

# Essex Care Search



## Newsletter – February 2025

### Dear Providers

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

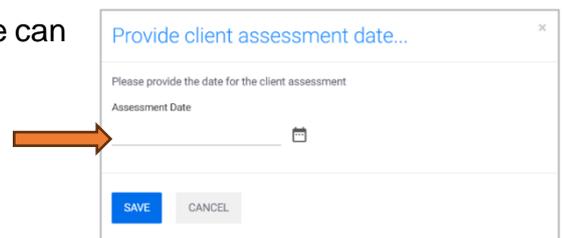
In this addition you will find articles about:

- Changes to Entering an Assessment Date on Bookings
- Room Summary and Update Page
- Managing Generic E-mail Address User Logins
- 2024 Provider Survey Feedback
- Multiple Users and Training
- Review User Access
- Update to Room Suspension Reasons

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## Changes to Entering an Assessment Date on Bookings

We are pleased to report that a backdated assessment date can now be used when acknowledging a booking request.



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## Room Summary and Update Page

Further to e-mail sent 18 November 2024, we are pleased to announce the release of the Room Summary page feature to Essex Care Search.

The Room Summary page can be found in the Manage Beds section.

This page allows Administrator and Manager users to view and edit the settings on existing rooms setup without having to go into each room individually. This will make viewing and updating rooms easier and quicker.

Bed Name	Bed Type	Bed Features	Bed Contract	Bed Notes	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"/>	

A quick reference guide for using the new Provider Room Summary Page is linked below.

<https://www.essexproviderhub.org/media/bamlol4r/essex-care-search-provider-room-summary-page-quick-reference-guide-v1.pdf>

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## Managing Generic E-mail Address User Logins

If your care home uses generic e-mail addresses for Essex Care Search user login accounts e.g. [admin@examplecarehome.com](mailto:admin@examplecarehome.com) or [manager@examplecarehome.com](mailto:manager@examplecarehome.com), it is important you do not delete the account if you wish to use the same e-mail address for a new staff member in the future.

Each e-mail address can only be used once for an Essex Care Search login account, if you have a staff member leaving and you want to stop them accessing the system, we recommend you either deactivate the user or reset the password for the account.

Full details on how to deactivate a user account can be found in **section 8.6** of the [Provider Guidance](#) document.

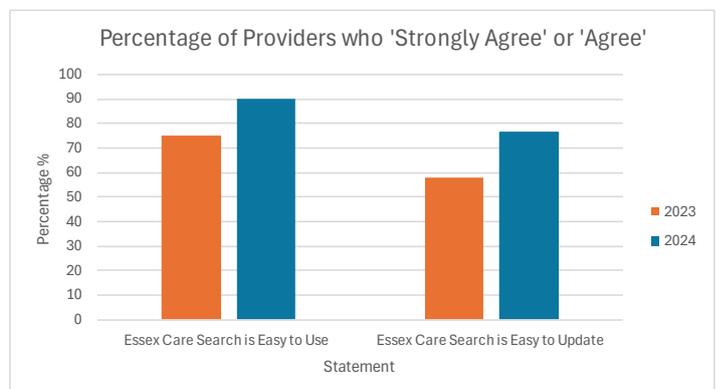
When the new staff member starts work, the account can be reactivated, the name against the user account changed and the password reset.

## 2024 Provider Survey Feedback

Thank you to all those who completed the provider survey we carried out in November 2024.

As in 2023, we asked users to rate the extent they agreed with several statements, from Strongly Agree to Strongly Disagree.

The chart alongside includes a couple of examples which show that compared to 2023, users are finding the system easier to use and update.



Outcomes of the user surveys show that the system is not always updated, either with searchers not sending bookings or providers not updating the system.

We are working with the ECC Service Placement Team and Health searchers to ensure booking requests are submitted through the system in a timely manner. However, if you have not received a booking request for ECC or Health funded adults, please let us know.

We ask providers to update the system as soon as possible to ensure that vacancy information is correct. If you find that you need any assistance, please let us know.

## Multiple Users and Training

We recommend that providers setup at least 2-3 staff members with logins for Essex Care Search to ensure someone at the 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](mailto:support@essexcaresearch.org)

## Review User Access

We recommend providers regularly review the staff members who have access to Essex Care Search for the home or parent organisation and deactivate any user accounts that no longer require access.

Full details on how to manage system users can be found in **section 8** of the [Provider Guidance](#) document which can be found on the [Essex Provider Hub](#).

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## Update to Room Suspension Reasons

Following feedback from users, we have added the following options to the Suspension Reason drop down list.

- No longer used as a bedroom
- Double room being used as a single
- Withheld for possible booking



The screenshot shows a software interface with a 'Suspension Reason' dropdown menu. The menu is open, displaying a list of reasons. The first option, 'Building maintenance', is highlighted in blue. Other options include 'Contract bed', 'Controlled start up of home', 'Deep cleaning', 'Double room being used as a single', 'Duplicate Bedroom', 'Home closure', 'Infection control', 'No longer used as a bedroom', 'Other', 'Redecoration', 'Staffing', and 'Withheld for possible booking'. The interface also shows 'First Night' and 'Last Night' labels at the top.

When suspending a room in the system, please remember to select an accurate Suspension Reason, otherwise it will default to 'Building Maintenance'.

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