



# Care Home Capacity Management System



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Choosing an appropriate care home is an important decision for patients, families and healthcare professionals. Service details, quality assurance and bed availability information all inform this decision. However, the information is not always readily available. For discharge teams, establishing care home capacity is time-consuming and frustrating. For care homes, responding to individual capacity requests from different organisations removes staff from care delivery.

London has commissioned CarePulse as the online bed management capacity system (CMS) to be used by all care homes in the region. The system allows care homes to share their latest bed availability with hospitals, brokerage teams within CCGs or Local Authorities (LA), and other care homes.

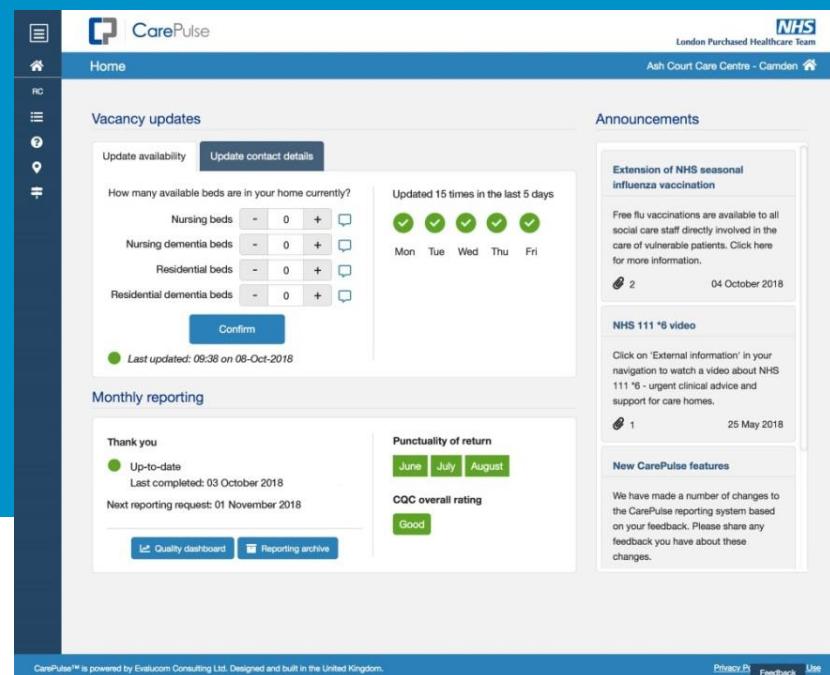
*Improving communications across health and social care services will make a big difference to the people we are caring for!*

## What did HLP do to support?

The Enhanced Health in Care Homes programme asked the London Purchased Healthcare Team (LPH) to create an online CMS to improve patient flow from acute settings to care homes and reduce Delayed Transfers of Care.

The CMS was built into the existing CarePulse system, which already had strong engagement from healthcare professionals and care homes.

All care homes in England are included on CarePulse, and all hospitals, CCGs and Local Authorities can use CarePulse.



## Benefits...

- **Simple to register and free to use**
- **Fast and secure**; available **24-7, 365 days a year**
- **Reduces** the amount of **time clinical staff and discharge teams** spend searching for vacancies
- **Supports effective commissioning** within local boundaries and commissioning out of area
- Includes an **online resource centre** that encourages information sharing with care homes
- **Includes quality reports and market intelligence** to support effective market management
- **Over 280 homes update weekly** and on average **update 4 times per week**. These homes include **57% of all nursing beds** in London
- Prompt functionality allows you to increase engagement from your local care homes

"I find it a very useful tool in finding and making placements."

"Reduces time contacting nursing homes."

"Provides up to date quality information."

"Quick access to vacancies without having to rely on emails."

"Easy to use, very user friendly. I like that I can filter by location."

To find out more, please contact Ruth Davey at the London Purchased Healthcare team - [ruth.davey1@nhs.net](mailto:ruth.davey1@nhs.net).

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