

Essex Care Search

Newsletter – March 2024



Dear Providers

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

We would like to take this opportunity to thank you for your ongoing support with Essex Care Search and to help make it a successful service for Providers, Essex County Council, Health, and the Public.

Booking Form - Admitted From Selection Drop-down

From 02/04/2024 you will see a new 'Admitted From' drop-down on the booking request form when you add private clients in the system. Please use this drop down to record where an adult will be admitted from prior to being a resident at your care home. This information will also be available for you to view in the booking requests you receive from ECC and Health under the additional information tab.

If you have any questions about the 'Admitted from' selection drop-down or suggestions for other options for the drop-down list, please do not hesitate to contact us.

The screenshot shows a web form titled "Book Bed Room 05 (Residential) at Honey Bee Care Home for". It contains several input fields: "Client Forename", "Client Lastname", "Client ID", "Date of Birth" (with Day, Month, and Year dropdowns), "Email", "Phone Number", "Address Line 1", "Address Line 2", and "Town". A dropdown menu for "Admitted From" is open, displaying a list of options: "Select", "Home", "Hospital", "Another care home", "Medical admission", "Change of category of care", and "Private". A large red arrow points from the right side of the form towards the "Admitted From" dropdown menu. At the bottom of the form, there are three buttons: "BOOK" (blue), "CLOSE" (green), and "CANCEL" (grey).

System Developments Survey

We are currently working on system developments for Essex Care Search. There are 3 developments that we feel will improve the system for providers. These are:

1. Bed Summary Screen
2. Public Enquiry Form
3. Short Stay Booking Last Night Date

We would like your views on if these developments would be useful to you and what priority you would give them.

To give feedback, please click the link below for further details of each system development and answer a few questions.

[Survey](#)

The survey will close on 02/04/2024.

CareFind - NHS Capacity Tracker

We are aware the NHS Capacity Tracker Team are creating a new website called CareFind which will allow the public to search for Care Home services.

At the time of writing, a go live date for CareFind has not been announced. We are keeping up to date with developments and further communications will be sent later.

In the meantime, please continue to use Essex Care Search which will continue to be the primary system used by Essex County Council to identify care home vacancies.

You Said, We Did

During the last Essex Care Search provider survey, you highlighted that not all bookings were being put through the system. We are working with vacancy searchers to ensure they add their bookings.

Top Tips

Vacancies

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

To enable your details to show in the search results for people only looking for homes with current vacancies, please ensure you have at least one vacant bedroom setup in the system.

If you only setup one room in the system for this purpose, it can be suspended in the system for any period when your home is fully occupied.

Full details on how to add a bedroom can be found in **section 10** of the [Provider Guidance](#) document.

Changing a Room's Contract Type

If you wish to change the room contract type or any other room features, this can be done by clicking on the room name in the 'Manage Beds' screen.

Full details on how to edit a bedroom can be found in **section 10.5** of the [Provider Guidance](#) document.

Moving Clients Between Rooms

If you need to move an existing booking between rooms, please use the 'Change Bed' function available through the 'Edit Booking' form.

Full details on how to move a booking can be found in **section 13.3** of the [Provider Guidance](#) document.

If you wish to move an existing ECC funded resident to a bedroom which is not listed using the 'Change Bed' function, please send a request with the details of the booking you wish to change to support@essexcaresearch.org and we will send a booking for the resident into the new room.

Training

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

Contact us:

Telephone: 03330 322 939

E-mail: support@essexcaresearch.org

