

Essex Care Search

Provider Newsletter - September 2021



Dear Providers,

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

This newsletter has been produced to provide information relating to Essex Care Search including:

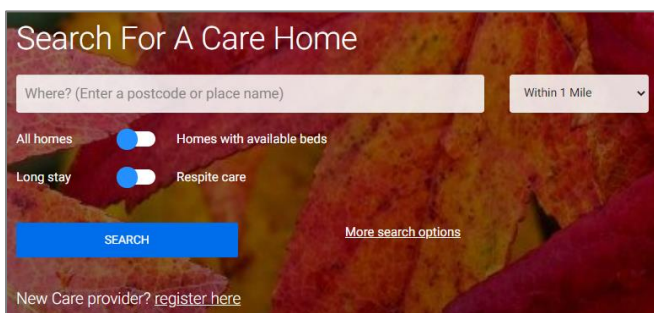
- News and announcements
- Developments and system improvements
- Useful process and function reminders
- Answers to frequently asked questions

Key Figures

- Over 180 Care Homes registered
- Over 7,000 bed currently listed

Public Go Live

We are pleased to announce that [Essex Care Search](#) is now open to the public to search for older people residential care homes in and around Essex.

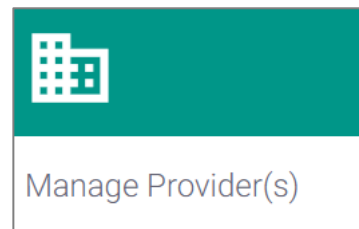


Search results can be refined by options like location, type of care, and facilities your home can provide.

We are continuing to promote Essex Care Search through various channels to increase public awareness of the system.

If you have not already done so, please complete all the details requested in the 'Manage Provider(s)' section to ensure the public can view the information about your care home and contact you for enquires.

Contact us:
Telephone: 03330 322 939
E-mail: support@essexcaresearch.org



If you require any support updating these details, please contact the Essex Care Search Team.

Provider Hub

A dedicated section for Essex Care Search has been added to [Care Provider Information Hub](#). From here you will be able to access guidance documentation and video guides on how to use the Essex Care Search system.

Important Reminder

To make sure that people can find your vacancies, please remember to end bookings when clients leave.

New Feature – Video Upload

A new feature has been added to the 'Manage Provider(s)' section which allows you to add a video which can be viewed by visitors to your Essex Care Search profile page.

The video can be either added as an uploaded file or as a link to a video sharing platform, such as YouTube.

Full details on how to add a video to your Essex Care Search profile can be found in section 9.4 of the [Provider Guidance](#) document.

If you require any support, please contact us using the details at the bottom of the page.



Top Tips



Password

If you forget your login password, you can reset it by clicking the 'Forgot your password?' link on the Essex Care Search sign-in page.

Moving Clients Between Rooms

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.

Did you know?

If your organisation has more than one care home, and they are registered on Essex Care Search, we can create a group account which will allow you to access all the care homes in your organisation using a single login. If you would like a group login account setup, please contact us at support@essexcaresearch.org

Register a Care Home

If you know a care home who would like to register to use Essex Care Search, please ask them use the [register here](#) link on the Essex Care Search home page or contact us using the details at the bottom of this page.

Provider User Group

To support ongoing improvements to the system and processes we are looking at setting up a Provider User Group. If you would be interested in supporting with ideas for improvement and feedback on updates, please let us know by sending an e-mail to support@essexcaresearch.org

Feedback

If you would like to send us feedback on any aspect of Essex Care Search, the guidance or this newsletter, please contact us via the [feedback link](#) on the Essex Care Search homepage or contact us using the details at the bottom of this page.

Best regards,

Essex Care Search Team