



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 NHS Region	All organisations All regions	Ownership Type	All Ownership Types		¥
🛓 Download XLS					
Show 10 • entries			Search:	cranberry	
Provider Surveys Carr				Care Quality	
Cranberry Home Care (NN11NN)Edit				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



How many people are using your service today?	The total sum of service users with
At the moment, how many people using your service have a confirmed diagnosis of coronavirus?	coronavirus or suspected with coronavirus cannot be more than
At the moment, how many people using your service have a suspected case of coronavirus?	total number of people using the service.
How many staff in your organisation deliver care to people? Include staff who are currently unitire to work because they have	
coronavirus, are self-leolating, or have care commitments	The number of staff who are unat
How many staff who deliver care to people who are not working because of coronavirus?	deliver care due to coronavirus ca
Includes staff who are self-lociating or have care commitments	
What is your current stock of personal protective We have enough PPE to last more than a week equipment (PPE)? O We have enough PPE to last between 3 days and a week O We have enough PPE to last 2 days or less	be more than the number of staff delivering care in the organisation
Can you provide any extra care hours? Yes No	If unable to provide
How many extra care hours do you think you can provide per week?	additional hours pla
If your organisation is experiencing any other corenarirus related insues please use this space to tell us (eg: needs your cannot meet, shortpage, etc.)	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 Web Region					
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of Saw and go land		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.

4	A	В	c	D	E	F	G	н
. 1	Id	Cqcld		Service users today	Users with COVID-19 (Confirmed)	Users with COVID-19 (Suspected)	Care providing staff (Employed)	Care providing staff (
	14765	1 1-X0005	Cranberry Home Care	10		2	1	3
ŧ.								
5								
5								
2 3 4 5 5 7 8 9 0 1 2								
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2					on Business Continuity (London)			





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

1 Subm	🛓 Submit Completed Template							
^	Find	Providers	Accounts	Reports	Help			
🏦 Bi	isines	s Contin	uity & Va	cancy l				
Diama	note that Co	uniment policy ran	uiner that no care ho	ma accante a nat	tient being discharged from hospital without having been tested for COVID and having a test result. Please be aware that where			
					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 not followed Government policy.							
U 🖸	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.			
Comp	leted Templ	ate	Choo	se File No file	le chosen Lupioad 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.