

Essex Care Search

Provider Guide V3



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1. Introduction

1.1. What is Essex Care Search?

Essex Care Search is a free secure website that helps people find care accommodation and available beds in Essex and nearby areas.

Care providers use the system to keep their home details and bed availability up to date.

The Council, Partners and the public use it to find suitable care accommodation and vacancies.

How it works:

a) Registered providers use the system to:

- enter information about their care home(s), client groups catered for, facilities/service provided, website link, photos, etc.
- enter and manage beds within their care home
- mark beds that are available on local contract rates
- manage booking requests for vacant beds from Essex County Council (ECC) and Partners

b) People searching for available care beds enter their search criteria and the available beds with care home information is displayed.

Essex County Council and Partner Staff use the system to search for available contracted beds and request to book vacant beds through the system.

Members of the public use the search facility to find appropriate residential care for themselves or a loved one.

1.2. Why use Essex Care Search

Essex Care Search benefits Providers by:

- Increased visibility of your care home to people searching for residential care, including Essex County Council and Partners.
- Free marketing to showcase what your care home has to offer
- Easy for people to use to find a residential care provider
- Includes a free tool for Providers to manage and track bed occupancy
- Enabling Providers to view and track bed booking requests from Essex County Council and Partners

1.3. Using this guidance

This document provides guidance to Providers on all aspects of Essex Care Search. Including registering on the system, adding provider and bed information, managing requests to book vacant beds and booking beds for private clients.

This guide is separated into sections which start with registering to use Essex Care Search. If you have already registered and logged in, please see the contents page and skip ahead to the appropriate section.

2. Quick Start Guide: What you need to do

This Quick Start Guide is designed for Providers who want to begin using Essex Care Search as quickly as possible. It highlights the **essential actions** required to ensure your care home information is visible and up to date.

For more detailed instructions, please refer to the relevant sections of this guidance document or contact the Essex Care Search Team for support (see section 4).

Step 1: Register and Access the System

- Register your organisation on Essex Care Search or ask your internal administrator to give you access.
- Set up your password using the link sent by email (this link is valid for 24 hours).
- Log in at **www.essexcaresearch.org**.

Step 2: Check and Complete Your Provider Information

Ensure your care home profile is complete and accurate. This information is **visible to the public and professionals** searching for care.

★ **Why this matters:** Accurate and complete provider information improves your visibility in search results and helps ensure referrals are appropriate.

Step 3: Add and Update Your Beds

You need to add bedrooms to show your home has vacancies. You can add 1 or more rooms as required. For each bedroom, ensure you:

- Add a room name
- Select the correct room type and type of stay
- Choose appropriate bed features and contract type
- Enter price band and weekly fee where required
- Add useful public notes where relevant


Keep beds up to date:

Suspend rooms that are temporarily unavailable (e.g. maintenance, infection control) and update details promptly when circumstances change.

Step 4: Manage Users in Your Organisation

To reduce risk and ensure continuity:

- Set up at least **2–3 users** with access to the system
- Assign appropriate permission levels (Viewer, Manager, Administrator)
- Deactivate or delete user accounts promptly when staff leave or change roles

 *This helps protect your organisation and meet data protection requirements.*

Step 5: Monitor and Respond to Booking Requests

Booking requests from Essex County Council and partner organisations are managed within the system.

You should:

- Check the **Booking Status** screen regularly or check emails from the system advising of booking requests.
- Acknowledge booking requests and enter assessment dates promptly
- Accept or reject bookings once the assessment decision is made

★ **Why this matters:** Timely responses support hospital discharge, placement planning and helps keep the system up to date which reduces avoidable contact from people looking for vacancies.

Step 6: Keep Information Current

Essex Care Search should always reflect your home's current position.

Please remember to:

- Update beds when residents move in or out
- End bookings promptly when stays finish
- Update provider details if facilities, contact details or services change

✓ *Accurate data ensures the right people find the right care at the right time.*

Next Steps

Once you have completed the steps above, you can explore the remaining sections of this guide to make full use of Essex Care Search's features or contact the Essex Care Search Team for training (see section 4)

3. Quick Links for Existing Users – “I want to ...”

👉 I want to update my care home details or contact information

See Section 9: *Setting Up Your Care Home Profile*

👉 I want to add, edit or suspend beds

See Section 10: *Managing Beds and Vacancies*

👉 I want to respond to a new booking request

See Section 11: *Managing Booking Requests*

👉 I want to enter or amend a private client booking

See Sections 12.4

👉 I want to move or end a resident’s booking

See Section 12: *Managing and Updating Bookings*

👉 I want to add or remove staff access

See Section 13: *Managing System Users*

👉 I’ve forgotten my password

See Section 7.3: *Forgotten Password*

👉 I need help or training

See Section 4: *Training, Support and Contact Details*

4. Access Training and Support

If you would like to arrange training or need support using Essex Care Search, please contact the Essex Care Search Team using the contact details below:

Email: support@essexcaresearch.org

Telephone: 03330 322 939 (Monday-Friday 9am to 4pm)

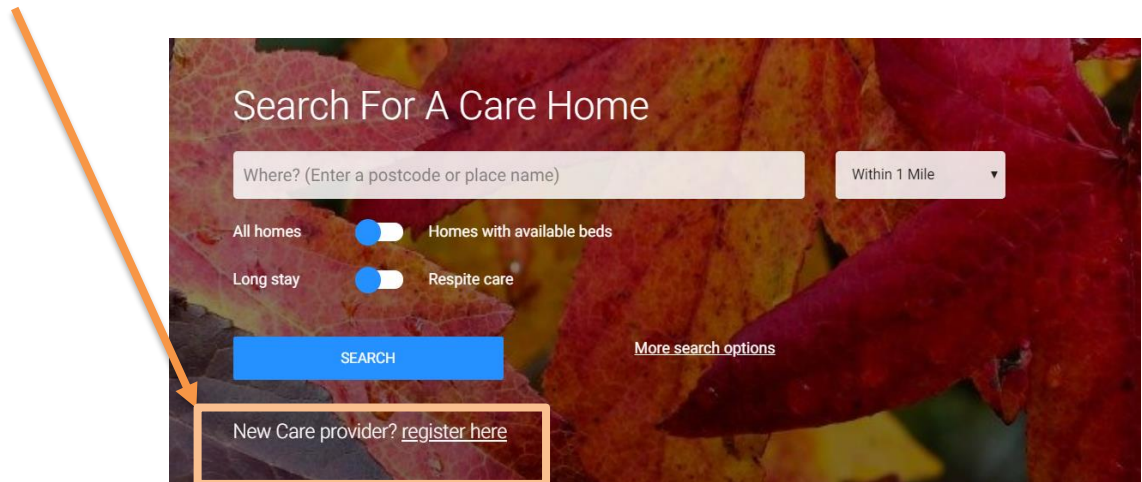
5. Registering your Care Home

Providers located in Essex, or the surrounding area, can register to use Essex Care Search in two ways:

A) Contact the Essex Care Search Team via email or phone (see section 4 for details).

Or

B) Navigate to the Essex Care Search website using www.essexcaresearch.org and click on the 'register here' text.



The following screen will be displayed.

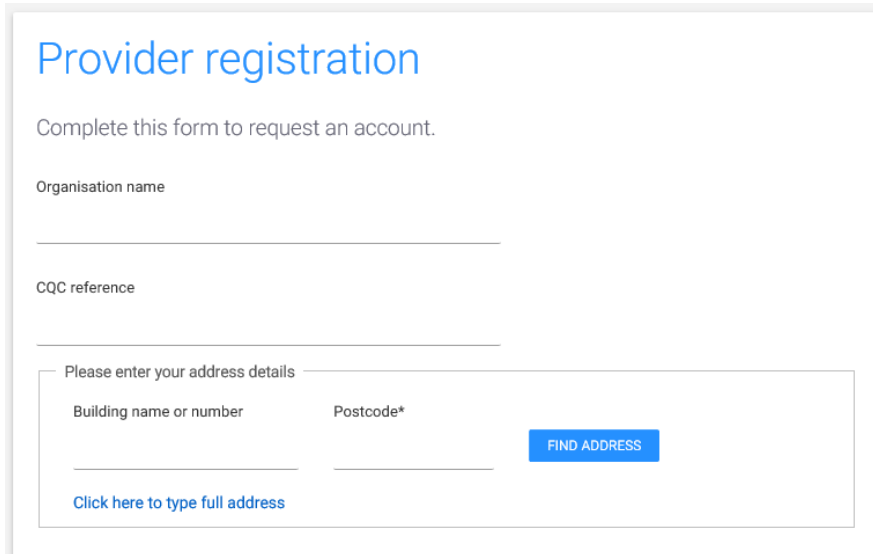
A screenshot of a registration form. The title is "Please enter your email address" in blue. Below the title is the text "This email address will become your username to access your account." There is a label "Email*" above a text input field. At the bottom left of the form is a blue "CONTINUE" button.

Please enter the email address of the person you would like to be the owner (or administrator) of your provider record on Essex Care Search.

Please note that an Administrator login has additional permissions such as the ability to set up the care home details and additional users to access the provider record (see section 13 for more details on the roles in Essex Care Search).

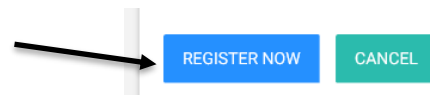
Once you have entered an email address, click once on the Continue button.

You will be taken to the Provider Registration screen.



Please enter your organisation details. Fields marked with an asterisk * are mandatory.

After you have entered the required information and accepted the terms and conditions, click once on the Register Now button at the bottom of the page.



A screen confirming your registration will be displayed.

A member of the Essex Care Search Team will contact you to discuss next steps.

Please Note: Once your organisation is registered, anyone with administrator access will be able to access and update the provider details on Essex Care Search (see section 9 for information on updating your provider details).

6. Parent Organisation (Head Office) Access

Organisations with more than one care home to manage in Essex Care Search can request a Parent Organisation Login for their Head Office users.

A Parent Organisation login allows users to centrally manage and administer Provider, Bed, Vacancy and Booking information for all care homes within the organisation.

If you would like to set up a Parent Organisation login, please contact the Essex Care Search Team (see section 4 for contact details).

Please note individuals using a Parent Organisation login to access Essex Care Search will only be able to set up and manage new Parent Organisation users.

If you require a user to only have access to a specific care home, the new user should be set up with a login on the specific care home record.

7. Access and Sign into Essex Care Search

If your organisation is not registered on Essex Care Search, please see section 5.

If your organisation is already registered, please speak to the person responsible for Essex Care Search in your organisation to request access to the system.

Once your organisation has registered your details on the system, you will receive an email with a link to set up your password. **The link in the email is only valid for 24 hours.** If the link to set up the password has expired, please follow the directions for resetting your password in section 7.3.

If you need any further help setting up your password, please contact the Essex Care Search Team.

Please note that passwords must contain one upper case, one lower case, one number and one special character (for example, a question mark '?').

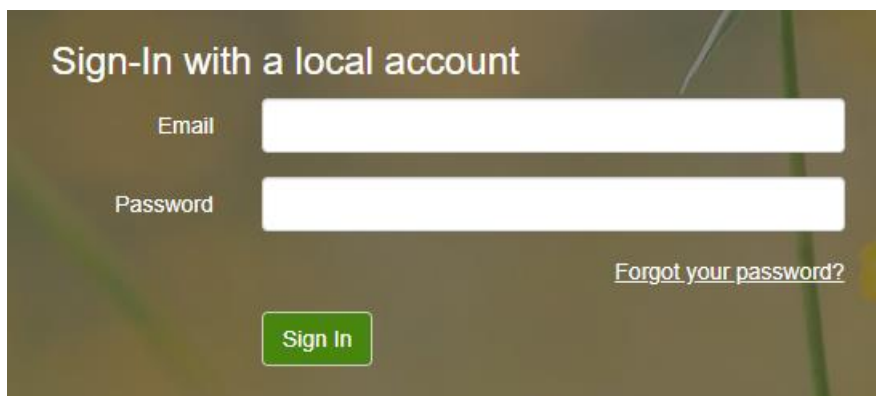
Access Essex Care Search at the following web address: www.essexcaresearch.org.

7.1. Signing into Essex Care Search

Click once on the 'Sign in' text at the top right corner of the home page.



Once you have clicked 'Sign in', the Log In screen will be displayed.

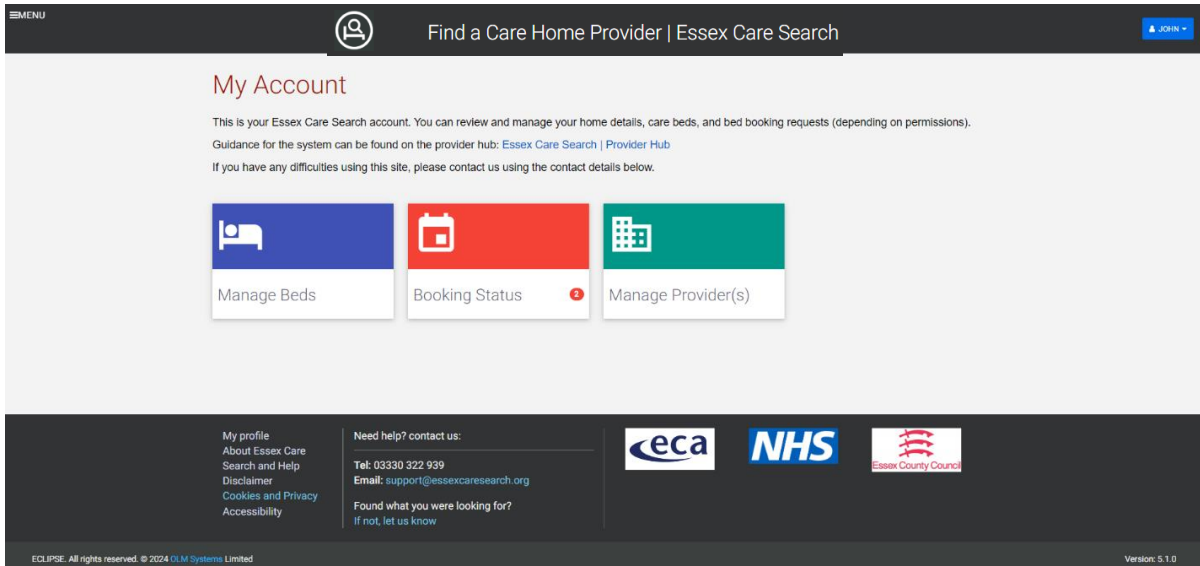
A screenshot of the login page titled 'Sign-In with a local account'. It features two white input fields: 'Email' and 'Password'. Below the password field is a link that says 'Forgot your password?'. At the bottom left is a green button with the text 'Sign In'.

Enter your email and password.

Click the Sign In button.

Forgotten your password?: see section [Forgotten Password](#)).

If you have entered a correct email and password, your home page will be displayed.

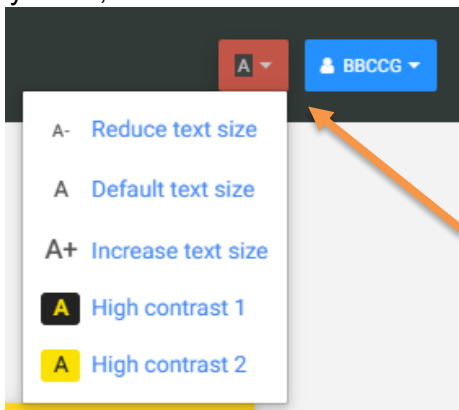


The Manage Provider icon will only be displayed if you have Administrator permissions.

Please see section [Home Page and Menu Access](#) for an overview of the home page.

7.2. Accessibility Options

Essex Care Search includes accessibility features to support people with visual impairments, dyslexia, or other access needs.

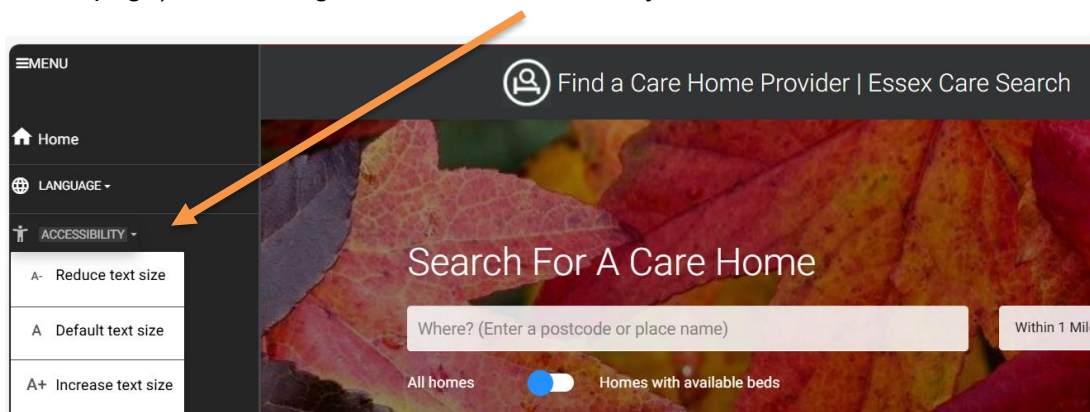


You can change the text size or screen contrast colour to help make the site easier to read and use.

Change how the website looks by:

Clicking on the letter A text at the top right-hand side of the page (next to your name).

The options can also be found before signing in to your account by clicking once on the Menu text (top left of the page) and clicking once on the Accessibility text.

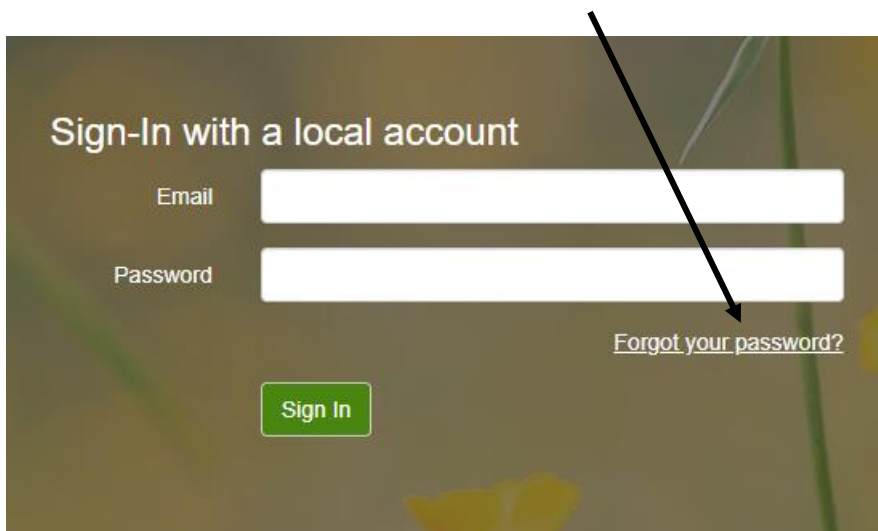


7.3. Forgotten Password

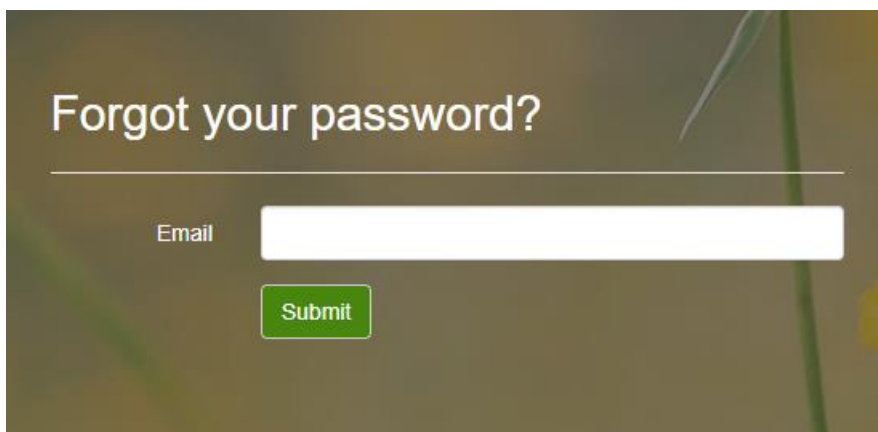
If you have forgotten your password, a new password can be requested from the Sign-In screen.

Click once on the 'Sign In' text so the Sign In screen is displayed (see section [Accessing Essex Care Search](#)).

Click once on the 'Forgot your password?' text as shown below.



The Forgot your password? Screen is displayed.

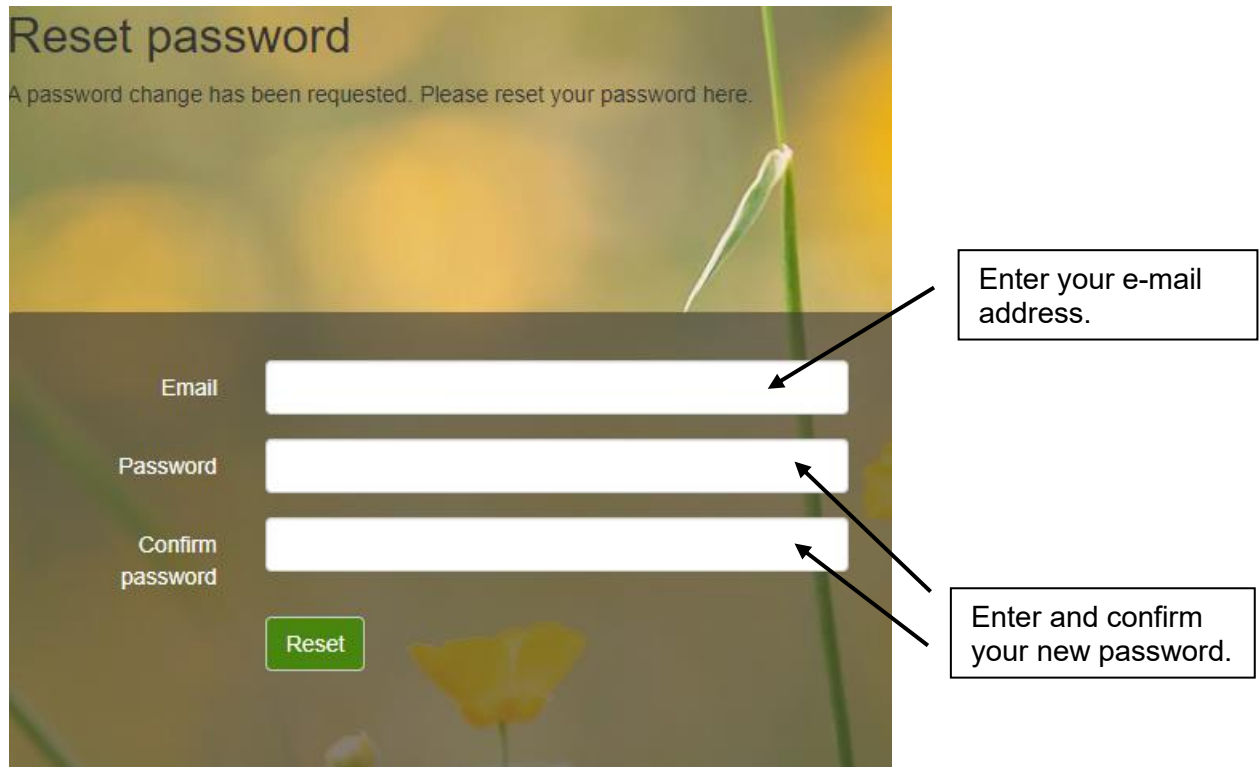


Enter the email address that you use to access the system, then click the Submit button.

If the email you have entered is registered, you will receive an email with a link to reset your password. This link is only valid for 24 hours.

If you do not receive an email within 20 minutes, please first check your email junk and/or spam folders. If the e-mail is still not received, please contact the Essex Care Search Team.

The link in the email will direct you to a Reset Password screen.



The image shows a 'Reset password' form with a dark background and a light-colored text area at the top. The text area contains the heading 'Reset password' and the message 'A password change has been requested. Please reset your password here.' Below this are three input fields: 'Email', 'Password', and 'Confirm password'. A green 'Reset' button is located below the 'Confirm password' field. Two callout boxes with arrows point to the input fields: one points to the 'Email' field with the text 'Enter your e-mail address.', and the other points to the 'Password' and 'Confirm password' fields with the text 'Enter and confirm your new password.'

Enter your email address, then specify a new password. You will need to re-enter your new password in the Confirm Password field.

Once the information is entered, click once on the Reset button.

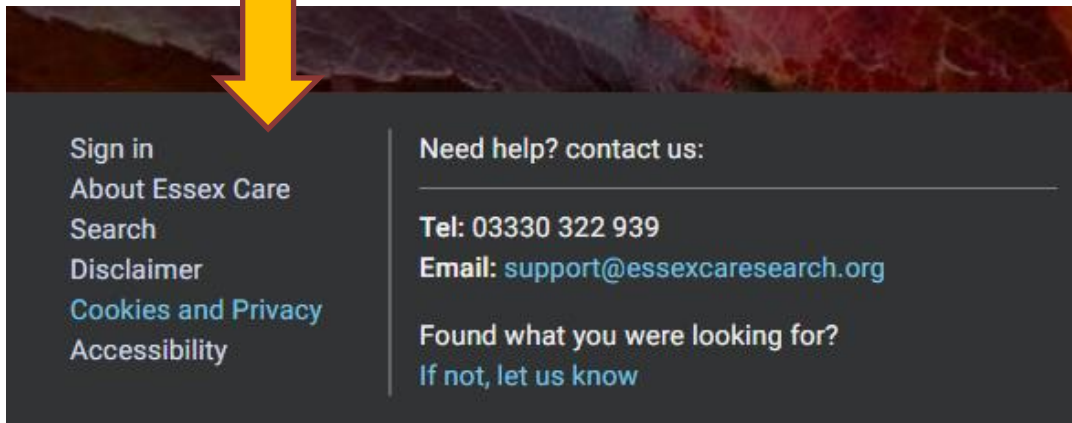
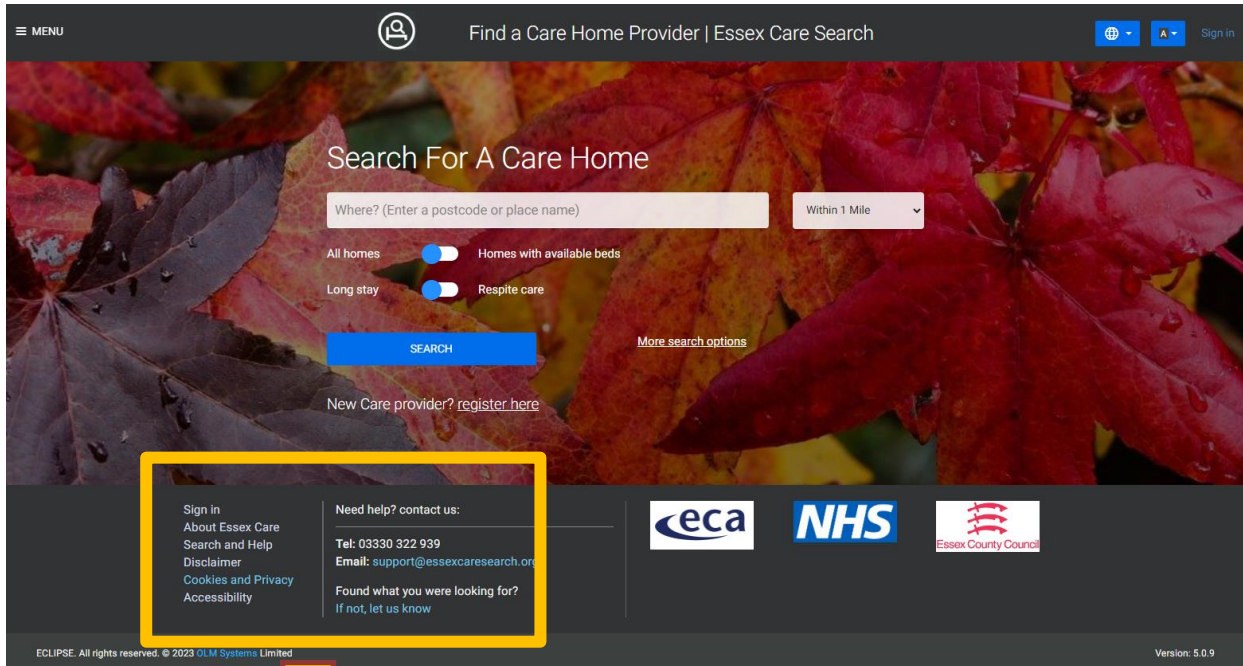
Please note that passwords must contain one upper case, one lower case, one number and one special character (for example, a question mark '?').

You will now be able to log into Essex Care Search using your new password.

7.4. Website Disclaimer, Cookies and Privacy Information

Links are provided at the bottom of every page on the Essex Care Search website to the Disclaimer, Cookies and Privacy information. See screen images below.

Cookie preferences can be viewed and changed at any time using the 'How do I change my cookie settings?' section at the bottom of the 'Cookies and Privacy' page.



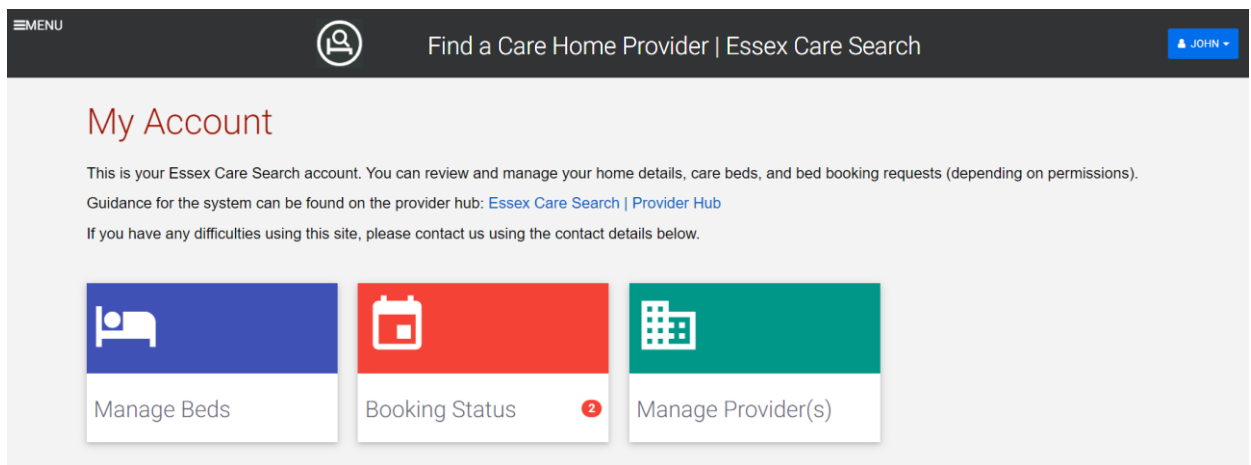
8. Getting Around the System

8.1. Home Page and Menu Access

The Essex Care Search Home page will be displayed after you log in as shown below.

Depending on your access level, there will be up to three tiles displayed:

- Manage Beds
- Booking Status
- Manage Provider(s)



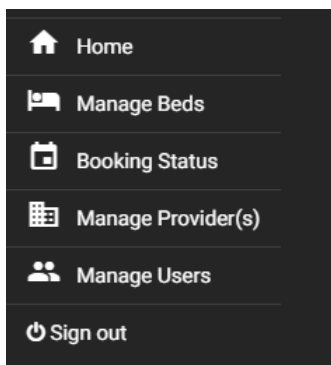
Manage Beds – View, add and update the vacancies in your home (see section 10).

Booking Status – View and manage the booking requests that have been sent to your home (see section 11).

Manage Provider – Manage information about your home and the services it provides. You can also upload images and videos of your home to assist with marketing. This option is only available if you have Administrator permissions. (See section 9)



You can also use the Menu (top left hand of the page) to access different areas in the system. Click once on the MENU text to access the list.



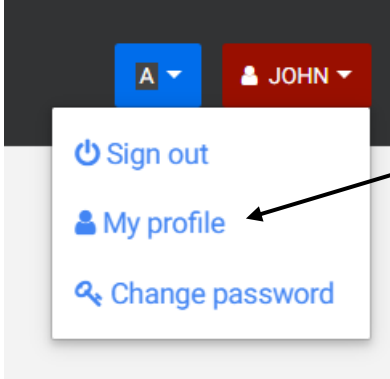
The list of functions you can access is shown.

To access a function, click once on the text of the function.

The Manage Users option will only be shown if you have the Administrator access level.

8.2. Update Your Personal Profile and Signing Out of Essex Care Search

By clicking on your name in the top right hand of the page, you can access the My profile area via the drop-down menu, where you can edit your name and contact details.



You can also change your password and sign out via this drop-down menu.

9. Setting Up Your Care Home Profile

9.1. Provider Information Overview

The Manage Provider screen allows you to enter details about your home and enter marketing information that searchers, including the public will be able to view. Details you can enter include:

- Home name, address and contact details
- Facilities in the home, e.g. garden, pets allowed etc.
- Description of the home
- Pictures and a video of the home

Only people with Administrator permissions can access this area of the system.

Please note that the information you enter here appears on your Essex Care Search profile. Members of the public will see it. See section 15 to see how your profile will look to the public)

Access the Manage Provider area from the Home page or the Menu (See section 8.1).

The Manage Provider – Edit Details screen is displayed

Manage Provider - Edit Details

Honey Bee Care Home

Last Updated: 07/05/2025 08:44:01 By Ian Hill

Name* Honey Bee Care Home Type Care Home

CQC reference 1-126493008

> Integrated Residential Nursing Framework Ranking

> Address

Expandable areas

Information in this section can be updated at any time.

This section has expandable areas that you can access by clicking once on the arrow beside the text.

Please note: Remember to save any changes made in this section by clicking once on the Save button at the bottom of the page, otherwise changes will not be saved.

9.2. Adding care home details

Enter or update the fields on this screen. Information about the fields and how to complete them are detailed below.

Manage Provider - Edit Details

Honey Bee Care Home

Last Updated: 07/05/2025 08:44:01 By Ian Hill

Name*
Honey Bee Care Home

Type
Care Home

CQC reference
1-126493008

Field Name	Information
Name	This should be the official name of your care home as listed on the CQC website.
Type	This should be the type of home as defined by the CQC. Options are: <ul style="list-style-type: none"> Care Home Care Home with Nursing Supported Housing – Independent Living Supported Housing – Supported Living
CQC reference	Enter the CQC location ID assigned to the care home.

▼ **Integrated Residential Nursing Framework Ranking**

IRN Nursing Score
65

IRN Residential Score
70

Field Name	Information
Integrated Residential Nursing Framework Ranking	<p>This section is only applicable to care homes on the Essex County Council Older People Integrated Residential and Nursing Framework also known as the IRN framework.</p> <p>If applicable it will display the care home's ranking score out of 100 for residential and/or nursing care. These fields are for information only and cannot be edited by the care home. The ranking scores can only be viewed by Essex County Council users and selected partner users, for example, the NHS, and are not visible to the public.</p>

▼ Address

Building name or number*	Street*
5	Dunn Side
Location	Town*
	Chelmsford
County	Postcode*
Essex	CM1 1JE

Field Name	Information
Address Fields	Enter the address of your care home. Building name or number, Street, Town and Postcode are mandatory fields. You can enter the postcode and search for the address or manually enter the address.

▼ Areas

Area	Other Area
<input type="text" value="select..."/> <ul style="list-style-type: none"> select... Basildon Braintree Brentwood CastlePoint Chelmsford Clacton-on-sea Colchester Epping Forest Harlow Maldon Rochford Southend-on-sea Tendring Thurrock Uttlesford 	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

Field Name	Information
Area	Select the area where your home is located
Other Area	If your area is not listed, use the free text box

> Areas

▼ Contact details

<small>PhoneNumber</small> 01245 999999	<small>EmailAddress</small> mpbf0011+honeybeehc@gmail	<small>WebAddress</small> https://www.honeybeech.co.uk
--	--	---

Field Name	Information
Phone Number	Enter the phone number so the public can contact your home.
Email Address	Enter the email address so the public can contact your home.
Web Address	Enter the address of your website if you have one. You need to enter the full address including the https:// before the www as shown in the screenshot above.

▼ Organisational Directors

NEW DIRECTOR

<u>Name</u>	<u>Contact Number</u>	<u>Email</u>
-------------	-----------------------	--------------

Enter the details of your Organisational Directors if available. (Optional)

Facilities

Select all the facilities that are available within and near your care home.

To select or deselect a facility, click once in the relevant tick box.

You must ensure that the facilities you select are accurate and actively provided by your care home.

If there are any limitations to the facilities you offer, for example, pets are allowed but your care home can only accommodate a limited number or pet type, please state this in the Service Description.

Please update this section as soon as possible if there are any changes to the facilities provided by or near your care home.

Any selected field(s) can be used by people searching for a care home to refine their search results.

See section 15 for details on how the public search and filter when looking for a home.

▼ Facilities

Accessibility

Ground Floor accommodation only

Wheelchair access

Lift and/or stairlift

Facilities

A bar / cafe on premises

Place of worship on location

Accommodation for relatives

Residents' kitchenette

Facilities (Shared Lives)

Children in household

Smoking permitted

Pets in household

Life Style

Caters for special diets

Garden for residents

Pets allowed

Designated smoking area

Organised activities and outings

Location and Transport

Near public transport

Own mini-bus or equivalent

Near shops

Room facilities

Residents can bring their own furniture

TV point in bedroom

Telephone point in bedroom

Support services to residents

Close care unit

Hairdressing on site

Insurance services offered

Physiotherapy

Retain own GP

Warden-assisted sheltered housing

Financial services offered

Independent living training

Manicures

Residents internet access

Separate dementia unit

Wifi available

Selecting Service User categories

Select the user categories which are applicable to the service or care provided. This relates to the primary needs your home provides care for and your CQC registration can help inform what should be selected.

▼ Service user categories

Aspergers

Autism

Bariatric Care

Dementia

Learning Disability

Mental Health

Older People (over 65)

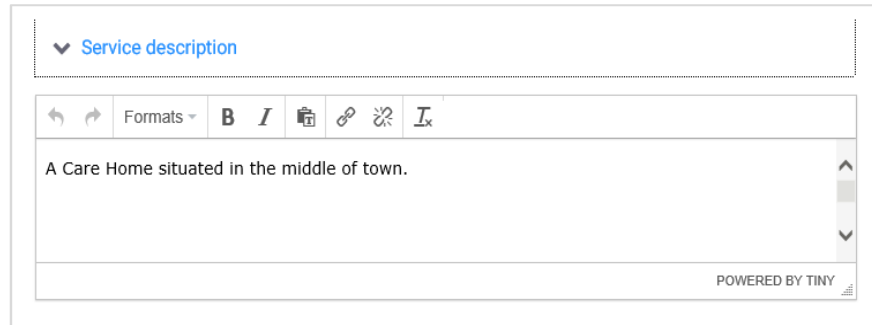
Physical Disability

Sensory Needs

Under 65

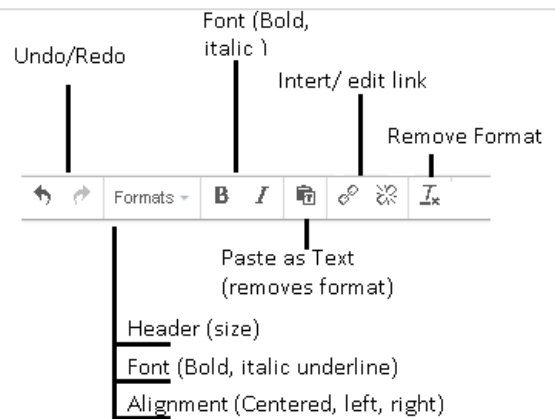
Service description

The service description text box gives you a place to add information about your care home and could include a description of your home and services, your business vision and marketing information.



Service description tools

Above the text description, there are formatting tools which allow you to change the appearance of the text. If you are copying and pasting text from another source, the style and formatting can be kept or edited using these tools. See the image on the right for more information.



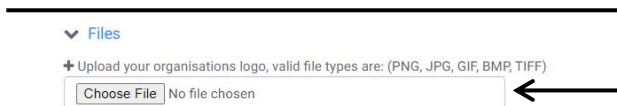
9.3. Add images of your home

You can add images of your home under the Files section. The images will be displayed on your Essex Care Search profile page and be accessible by all users, including the public. There are three sections to upload images:

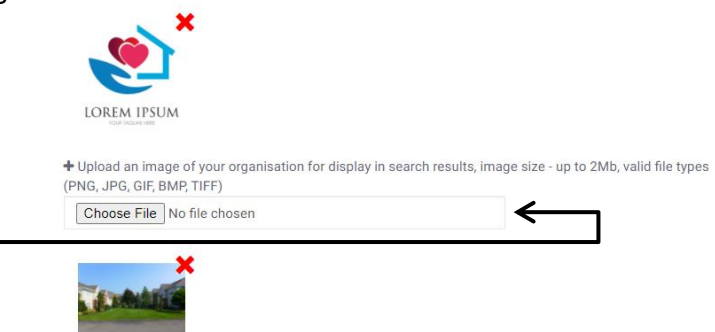
- **Organisation Logo** – this image will be displayed on your profile page
- **Search Results Images** – this image will be displayed alongside your home in the Search Results page
- **Profile Page Images** – you can add up to 5 images of your home to help you market your home and its facilities. These will be displayed on your profile page in an interactive galley.

Images can be added to the system by using the upload facility under the File section in the Manage Provider Information area.

To upload your organisation logo, click once on the first Choose File button. A dialogue box that lets you search for and upload images from your computer will open.



To upload your search results image, click once on the second Choose File button to find and upload the main image for your home. This image will be displayed in the search results.



To upload your profile page images click once on the Add Files button to upload up to five additional images of your home.



Note: The order in which you upload the images will be the order they are shown on the system.

If you would like help uploading your photos, please contact us using the contact information in section 4.

To remove an image, click the red cross in the right-hand corner of the image you wish to remove.

9.4. Add a video of your home

You can upload a video file or link to a video on a sharing platform, e.g. YouTube, under the Files section. Once uploaded or linked, the video will be available for the public to view from your care home's Provider Profile page.

It is only currently possible to upload or link one video using either of the following two methods.

A) Upload a Video File

To upload a video file, click the 'Choose Files' button. A dialogue box that lets you search for videos on your computer will open. Select the video you wish to upload and click the 'Open' button.

Videos can be uploaded in the following formats, .MOV, .MPEG4, .MP4, .AVI, and .WMV up to a maximum size of 50MB. Once uploaded a thumbnail of the video will be displayed.

B) Link to a Video on a Video Sharing Platform

To link a video from a sharing platform, type or paste the link in the text line and click the Add Source button.

The screenshot shows a user interface for adding videos. It is divided into two sections: 'Upload a video file' and 'Link to a video on a video sharing platform'. The first section has a 'Choose Files' button and a 'No file chosen' message. The second section has a text input field and an 'ADD SOURCE' button. At the bottom, there are 'SAVE' and 'RESET' buttons. A progress indicator shows '0 out of 1' videos uploaded. Two callout boxes with arrows point to the 'Choose Files' button and the 'ADD SOURCE' button, providing instructions on how to use them.

Videos

+ Upload a video file format. Valid file types (.MOV, .MPEG4, .MP4, .AVI, .WMV)
Please upload the video file you wish to use

Videos will be available from your provider profile page

Please upload the video you wish to use

Choose Files No file chosen

+ Upload a link to a video hosted on a video sharing platform

Videos will be available from your provider profile page

Please enter a link for the video you wish to use

ADD SOURCE

You have uploaded 0 out of 1

SAVE RESET

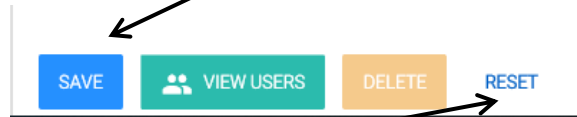
Click 'Choose Files' button to upload a video file up to a maximum size of 50MB.

Type or paste the video link from the video sharing platform and click the 'Add Source' button.

9.5. Saving changes

You must save any changes after editing your provider information, otherwise the changes will be lost.

To save your changes, click once on the Save button which can be found at the bottom of the Manage Provider screen.



Clicking once on the Reset button will discard all changes made during the current session.

10. Managing Beds

The Manage beds area shows whether your rooms are vacant, booked or unavailable. Keeping this information up to date helps prevent unsuitable referrals and unnecessary phone calls.

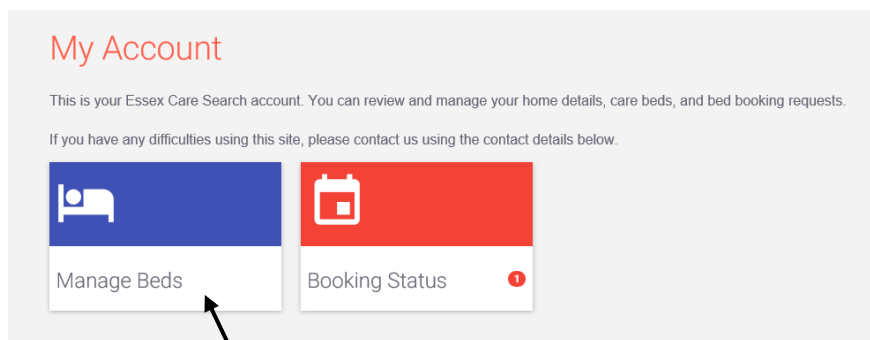
From Manage Beds area, providers can:

- view a summary of the bedrooms and bookings in their care home
- add new bedrooms to their care home
- manage bedrooms already set up in their care home
 - update details of a bedroom
 - suspend the use of a bedroom
- add booking details of a private client to a bedroom

10.1. **Access the manage beds area**

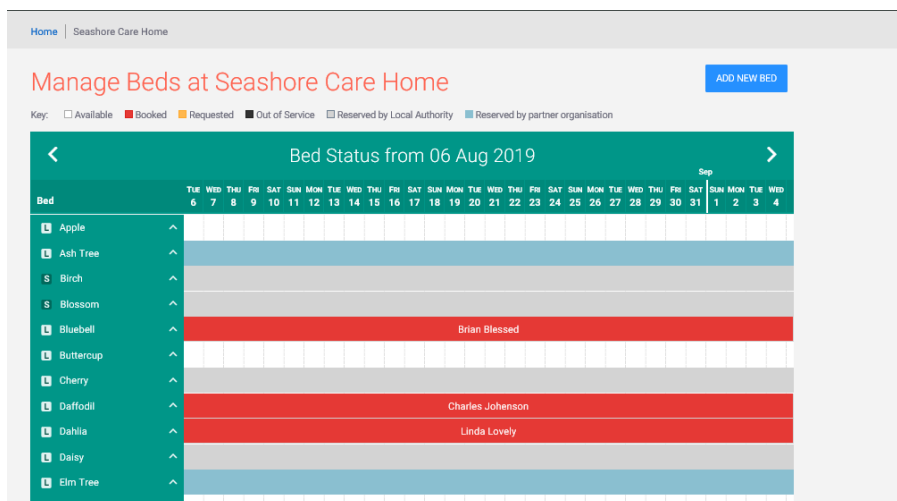
Log into Essex Care Search.

The My Account screen is displayed.



Click once on the Manage Beds icon.

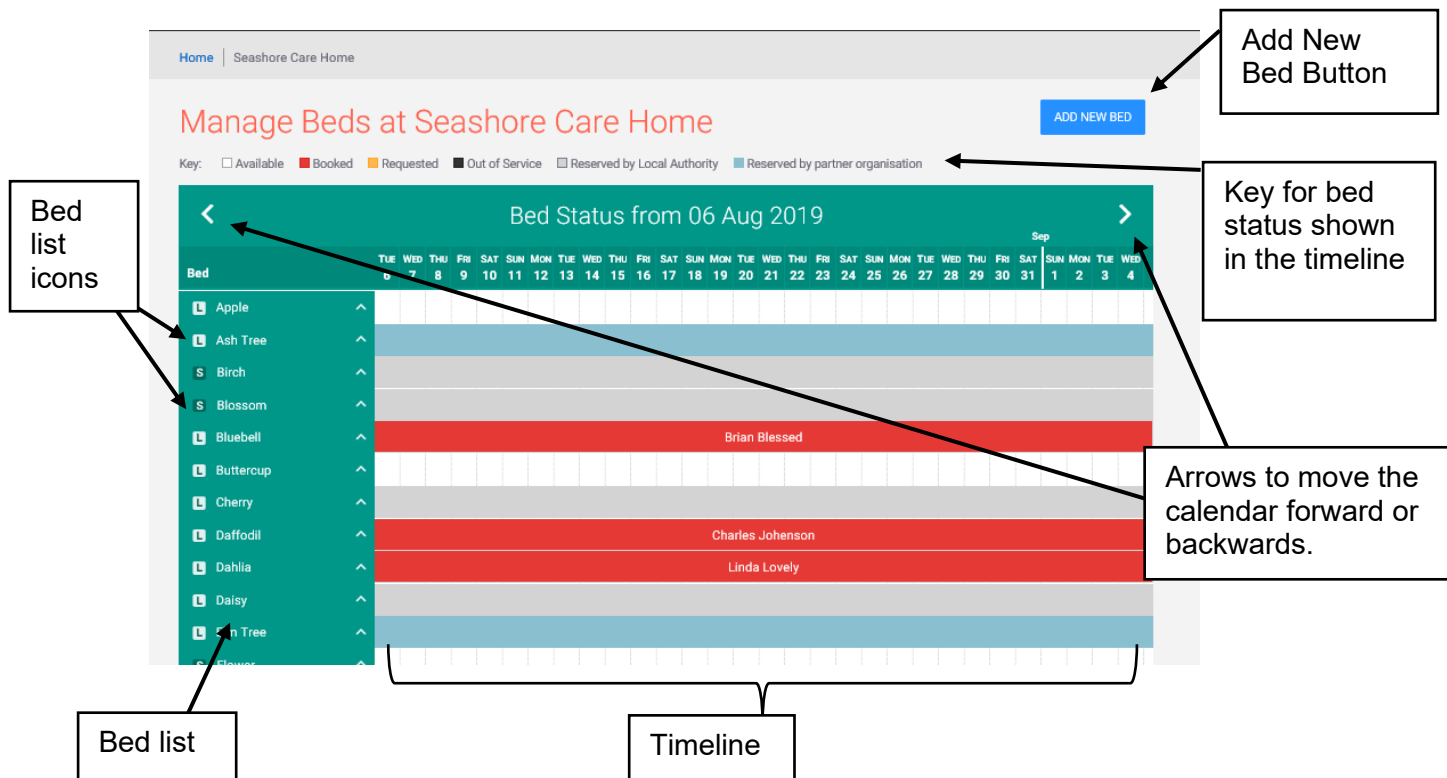
The Manage Beds screen is displayed.



Please see the following sections for more details on this screen.

10.2. Manage beds overview

The Manage Beds screen is where you can view the status of the beds in your care home against a timeline. This includes vacant beds, occupied beds, booking requests, beds allocated to block contracts and suspended beds.



Add New Bed: Click once on this button to open a form where a new bed can be added. See section [10.3](#) for details on adding bed/bedroom details.

Bed List: All bedrooms which have been set up are listed here. Click once on a bedroom name to open the Edit Bed screen. From this screen a bedroom can be edited (See section 10.5 and 10.8), suspended e.g., if the room is being decorated (See section 10.6), or the bedroom can be removed from the system See section 10.7.

Bed List Icons: Depending on how the bedroom has been set up, icons are shown in front of each bedroom name in the Manage Beds view to indicate the contract type and duration of stay type selected for the room. See description for each icon below.

-  = IRN Bedroom
-  = Spot Bedroom
-  = Block Bedroom
-  = Long Stay
-  = Short Stay

Timeline: This is a calendar view which shows if a bedroom is vacant, suspended, has a booking, has a request to book the room or is marked as being part of a block contract. The calendar view will always default to start on the current date.

Users can click on a vacant room under the timeline to book a bed for a private client. See section 12.4 for more details. If a bedroom is booked, users can access the booking details by clicking once on the client's name.

Key: A bedroom shown in white under the timeline is vacant. Beds with a booking request against them will show as orange under the timeline. Once a provider has accepted a booking request, the booking will display as red under the timeline.

Beds shown in black have been suspended by the provider.

Block contract beds will be blocked out on the timeline and shown in either grey or blue. Providers cannot submit bookings for private clients into block contract bedrooms.

10.3. Add a new bed

From the Manage Beds screen, click once on the Add New Bed button.

The Add New Bed screen is displayed.

The screenshot shows a form titled "Add New Bed at Seashore Care Home". The form contains the following fields and sections:

- A:** Bed Name (text input)
- B:** Type (dropdown menu, currently set to "Nursing")
- C:** Room Type (dropdown menu, currently set to "Single")
- D:** Type Of Stay (dropdown menu, currently set to "Long Stay")
- E:** Bed Features (checkboxes for: Alcohol Dependency, Bed Rails, Community Rehabilitation, Complex Care Needs, Continuing Healthcare, Dementia, Discharge To Assess, Drug Dependency, Enablement, Ensuite, Ground Floor, Hoist Tracking, Intermediate Care, Non Smoking, Non Weight Bearing, Plus Size)
- F:** Gender (checkboxes for Female, Male)
- G:** Contract Type (dropdown menu, currently set to "Spot")
- H:** Contract Owner Organisation (dropdown menu, currently set to "-- required for block-contracts only --")
- I:** Price Band (dropdown menu, currently set to "select...")
- J:** Weekly Fee £ (text input)
- K:** May accept Local Authority rates (Spot-contracts only) (checkbox)
- L:** May accept 3rd Party Top-ups (Spot-contracts only) (checkbox)
- M:** Notes (text area)
- ADD BED** (blue button)
- CANCEL** (grey button)

Below the form, a callout box labeled "Add Bed button" points to the "ADD BED" button.

Fill out the information about the bed/bedroom. See the following page for information about the different fields.

Please note: Always complete bed details based on how the room is when vacant, not on the needs of the current occupant.

Click once on the Add Bed button to save the information and add the bed to the system.

10.4. Bedroom Facilities

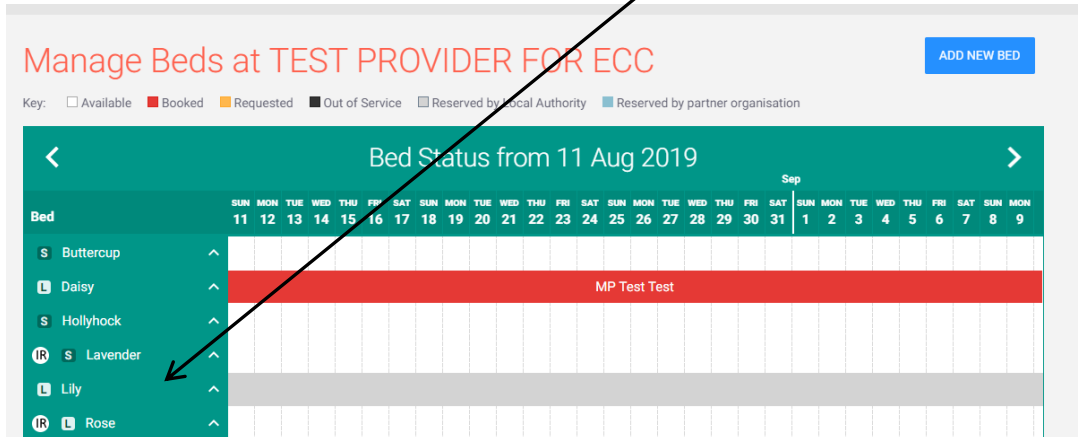
ID	Field Name	Information
A	Bed Name	<p>Enter the name of the bedroom.</p> <p>The bed name can be anything up to 16 characters. If the bed is part of a block contract arrangement, the bed name may be specified by the contract owner.</p> <p>Once added, the bedroom names will be first listed alphabetically and then by numerical value e.g. Room 01, Room 02.</p> <p>If you have more than 10 rooms in your care home, the room numbers must be listed as 2 digits to ensure they are shown in the correct numerical order e.g. 01, 02, 03 ~ 09, 10, 11 etc.</p>
B	Type	<p>Use the drop-down list to select the primary type of care delivered from the bedroom.</p>
C	Room Type	<p>Use the drop-down list to select the occupancy type for the room. Options are:</p> <ul style="list-style-type: none"> • Single – A room for a single person • Double – A room for up to two people who are known to each other e.g. married couple • Shared – For two or more people who may or may not be known to each other. • Flat - Self-contained accommodation e.g. includes kitchen. <p>If a room can accommodate more than one person, we recommend creating the same room in the system several times to match for each potential occupant and designating them A, B, C etc. e.g. Room 01A, Room 01B etc.</p>
D	Type of Stay	<p>Use the drop down to select if the room is used for Short Stay or Long Stay.</p> <p>At this time only one option can be selected. Where a room can be considered for either type of stay, select Long Stay and note that the bed is also available for short stay in the notes field (See ID M in this list for information on the notes field).</p>
E	Bed Features	<p>Select the bedroom/bed features available. The bed features refer to the room when it is vacant. People searching for vacant beds can filter search results based on selected features.</p> <p>Note: Please note that the dementia checkbox should only be ticked if the accommodation is within a segregated dementia unit.</p>
F	Gender	<p>Tick the check boxes to show if the room is available to Female and/or Male clients.</p>

ID	Field Name	Information
G	Contract Type	<p>This field indicates the contract type of the bed. Who can see and book the bed depends on the contract type. Options are:</p> <p><u>Block</u></p> <ul style="list-style-type: none"> • Use this option for beds that are contracted to an organisation such as Essex County Council. • Only the organisation that has purchased the bed will be able to see and book the bed. <p><u>IRN:</u></p> <ul style="list-style-type: none"> • If you have signed up to the ECC IRN (Integrated Residential Nursing) Framework, use this option for available IRN beds. • These beds will be searchable by Local Authority and Health Partners. • The public can also see this bed. • Selecting IRN does not prevent you placing self-funders in the room. <p><u>SPOT:</u></p> <ul style="list-style-type: none"> • Use this option for all non-Block or non-IRN beds. • Anyone can see these beds. <p>Please note that when adding a new bed, the contract type will default to IRN.</p>
H	Contract Owner Organisation	<p>You will only see this option if you choose 'Block as the contract type.</p> <p>Use the drop down to select the organisation the bed is contracted to e.g. Essex County Council. These beds will only be visible and bookable to the contracting organisation or their partners.</p> <p>If you are unsure which Contract Owner Organisation to select, please contact us.</p>
I	Price Band	<p>The price band displayed to the <u>public</u> when they are searching for vacant beds.</p> <p>Select a price band to indicate the price of the bed. Drop down options are:</p> <ul style="list-style-type: none"> • Less than £700 per week • £700 - £1,000 per week • £1001 - £1,999 per week • £2000 upwards per week • Please contact us for a price <p>Please note: If you do not select a price band, the system will automatically set a default price band as 'please contact us for a price'.</p>
J	Weekly Fee £	<p>The value entered in the Weekly Fee £ field is only displayed to the local authority and/or health partners.</p> <p>If you have selected IRN as the room contract type, you must enter the basic weekly price agreed under the IRN framework. This price will also be used for IRN ranking.</p>

ID	Field Name	Information
K	May accept Local Authority rates	Field not currently in use. Please do not tick.
L	May accept 3rd Party Top-ups	Use this check box where your home would consider 3rd party top up against the bed.
M	Notes	<p>Any notes entered here will be publicly displayed against the bed when people are searching for vacant beds.</p> <p>Use this field to provide information about the bedroom that you would like them to know.</p> <p>For example: If you have marked a bed as a long term stay but would consider using the bed for short term stays, you could enter this in the notes field to inform bed searchers.</p>

10.5. Edit a bedroom

From the Manage Beds screen, click once on the name of the bed you would like to edit.



The Edit Bed screen is displayed

The 'Edit Bed Lily at TEST PROVIDER FOR ECC' form contains the following fields and options:

- Bed Name: Lily
- Type: Nursing
- Room Type: Single
- Type Of Stay: Long Stay
- Bed Features (checkboxes): Alcohol Dependency, Bed Rails, Community Rehabilitation, Complex Care Needs, Continuing Healthcare, Dementia, Discharge To Assess, Drug Dependency, Enablement, Ensuite, Ground Floor, Hoist Tracking, Intermediate Care, Non Smoking, Non Weight Bearing, Plus Size
- Gender: Female, Male
- Contract Type: Block
- Contract Owner Organisation: Essex Care Search
- Price Band: Less than £700 per week
- Weekly Fee £: [Empty field]
- May accept Local Authority rates (Spot-contracts only):
- May accept 3rd Party Top-ups (Spot-contracts only):
- Notes: [Empty text area]

A callout box labeled 'Update Bed button' points to the 'UPDATE BED' button at the bottom of the form.

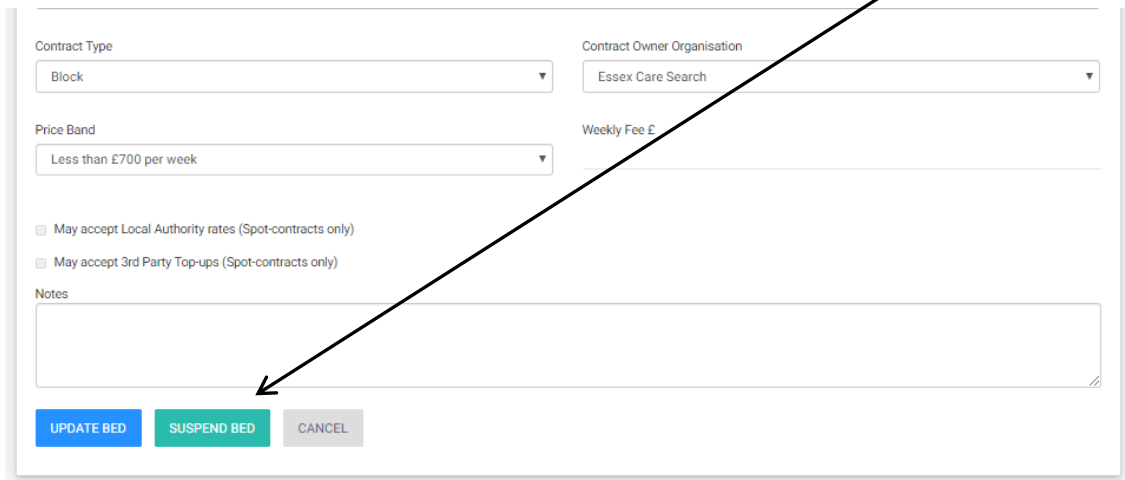
Update the relevant fields as needed and click once on the Update Bed button.

You will be returned to the Manage Bed screen.

10.6. Suspend a bed

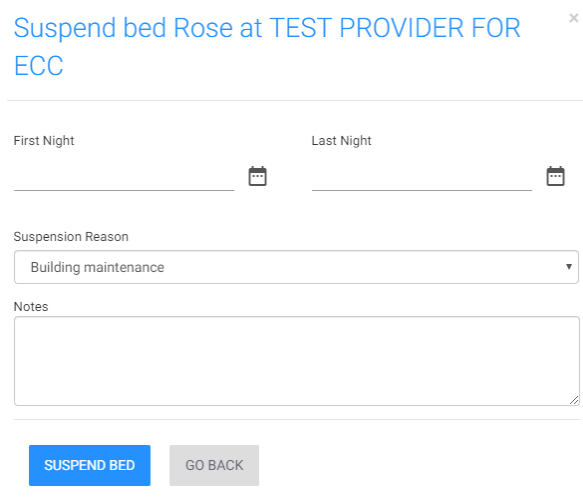
If a bed is not available for any reason, e.g. decoration, then the bed can be suspended so the bed does not show in search results for vacant beds.

From the bottom of the Edit Beds screen, click once on the Suspend Bed button.



The screenshot shows the 'Edit Beds' screen with several fields: 'Contract Type' (Block), 'Contract Owner Organisation' (Essex Care Search), 'Price Band' (Less than £700 per week), and 'Weekly Fee £'. There are two checkboxes: 'May accept Local Authority rates (Spot-contracts only)' and 'May accept 3rd Party Top-ups (Spot-contracts only)'. A 'Notes' field is present. At the bottom, there are three buttons: 'UPDATE BED' (blue), 'SUSPEND BED' (red), and 'CANCEL' (grey). A red arrow points to the 'SUSPEND BED' button.

The Suspend Bed screen is displayed.



The screenshot shows the 'Suspend bed Rose at TEST PROVIDER FOR ECC' screen. It has a title bar with a close button. Below the title, there are two date pickers: 'First Night' and 'Last Night'. A 'Suspension Reason' dropdown menu is set to 'Building maintenance'. There is a 'Notes' field. At the bottom, there are two buttons: 'SUSPEND BED' (blue) and 'GO BACK' (grey).

Enter the start date of the suspension (First Night) and the end date (Last Night).

If there is not a planned end date you can leave the Last Night field blank.

When the Last Night field is left blank the room will be shown as suspended indefinitely until a Last Night date is entered, or the suspension is ended.

Use the drop-down list to select a reason for the suspension.

An explanation of each of the available suspension reasons is shown in the following table.

Suspension Reason	Information
Building maintenance	Used when building maintenance, excluding redecoration, prevents the room from being used.
Contract bed	Used for beds contracted by local authorities outside of Essex County Council.
Controlled startup of home	Used by new homes which are bringing their rooms into service over staged time periods.
Deep cleaning	Used when the room is unavailable due to it being deep cleaned.
Double room being used as a single	Used for a room with 2 beds but the room is occupied by only 1 person.
Duplicate Bedroom	Used when a duplicate bedroom has been created in error and cannot be deleted.
Home closure	Used to suspend vacant beds if the home is permanently closing.
Infection control	Used when the whole home or part of the home is closed to new admissions due to infection control.
No longer used as a bedroom	Used if a room is no longer used as a bedroom e.g. now used as an office or staff lounge
Other	Used when none of the other suspension reasons are applicable. When used, please enter the reason for suspension in the notes field.
Redecoration	Used when a room is unavailable due to it being redecorated.
Staffing	Used when the room is unavailable due to insufficient staffing levels.
Withheld for possible booking	Used to reserve the room for a potential occupant.

A notes field is available for you to add notes. These notes are only displayed to provider users.

Click once on the Suspend Bed button.
You are returned to the Manage Beds screen.

Suspended beds will be shown with a black bar alongside them under the timeline.

Manage Beds at TEST PROVIDER FOR ECC

ADD NEW BED

Key: Available Booked Requested Out of Service Reserved by Local Authority Reserved by partner organisation

Bed Status from 11 Aug 2019

Sep

Bed	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON							
11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	1	2	3	4	5	6	7	8	9	
IR S Lavender																														
L Lily																														
IR L Rose																														
IR L Tulip																														

Suspended bed in timeline

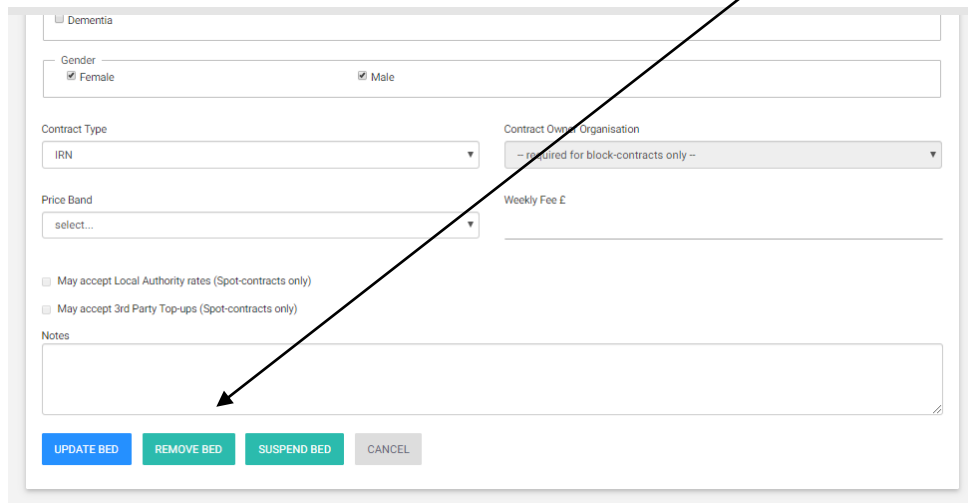
10.7. Remove a bed

It is only possible to remove a bed if you have Administrator permission and no bookings, either past or future, have been made against the bed you wish to remove.

The purpose of this feature is to enable care homes to remove beds that may have been created in error.

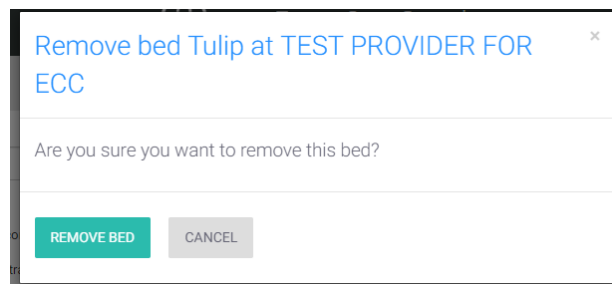
Once a bed is removed, this action cannot be undone.

From the bottom of the Edit Beds screen, click once on the Remove Bed button.



The screenshot shows the 'Edit Beds' interface. At the bottom, there are four buttons: 'UPDATE BED' (blue), 'REMOVE BED' (red), 'SUSPEND BED' (green), and 'CANCEL' (grey). A red arrow points from the text above to the 'REMOVE BED' button. The form fields include: 'Dementia' (text input), 'Gender' (radio buttons for Female and Male), 'Contract Type' (dropdown menu with 'IRN' selected), 'Contract Owner Organisation' (dropdown menu with '- required for block-contracts only -' selected), 'Price Band' (dropdown menu with 'select...' selected), and 'Weekly Fee £' (text input). There are also checkboxes for 'May accept Local Authority rates (Spot-contracts only)' and 'May accept 3rd Party Top-ups (Spot-contracts only)', and a 'Notes' text area.

A confirmation screen is displayed.



The confirmation dialog box has a title bar that reads 'Remove bed Tulip at TEST PROVIDER FOR ECC'. The main text asks 'Are you sure you want to remove this bed?'. At the bottom, there are two buttons: 'REMOVE BED' (red) and 'CANCEL' (grey).

Check that you are removing the right bed as **this action cannot be undone** once completed.

If the correct room has been selected and you would like to proceed then click once on the Remove Bed button.

If there have been any bookings made against the bed, then you will be returned to the Edit Bed screen and a message will be displayed at the top of the screen.

The screenshot shows the 'Edit Bed' interface for a bed named 'Daisy' at 'TEST PROVIDER FOR ECC'. A prominent red banner at the top contains a warning icon and the text 'Bed has open bookings and cannot be deleted.' Below this banner, the form is organized into several sections: 'Bed Name' with the value 'Daisy', 'Type' with a dropdown menu set to 'Nursing', 'Room Type' with a dropdown menu set to 'Single', and 'Type Of Stay' with a dropdown menu set to 'Long Stay'. At the bottom, under the heading 'Bed Features', there are three checkboxes: 'Alcohol Dependency', 'Discharge To Assess', and 'Hoist Tracking', all of which are currently unchecked.

If there are no bookings, you will be returned to the Manage Beds screen and the bed is no longer listed.

10.8. View and update room details using the Room Summary

Care Providers can easily view and update all the rooms set up in their home by using the Room Summary page without going into each room individually.

Navigate to the Manage Beds section and click the Room Summary button to open the Room Summary page

Home | Honey Bee Care Home

Manage Beds at Honey Bee Care Home

Key: Available Booked Requested Out of Service Reserved by Local Authority Reserved by partner organisation

Number of days in timeline: Default (30 Days) 7 Days 15 Days

Bed Status from 13 Dec 2024

January

Bed	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT
Room 01																							
Room 02																							
Room 03																							
Room 04																							

Peter Parker

Bed Type tab.

The Room Summary section is split into 4 tabs, Bed Type, Bed Features, Bed Contract and Bed Notes, where you can view and edit the setup for each room.

Select tab for the section you wish to edit

Click the Save button after making changes. If you navigate away from the Room Summary page without clicking Save, your changes will be lost.

Home | Honey Bee Care Home | Manage Beds - Honey Bee Care Home

Honey Bee Care Home

SAVE ADD NEW BED DISCARD CHANGES

Bed Name	Type	Room Type	Type of Stay	Male	Female
Room 01	Residential	Single	Long Stay	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Room 02	Residential	Single	Short Stay	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Room 03	Residential	Single	Short Stay	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Room 04	Residential	Single	Long Stay	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Room 05	Residential	Single	Long Stay	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

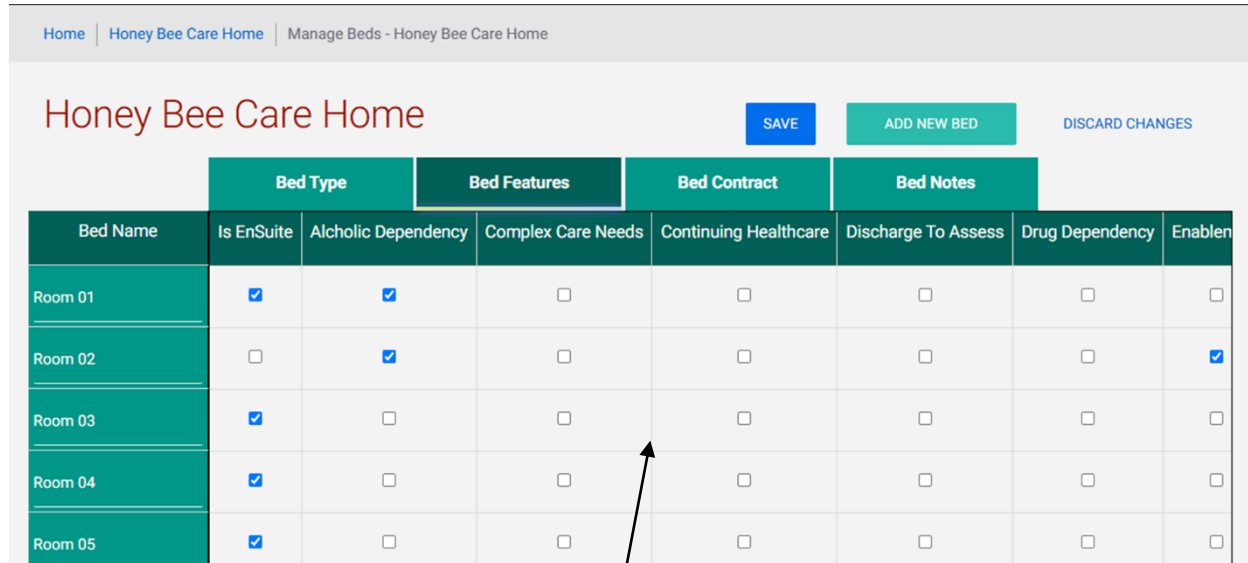
Click the cursor on the existing room name to change it. Room names will be ordered/sorted alphabetically and then numerically.

Select from the drop-down list or click the check box alongside each room you wish to edit.

Bed Features tab.

Due to the number of options listed on the Bed Features tab, it is not possible to show them all on the screen at the same time, therefore users need to pan the table either right or left to see the additional options, see description on how to do this below.

Please note: the column headers leave the view when scrolling down the page.



Home | Honey Bee Care Home | Manage Beds - Honey Bee Care Home

Honey Bee Care Home

SAVE ADD NEW BED DISCARD CHANGES

Bed Name	Bed Type		Bed Features		Bed Contract		Bed Notes	
	Is EnSuite	Alcoholic Dependency	Complex Care Needs	Continuing Healthcare	Discharge To Assess	Drug Dependency	Enabled	
Room 01	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Room 02	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Room 03	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Room 04	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Room 05	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Users can pan right and left on the Bed Features table to view additional options. To pan, move the cursor over the table until it changes to an open hand symbol like the one shown below.



Hold down the left mouse button and move the mouse right or left to pan. Release the left mouse button to stop panning.

Bed Contract tab.

Click Discard Changes button to undo any changes you have made during the current session. This will return all the room settings back to their previous status up to the point the Save button was last clicked.

Home | [Honey Bee Care Home](#) | Manage Beds - Honey Bee Care Home

Honey Bee Care Home

SAVE ADD NEW BED DISCARD CHANGES

	Bed Type	Bed Features	Bed Contract	Bed Notes		
Bed Name	Contract Type	Contract Owner Organisation	Price Band	Weekly Fee	LA Rates	3rd Party
Room 01	Block	Essex County Council	Less than £700 per week	0.00	<input type="checkbox"/>	<input type="checkbox"/>
Room 02	IRN	- required for block-contracts only	Please contact us for a price	0.00	<input type="checkbox"/>	<input type="checkbox"/>
Room 03	IRN	- required for block-contracts only	Please contact us for a price	1.00	<input type="checkbox"/>	<input type="checkbox"/>
Room 04	IRN	- required for block-contracts only	Less than £700 per week	1.00	<input type="checkbox"/>	<input type="checkbox"/>
Room 05	IRN	- required for block-contracts only	£1,001 - £1,999 per week	500.00	<input type="checkbox"/>	<input type="checkbox"/>

If you select Block as the Contract Type, you must enter the room owner in the Contract Owner Organisation column.

If you select IRN as the Contract Type, you must enter the basic weekly rate, as agreed with ECC for that room type, in the Weekly Fee column.

Bed Notes tab.

Click the care home's name shown in blue to return to the Manage Beds page.

Should you wish to setup a new room from the Room Summary page, this can be done by clicking the Add New Bed button.

Home | [Honey Bee Care Home](#) | Manage Beds - Honey Bee Care Home

Honey Bee Care Home

SAVE ADD NEW BED DISCARD CHANGES

	Bed Type	Bed Features	Bed Contract	Bed Notes
Bed Name	Bed Notes			
Room 01	Test			
Room 02	Test notes.			
Room 03				
Room 04				
Room 05				

The Bed Notes tab allows you to enter any information about the room you would like to convey which is not covered by the selectable options in previous tabs. Please note any Bed Notes entered will be visible to the public.

11. Managing Booking Requests

11.1. Booking request overview

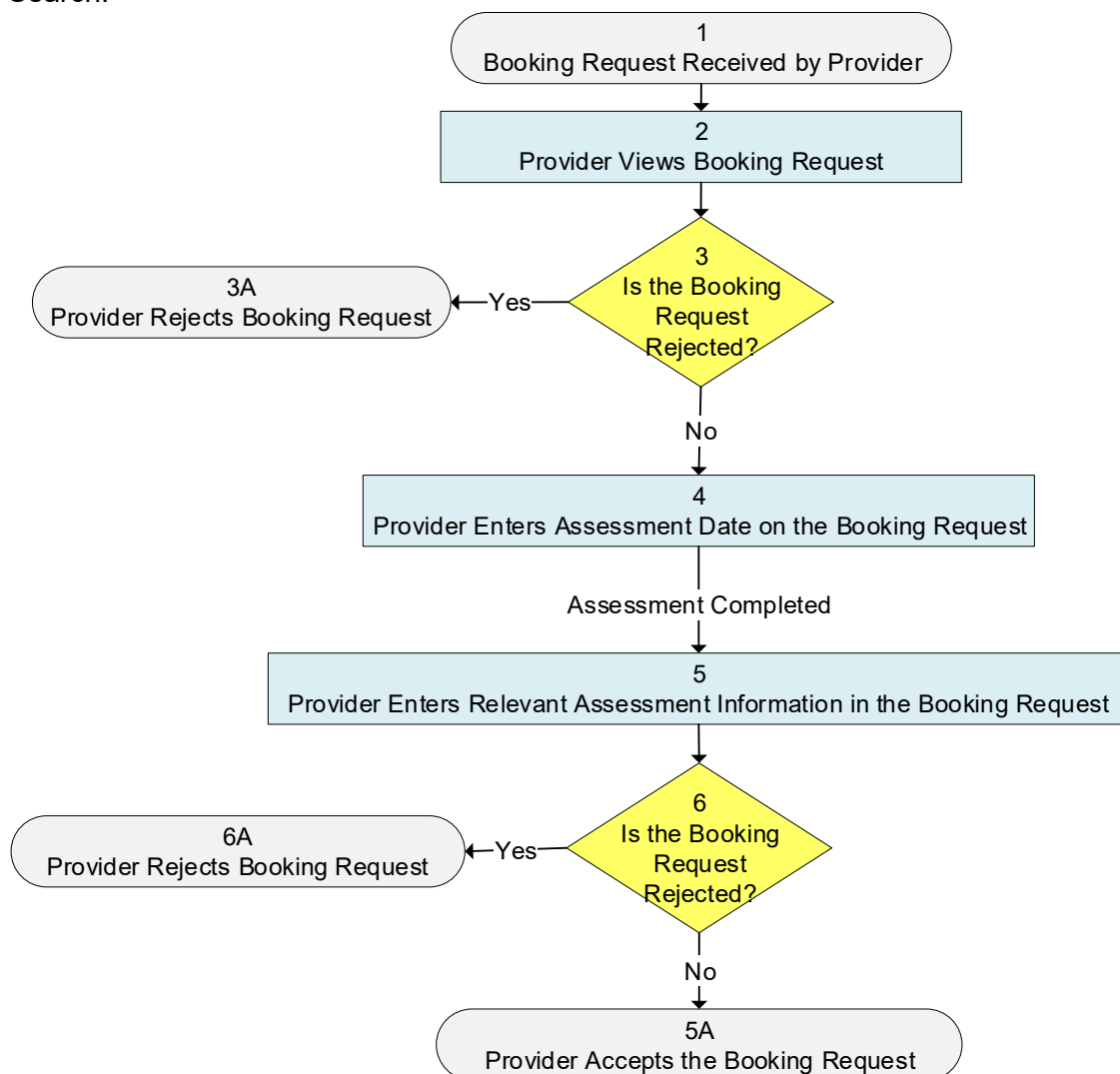
Local Authority and Health Users can search for vacant beds and then send a request to book a vacant bed through the system.

A request for a vacant bed sent to a provider is called a booking request.

New booking requests can be rejected, acknowledged, or accepted by the provider.

Once a booking request has been accepted by a provider the request becomes a booking (see Section 12 for more information on bookings).

The diagram below shows an overview of the provider booking request process in Essex Care Search:

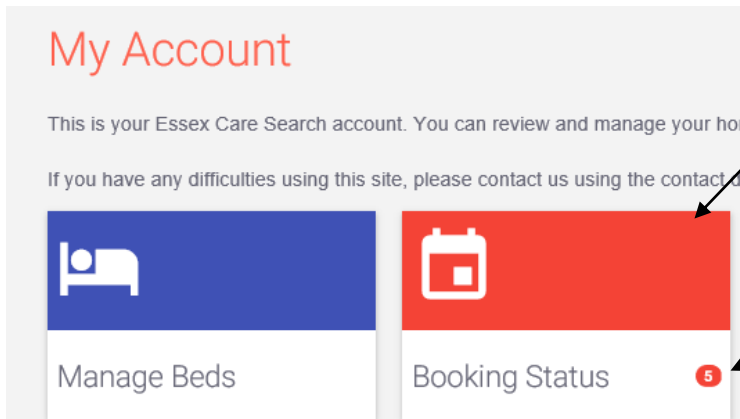


All Booking requests can be viewed in the Booking Status screen where you can:

- View new booking requests and enter assessment dates
- Accept or reject new booking requests
- View accepted current and future bookings
- View past accepted bookings

11.2. Access the Booking Status screen

The Booking Status screen can be accessed via the Menu or the Booking Status tile on the Home Page.



The number of open booking requests requiring attention will be displayed in a circle on the Booking Status tile.

The Bookings Status screen is shown below:

The screenshot shows the 'Bookings - Requested' screen. At the top, there are four tabs: 'REQUESTED', 'CURRENT', 'FUTURE', and 'ARCHIVED'. Below the tabs is a table of booking requests. The table has columns for Provider, Bed, Client, Client ID, Reference, Assessment Date, First Night, Last Night, Requested by, and Actions. Each row has a 'REVIEW' button in the Actions column. Callout boxes A through F point to specific elements: A points to the tabs, B points to the 'Show 10 Rows' dropdown, C points to the search bar, D points to the table header, E points to a 'REVIEW' button, and F points to the table body.

Provider	Bed	Client	Client ID	Reference	Assessment Date	First Night	Last Night	Requested by	Actions
Seashore Care Home	● L Test bed	Iron Man	777777777	ECS001522P	30/07/2019	12/05/2019		James Spurgeon	REVIEW
Seashore Care Home	● L Apple	Sarah Skittle	12345678900	ECS001692P		16/01/2020		Michelle Parsons	REVIEW
Seashore Care Home	● L Buttercup	Mary Mars	444333222	ECS001693P		05/01/2020		Michelle Parsons	REVIEW
Seashore Care Home	■ S Heather	Simon Smartie	4433221100	ECS004455R		08/01/2020	15/01/2020	Michelle Parsons	REVIEW
Seashore Care Home	■ L Lupin	Lucy Lion	999888777	ECS001694P		12/01/2020		Michelle Parsons	REVIEW

A - Tabs

There are 4 tabs that display bookings based on their status and time of booking:

- **Requested** – displays booking requests that have been sent to your home and have not been accepted or rejected.
- **Current** – displays the bookings accepted by your home where the booking has started.
- **Future** – displays the bookings accepted by your home where the booking starts in the future.
- **Archive** – displays all accepted bookings where the stay has ended.

Click once on the appropriate tab to select the type of bookings you want to view.

B - Display Count

Use this drop down to select how many booking requests you would like to view on the page at any one time.

C - Search Box

Use the free text Search Box to help find a booking request. Any of the fields can be searched against including client name, referrer, bed name, reference and stay dates.

The search only works in the tab you have selected. If the booking you are looking for is not found, try searching under other tabs.

D - Table Headers

Each header identifies the type of information displayed in the corresponding column.

Each column can be sorted by clicking to the side of the text.

E – Review Button

Click once on the Review button to open the Booking Details screen and progress the booking request (see section 11.3).

F – Reference

Each Booking Request has a unique reference number. Clicking once on the reference number will open the Booking Details Screen.

Booking requests for your care home can also be rejected from this screen. Please see section 11.4 for more details on rejecting booking requests. (Bookings that are cancelled before starting will be deleted from the system. An email notification will be sent to the requester).

Please note: members of the public cannot request a bed booking through the system.

11.3. Viewing and progressing booking requests

Access the Bookings Screen, find the booking you require and click once on the Review button.

The Booking Details Screen is displayed.

Booking Details for ref: ECS001919P

DETAILS

Booking Details

Client:	Leonard McCoy
Client ID:	12345
NHS Number:	
Date of Birth:	
Address:	
Requested by:	MPM ECCManager mpbf0011+ECCM@gmail.com
Date Requested:	23/09/2021 15:52:45
Care Home:	Honey Bee Care Home
Bed:	Room 10
Placement Type:	Long Stay
Attachments:	Test Docx 1.docx Test PDF 1.pdf Test PDF 2.pdf

ACKNOWLEDGE **REJECT** **CLOSE**

Review the details of the booking. You can then decide to:

- Acknowledge the booking (see section 11.5)
Or
- Reject the Booking (see section 11.4).

11.4. Reject a booking request

Click once on the Reject button to reject the booking.

The screen below will be displayed.

Request for bed 'Apple' at 'Seashore Care Home' for 'Sarah Skittle' ×

Reason for Cancellation*

Adult choice

Notes

Reason for Cancellation

Notes Field

Use the 'Reason for Cancellation' drop down menu to record a reason for rejecting the booking. This field must be completed.

Enter any relevant notes in the Notes field.

Click once on the Cancel Booking button.

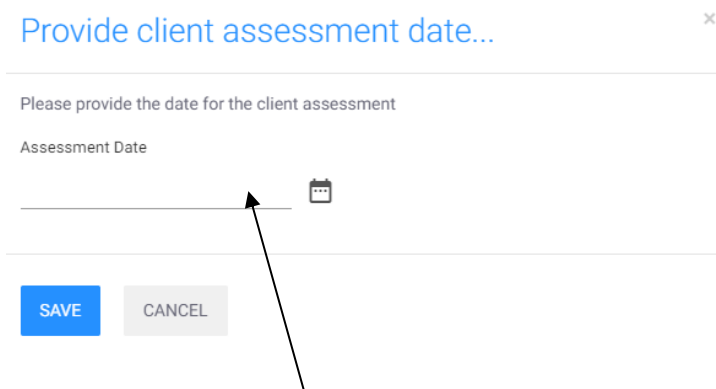
You will be returned to the Booking Request Screen and the rejected booking will no longer be displayed.

A rejection confirmation email will be sent to you and the requester, but the booking can no longer be viewed in the system.

The above method for rejecting a booking request applies for both before and after a client assessment has been carried out.

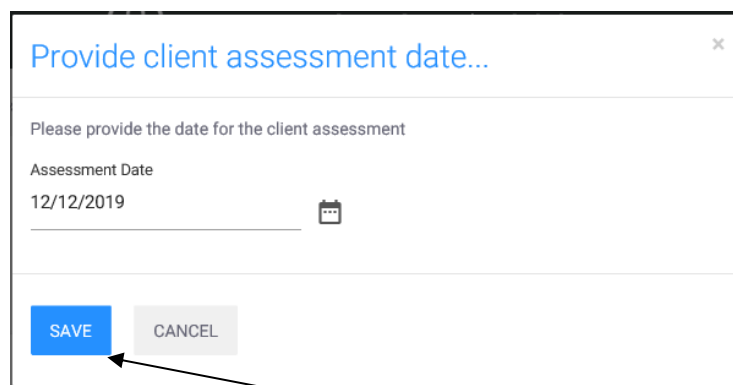
11.5. Acknowledge a booking request

Click the Acknowledge button to acknowledge a booking request, the system will then ask for a client assessment date.



Enter the date you will be assessing the client.

Please ensure you enter the correct date as this cannot be changed once entered. Requesters will also be able to see this date and may use this date when communicating with hospitals and family members.



Once the assessment date is entered, click once on the Save button.

An email will be sent to the requester to confirm your acknowledgement of the booking request and the assessment date.

11.6. Assessment Comments

After acknowledging a booking request for a ECC or ECC Health funded adult, you can add notes during the assessment to share updates with the requester.

Once a booking is accepted, you can still view assessment comments, but you cannot add or change them.

To access the Assessment Comments, open the Booking Status screen and click the review button next the booking you wish to view. Click the Assessment tab to access the Assessment Comments section.

The Assessment Comments can be viewed by other Essex Care Search users within the Care Home and by ECC.

Click the Assessment tab to access the Assessment Comments section.

Previously saved comments are shown which can be edited or deleted.

Enter the comment you wish to record in the free text box and click the Save button save them. After adding or editing comments click the Close button to return to the Booking Status screen.

If a booking is rejected, users will no longer be able to view the booking or Assessment Comments.

11.7. Accept a booking request

Open the booking details for a booking request that has previously been acknowledged and the client assessment date has been entered.

Booking Details for ref: ECS001939P	
DETAILS ASSESSMENT	
Booking Details	
Client:	Thomas Bird
Client ID:	1234567
NHS Number:	
Date of Birth:	
Address:	
Requested by:	MPM ECCManager mpbf0011+ECCM@gmail.com
Date Requested:	13/01/2022 11:01:56
Care Home:	Honey Bee Care Home
Bed:	Room 20
Placement Type:	Long Stay
Client Assessment Date:	13/01/2022
ACCEPT REJECT CLOSE	

If you are able to admit the adult to your home, click the Accept button to confirm the booking. Depending on the start date, the booking will then be moved to either the Current or Future tab.

If after the client assessment you are unable to admit the adult to your home, click the Reject button and follow the steps covered in 11.4 section.

● **Why this matters:** Responding quickly helps people plan placements and reduces follow-up calls to your home.

12. Manage and Updating Bookings

12.1. Amend a booking

A booking is where a private client or Local Authority/Health funded adult has been accepted by a home into a room. Sometimes a booking may need to be amended to change the start date, have the end date extended, or the Adult might move to a new room.

To amend a booking, open the Manage Beds screen (see section 10.1).

Click once on the booking to be amended and a Booking Screen is displayed.

Date Fields:

Long stay bookings (as shown above) only have a First Night date that can be amended.

Short stay bookings have a First Night and Last night field that can be amended.

Update Booking: Click once on the Update Booking button to save the changes and return to the Manage Bed Screen.

Change Bed: Use this button to move a service user to another bed. Please see section 12.5 for more details.

12.2. End a Short Stay booking



The system will automatically end Short Stay bookings once the last night date has passed.

If you wish to end a short stay booking early, go to the Manage Beds screen and click once on the booking.

The Booking Screen is displayed.

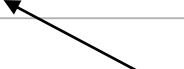
Booking ECS004721R ×

Client:	John Smith
Date of Birth:	
Client ID:	123456789
NHS Number:	
Address:	
Care Home:	Honey Bee Care Home
Bed:	Room 21
Placement Type:	Short Stay
Referrer:	John Honey mpbf0011+honeybee@gmail.com

First Night	Last Night
10/06/2024 	28/06/2024 

[UPDATE BOOKING](#) [END BOOKING](#) [CHANGE BED](#) [GO BACK](#)

Change Last Night date



Change the Last Night date to the date you wish to end the booking.

Click the Update Booking button.

You are returned to the Manage Beds screen, and the Booking will show as finishing on the Last Night date entered.

12.3. End a Long Stay booking

Long stay bookings do not have an end date.

You must end the booking when the resident leaves.

To end a booking, go to the Manage Beds screen (see section [Access the manage beds area](#)) and click once on the booking.

The Booking Screen is displayed.

Booking ECS001539P

Client: bbccgtest9 test
Date of Birth: 666 777 8888
NHS Number: 666 777 8888
Address: Rose Tree Care Home
Care Home: BBCCG - Bed1A
Bed: Long Stay
Placement Type: Long Stay
Referrer: Andy CCGAdmin
mpbf0011+bbccga@gmail.com

First Night
20/06/2019

UPDATE BOOKING END BOOKING CHANGE BED GO BACK

End Booking

Click once on the End Booking button.

The screen below is displayed.

Booking for bed Dahlia at Seashore Care Home

Ending Reason*
Change of care needs

Last Night
20/02/2020

END BOOKING CANCEL

Select an 'Ending Reason' and enter the 'Last Night' date.

Click once on the End Booking button.

You are returned to the Manage Beds screen, and the Booking will show as finishing on the Last Night date entered.

12.4. Book a private client into a bed

Bookings for private clients can be entered by providers in Essex Care Search. The details of private client bookings are only displayed to provider users.

To enter a booking for a private client, go to the Manage Beds screen, hover your mouse under the timeline and alongside the bed you would like to book. The timeline for that bed is highlighted.

Manage Beds at TEST PROVIDER FOR ECC

ADD NEW BED

Key: Available Booked Requested Out of Service Reserved by Local Authority Reserved by partner organisation


Bed Status from 11 Aug 2019

Bed	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	Sep 1	Sep 2	Sep 3	Sep 4	Sep 5	Sep 6	Sep 7	Sep 8	Sep 9	
Buttercup																															
Daisy																															
Hollyhock																															
Lavender																															
Lily																															
Rose																															

Click once in the highlighted area.

The Book Bed screen is displayed as shown on the next page.

Book Bed Room 05 (Residential) at Honey Bee Care Home for

Client Firstname*	Client Lastname*	Client ID
<input type="text"/>	<input type="text"/>	<input type="text"/>
Date of birth	Email	NHS Number
Day <input type="text"/>	<input type="text"/>	<input type="text"/>
Month <input type="text"/>		
Year <input type="text"/>		
Admitted from*	Address Line 2	Town
<input type="text"/>	<input type="text"/>	<input type="text"/>
Postcode		
<input type="text"/>		
First Night		
30/01/2024		

The Client Firstname, Client Lastname, Admitted from and First Night fields are mandatory, so must be completed.

Use the Admitted from drop down list to record where an adult was staying prior to being a resident at your care home.

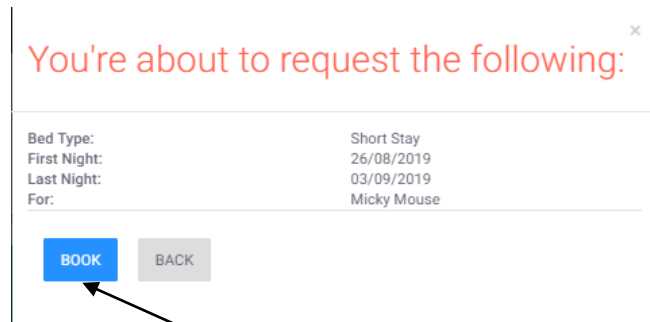
If you are entering a booking in a bed setup for a Short stay, you will also need to enter a Last Night date.

Completion of all other fields is optional.

We recommend typing '(P)' after the surname of your private client so you can easily identify private clients in the Manage Beds and Booking Status screens. E.g. Smith (P)

Complete the information for your private client on the Book Bed screen and click once on the Book button.

A Confirmation screen is displayed.



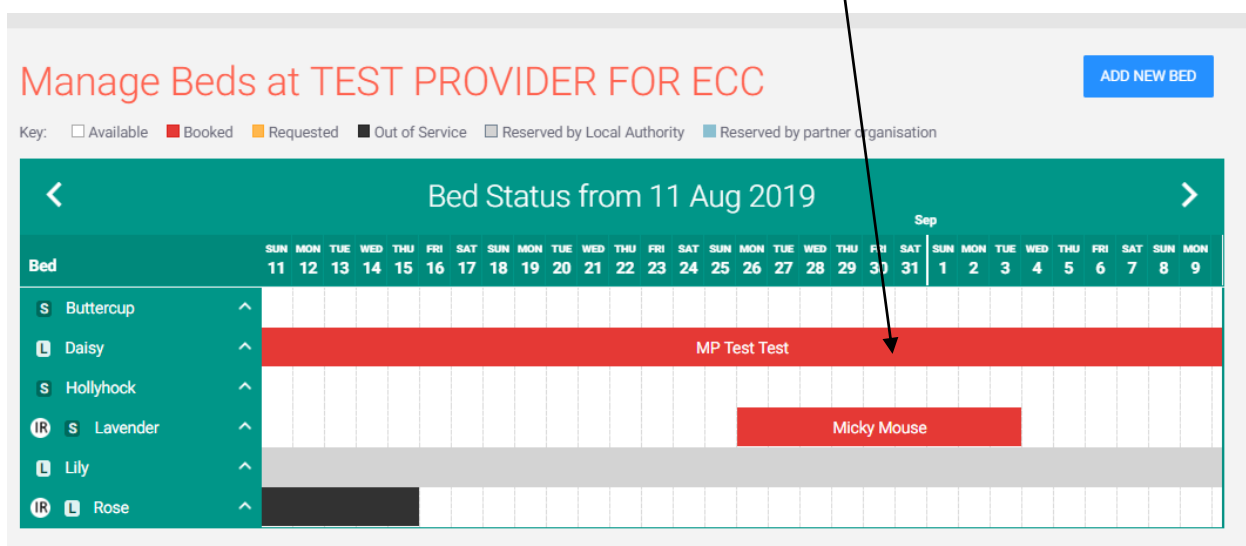
Check the details and if correct, click once on the Book button to confirm the booking.

A confirmation screen is displayed.



Click on the Close button.

You are returned to the Manage Beds screen, and your booking is displayed in the timeline.



12.5. Move a client to a different bedroom

There may be occasions when you need to move a client to different bedroom within your care home.

When this happens the booking in Essex Care Search must be moved to the new bedroom.

There are two options to action this:

- Change the booking to another bedroom using the 'Change Bed' function.
- Or
- Create a new booking in the new bedroom and end the booking in the original room.

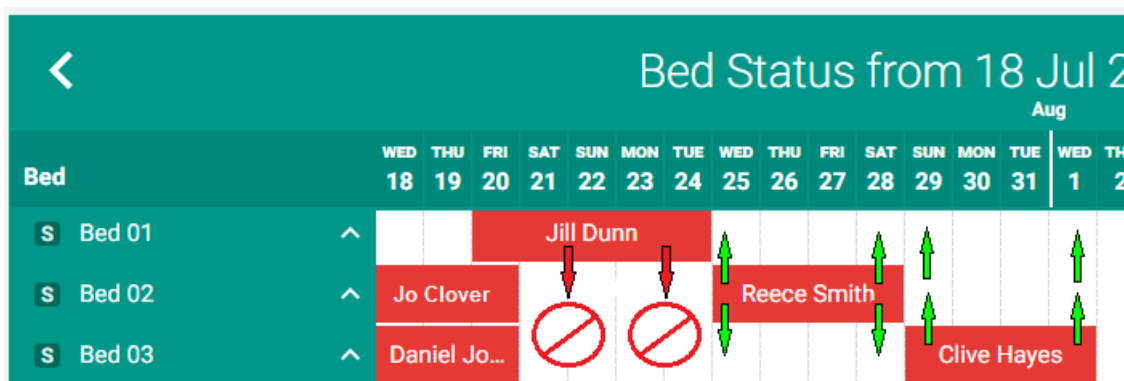
12.6. Move a client to a different bedroom using the change bed function

You can only move a client into a different bedroom that is set up with the same contract type as their existing room. For instance:

- IRN→IRN
- SPOT→SPOT
- BLOCK→BLOCK

When moving a client, their booking has to 'slot' into a vacant bedroom. This means the vacant bedroom must have been available for the entirety of the client's original booking.

In the example below, Reece Smith and Clive Hayes can 'slot' into two other bedrooms. However, Jill Dunn cannot move into bed two or three as her original booking period overlaps.



To move a client to a different bedroom using the 'Change Bed' function, open the Manage Beds section and click the client's booking under the timeline.

From the booking information window, click the 'Change Bed' button.

Booking ECS01478P

Client: Linda Lovely
Date of Birth:
NHS Number:
Address:
Care Home: Seashore Care Home
Bed: Dahlia
Placement Type: Long Stay
Referrer: John Smith
mpbf0011+providertest@gmail.com

First Night
20/03/2019

Change Bed button

UPDATE BOOKING END BOOKING CHANGE BED GO BACK

The screen below is displayed.

Review request for bed 'Dahlia' at 'Seashore Care Home' for 'Linda Lovely'

Available beds
Apple

SAVE GO BACK

Use the Available Beds drop-down menu to select the bedroom the client is moving to.

Once selected, click once on the save button and the client's booking will be moved to the selected bedroom.

If the bedroom you require is not shown in the drop-down menu, please follow the instructions given in section 12.7.

12.7. Move a client to a different bedroom by creating a new booking

a. Private Client

If the resident is a private client, create a new booking on the bedroom the client is moving into starting from the date they moved in. Once complete end the booking on the old bedroom using the date they moved out.

b. Essex County Council Adult

If the client has been placed by Essex County Council or a partner organisation, contact the Essex Care Search Team and ask them to send through a new booking request against the vacant bedroom you wish to move the client into.

Once the booking in the new bedroom has been confirmed, the booking in the original room can be ended.

13. Managing System Users

Users with Administration permissions will be able to:

- add additional Users for your care home or head office
- amend users already set up in Essex Care Search
- stop a user accessing your care home on Essex Care Search

Providers are responsible for maintaining appropriate access in line with UK GDPR and internal governance.

● **Why this matters:** Keeping user information up to date and removing access for staff who have left your care home helps protect personal data and keeps your system secure.

13.1. User roles and permissions

Before adding a new user to your care home on Essex Care Search it is important to consider which permission level they should be given. There are 3 role types available in the system.

The table below outlines the roles and the permissions.

System Role (Permission Level)	Summary of Role Permissions
Viewer	<ul style="list-style-type: none">• Can view bed and booking information only
Manager	<ul style="list-style-type: none">• Can create and amend beds• Can view booking requests• Can accept or reject booking requests for vacant beds• Can submit, amend, and end bookings for self-funders• Can suspended or unsuspend beds
Administrator	<ul style="list-style-type: none">• Can access all manager permissions listed above• Can update Provider information• Can update marketing information and upload photos/videos• Can add new users, edit user details, and stop user access

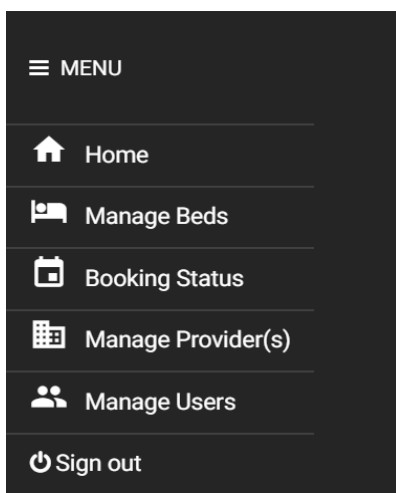
13.2. Add additional Users

We advise providers to have at least 2-3 users set up with access to Essex Care Search to:

- Ensure processing of booking requests if a staff member is unavailable.
- Ensure vacancies can be updated if a staff member is unavailable.
- Allow booking requests and confirmation emails to be received by multiple staff members.

To add a user, log onto Essex Care Search (see section 7).

In the top left corner, click once on the 'Menu' text to display the menu shown below.

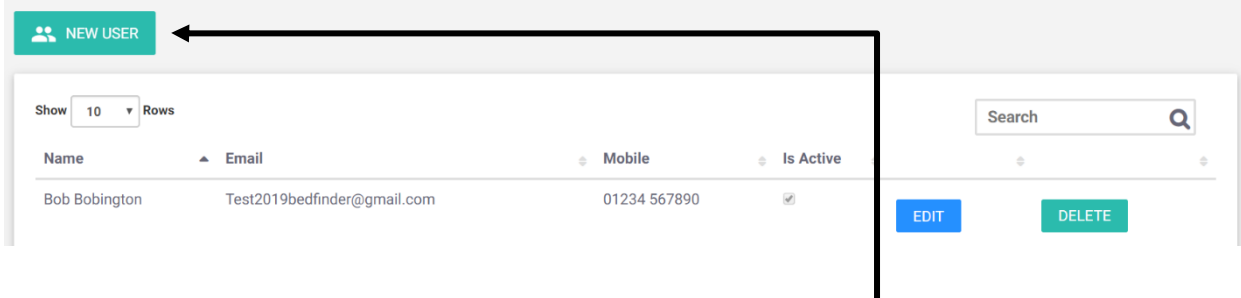


Click the 'Manage Users' text.

The View Users screen is displayed.

Any users already set up for your organisation are listed here.

The Best Care Ltd - View users



To add a New User to your organisation, click once on the New User button as shown above.

The Create New User screen will be displayed.

All fields in this screen are mandatory.

The screenshot shows a web form titled "Create new user" with the following fields and callouts:

- Organisation:** A dropdown menu with "Scotts Care Home" selected. Callout: "This field will display the name of your home".
- Role:** A dropdown menu with "-- select role --" selected. Callout: "Select the permission level for the user".
- First name:** A text input field.
- Last name:** A text input field.
- Email address:** A text input field. Callout: "Enter and confirm the email address of the user you are setting up. **Please make sure you enter the correct email.** This is important as someone could access your account as a confirmation email will be sent to this address".
- Confirm email address:** A text input field.
- Mobile phone:** A text input field. Callout: "Enter '00' if you do not wish to enter a user's mobile phone number".
- Buttons:** "SAVE" (blue) and "CANCEL" (grey). Callout: "Once all information is entered, click once on the Save button.".

You will be returned to the View Users screen and the newly added user will be listed.

The new user will receive an automated welcome email from the system (See Section 13.3).

13.3. New User E-mail

Once a new user has been set up in the system, they will receive an email with a link to set up their password. **The link in the email is only valid for 24 hours.**

When the new user clicks on the link in the e-mail, they will be taken to the screen below where they will need to confirm their e-mail address and set up their password.

A screenshot of a web form for setting up a new user's password. The form is set against a background image of a beach. It contains three input fields: 'Email', 'Password', and 'Confirm password'. Below these fields is a green 'Reset' button.

New users must:

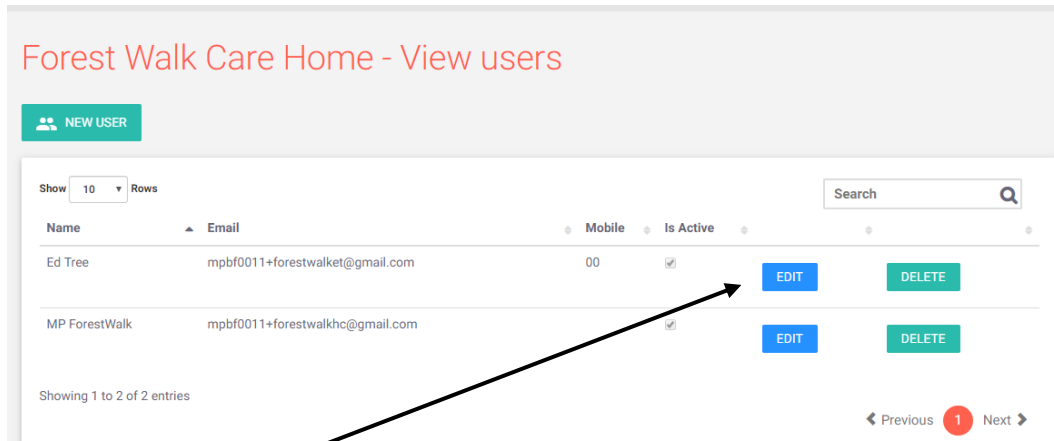
- Enter their email address
- Choose and enter a password in the Password field (**the password must include an upper-case letter, lower case letter, a number and a special character (e.g. \$! M & \ £)**)
- Re-enter their password in the Confirm Password field.
- Click once on the Reset button.

Once the new user has set up their password, they will be able to login to the system via www.essexcaresearch.org

13.4. Amend existing user details

Access the View Users screen.

Please note that you cannot amend users' details directly from the View User screen.



Click once on the Edit button beside the user you want to amend.

The Edit User screen is displayed.

Update the user details as required and click once on the Save button.

You will be returned to the View Users screen.

13.5. Remove a member of staff from accessing the system

To protect your organisation and ensure you meet data protection regulations, you must remove access for staff members who have left your organisation to ensure they can no longer access Essex Care Search.

There are two ways to stop staff accessing the system:

1) Deactivate the account

Use this method if a staff member is taking an extended leave of absence and you wish to temporarily deactivate their account.

Or

2) Delete the account

Use this method if a staff member is permanently leaving the organisation. Please read section [User accounts using a generic or shared e-mail address](#) before deleting a user account that is setup using a generic or shared e-mail address.

13.6. Deactivate a user account

Access the Edit User screen (see section [Amend details of staff already set up](#) for instructions).

Click the 'Is active' tick box. The tick in the box will be removed to leave an empty box.

Click once on the Save button.

A confirmation message stating the user has been updated will be displayed. Click once on the OK button.

You will be returned to the View Users screen.

Name	Email	Mobile	Is Active	
Honey Bee	mpbf0011+honeybeehc@gmail.com		<input checked="" type="checkbox"/>	EDIT
Manager Bee	mpbf0011+honeybeehcm@gmail.com	77	<input checked="" type="checkbox"/>	EDIT
Viewer Honey	mpbf0011+honeybeehcv@gmail.com	55	<input type="checkbox"/>	EDIT

The 'Is Active' tick box against the user you amended will be empty.

To reactivate a user, click on the Edit button and re-tick the 'Is active' tick box.

Please note that you cannot deactivate or reactivate a user from the View user screen.

13.7. Delete a user account

Access the View User screen.

The screenshot shows a 'NEW USER' header and a table with columns: Name, Email, Mobile, Is Active, EDIT, and DELETE. The table contains three rows: Honey Bee, Manager Bee, and Viewer Honey. The Manager Bee row is highlighted with a red box, and an arrow points to the DELETE button. The table also includes a search bar, a 'Show 10 Rows' dropdown, and pagination controls at the bottom.

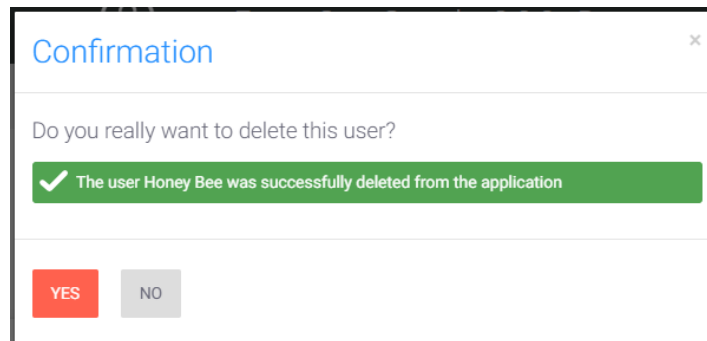
Click once on the Delete button beside the user you would like to delete.

A Confirmation message is displayed.

The screenshot shows a 'Confirmation' dialog box with a close button (X) in the top right corner. The text inside the dialog reads: 'Do you really want to delete this user?'. At the bottom, there are two buttons: 'YES' (highlighted in blue) and 'NO' (greyed out). An arrow points to the YES button.

To delete the user, click once on the Yes button.

A confirmation that the user was deleted is displayed.



Click once on the Yes button to return to the View User screen.

The user you deleted has been removed from the list of users.

13.8. User accounts using a generic or shared e-mail address

Do not delete generic or shared email accounts

Each email address can only be used once in Essex Care Search. int

If you have a generic shared e-mail address e.g. `admin@examplecarehome.com` or `manager@examplecarehome.com`, which will be owned by different staff members overtime, you should:

- a) deactivate the user account in Essex Care Search when the staff member leaves the business or changes job roles. This should be done as soon as possible to ensure your system remains secure.
- b) If more than one person uses this account, you can change the password instead of deactivating the user account.
- c) reactivate the user account when a new staff member takes up ownership of the generic e-mail address, update the account to reflect the name of the user and reset the password.

14. System Notifications and Emails

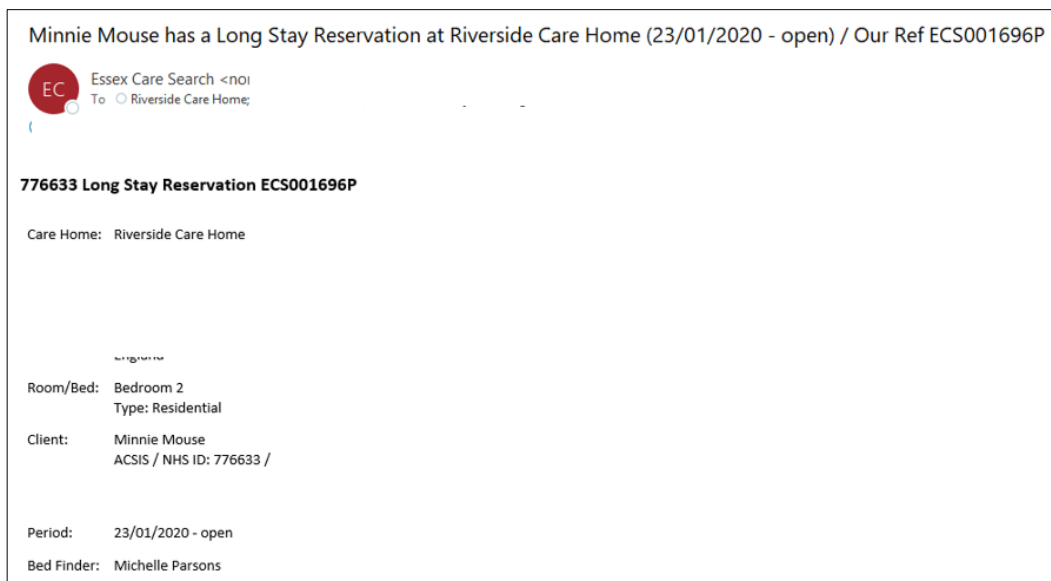
When certain changes happen in the system, emails are automatically sent to the relevant provider users and/or the requester as required. Email notifications are sent when:

- a new booking request is sent
- a provider rejects a booking request
- a provider adds an assessment date
- a provider accepts a booking
- a booking request is unaccepted
- a booking request is cancelled

Below are some examples of the email notifications sent from the system

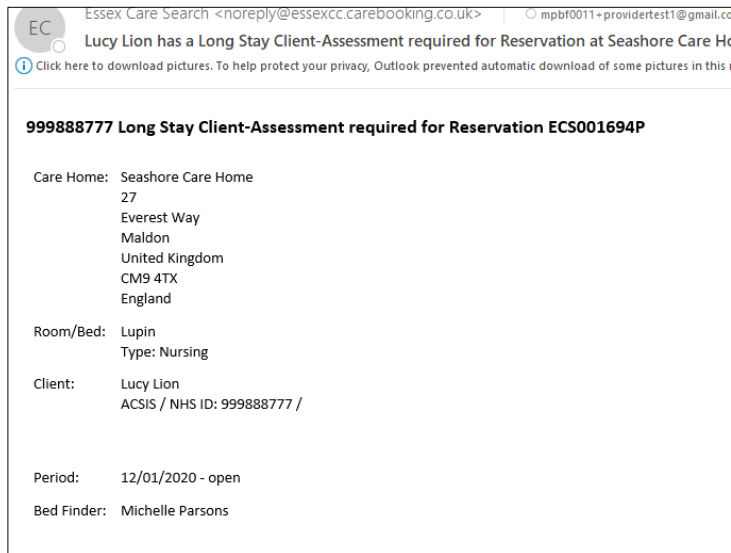
14.1. Booking request notification

When a booking request is sent to a provider, the provider receives a notification to let them know they have a new request to book a room.



14.2. Assessment date entered in a booking

When a provider enters the date of an assessment in a booking request, an email is sent to the requester confirming the assessment.



14.3. Booking acceptance

Once a request is accepted, a booking confirmation email will be sent to the care home and the original requester. Below is an example of the booking confirmation email.

Minnie Mouse has a Long Stay Booking at Riverside Care Home (23/01/2020 - open) / Our Ref ECS001696P



776633 Long Stay Booking ECS001696P

Care Home: Riverside Care Home

Room/Bed: Bedroom 2
Type: Residential

Client: Minnie Mouse
ACSIS / NHS ID: 776633 /

Period: 23/01/2020 - open

Bed Finder: Michelle Parsons

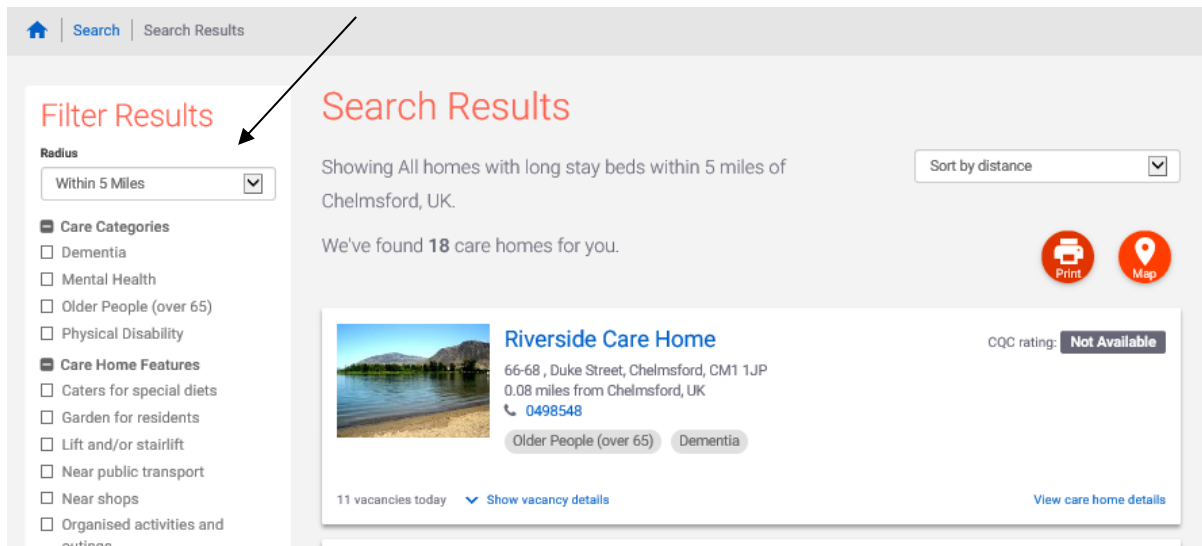
15. How the Public view your home (Reference)

The following section is provided for information purposes only. The bed search feature is not included as part of a Provider access login.

This section briefly covers how people search for a care home using Essex Care Search and how the search results are displayed.

People searching for a care home, or a care home vacancy can view a list of homes that meet their selected search criteria. As shown in the image below, basic home information such as name, address and contact information is displayed. If uploaded, an image is also displayed.

Search results can be filtered by the care home features or bed information selected by a home e.g. caters for special diets, ensuite etc.



Clicking on a care home name or the 'View care home details' text takes the searcher to the care home profile page.

This page includes the information and images that your home has entered on its Manage Provider page (see section 9). An example is shown to the right.

