

# Essex Care Search

Provider Newsletter – December 2021



## Dear Providers,

Welcome to the second 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, ECC and the public.

We appreciate the winter period will be a busy time for all those involved in Adult Social Care and, as always, if you need any help with Essex Care Search, please do not hesitate to contact us.

Wishing you and your team season's greetings and a very Happy New Year.

## New Look Provider Hub

The provider hub website has been redesigned to make the content easier and quicker to access.

For guidance documentation and video guides on how to use the Essex Care Search system please visit our new section on the [Care Provider Hub](#)

## Newsletter

Previous editions of this newsletter can be found in the on the [Care Provider Hub](#).

## Key Figures

273 people used Essex Care Search to search for a provider during August to October 2021

## Important Reminder

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

Contact us:

Telephone: 03330 322 939

E-mail: [support@essexcaresearch.org](mailto:support@essexcaresearch.org)

## Gmail Users

Providers using Gmail e-mail addresses for their Essex Care Search login accounts have reported that they are not receiving the automated password reset e-mail when requested through the Essex Care Search website.

After an investigation, this has been identified as problem with the Gmail system blocking the password reset e-mail before it is received to the user's inbox or spam folder.

We are in contact with Google to resolve the issue and we will keep you updated on progress.

In the meantime, if you are affected by this issue and you need to reset your Essex Care Search password, please contact us at [support@essexcaresearch.org](mailto:support@essexcaresearch.org)

## 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 always be available to manage booking requests and vacancy updates.

### 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](mailto:support@essexcaresearch.org)

We look forward to working with you in the New Year.

Best regards,

Essex Care Search Team



Essex County Council