



# How to update your Covid-19 Questions

Home Care Providers, we would like to welcome you to the Capacity Tracker and through the following few simple steps ensure that you can easily navigate the system to quickly and easily update the same Covid-19 questions that you previously updated via CQC.

### Step 1: Select your Provider Tile

From the Main Menu screen below select the Home Care Providers Setup/Details tile.



You will then be displayed with the following screen

合 Home Care	Manage your home care providers				
Parent Organisation     All organisations     Ownership Type     All Ownership Types       NHS Region     All regions					
🛓 Download XLS					
Show 10 • entries			Search:	cranberry	1
Provider Surveys Carr					Care Quality
Cranberry Home Care (NN1	1NN)Edit		COVID-1 (Daily)	19 Update	Care Quality

# Step 2: Covid – 19 Update (Daily)

From the Surveys Column, clicking on the Covid – 19 Update (Daily) will produce a list of questions that you are required to update shown in the screenshot below. Once each question has been completed simply click on the green **Save Details** button



#### New Guidance



CQC Home Care Survey		[	The total sum of service users with
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 defiver care to			coronavirus or suspected with coronavirus cannot be more than total number of people using the service.
people? tocudes staff who are currently untitre to won bocume twy have conserving, are self-isolating, or have care constituents How many staff who deliver care to people who are not working because of conserving.? Includes staff who are self-isolating or have care constituents 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		The number of staff who are unab deliver care due to coronavirus ca be more than the number of staff delivering care in the organisatior
Can you provide any extra care hours? 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 fell us (eg: needs you cannot meet, shortages, etc.)	Yes No	] -	If unable to provide additional hours plac the box

## Step 3: Bulk Updates (Only applicable for Home Care Providers with numerous locations)

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.

Clicking on the above tile will produce the following screen.

Business Continuity & Vacancy Update (Bulk)					
Parent Organization	Al opprivations.				
L Download Template	al mpro	ð itaat lites			
of Serv and go Seck		Page 1 of 8			

Click on **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.

Cqcld 551 1-X0006	Name Cranberry Home Care	Service users today 10	Users with COVID-19 (Confirmed)	Users with COVID-19 (Sus) 2	pected) Care providing staff (Employed)	Care providing staff ()
i51 1-X0006	Cranberry Home Care	10		2	1	3
	Instructions	Instructions Capacities Businee	Instructions Capacities Business Continuity (Non Londo	Instructions Capacities Business Continuity (Non London Business Continuity (London)	Instructions Capacities Business Continuity (Non Landon Business Continuity (London) 1072 Home Care Cont	Instructions Capacities Business Continuity (Non London Business Continuity (London) ICF2 Home Care Contacts ⓒ





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.

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

🛧 Submit Completed Template								
*	Find	Providers	Accounts	Reports	Help			
🏦 Bu	t Business Continuity & Vacancy Update Upload Template							
Diama	note that Go	unment policy rea	uizer that no care ho	me accepte a pat	tiant being discharged from hornital without basing been tested for COVID and basing a test result. Blease be succe that where			
a care	home answer	s the questions bek	ow indicating they ha	we admitted patie	ents from hospital who were not tested or who were tested but were awaiting the result, CQC will be made aware of those care			
homes	who have no	t followed Governm	ent policy.					
ur 🔽	nderstand th	at admitting an ind	ividual who is know	vn NOT to have	been tested for COVID or is AWAITING the test result is contrary to Government policy.			
Compl	eted Templ	ate	Choo	se File No file	L Upload Template			

### Step 4: Upload the template:

- 1. **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 must be completed 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**. The pop up message will then disappear allowing you to **insert a tick in the check box** then select **Upload Template** 



This will then complete the bulk upload process.