that account will not be able to determine which user in the organisation logged in under that generic account (by definition, it's generic). In the event of any queries about historical data changes made by that [generic] account holder, audits will therefore be limited.

Automatic Registration

Home Care Providers will be automatically registered on the Capacity Tracker with Approval Status given to the Registered Manager on 30 November 2020. Following this date any additional users requiring access will need to register individually as set out in **Section 2. Registering a New User Account**. Registered Managers with approval status can then approve any new registrations via the **Approve/Reject Users** Tile shown below that is located on the Main Menu screen.



1. Registering a New User Account

- a. Applications for a new user account must be made via <http://capacitytracker.com/>
- b. You can use a PC/Mac and mobile devices (iPad, tablet or smartphone) with internet access to use the system. Supported browsers are Google Chrome, Mozilla Firefox or IE 11+ on Windows and Safari on iOS.
- c. Use the **'Register NOW'** link on the below screen and complete the application form.

The screenshot shows the Capacity Tracker login interface. At the top left is the Capacity Tracker logo with the tagline 'Insight for Care'. At the top right is the NHS logo with the text 'Department of Health & Social Care'. Below the logos is a navigation bar with a home icon, 'Register', and 'Help Videos'. The main heading is 'Log In'. The login form is titled 'Log in to Capacity Tracker' and contains the following elements:

- Email Address input field
- Password input field
- Remember Me checkbox
- Log In button (green)
- Register NOW button (green)
- Forgotten password? link (blue)

The footer contains the following information:

- Social media: @CapacityTracker, 0191 691 3729, NECS
- Contact Us link
- Copyright: © 2020 NHS Commissioning Board. Developed by North of England Commissioning Support Unit (NECS). All rights reserved. Not to be reproduced in whole or in part without the permission of the copyright owner. 1.0.20326.1 (waws-prod-ln1-047) - Live
- NHS logo

- d. It is important that new users complete the form fully and accurately as the details will be forwarded on for approval by an Approver from within your organisation. Where a current Approver for your organisation doesn't currently exist your new user request will be reviewed by a member of the Capacity Tracker Team.

The screenshot shows the 'Register New account' page. At the top, there are links for 'Register' and 'Help'. The main heading is 'Register New account'. Below this, there is a breadcrumb trail: 'Your Details » Organisation Details » Finished'. The form contains several input fields: 'Email Address', 'Full Name', 'Contact Number', and 'Job Title'. Below these is the 'User Type' section, with 'Standard' selected in green and 'Approver' in grey. A red callout box points to the 'Email Address' field with the text: 'Note: Check email address for accuracy as if this contains any inaccuracies new applicants will not receive passwords/automated responses from the system.' Another red callout box points to the 'Home Care' button in the 'Organisation Type' grid with the text: 'On 30/11/20 The automated registration process for Home Care will give the first person registered from your organisation Approver status. New registrations after this process will need to select the appropriate User Type .'. A third red callout box points to a tooltip that says: 'Select 'Approver' if you require permission to approve other users in your own organisation.' The 'Organisation Type' grid includes buttons for: Care Home, NHS Acute, Community, Substance Misuse, Hospice, Home Care (highlighted in green), CCG, Local Authority, Local Authority (Regional / LRF), NHSE/NDX & CSU, GP, Other, and Search Only. At the bottom, there are 'Previous' and 'Next' navigation buttons.

- e. **Email Address:** this should be a unique email address that **has not been** registered with the Capacity Tracker previously. A warning will appear if the address is already registered

Username taken!

Should you receive this warning please contact the Capacity Tracker Support Centre 0191 691 3729

- For general user support, including account queries and password issues, please contact necsu.capacitytracker@nhs.net
- For technical support, contact necs.servicedesk@nhs.net. Please do not remove [Capacity Tracker] from the subject line.

Note: Check email address for accuracy as if this contains any inaccuracies new applicants will not receive passwords/automated responses from the system.

- f. **Name, Contact Number and Job Title:** these fields should be completed so we can accurately capture your information.
- g. **User Type:** is defaulted to a Standard user and shown in green. To change this to Approver simply select Approver – this will then turn green and the previous Standard defaulted selection will be deselected turning from green to grey. Each Organisation needs to have a minimum of 2 Approvers in place to ensure there is adequate cover to update the Capacity Tracker during holiday periods or sickness.

Examples of Approvers could be as follows:

Discharge Managers, Operational Managers, Managers, Assistant Managers

- h. The Approver will receive an automated email advising them when a new user from their organisation has requested access to the CapacityTracker. The Approver will need to log on to the Capacity Tracker and from the Main Menu screen select the Approve/Reject Users tile. Once selected An Approver will simply review the request then select the appropriate button either approve / reject.
- i. **Organisation Type:** This is defaulted to Care Home and is shown in green. If you are registering from Any Organisation other than a Care Home you should select the organisation required e.g. **Home Care Provider** and this will then turn green and the previous Care Home defaulted selection will be deselected turning from green to grey. Then Click Next.
- j. **Home Care Provider:** In the box, enter the postcode of the location and select search. All Providers with that postcode will then be listed. From this list, click on your location and organisations name and this will produce a tick adjacent to indicate the location you have selected; if you wish to add multiple locations, please enter another postcode and repeat this process. Once completed select the Next button.

The screenshot displays the 'Register New account' interface. At the top, there are navigation links for 'Home', 'Register', and 'Help'. Below this, the page title is 'Register New account'. The main content area shows a breadcrumb trail: 'Your Details » Organisation Details » Finished'. Under 'Domiciliary Care', there is a text input field containing 'nn11nn' which is highlighted with a red border, and a 'Search...' button. To the right of the search field is a light blue box with the text 'To select another provider, type another postcode'. Below the search field, a list of search results is shown, with one entry selected: 'Cranberry Home Care' (Cranberry Care Services) with the postcode 'NN11NN'. At the bottom left, there is a '« Previous' button, and at the bottom right, there is a 'Next »' button.

- k. The screen below with our **Terms and Conditions and Communications Policy**: will then be displayed - Please read these fully prior to clicking on the "I agree" box for each element and the blue **Complete** button. As stated your new user request will then await Approval/Rejection from either someone with Approver status from within your organisation or where there is no current Approver in place a member of the Capacity Tracker Team.

Register Help

Register New account

Your Details » Organisation Details » Finished

By signing in to the Capacity Tracker, I, the user:

All users

- I am (or am employed/engaged by)
 - a person involved in the commissioning, management or provision of health, care or accommodation.
 - a person seeking a vacancy for the accommodation of myself or another person, and/or
- I will use Capacity Tracker and the data I access through it solely for the purposes listed above.
- I will not use Capacity Tracker or the data I access through it for any other commercial or business purpose without the prior written agreement of NECS.
- I confirm that the information which I provided during the registration process was accurate and I agree to immediately notify NECS of any changes to this information.
- I will check that I have been granted the correct access level and will immediately notify NECS if I become aware of any problems with accessing Capacity Tracker or if my access should be revoked or amended (e.g. should I no longer be (or be employed/engaged by) a person listed above).
- I will keep my login details private and secure and will not permit anybody else to use Capacity Tracker using my login details. If I suspect my login details have been

Terms of Use

I agree I do not agree

Communications

I agree to receiving important email communications and information alerts which are relevant to the commissioning, management or provision of health, care or accommodation. I understand that I can opt in or out of such communications at any time.

I agree I do not agree

« Previous Complete »

- l. Once approved, the system will email you your login details including a password, which must be changed on first use to something more memorable. In the unlikely event that you don't receive, emails directly please check your spam folders in case it has been diverted there. Your password must comply with NHS policy on password strength, which will be advised on the change password screen.
- m. Add the Capacity Tracker email address to your safe senders list and chose your version of Microsoft Office so alerts do not drop into your junk email – see link for advice:
<https://support.office.com/en-us/article/add-recipients-of-my-email-messages-to-the-safe-senders-list-be1baea0-beab-4a30-b968-9004332336ce>
 Our sending address is necsu.apps@nhs.net
- n. For larger organisations with managed IT policies, ask IT to add the tracker address to your Trusted Sites list <https://capacitytracker.com/>

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

NHS England

Register Help Videos

Log In

Log in to Capacity Tracker

Email Address

Password

Remember Me

@CapacityTracker 0300 555 0340 NECS

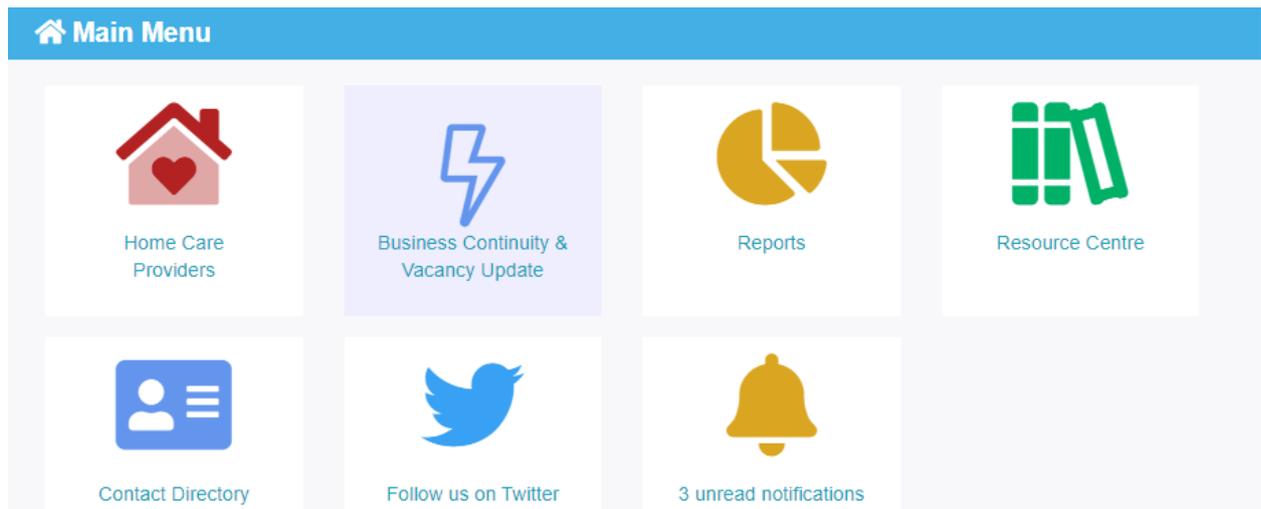
Contact Us © 2020 NHS Commissioning Board. Developed by North of England Commissioning Support Unit (NECS) - 1.0.0.0 - Live NHS

2. User Login

- a. It is advisable to tick the 'Remember Me' checkbox so that the system remembers your password, unless of course you are using a public computer/device to access the Portal.

- b. Following a successful login, you will be presented with the following **'Home Page/Main Menu'** screen or a variation of it depending upon your organisation type and/or level of permission.

Note: Organisations can only see their own data and may not have access to the full suite of reports.



Account Lockout

If the wrong password is entered **5** times, the account will be locked for **24 hours**. After this, you can attempt to log in again with your current password or reset your password. If you experience further issues, please contact the Helpdesk for password reset support.

- For general user support, including account queries and password issues, please contact necsu.capacitytracker@nhs.net or ring the Support Centre on 0191 691 3729.

Note: Passwords expire after 365 days and must then be changed – a reminder email will be sent.

3. Initial Organisation Setup

Please note that you can select  in the top left of the Menu bar from anywhere in the Capacity Tracker and this will take you back to the Home Page/Main Menu.

Step 1: Edit and update your information

- a. The first step is to ensure your Home Care Provider is correctly setup in the system. This is done by selecting the Home Care Provider Providers tile on the Main Menu



- b. You will be presented with the following screen.

Home Care Manage your home care providers

Parent Organisation: All organisations... Ownership Type: All Ownership Types

NHS Region: All regions

[Reset filters](#)

[Download XLS](#)

Show 10 entries Search: cranberry

| Provider | Surveys | Care Quality |
|---|-------------------------|--------------|
| Cranberry Home Care (NN11NN) Edit | COVID-19 Update (Daily) | Care Quality |

Showing 1 to 1 of 1 entries

Previous 1 Next

The setup involves working through each of the respective 3 links associated with your Organisation:

- i. Edit Home Care Provider Details (Address etc.)
- ii. Care Quality
- iii. Covid 19 Update Daily

Note: If you have registered for multiple sites, all of the sites that are registered will be listed and you'll be required to repeat the process for each one individually.

Provider Details

First click the **'Edit'** link next to the Home Care Provider name. This will take you into the Edit Provider Page which allows you to review and update the main details regarding your organisation. There are helpful links on the left hand side to take users to the appropriate section on this page

Edit Provider Cranberry Home Care (Cranberry Care Services)

[Provider Details](#) | [Surveys](#) | [Care quality](#) | [COVID-19 Update \(Daily\)](#)

Jump To

- [Address Details](#)
- [Contact Directory](#)
- [Linked GP Practices](#)
- [Misc. Details](#)
- [Classification and Funding](#)
- [Note Log](#)
- [Users With Access](#)

Address Details

Name: Cranberry Home Care

Short Name:
A shortened name for use where screen space is restricted

Address line 1: None

Address line 2: None

Address line 3: None

Address line 4: None

Address line 5: None

Postcode: NN11NN

Jump To

[Address Details](#)

[Contact Directory](#)

[Linked GP Practices](#)

[Misc. Details](#)

[Classification and Funding](#)

[Note Log](#)

[Users With Access](#)

Address Details

Please sense check the information that is contained within this section. Any errors can be amended /updated

- i. Provider Name
- ii. Address
- iii. Postcode (very important that this is entered this correctly)

Contact Directory

Manager Details - It is extremely important that you input your Manager details in the Contact Directory. This information will appear in the search results and is also used to send key communications to the Home Care Provider and update reminder prompts. Where applicable you should also include your NHS net Email address. This email address should be in addition to the managers email address; it is very important that these details are kept up to date.

The **Contact Directory** can be completed to capture details of organisations that you may need in an emergency or to support with Business Continuity.

To add a contact simply click add a contact.

There is a list of pre-defined roles that will appear (see below) or free text can be input for other key contacts (e.g. Plumbers/Electrician etc.)

Find Providers Accounts Reports Help

Edit Provider Cranberry Home Care (Cranberry Care Services)

Provider Details | Surveys | Care quality | COVID-19 Update (Daily)

Postcode: NN11NN

Contact Directory

Please ensure that you check the information below and ensure that the contact details for the location are up to date. As a minimum the Care Home Manager name, phone number, location email address and where allocated the NHS.net email address should be entered.

NB: This information is essential for those wishing to discuss a vacancy with you and should be an address that is monitored frequently in relation to referrals and admissions to your location.

| Role | Name | Organisation Name | Phones | Email | Address | Public? |
|---------|-----------|--------------------|------------|-------|---------|---|
| Manager | Cranberry | Cranberry Homecare | 0123456789 | | | <input checked="" type="checkbox"/> Yes |

Eg: M Name Organisation Phone Email Address

- Lead Clinician
- Lead GP
- Local Authority
- Manager
- NHS Email
- Pharmacy
- Physio
- Social Worker
- Trusted Assessor

NB Registered Manager should select Manager from the drop down list rather than typing in Registered Manager. It is also important to ensure that your email address is correct. This information will appear in the search results and is also used to send key communications to the Home Care Provider and update reminder

Note: These details can be made public by clicking the Tick Box. Public entries will be shown on the 'Find Capacity' page used by health and social care professionals.

Linked GP Practices

The ability to link GP practices to your organisation is available to support Emergency resilience. GP Practices can be added to your location profile by clicking the Add Link button and typing the name of the GP Practice you wish to add; once located click the Add button.

Linked GP Practices

| Linked Organisation | Type |
|----------------------|------|
| 0-19 East Cheshire H | GP |

Misc. Details including CQC report URL, Public URL for your location

- The system imports your latest CQC Report URL and Public URL directly from the CQC and this is displayed in search results for the location. It enables other users of the Capacity Tracker to quickly link to these places on the Internet.

Classification and Funding

- i. Review the information pre-populated as this has been imported from the CQC.

Please note your CQC registered services are listed here. These are imported from CQC so should there be any error here, you will need to contact CQC to have any anomalies corrected. Once CQC have updated any incorrect information this will then be imported into the Capacity Tracker.

Note Log

Whilst you are on this page, you have the option to add as many notes as you want about your location/ services. This is not essential and you may choose to not add any notes. An example is given below of the sort of information you may wish to include **but please remember these need to be kept up-to-date.** If added, **notes appear in the search results** when users search for capacity. Some providers include information about accessibility, whether the location accepts admissions after a certain time – the choice is yours, **but please remember the information in the Notes Log appears in the search details.**

| Note Log | | | |
|--|--------------------------|----------------------|------------------------|
| + Add a Note for this Provider | | | |
| Date: 26/11/2020 | Added By: Home care Test | Edit | Delete |
| Personal care | | | |
| Date: 26/11/2020 | Added By: Home care Test | Edit | Delete |
| 24 hour service | | | |

Users with Access

This outlines the Names of Users who have access to your location. It also identifies those users who are Approvers.

Always remember to press the **'Save'** button when you've updated information on this or any screen. Don't worry if you forget as you will receive a reminder prompt prior to leaving the page

Step 2: Surveys

On occasion, you may be asked to complete a survey. These can be found via the Survey section. If the below message appears no action is required. Home Care Providers should note that these are different to the current "CQC Survey that they complete on a daily basis" e.g. previous surveys have covered Syringe Driver supplies and Proxy online ordering .

Surveys for Cranberry Home Care
 Provider details | Surveys | Care quality | COVID-19 Update (Daily)

There are no surveys for completion right now, check back later.

Step 3: Quality

No action is required for this section; it contains CQC ratings imported from the CQC report. **NOTE: These are imported from CQC so should there be any error here, you will need to contact CQC directly to have any anomalies corrected.**

Care Quality Dashboard for Cranberry Home Care
 Provider details | Surveys | Care quality | COVID-19 Update (Daily)

Ratings

| | | | |
|-------------|------------------|----------------------|---------------|
| CQC Overall | ● Unknown Rating | Latest CQC Report | Not available |
| Safe | ● Unknown Rating | CQC Report Published | Unknown |
| Effective | ● Unknown Rating | Latest PAMMS Report | Not available |
| Caring | ● Unknown Rating | PAMMS Rating | Not available |
| Responsive | ● Unknown Rating | | |
| Well-led | ● Unknown Rating | | |

i PAMMS is a 3rd party source of detailed information about the quality of a service provider.

Step 4: Covid-19 Survey Update (Daily)

The information in the screen shot below needs to be updated daily

COVID-19 Update at Cranberry Home Care
 Provider details | Surveys | COVID-19 Update (Daily)

CQC Home Care Survey

How many people are using your service today?

At the moment, how many people using your service have a confirmed diagnosis of coronavirus?

At the moment, how many people using your service have a suspected case of coronavirus?

How many staff in your organisation deliver care to people?
Includes staff who are currently unable to work because they have coronavirus, are self-isolating, or have care commitments

How many staff who deliver care to people who are not working because of coronavirus?
Includes staff who are self-isolating or have care commitments

What is your current stock of personal protective equipment (PPE)?

We have enough PPE to last more than a week
 We have enough PPE to last between 3 days and a week
 We have enough PPE to last 2 days or less

Can you provide any extra care hours? Yes No

How many extra care hours do you think you can provide per week?

If your organisation is experiencing any other coronavirus related issues please use this space to tell us (eg: needs you cannot meet, shortages, etc.)

The total sum of service users with coronavirus or suspected with coronavirus cannot be more than the total number of people using the service.

The number of staff who are unable to deliver care due to coronavirus cannot be more than the number of staff delivering care in the organisation

If unable to provide additional hours place 0 in the box

Once you have completed all of the questions remember to click on the Green **Save Details** button.

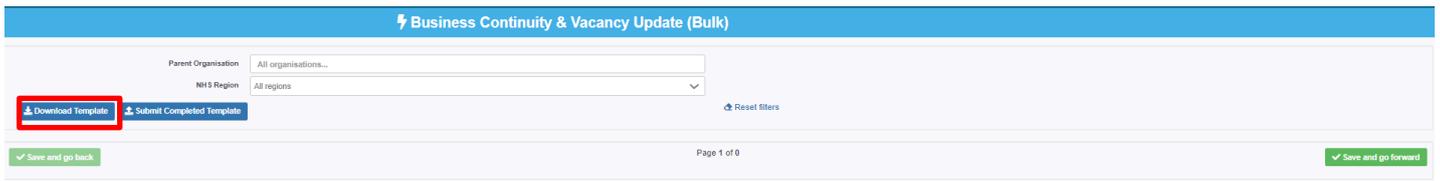
✓ Save Details

Bulk Updates

Larger Home Care Providers with dual or multiple registrations can update their information via the Business Continuity & Vacancy Update tile shown below and found on the Main Menu screen. Please note the bulk upload template has been updated to capture Home Care. **Those using this functionality must download the new template, and then populate to ensure a successful upload.**



Click on the tile and the following screen is displayed.



Click on the Download template and the following spreadsheet will open in Excel.

There is a separate tab for each section of the Capacity Tracker that requires an update which includes Home Care.

The data to be completed has been separated into columns e.g. in the screen shot below. Please read the instructions in the 'Instruction' tab prior to completing the template.

| | A | B | C | D | E | F | G | H |
|----|--------|---------|---------------------|---------------------|---------------------------------|---------------------------------|---------------------------------|-------------------------|
| 1 | Id | Cqcl | Name | Service users today | Users with COVID-19 (Confirmed) | Users with COVID-19 (Suspected) | Care providing staff (Employed) | Care providing staff (u |
| 2 | 147651 | 1-X0006 | Cranberry Home Care | 10 | 2 | 1 | 3 | |
| 3 | | | | | | | | |
| 4 | | | | | | | | |
| 5 | | | | | | | | |
| 6 | | | | | | | | |
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| 19 | | | | | | | | |
| 20 | | | | | | | | |
| 21 | | | | | | | | |
| 22 | | | | | | | | |

Once you have completed all of your data, save the spreadsheet and click on Submit Completed Template button



To upload the template:

- i. Insert a tick in the check box to state you understand that admitting an individual who is known NOT to have been tested for COVID or is AWAITING the test result is contrary to Government Policy
- ii. Next click 'Choose File' which will open your file explorer and allow you to upload the file
- iii. Select the upload Template button.

Please Note All of these actions need to be complete in order for your upload to be successful.

If the Government Policy check box is not checked you will receive the following popup message.

Simply click **OK**. A pop up message will then disappear allowing you to insert a tick in the check box.

Help Tab

Useful Guides and Videos can be found via the **Help** section along with information about **'What's New'** in the Tracker.

Remember: if you wish to add more locations you can do so via the **'Accounts'** section in the dark blue bar and select My Details/Access

Insert the location postcode in the Postcode/Location field and select search. You will then be displayed with all of the locations relating to that postcode. To select click on appropriate address or organisation name and a tick will appear to confirm the selection. You can add more than one location by adding another postcode and following the steps above. When you have finished click the green 'update' button.

My Access

Enter a postcode then select a location to request additional access.

Find Locations By... **Postcode** Local Authority CCG

Postcode/Location

Showing 5 items
Select All / None

| | |
|-----------------------------------|-------------------------|
| Cranberry Acute Care | Cranberry Care Services |
| OX3 2RX | |
| Cranberry Care Home | Cranberry Care Services |
| OX3 2RX | |
| Cranberry Community Centre | Cranberry Care Services |
| OX3 2RX | |
| Cranberry Hospice | Cranberry Care Services |
| OX3 2RX | |
| Cranberry Substance Misuse | Cranberry Care Services |
| OX3 2RX | |

Showing 5 items
Select All / None

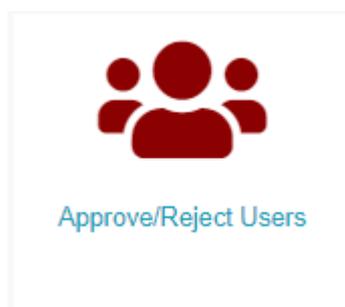
By requesting permission to maintain information within the Capacity Tracker you are agreeing to:

- You are legally permitted to provide such information and have the necessary documentation in place with the Provider.
- Information that you provide does not constitute a conflict of interest.
- Is accurate and kept up to date in line with agreed national policy.
- The information is not subject to any duty of confidentiality owed to a third party, and
- Not subject to any intellectual property right that would prevent its use.
- Should you be notified by the Care Home that approval has been revoked that you immediately stop updating information.

This will trigger an email to the approver within the organisation(s) you have selected for review. Once approved the Home Care tile will be visible on the Main Menu screen.

Approvers only: How to Approve

To review Approvals click on the Approve/Reject User Tile which can be found on the Main Menu screen.



Hints and Tips

How to reset your password

If you have forgotten your password you can reset it via the **Log In** Screen

Log In

Log in to Capacity Tracker

Email Address

Password

Remember Me

 [Forgotten password?](#)

Click on **forgotten password** and enter your email address in the box provided. Then click on the green 'Email me a new password' box. You will shortly receive an email to reset your password.

✉ Email a New Password

Enter details

Email Address

REMEMBER: updates can be made via any internet connected device including i-Pads/tablets and smartphones – so updates can be made whilst on the go. Search for <https://careproduksstore.blob.core.windows.net/carehomeuserdocs/substance-bulkupdates.pdf>

and log-in using your user name and password. Save as a favourite to access the site more quickly.



For further information or to request a demonstration please contact us

Telephone: 0191 6913729

Email: Necsu.capacitytracker@nhs.net

Internet: <http://capacitytracker.com/>

Twitter: @CapacityTracker

Facebook: @NHSCapacityTracker