



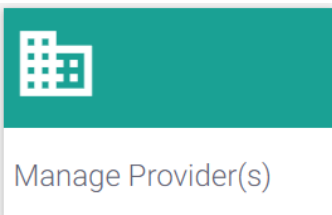
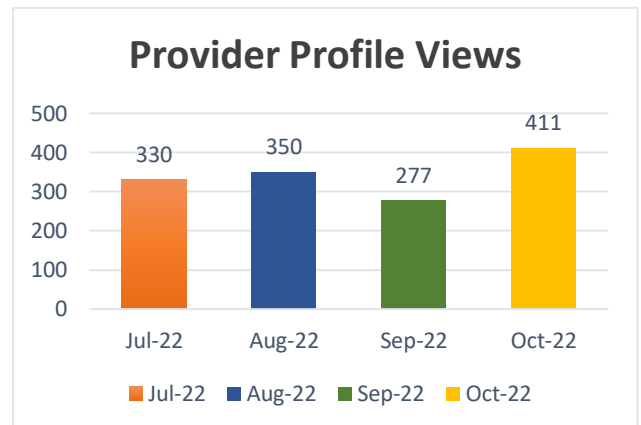
Dear Providers,

Welcome to the December 2022 edition of the Essex Care Search Provider Newsletter.

Since June 2021 Essex Citizens have been able to search for care providers using Essex Care Search. After searching, Citizens can view key information you have entered about your home on the profile page. This will help support them to make an informed decision when considering the right home for them and their needs.

The chart on the right shows the number of provider profiles viewed between July to October 2022. With an average of 342 views per month over the period, this represents a significant audience.

Further communications to the Public about Essex Care Search are planned for the new year. So, if you haven't done so recently, we would encourage you to review and update your provider profile. This will help promote your home and allow Citizens to view the current information about your service and facilities.



If you would like to see how your provider profile page is displayed to Citizens, it can be viewed by running a search for your home from the Essex Care Search front page before you login.

If you see the Manage Provider(s) icon (shown on the left) when you log into Essex Care Search, then you can update your provider profile page.

Details that can be updated include:



Contact Details – Shown in search results and at the top of your profile page, these are the details you would like people to contact you on to make enquiries about using your service.



Facilities – This section allows you to select check boxes for the facilities you provide in your home or nearby. Citizens looking for a care home can filter their search results by the options you select, so it is important that this information is accurate.



Service Description – This free text section gives you the opportunity to add information about your home and the services you provide.



Photos – It is said “a picture is worth a thousand words”, and this section allows you to upload a logo and image to appear in the search results and up to five photos, which will appear in a gallery section on your profile page. You might like to include a photo of an example bedroom, common areas, a garden or external grounds etc.



Videos – A video can be uploaded or linked to your profile page. For example this might be an existing promotional video or a video tour of your care home.

Contact us:

Telephone: 03330 322 939

E-mail: support@essexcaresearch.org



Essex County Council



Details on how to complete or edit your provider profile page can be found in **section 9** of the [Provider Guidance](#) document. Alternatively, if you would like our help updating your provider profile, please contact us.

Bedroom Price Bands – The price band set against each room can be viewed by the public to give them an indication of how much it will cost for them, a family member or a loved one to stay at your care home. Users can use the system to search for and filter their search results based on the price band. If you do not wish to show a price band against a room, you can either leave the field empty or select the 'Please contact us for a price' option. Please remember to update the room price bands when you update your prices.

Full details on how to set the price ranges can be found in section 10 of the [Provider Guidance](#) document.

Bookings

If you need help with missing booking requests for ECC funded adults, please let us know and we will arrange for the missing booking to be submitted.

Vacancies

To make sure that people can find your current vacancies, please remember to end the booking when a client leaves.

Bedroom Icons

To help you easily view the contract type and stay duration assigned to each room, icons are shown next to each bedroom name in the Manage Beds section, see icon key below.

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

Client Assessment Date

It is now possible to enter a backdated client assessment date when acknowledging a booking request.

Bedroom Notes

Extra information about the facilities or services you offer against each bedroom that you would like searchers to view can be entered using the free text Notes box under the Edit Bedroom form. Please note the information entered in the Bedroom Notes box will be visible to the public.

Top Tips



Multiple Users

We recommend that providers setup at least 2-3 staff members with logins for Essex Care Search to ensure someone at the home will be available to manage booking requests and vacancy updates at all times.

Training and Support

If you would like us to train new staff members to use Essex Care Search, provide refresher training or need help with any queries, please contact us by email or telephone using the contact details listed at the bottom of the page.

Wishing you the very best and a happy New Year,

The Essex Care Search Team