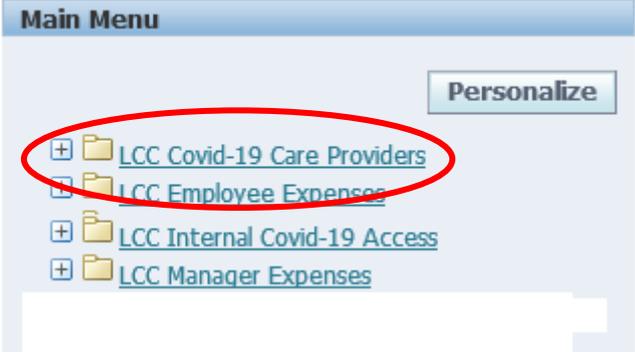
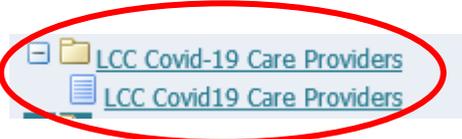
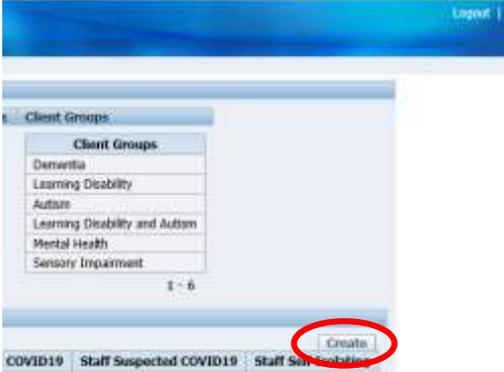


Care Capacity Tracker – Oracle User guide - Supplier

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Task	Guidance
<p>1.0 Logging In</p>	<p>To access Oracle Self Service via the following URL</p> <p>https://oss.lancashire.gov.uk/</p>
<p>1.1 Covid-19 Access</p>	<p>Select the 'LCC Covid-19 Care Providers, found on the left hand side of the home page, shown below:</p>  <p>Select the '+' sign next to the 'LCC Covid-19 Care Provider' access link.</p> <p>Once this has been selected, you can then select the LCC Covid-19 Care Provider' option:</p> 
<p>2.0 Data Entry</p>	<p>The below screen will show all the previous data entries for you:</p> 

Task	Guidance
<p>2.1 Creating a New Data Entry</p>	<p>In order to add the new data, select create:</p>  <p>The screenshot shows a web application interface. At the top right, there is a 'Logout' link. Below it, a 'Client Groups' section contains a list of categories: Dementia, Learning Disability, Autism, Learning Disability and Autism, Mental Health, and Sensory Impairment. At the bottom of the list, there is a 'Create' button, which is circled in red in the original image. Below the main content area, there are navigation tabs for 'COVID19', 'Staff Suspected COVID19', and 'Staff Ser...</p>

2.2 Daily Questions

You will then be taken to the page with all the questions you need to complete, the page looks like the below:

COVID-19 Data Entry

Residents Daily Details

Service Provider (Mandatory) (Add or edit) [Dropdown]

Start Date [Date Picker]

Internal Status [Dropdown]

Current Status [Dropdown]

Are you able to create isolation beds, either through single occupancy rooms or cohorted areas? [Dropdown]

In the last 7 days, are you able to confirm that any staff working in your care home, are not also working in another health or social care setting during the same period? [Dropdown]

In the last 7 days, have all directly employed staff self-isolating due to COVID-19 (in line with government guidance) been paid normal wages? [Dropdown]

Are you able to access medical equipment that you need for COVID-19? [Dropdown]

In the last 7 days, have you been operating measures to limit the use of public transport by members of staff and stop car or taxi sharing? [Dropdown]

In the last 7 days, how many directly employed staff have chosen to stay separately from their families in order to limit social interaction outside work? [Dropdown]

Of those staff, how many are you providing accommodation for (either within the location, or in another facility, such as a hotel)? [Dropdown]

What visiting options have you put in place to ensure that visiting in your Care Home is COVID-19 Secure? [Dropdown]

Outside COVID secure visiting space [Dropdown]

Indoor COVID secure visiting space (e.g. visiting pod etc) [Dropdown]

Indoor socially distanced visiting space [Dropdown]

Indoor visiting supported by testing (not socially distanced) [Dropdown]

What are the current challenges / barriers that need to be overcome to fully enable visits? [Dropdown]

Insufficient PPE Supply [Dropdown]

Insufficient Staff Capacity to Deliver Safe Visiting [Dropdown]

Inadequate Supply of Test Kits [Dropdown]

Inadequate Space to Administer Tests [Dropdown]

Lack of Clear Material Guidance for Staff on how to Enable Safe Visits [Dropdown]

Lack of Suitable Insurance [Dropdown]

Concern from Relatives [Dropdown]

Local Public Health Advice is not Allowing Visits Except in Exceptional Circumstances (end of life) [Dropdown]

Other [Dropdown]

Care Homes Only

*Number of the COVID Confirmed or Suspected Residents admitted from outside of the care home today (NOT FROM NHS TRUST) [Input Field]

Are you happy for the information you have provided to be uploaded into the NECS Capacity Tracker? [Dropdown]

*Since the last update how many residents have been discharged to your location from an NHS trust following an inpatient stay [Input Field]

COVID VACCINATION

	Residents	Directly Employed Staff	Agency/Bank
*Number currently known to have received the first dose	[Input Field]	[Input Field]	[Input Field]
*Number currently not known to have received the first dose	[Input Field]	[Input Field]	[Input Field]
*Number where the first vaccine dose is not yet known or undisclosed	[Input Field]	[Input Field]	[Input Field]
Second Dose			
*Number currently known to have received the second dose	[Input Field]	[Input Field]	[Input Field]
*Number currently not known to have received the second dose	[Input Field]	[Input Field]	[Input Field]
*ResidentsNumber where the second vaccine dose is not yet known or undisclosed	[Input Field]	[Input Field]	[Input Field]

Weekly Questions

*** Previous entries over 7 days ago. Please update this section ***

Last Weekly Date [Date Picker]

Task	Guidance
	 <p>The screenshot displays the Oracle Care Capacity Tracker interface. At the top, there is a 'Monthly Questions' section with a warning message: '*** Prerequisite entries near 22 days ago. Please update this section ***'. Below this, there is a 'Last Monthly Date' field and a dropdown menu for 'Do you have any identified COVID-19 staff?'. A series of questions follow, each with a 'Yes', 'No', or 'Not Applicable' option: 'In the last month, if you care home used agency staff, what measures are in place to stop them moving between care settings for work?', 'Risk-Scoring', 'Exclusion Arrangements', 'Screened Hours', 'Other', 'Not Applicable', and 'Not Used'. A final question asks 'Are arrangements in place for a weekly home round or check in between the care home and your local primary care / community health services digital team?'. Below the questions is a 'Daily Information Headers' table with the following columns: Geographic, Service Name, People Supported, New COVID Cases Confirmed (Last 24 Hours), New COVID Cases Suspected (Last 24 Hours), COVID Related Deaths Last 24 Hours (not in hospital), Users/Residents Suspected/For Covid, Staff Sick - Not COVID, Staff Newly Suspected COVID (Last 24 Hours), Staff Newly Confirmed COVID (Last 24 Hours), and Staff Self Isolating. The first row of data shows 'Fife' for Geographic and 'Residential Care' for Service Name.</p> <p>This has been split into four sections.</p>

Task	Guidance
<p>2.2.1 Populate from Previous Values</p>	<div data-bbox="497 318 1307 470" data-label="Image"> </div> <p>There is a 'populate from previous values' button which will auto pull data entered on the previous day;</p> <ul style="list-style-type: none"> - use this button to pull the data through - If there are no changes, complete the mandatory questions (the ones that are blank), including the exceptions highlighted below. - If there are changes, record the change as well as completing the mandatory questions, including the exceptions highlighted below. - Please ensure you complete the question 'are you happy for the new information provided to be uploaded into the NECS capacity tracker?'

Section 1 – Maintain Daily Details

*** Any questions that are underlined have a help box that will appear if you click on it, you can read to help clarify the meaning of the question. ***

Daily Date

This is populated with today's date.

It is not possible to enter multiple entries for a single date. If this is attempted the below error message will appear:

1 error has occurred
- Data has been entered or this date - please amend that record

There is also a risk where you may accidentally input data for a future date. Please avoid doing this, as it is not a simple mistake to rectify. It will also affect the tracker's data later in the day.

Internal Notes

Free text field

Current Status

Which of the options in the drop down list best represents their service:

- Business as usual.
- Reduced service level.
- No service delivered.

Do you have capacity to support urgent and/or short term requests?

Select Yes or No from the drop down list as appropriate.

Have you implemented your Business Contingency Plan (BCP)?

Select Yes or No from the drop down list as appropriate.

If Yes; two secondary boxes will open up, you need to ask both questions.



Has a copy of BCP been sent to LCC Email

- Select Yes or No from the drop down list as appropriate.
- List of Current BCP Actions Being Undertaken

Are you currently taking new referrals?

- Select Yes or No from the drop down list as appropriate.

Do you have enough staff to operate today?

- Select Yes or No from the drop down list as appropriate.

Accepting new admissions who are symptomatic/COVID-19 diagnosed?

- Select Yes or No from the drop down list as appropriate.

This needs to be accurate and up to date. This is because it ties into reports that Care Navigation use for placing residents.

Accepting readmissions who are symptomatic/COVID-19 diagnosed?

- Select Yes or No from the drop down list as appropriate.

- This needs to be accurate and up to date. This is because it ties into reports that Care Navigation use for placing residents.

Confidence to operate for next 7 days

Select one of the below options:

- 4. Very Confident.
- 3. Confident.
- 2. Not Confident.
- 1. Extremely Not Conf

PPE Supplies

Using the table indicate if you have at least 1 month's supply, up to 1 month's supply, up to 7 day's supply or less than 48 hours supply of the following:

- Masks
- Visors
- Gloves
- Hand sanitisers
- Aprons

Select the appropriate option based on the PPE help link table shown below

Please indicate the level of supply you currently have for the following:

*Masks Blue Green Amber Red Self Source Central Gov Local Authority

*Visors Blue Green Amber Red Self Source Central Gov Local Authority Sufficient Supply

*Gloves Blue Green Amber Red Self Source Central Gov Local Authority

*Hand Sanitiser Blue Green Amber Red Self Source Central Gov Local Authority

*Aprons Blue Green Amber Red Self Source Central Gov Local Authority

*Confidence to operate for next 7 days:

*Masks Blue Green Amber Red

*Visors Blue Green Amber Red

*Gloves Blue Green Amber Red

*Hand Sanitiser Blue Green Amber Red

*Aprons Blue Green Amber Red

[PPE Help Link](#)

PPE Help Link ✕

BLUE	At least 1 month supply of PPE available and are confident of ongoing supply
GREEN	Up to 1 month supply of PPE available or are confident of ongoing supply
AMBER	Up to 7 days' supply of PPE available
RED	No PPE supplies or Less than 48hrs supply of PPE available

If you state that your supply is either Amber or Red, please indicate if:

- you are able to source this yourself
- Using the Central Government Portal
- Or want LCC to provide you with an emergency supply of PPE

If you want LCC to provide you with an emergency supply please contact the PPE team on 0300 123 6786 and they will arrange for a supply to be provided.

Note: The 'Visor' option has an additional section: 'Sufficient Supply'.

Overall number of Residents / service users with COVID19 (suspected or confirmed) currently in the Care Home / Receiving your service

- Add in the number of residents on that day with suspected and confirmed COVID19 cases.

Overall number of Staff with COVID19 (suspected or confirmed)

- Add in the number of staff on that day with suspected and confirmed COVID19 cases.

Overall Status

Please state which RAG rating relates to their service.

This is a RAG rating status;

- Green: Operating with minimal / no risks identified today.
- Amber: Operational risks being managed with some risk / to deterioration, in the coming days.
- Red: Business continuity in place and / or at significant risk of being able to accept further admissions in the coming days.



Have you registered on the government's PPE portal?

•Select Yes, No or Unable to register from the drop down list as appropriate.
If this has been answered yes previously it will no longer be visible.

Flu – number known to be immunised

There are three fields:

- Residents/Service Users.
 - Directly Employed Staff
 - Agency/Bank/Volunteers
- All fields must contain a value.

Flu – number known NOT to be immunised

There are three fields:

- Residents/Service Users.
 - Directly Employed Staff
 - Agency/Bank/Volunteers
- All fields must contain a value.

Flu – status is unknown

There are three fields:

- Residents/Service Users
 - Directly Employed Staff
 - Agency/Bank/Volunteers
- All fields must contain a value.

Flu – have you experienced issues of delays accessing the vaccine?

Select an option from the drop down list

- Yes – Staff and Residents/Service Users
- Yes – Residents/Service Users
- Yes – Staff
- No

When did you last order your test kits as part of repeat testing?

- Ask this question if the previous date is over 27 days ago, leave blank if never. Use the date picker to select the date.

When did you last undertake staff testing as part of this whole home repeat testing?

- Ask this question if the previous date is over 6 days ago, leave blank if never. Use the date picker to select the date.

When did you last undertake Resident Testing as part of the whole home repeat testing?

- Ask this question if the previous date is over 27 days ago, leave blank if never. Use the date picker to select the date.

Task	Guidance
	<p>Were Bank and / or Agency Staff included in your previous staff testing as part of this whole home repeat testing, if yes how many?</p> <ul style="list-style-type: none"> - Select Yes, No or Not Applicable from the drop down list as appropriate - If Yes, fill in the number required.

2.2.3 Care Homes Only

Section 2 – Care Homes Only

The below questions are mandatory questions and need to be answered daily.

Care Homes Only

*Number of the COVID Confirmed or Suspected Residents admitted from outside of the care home today (NOT FROM NHS TRUST)

Are you happy for the information you have provided to be uploaded into the NCEC Capacity Tracker? Yes

*Since the last update how many residents have been discharged to your location from an NHS trust following an inpatient stay

COVID VACCINATION

	Residents	Directly Employed Staff	Agency/Bank
*Number currently known to have received the first dose	<input type="text" value="4"/>	<input type="text" value="2"/>	<input type="text" value="3"/>
*Number currently not known to have received the first dose	<input type="text" value="5"/>	<input type="text" value="5"/>	<input type="text" value="6"/>
*Number where the first vaccine dose is not yet known or undisclosed	<input type="text" value="12"/>	<input type="text" value="13"/>	<input type="text" value="9"/>
Second Dose			
*Number currently known to have received the second dose	<input type="text" value="21"/>	<input type="text" value="4"/>	<input type="text" value="12"/>
*Number currently not known to have received the second dose	<input type="text"/>	<input type="text" value="10"/>	<input type="text" value="15"/>
*ResidentsNumber where the second vaccine dose is not yet known or undisclosed	<input type="text"/>	<input type="text" value="6"/>	<input type="text" value="18"/>

Number of the COVID Confirmed or Suspected Residents admitted from outside of the care home today (NOT FROM NHS TRUST)

- Add in the number of residents admitted with confirmed or suspected COVID

Are you happy for the information you have provided to be uploaded to the NCEC Capacity Tracker?

- Select Yes or No from the drop down list.

Since the last update how many residents have been discharged to your location from an NHS trust following an inpatient stay?

- Enter the number of residents discharged to your location.

COVID VACCINATION

Number currently known to have received the first dose.

There are three fields:

- Residents/Service Users.
- Directly Employed Staff
- Agency/Bank/Volunteers

All fields must contain a value.

Number currently not known to have received the first dose.

There are three fields:

- Residents/Service Users.
- Directly Employed Staff
- Agency/Bank/Volunteers

All fields must contain a value.

Number where the first vaccine dose is not yet known or undisclosed.

Task	Guidance
	<p>There are three fields:</p> <ul style="list-style-type: none"> •Residents/Service Users. •Directly Employed Staff •Agency/Bank/Volunteers <p>All fields must contain a value.</p> <p>Second Dose</p> <p>Number currently known to have received the second dose.</p> <p>There are three fields:</p> <ul style="list-style-type: none"> •Residents/Service Users. •Directly Employed Staff •Agency/Bank/Volunteers <p>All fields must contain a value.</p> <p>Number currently not known to have received the second dose.</p> <p>There are three fields:</p> <ul style="list-style-type: none"> •Residents/Service Users. •Directly Employed Staff •Agency/Bank/Volunteers <p>All fields must contain a value.</p> <p>•Residents Number where the Second vaccine dose is not yet known or undisclosed.</p> <p>There are three fields:</p> <ul style="list-style-type: none"> •Residents/Service Users. •Directly Employed Staff •Agency/Bank/Volunteers <p>All fields must contain a value.</p>

Weekly Questions

Where previous entries are over 7 days old please fill in the date and the subsequent questions.

Are you able to create isolation beds, either through single occupancy rooms or cohorted areas?

From the drop down list select the appropriate response.
Yes/No/As far as possible.

In the last 7 days, are you able to confirm that any staff working in your care home, are also NOT working in another health or social care setting during the same period?

From the drop down list select the appropriate response.
Yes/No: reasonable steps taken/No: No further action.

In the last 7 days, have all directly employed staff self-isolating due to COVID-19 (in line with government guidance) been paid normal wages?
From the drop down list select the appropriate response.

Yes/Not paid/No:>SSP<Wages/No: SSP/No Staff Isolating.

Are you able to access medical equipment that you need for COVID 19?
From the drop down list select the appropriate response.

Yes/No/Not currently needed.

In the last 7 days, have you been operating measures to limit the use of public transport by members of staff and stop car or taxi sharing?

From the drop down list select the appropriate response.
Yes/No/Not currently needed.

In the last 7 days, how many directly employed staff have chosen to stay separately from their families in order to limit social interaction outside work?

Please enter the number of staff.

Of those staff, how many are you providing accommodation for either within the location, or in another facility, such as a hotel?

Please enter the number of staff.

What visiting options have you put in place to ensure that visiting in your Care Home is COVID-19 secure? (select for Yes)

Please select the tick boxes that apply.

- Outside COVID secure visiting space*
- Indoor COVID secure visiting space (e.g. visiting pod etc.)*
- Indoor socially distanced visiting space*
- Indoor visiting supported by testing (not socially distanced)*

What are the current challenges/barriers that need to be overcome to fully enable visits? (Select for Yes)

Please select the tick boxes that apply.

- Insufficient PPE Supply*
- Insufficient Staff Capacity to Deliver Safe Visiting*
- Inadequate Supply of Test kits*
- Inadequate Space to Administer Tests*
- Lack of Clear National Guidance for Staff on how to Enable Safe Visits*
- Lack of Suitable Insurance*
- Concern from Relatives*
- Local Public Health Advice is not Allowing Visits Except in Exceptional Circumstances (end of life)*
- Other*
- We do not Currently Face any Challenges/Barriers*

Of all the staff that worked in your care home in the last 7 days, how many?

Were tested as part of care home testing during those 7 days

Please enter the number of staff.

Were not tested as part of care home testing during those 7 days

Please enter the number of staff.

Were not eligible for regular testing as they had been diagnosed with COVID-19 in the last 90 days

Please enter the number of staff.

Were staff members paid their full wages and associated costs to be tested?

From the drop down list select the appropriate response.

Yes/No/Not applicable.

Have your staff received up to date Infection Prevention and Control Training?

From the drop down list select the appropriate response.

Yes/No/Not applicable.

Do you require Infection Prevention and Control training support from the mutual aid offer accessed via your Clinical Commissioning Group?

*From the drop down list select the appropriate response.
Yes/No/Not applicable.*

Have your staff received COVID-19 specific IPC training?

*From the drop down list select the appropriate response.
Yes/No/Not applicable.*

Have your staff received regular COVID-19 updates in terms of H&S at work?

*From the drop down list select the appropriate response.
Yes/No/Not applicable.*

Have you Implemented the 2 additional lateral flow (Enhance Testing regime) for staff per week?

*From the drop down list select the appropriate response.
Yes/No.*

No Lateral Flow Test kits available

*From the drop down list select the appropriate response.
Yes/No.*

Unaware of Enhance Testing Regime requirement/guidance

*From the drop down list select the appropriate response.
Yes/No.*

Lack of physical space in care home to complete testing

*From the drop down list select the appropriate response.
Yes/No.*

Unsure of Lateral Flow Test clinical procedure

*From the drop down list select the appropriate response.
Yes/No.*

Lack of staff availability

*From the drop down list select the appropriate response.
Yes/No.*

Do not wish to take part

*From the drop down list select the appropriate response.
Yes/No.*

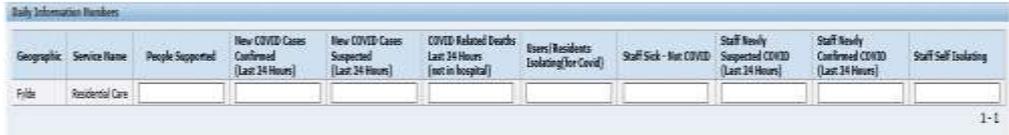
Not attended training

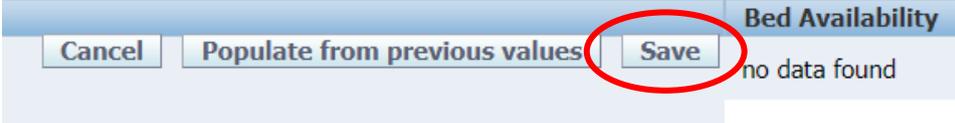
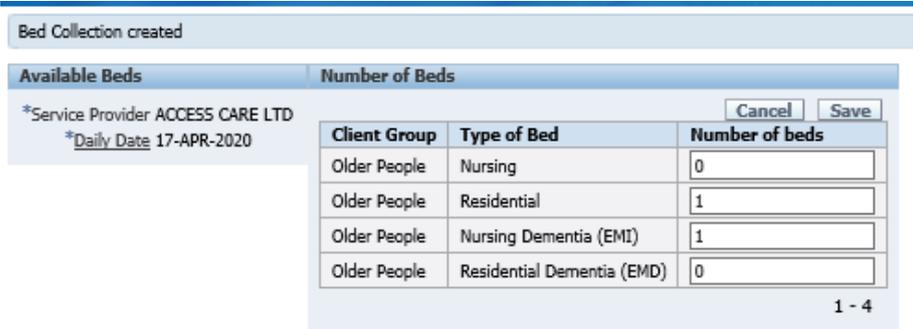
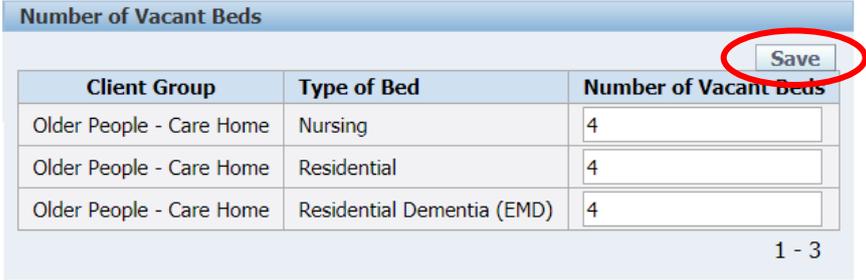
*From the drop down list select the appropriate response.
Yes/No.*

Insurance Issues

*From the drop down list select the appropriate response.
Yes/No.*

Task	Guidance
	<p>Other From the drop down list select the appropriate response. Yes/No.</p>
	<p>Monthly Questions</p>  <p>Where previous entries are over 30 days old please fill in the date (or use the Today link) and the subsequent questions.</p> <p>Do you know who your identified clinical lead is? Select Yes or No from the drop down list as appropriate</p> <p>In the last month, if your care home used agency staff, what measures are in place to stop them moving between care settings for work? Select Yes or No from the drop down list as appropriate</p> <ul style="list-style-type: none"> <i>Block Booking</i> <i>Exclusivity Arrangements</i> <i>Guaranteed Hours</i> <i>Other</i> <i>Not Applicable</i> <i>Not Known</i> <p>Are arrangements in place for a weekly home round or check between the care home and your local primary care/ community health services clinical team? Select Yes/No/ Not Applicable from the drop down list as appropriate</p>

Task	Guidance
<p>2.2.4 Daily Information Numbers</p>	<p><u>Section 3 – Daily Information Numbers</u></p>  <p>Only enter numbers in the following fields:</p> <ul style="list-style-type: none"> • People Supported <ul style="list-style-type: none"> - Total people being supported today • NEW COVID19 Cases Confirmed (Last 24 Hours) <ul style="list-style-type: none"> - Newly confirmed COVID19 cases in the last 24 hours, residents only. This does not include those mentioned the day before. • NEW COVID19 Cases Suspected (Last 24 Hours) <ul style="list-style-type: none"> - Newly suspected COVID19 cases in the last 24 hours, residents only. This does not include those mentioned the day before. • COVID Related Deaths Last 24 Hours (not in Hospital) <ul style="list-style-type: none"> - Newly confirmed COVID19 related deaths over the last 24 hours. This does not include those mentioned the day before. • Users/residents Isolating (for COVID) <ul style="list-style-type: none"> - Users / Residents self-isolating being supported today – specifically due to COVID19 • Staff Sick - Not COVID <ul style="list-style-type: none"> - Non COVID19 staff sickness • Staff Newly Suspected COVID (Last 24 Hours) <ul style="list-style-type: none"> - Suspected COVID19 cases in the last 24 hours, staff only. • Staff Newly Confirmed COVID (Last 24 Hours) <ul style="list-style-type: none"> - Confirmed COVID19 cases in the last 24 hours, staff only. • Staff Self Isolating <ul style="list-style-type: none"> - Staff self-isolating <p>Every box must have a number entry. If you do not know the answer, please input a '0'.</p> <p>Please Note: Selecting 'Cancel' or 'Apply Changes' within the Maintain Daily Details section will return you to the Service Summary Screen without saving any changes to the Daily Information Numbers section.</p>

Task	Guidance
<p>2.2.5 Sections 1-3 Completed</p>	<p>After completing these questions, click Save.</p>  <p>You will be taken to the bed availability screen, for Care Homes and Supported Living providers only</p>
<p>2.2.6 Bed Availability</p>	<p><u>Section 4 – Bed Availability</u></p>  <ul style="list-style-type: none"> • In the 'Number of beds' Column, please enter the number of beds they have available for that day.
<p>2.2.7 Completing the Data Input</p>	<p>After completing this question, click Save.</p>  <p>You will then be returned to the 'Service Summary Screen'.</p>
<p>3.0 Logging out</p>	<p>Click on the Logout link  to be returned to the home page.</p>