

# Essex Care Search

## Public Guide V3



# Contents

<b>1.</b>	<b>Introduction</b> .....	<b>3</b>
1.1.	What is Essex Care Search? .....	3
1.2.	Using this guide.....	3
1.3.	Essex Care Search Website Disclaimer.....	4
<b>2.</b>	<b>Getting Started with Essex Care Search</b> .....	<b>4</b>
2.1.	Accessing the Website .....	4
2.2.	Accessibility Options .....	5
2.3.	Language Settings .....	5
2.4.	Information Links.....	6
<b>3.</b>	<b>Additional Help to Use the System</b> .....	<b>7</b>
3.1.	Video Guides.....	7
3.2.	Further Support.....	7
<b>4.</b>	<b>Searching for a Care Home – Basic Search</b> .....	<b>8</b>
<b>5.</b>	<b>Search Results</b> .....	<b>10</b>
5.1.	Viewing Search Results .....	10
5.2.	No Results Shown.....	11
5.3.	Filtering Search Results .....	12
5.4.	Sorting Search Results and Changing the Provider View .....	13
5.5.	Viewing Care Home Details .....	13
5.6.	Viewing Results on a Map.....	15
<b>6.</b>	<b>Advanced Search</b> .....	<b>16</b>
<b>7.</b>	<b>Care Home Facilities Glossary</b> .....	<b>18</b>
<b>8.</b>	<b>The Placement Team Brokerage Service</b> .....	<b>19</b>
<b>9.</b>	<b>Accommodation Designed for Living Independently</b> .....	<b>19</b>
9.1.	Supported Living .....	19
9.2.	Independent Living.....	19
<b>10.</b>	<b>Feedback</b> .....	<b>20</b>
<b>11.</b>	<b>Useful Websites</b> .....	<b>21</b>

# 1. Introduction

## 1.1. What is Essex Care Search?

Essex Care Search is a free, easy-to-use website designed to help people find a residential care provider, such as residential and nursing care homes, in Essex and the surrounding areas.

You can use the website to search for care for yourself, a family member or someone you care for. It allows you to look for care homes based on location and then narrow down your results using a range of filters, including:

- The type of care and facilities available at each care home
- How far the care home is from your chosen location
- The weekly price band set by the care home  
(Please note: price bands are intended as a guide only and costs may vary depending on individual care needs)
- The Care Quality Commission (CQC) rating

Care home listings can include detailed information, photographs, and a direct link to the care home's inspection report on the Care Quality Commission website.

Essex Care Search is completely free to use. You do not need to create an account or provide any personal information to search for care homes.

Whether you are looking for short-term respite care, long-term care, specialist support, or a care home in a specific location, Essex Care Search is designed to help you find options that best meet your needs.

## 1.2. Using this guide

This guide has been created to help members of the public use the Essex Care Search website confidently and effectively.

It explains how to:

- Search for residential and nursing care homes
- Refine your search using filters and sorting options
- View care homes on a map
- Find contact details and view information about the services each care home offers

You can read the guide from start to finish or dip into specific sections depending on what you need help with.

### 1.3. Essex Care Search Website Disclaimer

The content on the Essex Care Search site is provided for general information only. It is not intended to amount to advice on which you should rely or an endorsement of any of the organisations or services. You must obtain professional or specialist advice before taking, or refraining from, any action based on the content on this site.

Although we make reasonable efforts to provide accurate information on this site, we make no representations, warranties or guarantees, whether express or implied, that the content on the site is accurate, complete, or up to date. We accept no liability for misleading or inaccurate information given to us by external organisations.

Where the site contains links to other sites and resources provided by third parties, these links are provided for your information only. Such links should not be interpreted as approval or endorsement by us of those linked websites, the information they contain or the organisations they belong to. We have no control over the contents of those sites or resources.

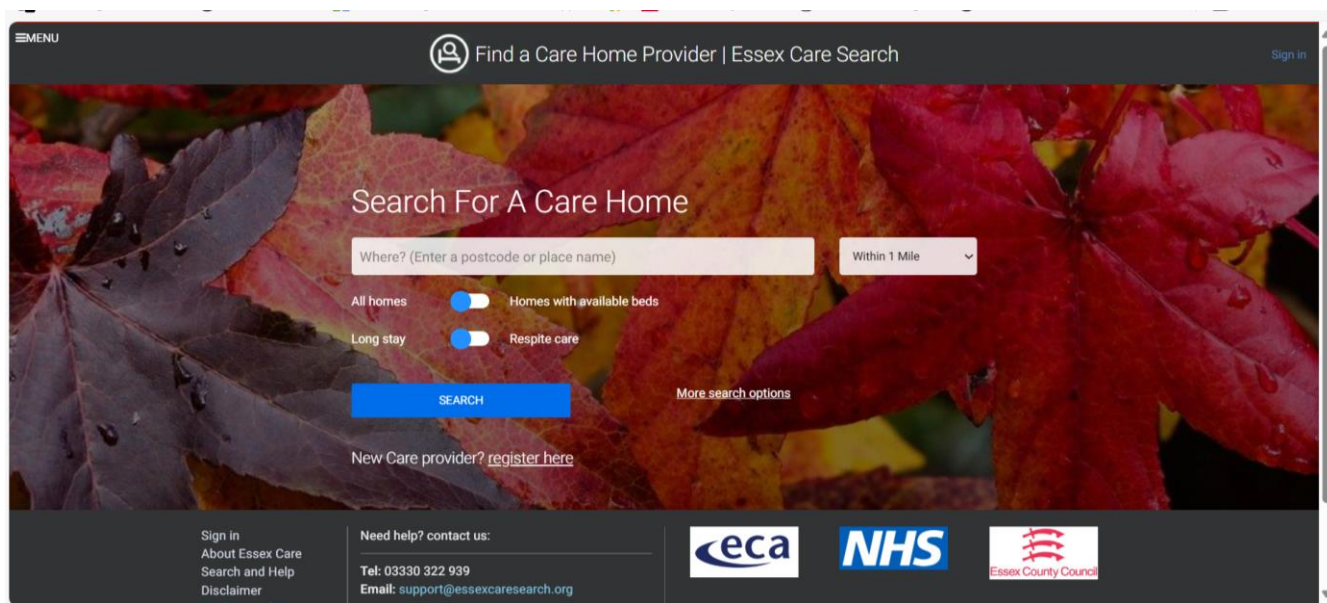
## 2. Getting Started with Essex Care Search

### 2.1. Accessing the Website

Essex Care Search can be used on most desktop computers, tablets, and mobile devices with an internet connection.

To access Essex Care Search: type [www.essexcaresearch.org](http://www.essexcaresearch.org) into the address bar of your internet browser.

This will take you to the main Essex Care Search homepage shown below.



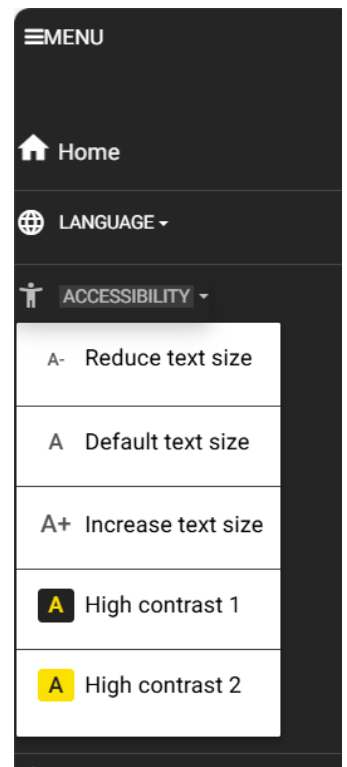
## 2.2. Accessibility Options

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

You can change how the website looks by:

- 2.2.1. Clicking the **Menu** text in the top-left corner of the screen.
- 2.2.2. Select **Accessibility**.
- 2.2.3. Choose options such as larger text or higher contrast.

These settings help make the site easier to read and use.

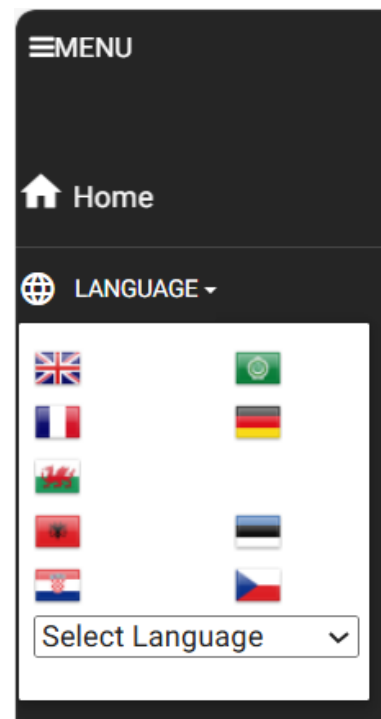


## 2.3. Language Settings

You can view the Essex Care Search website in difference languages.

To change the language:

- 2.3.1. Click once on the **Menu** text in the top left of the home page.
- 2.3.2. Select **Language**.
- 2.3.3. Choose your preferred language by clicking once on a flag icon or selecting from the drop-down list.

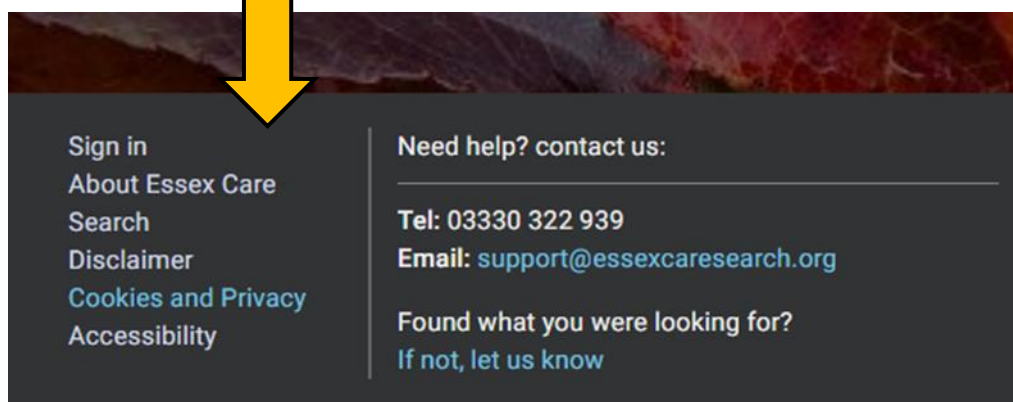
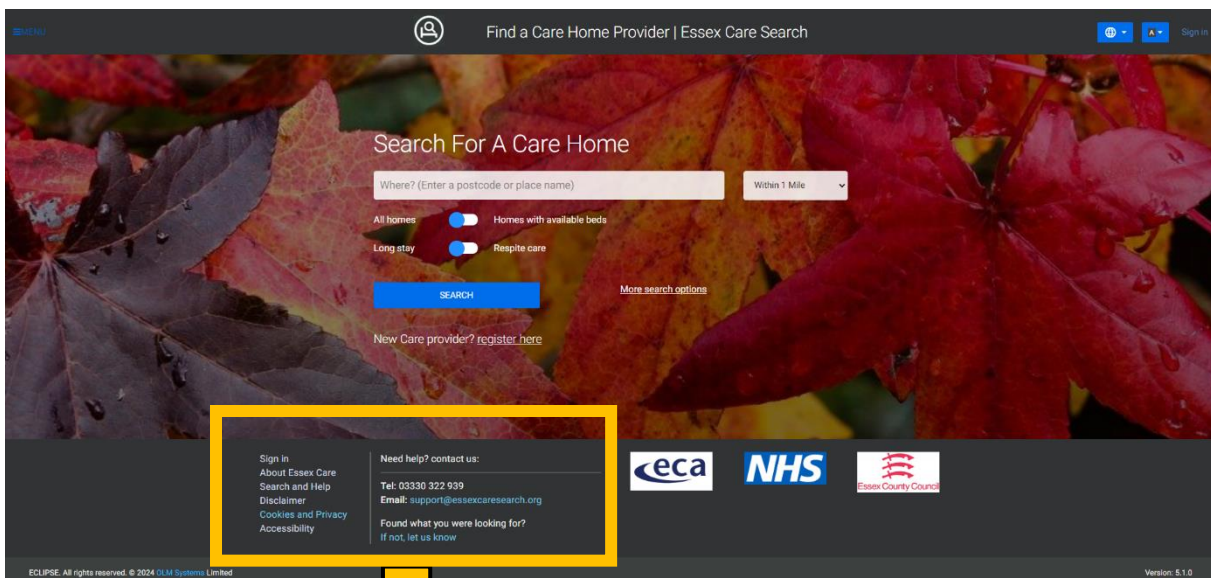


## 2.4. Information Links

At the bottom of every page on the Essex Care Search website, you will find useful links, including:

- information about Essex Care Search and how it works
- links to video guidance and other helpful information
- cookie and privacy information
- accessibility information
- the website disclaimer

Please see the screen images below.



### 3. Additional Help to Use the System

#### 3.1. Video Guides

Video guides are available which demonstrate how to use Essex Care Search to search for a care home.

To access the video guides, please use on the links below or enter the link into your browser. The guides will open in YouTube.

<b>Guidance link</b>	<b>Link to type in your browser</b>
<u>Public Overview</u>	<a href="https://youtu.be/ZyuBPrGO_cY">https://youtu.be/ZyuBPrGO_cY</a>
<u>Basic Search</u>	<a href="https://youtu.be/NzndX5QrV9k">https://youtu.be/NzndX5QrV9k</a>
<u>Viewing Search Results</u>	<a href="https://youtu.be/75_1VMWTFiU">https://youtu.be/75_1VMWTFiU</a>
<u>Viewing Care Home Profiles</u>	<a href="https://youtu.be/roVG9vhQjh4">https://youtu.be/roVG9vhQjh4</a>

#### 3.2. Further Support

If you need further help using the Essex Care Search website, please contact the Support Team using the details below:

- Tel: 03330 322 939
- Email: [support@essexcaresearch.org](mailto:support@essexcaresearch.org)

## 4. Searching for a Care Home – Basic Search

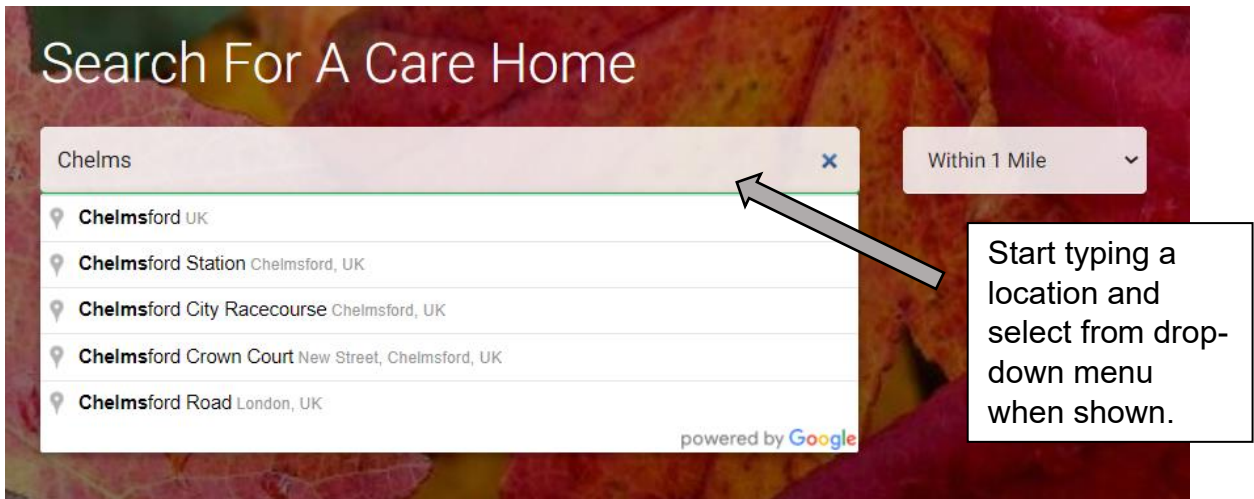
The basic search is the simplest way to find care homes and is the recommended starting point for most people.

Begin at the homepage:

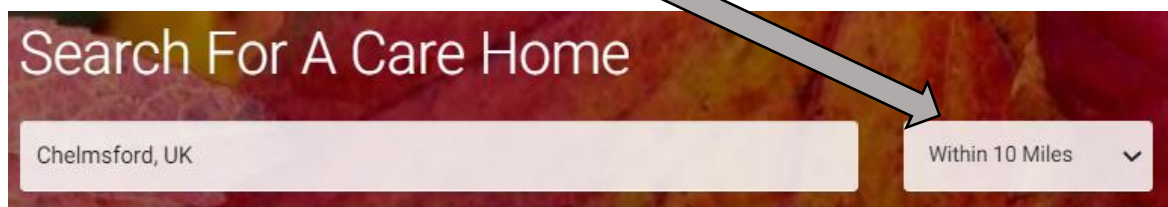
4.1. Enter a postcode or place name in the search box.

4.2. As you type, a list of matching locations will appear. Select the correct one from the list.

If the location is not shown, check the spelling or try searching for a nearby place.

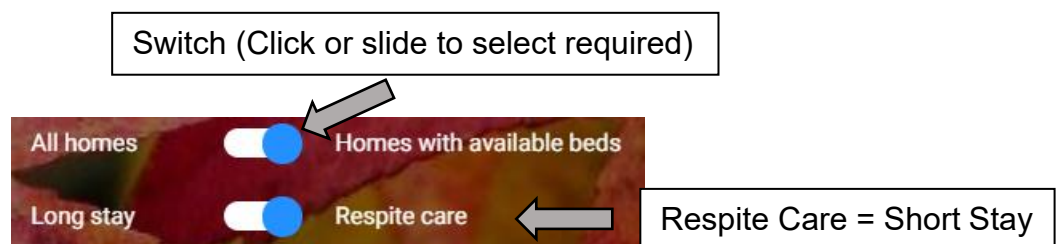


4.3. Choose how far you would like to search from your preferred location using the distance (miles) drop down-menu.



4.4. Using the first switch (as shown below), select whether you wish to search for 'All homes' within the selected location area or only for 'Homes with available beds'.

4.5. Using the second switch, select whether you are looking for a home to provide long term care (Long stay) or respite care (Short stay).



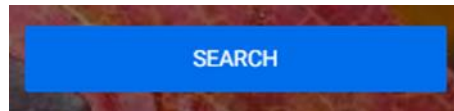
4.6. If you choose homes with vacancies, you will be asked to enter a first night date.

4.7. If you have selected respite care (Short Stay), you will also be asked to enter a last night date.

Dates can be typed in (dd/mm/yyyy) or selected using the calendar icon as shown below.



4.8. Once you have entered your search options, click the Search button to view your search results.



## 5. Search Results

This section covers the different ways you can view and filter your search results.

### 5.1. Viewing Search Results

Your search results will show a list of care homes that match your criteria. Each listing includes:

- The name and address of the care home
- Contact details
- The Care Quality Commission (CQC) rating
- The number of current vacancies (where available)

You can click on a care home's name or "View care home details" to learn more.

The screenshot shows a search results page with the following elements:

- Header:** Home icon, Search, Search Results
- Filter Results (Left Sidebar):**
  - Radius: Within 25 Miles
  - Filters: Clear all
  - Care Categories: Older People (over 65)
  - CQC Rating: Good
  - Care Categories (checkboxes): Aspergers, Bariatric Care, Dementia, Learning Disability, Mental Health, Physical Disability, Sensory Needs, Under 65
  - Care Home Features (checkboxes): A bar / cafe on premises, Accommodation for relatives, Caters for special diets, Designated smoking area, Financial services offered
- Search Controls (Top Right):** LIST, MAP, PRINT, Sort by distance, All Providers, Providers with Vacancies, 7 providers found.
- Search Results (List):**
  - Honey Bee Care Home:** CQC rating: Good. 5, Dunn Side, Chelmsford, CM1 1JE. 0.15 miles from Chelmsford, UK. 0123456789. honeybee@carehome.com. Older People (over 65), Dementia, Under 65, Bariatric Care. 23 vacancies today. Show vacancy details. View care home details.
  - Thomas Court Care:** CQC rating: Good. Test Home, Test Road, Chelmsford, CM1 2AR. 0.61 miles from Chelmsford, UK. 012345678. rogerdavidcraven@gmail.com. Older People (over 65), Dementia, Physical Disability. 6 vacancies today. Show vacancy details. View care home details.
  - Florence House:** CQC rating: Good.

View care home details link

## 5.2. No Results Shown

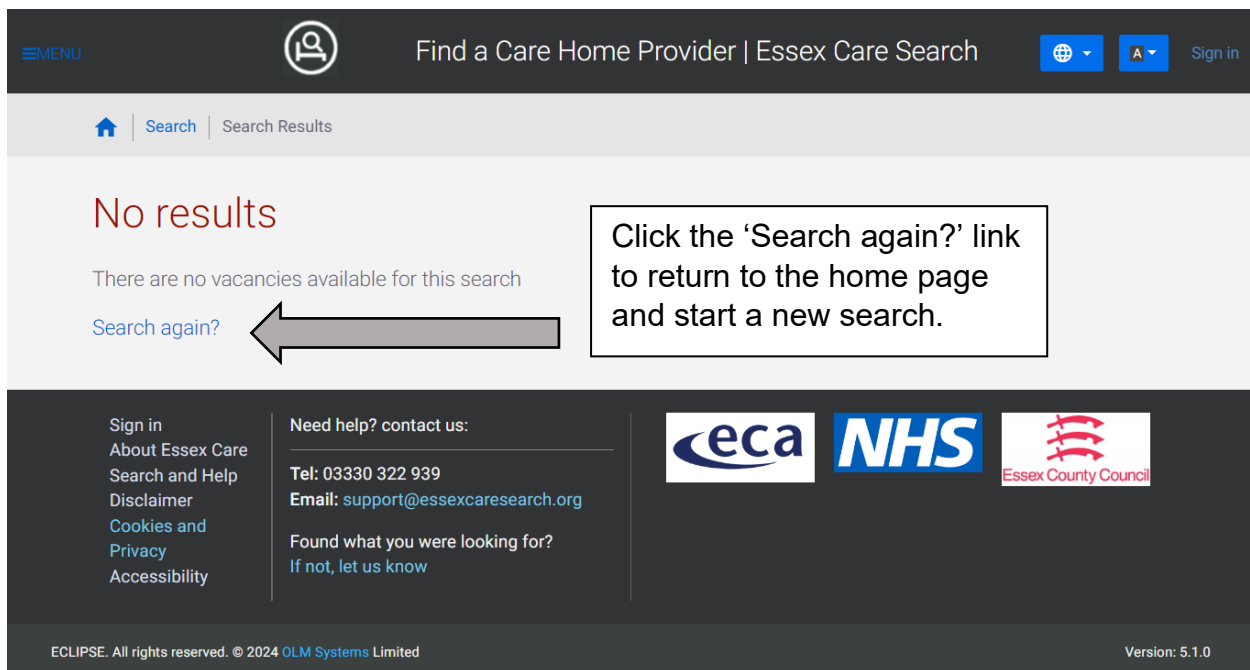
If your search returns no results:

5.2.1. Click on the Search again? Text to return to the home page

5.2.2. Try:

- Increasing the distance
- Changing the location
- Removing some filters

This often helps broaden the search and displays more options.



The screenshot shows the top navigation bar with a menu icon, a search icon, the text "Find a Care Home Provider | Essex Care Search", a globe icon, a language icon, and a "Sign in" link. Below the navigation bar is a breadcrumb trail: "Home | Search | Search Results". The main content area displays "No results" in red, followed by the text "There are no vacancies available for this search". A link labeled "Search again?" is shown with a large grey arrow pointing to it from a callout box. The callout box contains the text: "Click the 'Search again?' link to return to the home page and start a new search." The footer contains links for "Sign in", "About Essex Care Search and Help", "Disclaimer", "Cookies and Privacy", and "Accessibility". It also includes contact information: "Need help? contact us: Tel: 03330 322 939 Email: support@essexcaresearch.org" and the text "Found what you were looking for? If not, let us know". Logos for "eca", "NHS", and "Essex County Council" are displayed. The footer also contains the text "ECLIPSE. All rights reserved. © 2024 OLM Systems Limited" and "Version: 5.1.0".

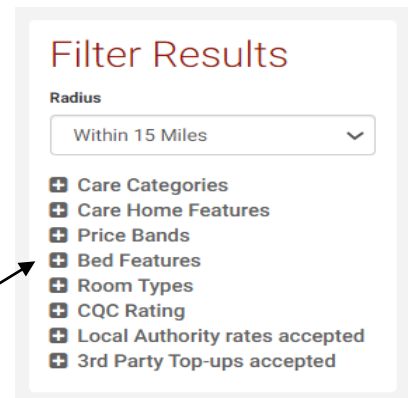
### 5.3. Filtering Search Results

Your search results can be filtered using the Filter Results options shown alongside the list of care homes. The filters allow you to narrow down results and show the homes most relevant to your requirements.

The image to the right shows the different filter categories which can be used.

To change the radius of your search: select a new distance from the Radius drop-down list. If you wish to change the central location, please return to the home screen, and start a new search.

You can expand each filter category by clicking the + symbol next to each filter option.



Click the check box(es) next to each option to filter your search results. The search results will automatically update each time a search filter choice is selected.

**Please note:** The filter “Local Authority rates accepted” is not currently in use.

For explanations of the terms used in the filters, please see the section 7 **Care Home Facilities Glossary**.

Selected filters are shown at the top of the filter list.

To remove all the search filters, click on the “Clear all” text

In the example shown below, the results have been filtered by:

- Care Categories = Older People (over 65)
- Bed Features: Dementia
- Room Types: Single (room type)
- CQC rating Outstanding

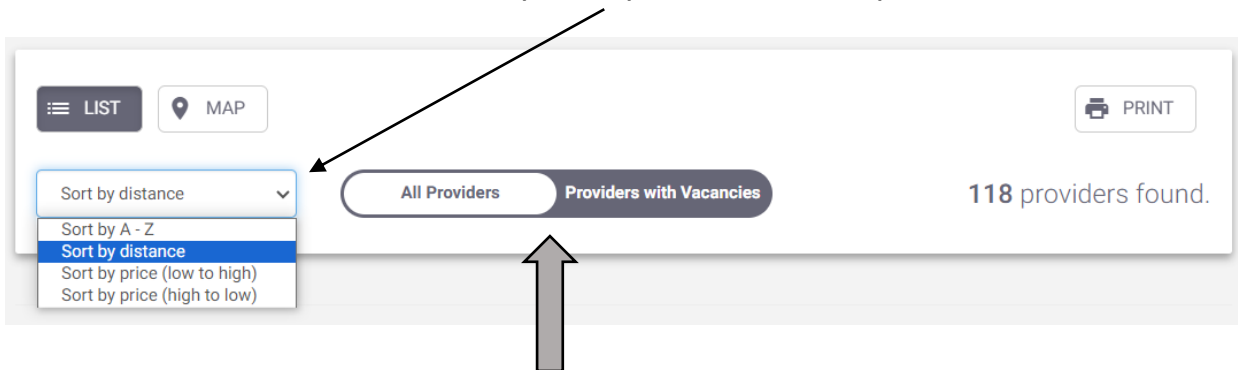
To remove a filter, click the grey cross shown to the right of the filter option you wish to remove.

## 5.4. Sorting Search Results and Changing the Provider View

You can sort your search results by:

- Distance
- Home Name (A-Z)
- Price (high to low) or Price (low to high)

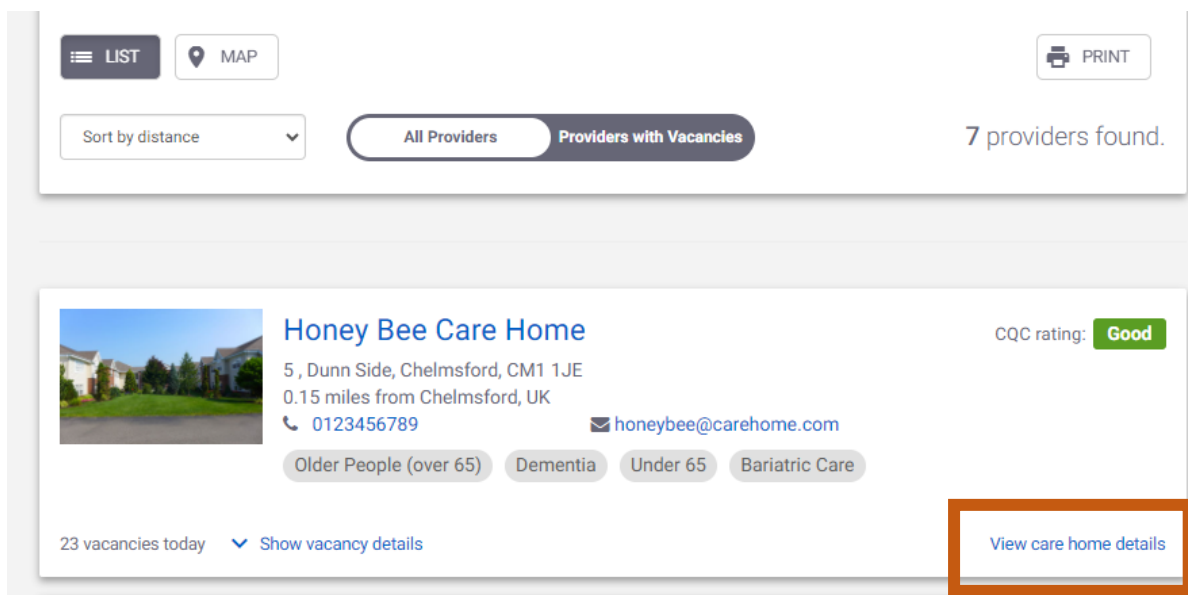
To sort the results, select the required option from the drop-down menu.



You can also choose to view 'All Providers' or 'Providers with Vacancies' by clicking on the buttons at the top of the page.

## 5.5. Viewing Care Home Details

To find out more about a care home, you can click once on the provider's name or the 'View care home details' text.



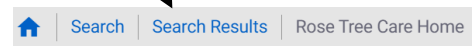
This opens the care home profile page which enables you to:

- Access any additional information the care home has added
- View any photos the home has uploaded
- View the care home's location via Google Maps.
- Open the care homes details on the Care Quality Commission (CQC) website.
- View current room vacancies available at the care home.
- Print details of the home

**Please note:** care home beds cannot be booked through Essex Care Search system. If you wish to further enquire and book a room, please contact the care home directly.

The screenshot shows the profile page for Rose Tree Care Home. At the top, the name 'Rose Tree Care Home' is displayed in blue, followed by the address: 'Rose Tree Care Home Bank Chambers New Street Chelmsford United Kingdom CM1 1JP'. A photograph of a care home room with a wheelchair is shown on the left. To the right, there is a call to action: 'Interested in finding out more? Please contact us' with contact details: 'Phone: 4565087' and 'mpbf0011+RoseTreech@gmail.com'. Below this is a 'Print' button with a printer icon, which is highlighted by a box labeled 'Print details.' with an arrow pointing to it. A map of Chelmsford is shown below the contact information. Further down, there is a 'Vacancies' section with two listings: 'Bed10 Nursing, Long Stay' and 'Bed8-IRN Residential, Long Stay', both priced at 'Less than £700 per week'. Below the vacancies is a 'Services' section with the text 'Care Home'. To the right of the services section is a box with the text 'Click 'See the report' to open the care homes profile on the CQC website.' with an arrow pointing to the 'See the report' button in the CQC Report section. The CQC Report section shows the 'CareQuality Commission' logo, the name 'Rose Tree Care Home', the 'CQC overall rating' as 'Good' with a green dot, and the date '16 May 2018'. A 'See the report' button is located at the bottom of the report section.

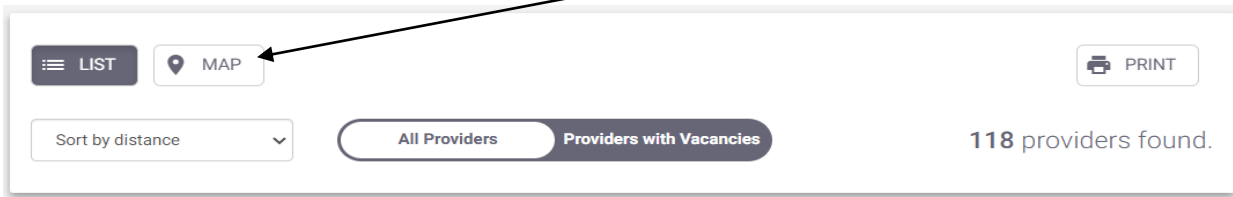
To return to the search results list view, click the 'Search Results' link towards the top of the page.



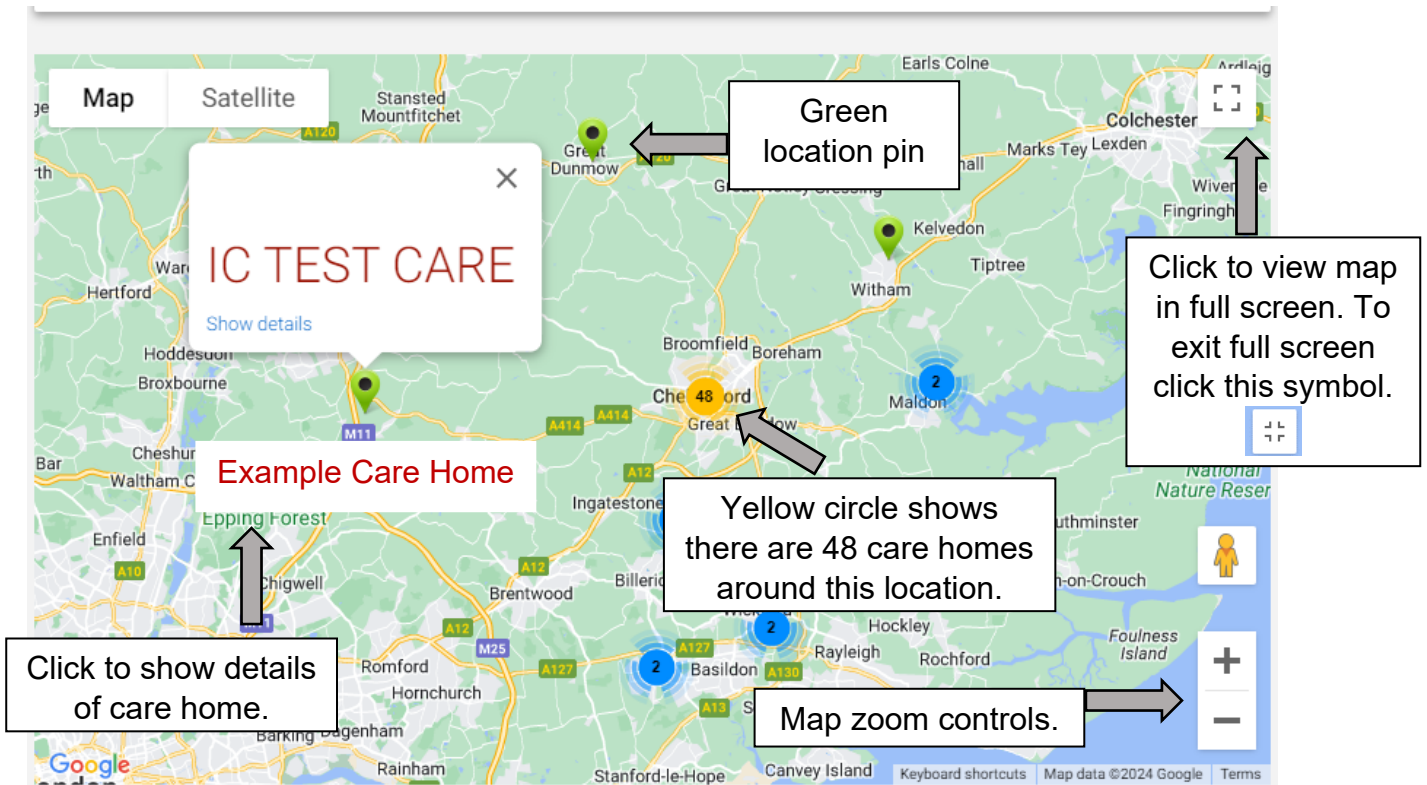
Rose Tree Care Home

## 5.6. Viewing Results on a Map

Search results can also be viewed on a map by clicking once on the map button from the search results page.



This will display your search results using Google Maps.



Ensure your mouse cursor is over the map then you can pan across the map by holding down the left-hand button on your mouse and moving the cursor.

**To zoom in or out:** click the + and – symbols shown at the bottom right-hand corner of the map or by using the ctrl + scroll wheel on your mouse.

Click on a **green location pin** to view the name of the care home, from the pop-up click once on the 'Show details' text to view the care home details.

**Yellow or blue circles with a number** show there are multiple care homes near that location. Clicking on a circle automatically zooms and centres on that location, this will separate out the results for that location.

Depending on the number of homes in a particular area, it may be necessary to click the yellow or blue circles several times to view the full results.

**To return the list view:** click the list option shown at the top right-hand side of the map.

## 6. Advanced Search

Advanced search options allow you to apply filters **before** viewing results. These include:

- Home name
- Home type
- Gender
- Room type
- Price band
- Type of care
- Facilities

For most users, it is easier to start with the Basic Search (section **Error! Reference source not found.** and then refine results using filters. Advanced search is optional and intended for users with more specific requirements.

To access the advance search options:

- Follow the instructions for a Basic Search
- click the 'More search options' link to the right-hand side of the main search button.



The detailed search options allow you to filter the search results in advance. You can use as few or as many of the advanced search options as needed.

**Home Name** – If you already know the name of the care home you are looking for, type it in this box, as you start to type the system will show you the names of care homes which match the name you have typed and are registered on Essex Care Search in a drop-down menu. Continue to type until the name of the care home you require is shown and select it from the drop-down menu. If the care home, you are looking for is not shown in the drop-down menu this either means the spelling has been entered incorrectly or the care home has not yet registered to use Essex Care Search.

**Home Type** – Select the home type you are looking for from the drop-down menu. You can select All (This will show all home types), Care Home (Residential), Care Home with Nursing, Supported Housing – Independent Living or Supported Housing - Supported Living.

**Gender** – If you are looking for a residential or nursing care home that has rooms which specifically cater for one gender, please select from the drop-down menu.

**Room Type** – Select the room type you are looking for from the drop-down menu. Options available are Single, Double, Shared and Flat.

**Price Band** – Select the weekly room price band required from the drop-down menu. Please note, the price bands are set by the care home and only give an indication of cost, prices may differ depending on the needs of the adult.

**Type of Care** – Click once on a check box to select or deselect the type(s) of care you need the care home to be able to provide.

Type of care

<input type="checkbox"/> Aspergers	<input type="checkbox"/> Autism	<input type="checkbox"/> Dementia	<input type="checkbox"/> Learning Disability
<input type="checkbox"/> Mental Health	<input type="checkbox"/> Older People (over 65)	<input type="checkbox"/> Physical Disability	<input type="checkbox"/> Sensory Needs

**Facilities** – Select the type(s) of bedroom facilities you need the care home to be able to provide. Select a facility option type by clicking the check box or boxes as required. For definitions of the different facility options, please see [Care Home Facilities Glossary](#)

Facilities

<input type="checkbox"/> Alcohol Dependency	<input type="checkbox"/> Bed Rails	<input type="checkbox"/> Community Rehabilitation	<input type="checkbox"/> Complex Care Needs
<input type="checkbox"/> Dementia	<input type="checkbox"/> Drug Dependency	<input type="checkbox"/> Ensuite	<input type="checkbox"/> Ground Floor
<input type="checkbox"/> Hoist Tracking	<input type="checkbox"/> Non Smoking	<input type="checkbox"/> Plus Size	

Once you have entered your search options, click the search button to view the results.

## 7. Care Home Facilities Glossary

This section explains the definitions used when filtering care homes.

Term	Definition
<b>Alcohol Dependency:</b>	Care home can support residents with alcohol dependency requirements
<b>Bed Rails:</b>	Care home has beds with bed rails.
<b>Community Rehabilitation:</b>	Care home can provide community rehabilitation support to residents during and after their stay
<b>Complex Care Needs:</b>	Care home can provide care for residents who have complex care needs, for example one to one care, behavioural needs, round the clock observations, bariatric.
<b>Continuing Healthcare:</b>	Care home can support residents with ongoing complex long-term healthcare needs.
<b>Dementia</b>	Care home can cater for residents with dementia
<b>Discharge to Assess*</b>	The care home can support people who are well enough to leave hospital and no longer need a hospital bed, but who may still need short term care and support. This support is provided for a limited time and helps people return to their own home (where appropriate) or another community setting. Decisions about any longer-term care and support needs are then made later, in the most appropriate place and at the right time for the individual.
<b>Drug Dependency</b>	Care home can support residents with drug dependency requirements.
<b>Enablement*</b>	The care home can provide a short-term intensive support service for up to 6 weeks to help a person regain as much independence as possible. This support focuses on encouraging people to do things for themselves and work towards agreed goals. The overall aim is to help the person become more independent and reduce the need for ongoing care.
<b>Ensuite</b>	Care home has rooms with ensuite bathrooms.
<b>Ground Floor</b>	Care home has rooms on the ground floor.
<b>Hoist Tracking</b>	Care home has rooms fitted with hoist tracking systems used to move people safely e.g. from a bed to a chair.
<b>Intermediate Care*</b>	Care home can provide short-term care for adults. Intermediate Care encompasses bed-based support for a temporary period to assess the most appropriate pathway for an adult on an ongoing basis.
<b>Non-Smoking</b>	Care home has rooms which are designated for use as non-smoking only.
<b>Non-Weight Bearing*</b>	Care home can cater for residents who are physically unable to bear-weight through their legs and/or arms.
<b>Plus Size</b>	Care home can provide larger size rooms

\* These filter options are only available for selection from the search results page.

## 8. The Placement Team Brokerage Service

If you would like advice or guidance about choosing a care home, please contact the Placement Team Brokerage Service on 03330 139 973.

## 9. Accommodation Designed for Living Independently

### 9.1. Supported Living

Supported Living is designed for adults with disabilities who needs help living independently. There are two types of accommodations:

- **Single occupancy units** – where the adult will live alone but in a group of other individual occupancy properties e.g. flats or bungalows.
- **Shared accommodation** – where the adult will have their own bedroom/living space, but they share communal areas e.g. kitchen, living room, bathroom.

Supported living aims to allow the adult to live independently but can still access the help they need. Support can range from a few hours a week to full time care, depending on need.

If you are only searching for Supported Living, select more search options on the home page and select Supported Housing - Supported Living on the 'Home type' drop down list.

See the Advanced Search (section 6) for more details.

### 9.2. Independent Living

Independent Living housing, also known as extra care housing, is for people aged 55 or over who want to remain independent while having access to care and support.

These schemes provide on-site support and 24-hour assistance. More information is available on the Essex County Council website. Please visit [Extra Care Housing](#) for more information on cost and how to apply.

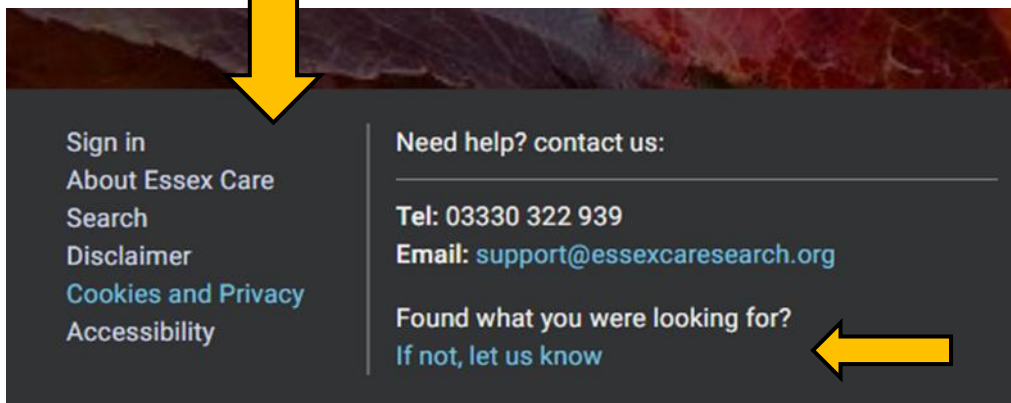
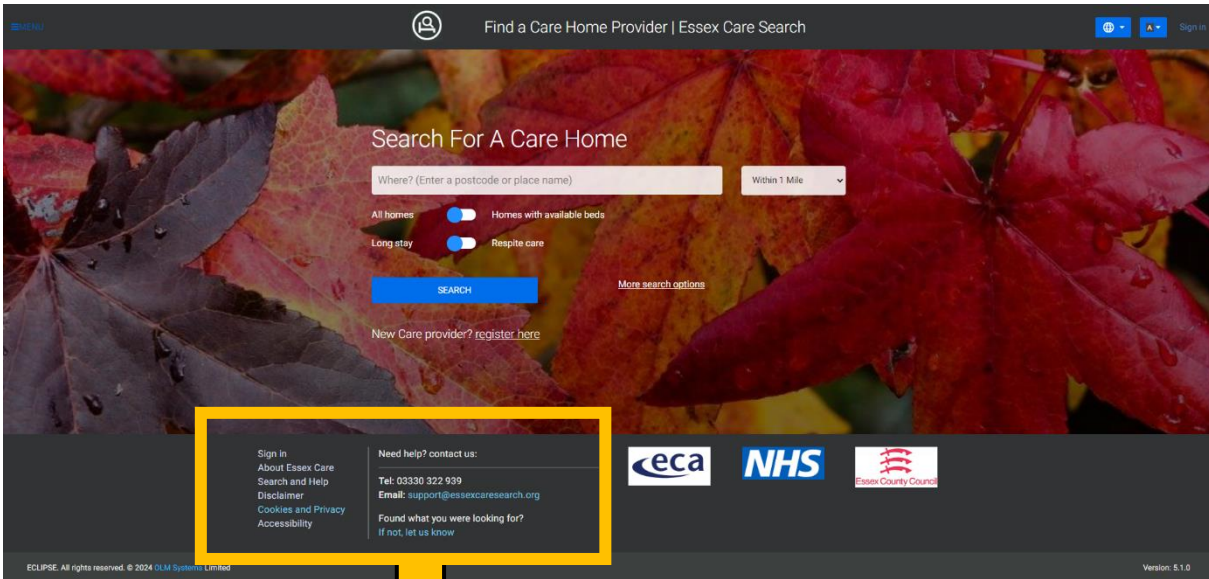
If you are only searching for Independent Living, select more search options on the home page and select Supported Housing - Independent Living on the 'Home type' drop down list.

See the Advanced Search (section 6) for more details.

## 10. Feedback

If you would like to give feedback or report a problem, click **'If not, let us know'** at the bottom of the Essex Care Search home page as shown in the images below.

Your feedback helps improve the service for others.



## 11. Useful Websites

**Essex County Council Adult Social Care and Health** Includes social care help, advice on disabilities and health conditions, Blue Badge, paying for care and support for carers.

[www.essex.gov.uk/topic/adult-social-care-and-health](http://www.essex.gov.uk/topic/adult-social-care-and-health)

### **Care Quality Commission (CQC)**

The Care Quality Commission (CQC) inspects care homes regularly to check standards of care. Their website includes information on CQC ratings and care home reports.

[www.cqc.org.uk](http://www.cqc.org.uk)

### **Age UK**

Age UK is a charity who provide advice support for older people.

[www.ageuk.org.uk](http://www.ageuk.org.uk)

### **Essex County Council – Supported Living**

<https://www.essex.gov.uk/adult-social-care-and-health/housing-options-and-care-homes/supported-living>

### **Essex County Council – Independent Living (Extra Care Housing)**

<https://www.essex.gov.uk/adult-social-care-and-health/housing-options-and-care-homes/extra-care-housing>