



Newsletter – July 2025

Dear Providers

Welcome to the latest edition of the Essex Care Search Provider Newsletter.

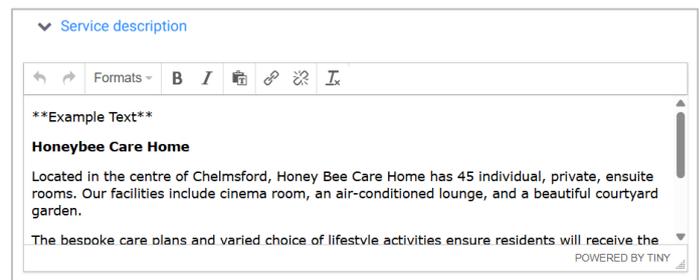
In this edition you will find articles about:

- Provider Service Description
- Bedroom Notes
- Shared Rooms
- IRN Ranking Scoring (IRN Framework Providers only)
- Room Summary Page and Room Price Banding
- Multiple Users and Training

Provider Service Description

The service description shown on the provider profile page gives your home the opportunity to promote the facilities and services that you offer to your residents.

The provider profile page can be seen by all users of Essex Care Search, including the public.



If you have an Administrator login and wish to enter or modify your service description, it can be accessed through the Manage Provider(s) tile after logging into Essex Care Search.

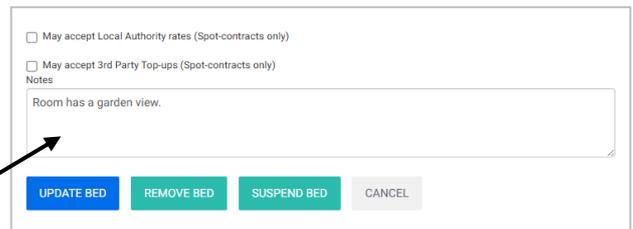
Further information on updating the Manage Provider(s) section can be found in section 9 of the Provider Guidance document linked below:

<https://www.essexproviderhub.org/media/khffwf1p/essex-care-search-provider-guidance-v2-2-2.pdf>

If you need any assistance updating the information shown on your provider profile page, please contact us.

Bedroom Notes

Additional information about the facilities or services you offer for individual bedrooms can be entered using the free text Notes box on the Edit Bedroom form or by using the Bed Notes tab on the Room Summary page.



The screenshot shows a form with two checkboxes: "May accept Local Authority rates (Spot-contracts only)" and "May accept 3rd Party Top-ups (Spot-contracts only)". Below these is a text box labeled "Notes" containing the text "Room has a garden view." An arrow points to this text box. At the bottom of the form are four buttons: "UPDATE BED" (blue), "REMOVE BED" (green), "SUSPEND BED" (green), and "CANCEL" (grey).

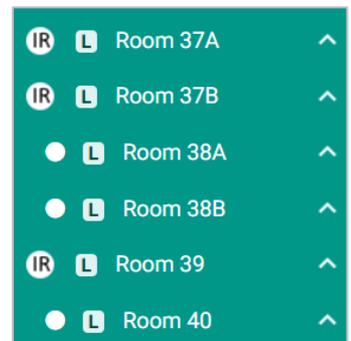


Please note the information entered in the Bedroom Notes box will be visible to all searchers when the room is vacant, including the public, so please ensure no personal or confidential information is entered.

Shared Rooms

If you have a room that can be shared by two people, we recommend setting the room up twice and adding an A or B to the end of each room name. This helps show the additional bed when available.

For example, if Room 37 can accommodate two people you would create Room 37A and Room 37B in the system.



The screenshot shows a list of rooms in a teal box. Each row has an icon (IR or L), a room name, and an upward arrow. The rooms listed are: Room 37A (IR, L), Room 37B (IR, L), Room 38A (L), Room 38B (L), Room 39 (IR, L), and Room 40 (L).

IRN Ranking Scoring (IRN Providers Only)

On 01 June 2025, Essex County Council introduced a new ranking score system for providers on the Older People Integrated Residential and Nursing (IRN) Framework.

You can view your IRN ranking score(s) in the Manage Provider area (if you have Administrator permissions) under the section called "Integrated Residential Nursing Framework Ranking".

Further information on this section can be accessed through our provider hub Provider Guidance page using the link below:

<https://www.essexproviderhub.org/older-people-accommodation-services-hub/essex-care-search/provider-guidance/>

Queries about your ranking score should be directed to the Contract Management Team.

Multiple Users and Training

We recommend that providers setup at least two staff members with logins for Essex Care Search to ensure someone at the care home will always be available to manage booking requests and vacancy updates.

If you would like us to train new staff members in how to use Essex Care Search or provide refresher training, please contact us at support@essexcaresearch.org

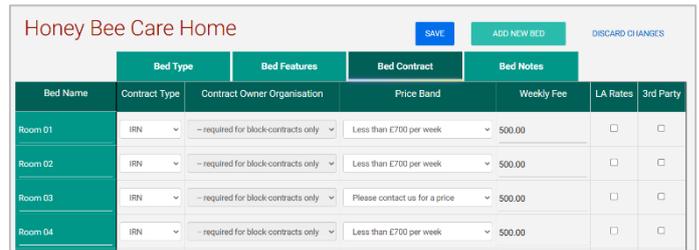
Room Summary and Room Price Band Review

You can easily review and update your room information via the Room Summary page available in the Manage Beds section.

Instructions can be found in the Provider Guidance accessed through the provider hub using the link below:

<https://www.essexproviderhub.org/older-people-accommodation-services-hub/essex-care-search/provider-guidance/>

We recommend that providers review the public facing price band they have selected on each room. This can be access and updated from the Bed Contract tab.



The screenshot shows the 'Honey Bee Care Home' interface. At the top right, there are buttons for 'SAVE', 'ADD NEW BED', and 'DISCARD CHANGES'. Below these is a table with columns: 'Bed Name', 'Contract Type', 'Contract Owner Organisation', 'Price Band', 'Weekly Fee', 'LA Rates', and '3rd Party'. The table contains four rows for Room 01, Room 02, Room 03, and Room 04. Room 01, 02, and 04 have a 'Price Band' of 'Less than £700 per week' and a 'Weekly Fee' of '500.00'. Room 03 has a 'Price Band' of 'Please contact us for a price' and a 'Weekly Fee' of '500.00'. All rooms have 'IRN' as the 'Contract Type' and '--required for block-contracts only' as the 'Contract Owner Organisation'. There are checkboxes for 'LA Rates' and '3rd Party' in each row.

Bed Name	Contract Type	Contract Owner Organisation	Price Band	Weekly Fee	LA Rates	3rd Party
Room 01	IRN	--required for block-contracts only	Less than £700 per week	500.00	<input type="checkbox"/>	<input type="checkbox"/>
Room 02	IRN	--required for block-contracts only	Less than £700 per week	500.00	<input type="checkbox"/>	<input type="checkbox"/>
Room 03	IRN	--required for block-contracts only	Please contact us for a price	500.00	<input type="checkbox"/>	<input type="checkbox"/>
Room 04	IRN	--required for block-contracts only	Less than £700 per week	500.00	<input type="checkbox"/>	<input type="checkbox"/>

If you would like any help or further information with anything in this newsletter, please contact us using the details below:

Telephone: 03330 322 939

E-mail: support@essexcaresearch.org

