



Essex Care Search

Provider Guide V2.2.3



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1. Introduction

1.1. What is Essex Care Search?

Essex Care Search is a free secure web-based bed management tool that captures information about care home services. The system has an online search facility for people looking for available care beds throughout Essex.

1.2. How it works

Providers use the system to:

- enter information about their care home and the services provided
- enter and manage beds within their care home and facilities available
- mark beds that are available on local contract rates
- manage requests to book vacant beds from Essex County Council (ECC) and Essex Clinical Commissioning Groups (ECCG)

In the future, the Public will be able to use the system to search for care home information and vacant beds.

1.3. Why use Essex Care Search

Essex Care Search benefits Providers by:

- giving a free place to market their care home
- reducing the number of phone calls received from ECC and ECCGs to ask about vacancies, thereby freeing staff for other tasks
- enabling Providers to track bed booking requests from ECC and ECCGs

1.4. Using this guidance

This document provides guidance to Providers on all aspects of Essex Care Search. Including registering on the system, adding provider and bed information, managing requests to book vacant beds and booking beds for private clients.

This guide is separated into sections which start with registering to use Essex Care Search. If you have already registered and logged in, please see the contents page and skip ahead to the appropriate section.

2. How to Access Training and Support

You can access training and help to use Essex Care Search via the contact details below:

Email: support@essexcaresearch.org
Telephone: 03330 322 939

3. How to Register your Home

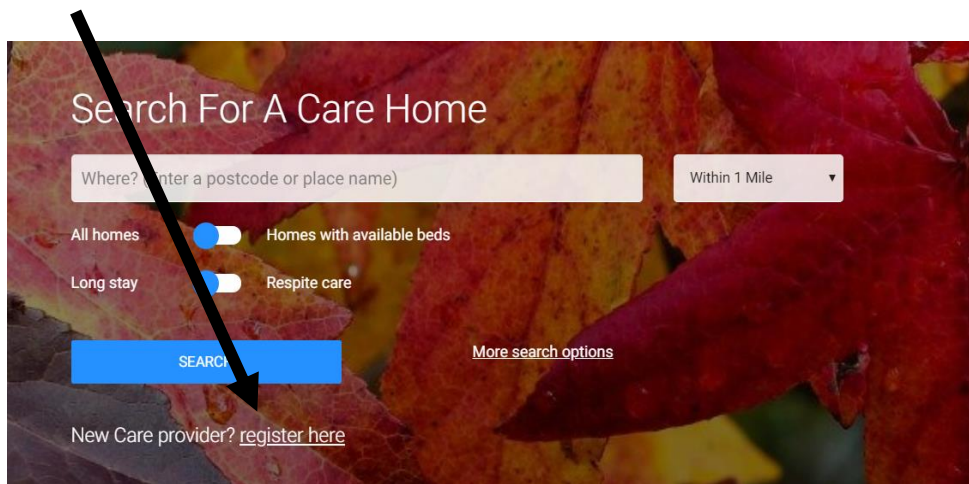
Providers located in Essex, or near the Essex border, can register to use Essex Care Search in two ways:

A) Contact the Essex Care Search Support Team via:

Email: support@essexcaresearch.org

Telephone: 03330 322 939

B) Navigate to Essex Care Search www.essexcaresearch.org and click on the 'register here' text.



The following screen will be displayed.

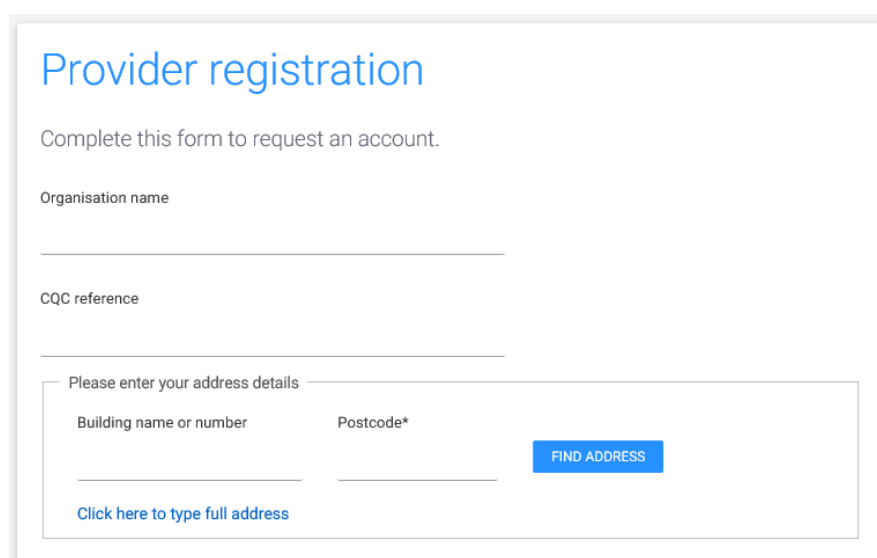
A screenshot of a registration form. The title is 'Please enter your email address' in blue. Below the title is a subtext: 'This email address will become your username to access your account.' There is a label 'Email*' above a text input field. At the bottom left of the form is a blue button with the text 'CONTINUE' in white.

Please enter the email address of the person you would like to be the owner (or administrator) of your provider on Essex Care Search.

Please note that an Administrator login has additional permissions such as the ability to set up additional users (see section [User roles and permissions](#) for more details on the roles in Essex Care Search).

Once you have entered an email address, click once on the Continue button.

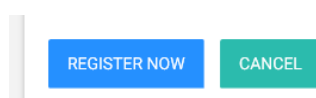
You will be taken to the Provider Registration screen.



The screenshot shows a web form titled "Provider registration" in blue. Below the title is the instruction "Complete this form to request an account." The form contains three main sections: "Organisation name" with a text input field, "CQC reference" with a text input field, and a section titled "Please enter your address details" which contains two sub-inputs: "Building name or number" and "Postcode*", followed by a blue "FIND ADDRESS" button. At the bottom of the address section is a blue link that says "Click here to type full address".

Please enter your organisation's details. Any mandatory fields are marked with an asterisk *.

Once your care home is registered, anyone with administrator access will be able to access and update the details on this page (see section [Manage Provider Information](#) for information on updating your provider details).



This block shows two buttons side-by-side. The first is a blue button with the text "REGISTER NOW" in white. The second is a green button with the text "CANCEL" in white.

Once you have completed the details and accepted the terms and conditions, click once on the Register Now button at the bottom of the page.

A screen confirming your registration will be displayed.

A member of the Essex Care Search Support Team will contact you to discuss next steps.

3.1. Head Office Logins

If you have a group of care homes, the group head office can be set up in Essex Care Search.

Head office logins will allow users to centrally manage and administrate Provider and bed information for all care homes within the group.

If you would like to set up your group head office and logins, please contact the Essex Care Search Support Team.

Please note individuals using a head office login to access Essex Care Search will only be able to set up new head office users. If you require a user to only have access to a specific care home within the parent organisation, then the new user will need to be setup using a 'local' login specific to the care home for which access is required. (See [Manage System Users](#))

4. Accessing Essex Care Search

If your care home is not registered on Essex Care Search, please see section [How to Register your Home](#).

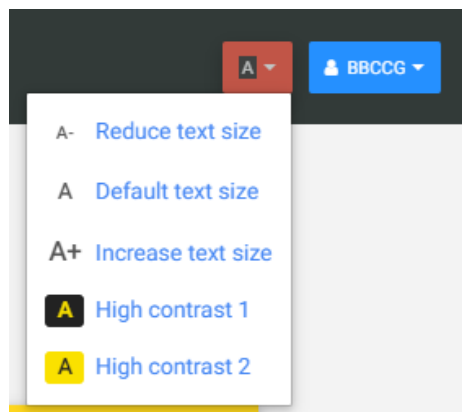
If your organisation is already registered, please speak to the person responsible for Essex Care Search in your organisation for access to the system.

Once your organisation has registered your details on the system, you will receive an email with a link to set up your password. **The link in the email is only valid for 24 hours.**

Please note that passwords must contain one upper case, one lower case, one number and one special character (for example, a question mark '?').

Access Essex Care Search at the following web address: www.essexcaresearch.org.

4.1. Accessibility Options



At the top right-hand side of the page (beside your name), there is a letter A. Click on this text to display a list of accessibility options to aid your viewing of the system.

You can increase and reduce the text size. You are also able to set different contrasts for the display.

4.2. Log in to Essex Care Search

Click once on the Sign in text at the top right corner of the home page.



Once you have clicked Sign in, the Log In screen will be displayed.

A screenshot of the 'Log in - Use a local account to log in.' screen. The background is a blurred image of a beach with waves. The form contains the following elements: the title 'Log in - Use a local account to log in.' followed by a horizontal line; an 'Email' label next to a white input field; a 'Password' label next to a white input field; a 'Remember me' checkbox with the text 'Remember me' to its right; a green 'Log in' button; and a link '[Forgot your password?](#)' at the bottom. A white callout box on the left with the text 'Remember me tick box' has an arrow pointing to the 'Remember me' checkbox.

Enter your email and password (forgotten your password, see section [Forgotten Password](#)).

To save time when logging in, click once in the 'Remember me' tick box to enter a tick in the box. The system will automatically enter your email address when using the system in the future.

Click once on the Log in button.

If you have entered a correct email and password, your home page will be displayed.

The screenshot shows the user account page for Essex Care Search v4.0.1 - Beta. The page has a dark header with a menu icon, a user profile icon, the title 'Essex Care Search v4.0.1 - Beta', and a user name 'HONEY' with a dropdown arrow. Below the header, the main content area is titled 'My Account' in red. It includes a welcome message: 'This is your Essex Care Search account. You can review and manage your home details, care beds, and bed booking requests (depending on permissions)'. Below this is a link: 'If you have any difficulties using this site, please contact us using the contact details below.' There are three main action buttons: 'Manage Beds' (blue icon), 'Booking Status' (red icon with a notification bubble), and 'Manage Provider(s)' (green icon). The footer is dark and contains links for 'My profile', 'About Essex County Council', 'Disclaimer', 'Cookies and Privacy', and 'Accessibility'. It also includes contact information: 'Need help? contact us: Tel: 03330 322 939 Email: support@essexcaresearch.org' and a search bar: '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 copyright notice 'ECLIPSE. All rights reserved. © 2021 OLM Systems Limited' and the version number 'Version: 4.0.1'.

Essex Care Search v4.0.1 - Beta

My Account

This is your Essex Care Search account. You can review and manage your home details, care beds, and bed booking requests (depending on permissions)

If you have any difficulties using this site, please contact us using the contact details below.

Manage Beds

Booking Status

Manage Provider(s)

My profile
About Essex County Council
Disclaimer
Cookies and Privacy
Accessibility

Need help? contact us:
Tel: 03330 322 939
Email: support@essexcaresearch.org

Found what you were looking for?
If not, let us know

eca NHS Essex County Council

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Version: 4.0.1

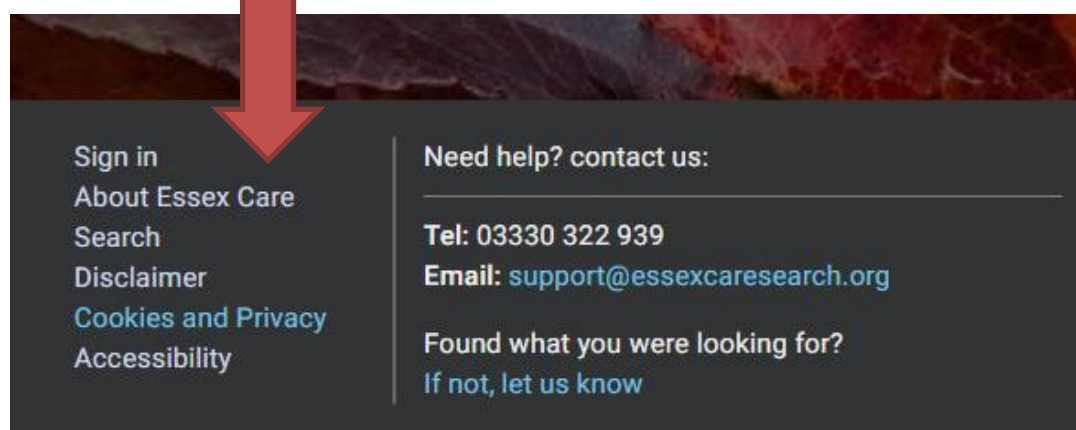
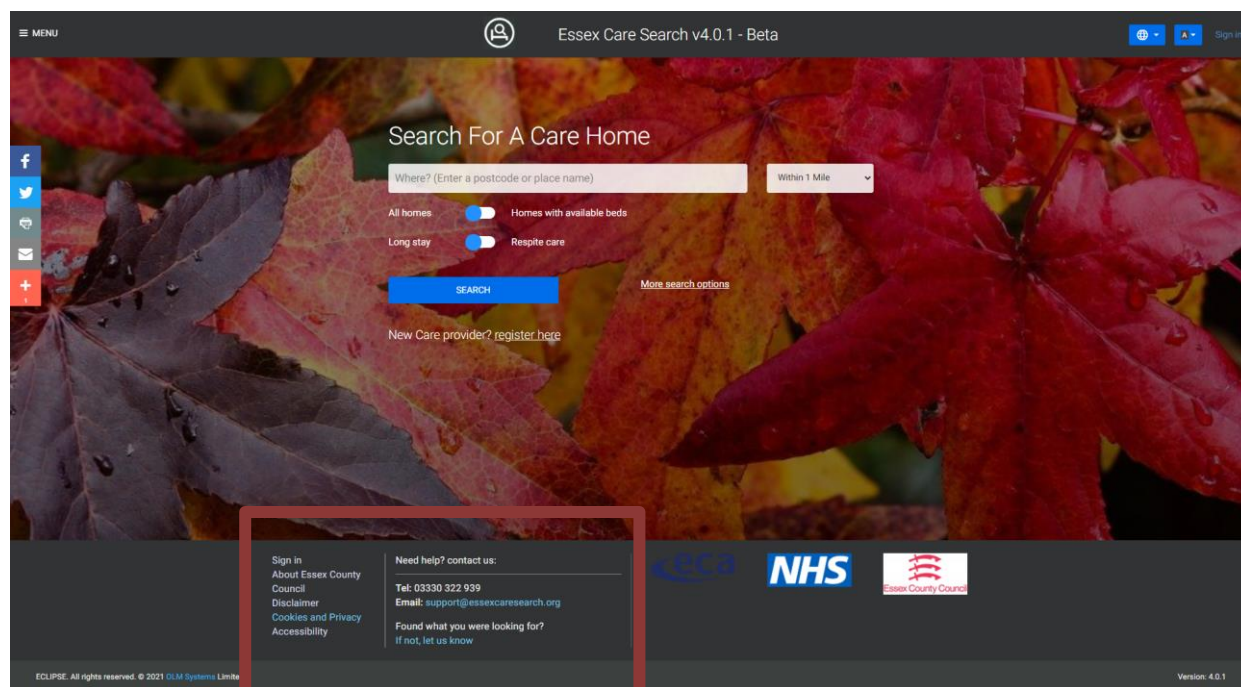
The Manage Provider icon will only be displayed if you have Administrator permissions.

Please see section [Home Page and Menu Access](#) for an overview of the home page.

4.3. Website Disclaimer, Cookies and Privacy Information

If required, links are provided at the bottom of every page on the Essex Care Search website to the Disclaimer, Cookies and Privacy information. See screen images below.

Cookie preferences can be viewed and changed at any time using the 'How do I change my cookie settings?' section at the bottom of the 'Cookies and Privacy' page.

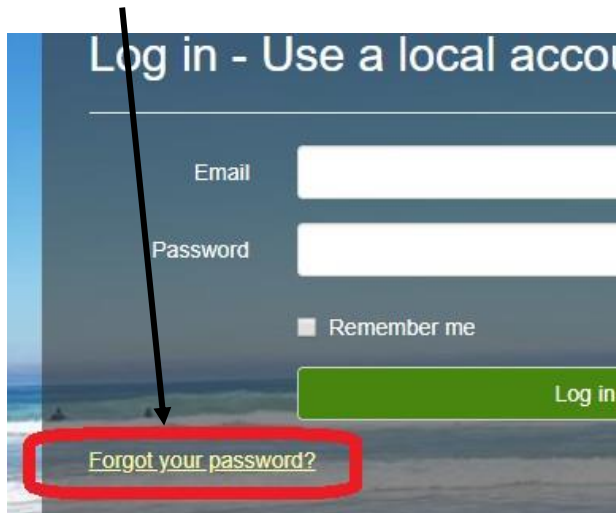


5. **Forgotten Password**

If you have forgotten your password, a new password can be requested from the Log In screen.

Click once on the 'Sign In' text so the Log In screen is displayed (see section [Accessing Essex Care Search](#)).

Click once on the 'Forgot your password?' text as shown below.



The Forgot your password? screen is displayed.



Enter the email address that you use to access the system, then click the Submit button.

If the email you have entered is registered, you will receive an email with a link to reset your password. This link is only valid for 24 hours.

If you do not receive an email, please check your email SPAM folder.

The link in the email will direct you to a Reset Password screen.



Reset password

A password change has been requested. Please reset your password here.

Email

Password

Confirm password

Enter your email address, then specify a new password. You will need to re-enter your new password in the Confirm Password field.

Once the information is entered, click once on the Reset button.

Please note that passwords must contain one upper case, one lower case, one number and one special character (for example, a question mark '?').

You will now be able to log into Essex Care Search using your new password.

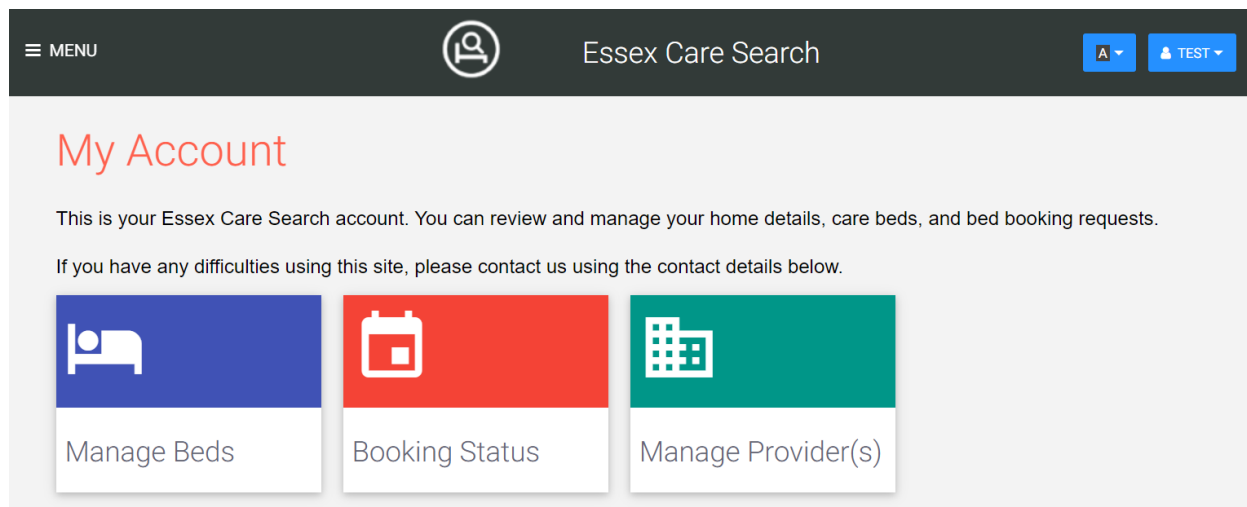
6. Home Page and Menu Access

The Essex Care Search Home page will be displayed after you log in as shown below.

There are three main options that may be displayed, depending on your permissions:

- Manage Beds
- Booking Status
- Manage Provider(s)

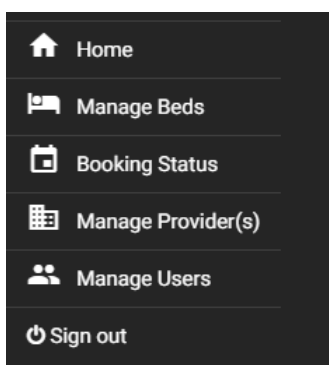
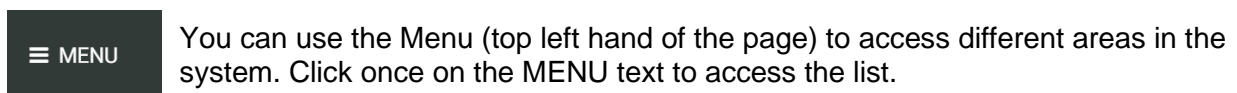
Within the footer of the page there is further information such as support information.



Manage Beds – View, add and update the beds in your home (see section [Managing Beds](#)).

Booking Status – View and manage the booking requests that have been sent to your home (see section [Managing Booking Requests](#)).

Manage Provider – Manage information about your home and the services it provides. You can also upload images for your home to assist with marketing. This option is only available if you have Administrator permissions. (see section [Manage Provider Information](#))



The list of functions you can access is shown.

To access a function, click once on the text of the function.

7. Update your Details

By clicking on your name in the top right hand of the page, you can access a My profile area via the drop-down menu, where you can edit your name and contact details.

You can also change your password and Sign out via this drop-down menu.

8. **Manage System Users**

Staff (or Users) with Administration permissions will be able to:

- add additional staff (users) so they have access to your organisation on Essex Care Search
- amend users already set up in Essex Care Search
- stop a user accessing your organisation on Essex Care Search

8.1. **User roles and permissions**

Before adding a new user to your organisation on Essex Care Search it is important to consider which permission level they should be given. There are 3 role types in the system. Below is an outline of the roles and the permissions linked to each role.

System Role (Permission Level)	Summary of Role Permissions
Viewer	<ul style="list-style-type: none">• Read only role• Can view bed and booking information
Manager	<ul style="list-style-type: none">• Can create and amend beds• Can view booking requests• Can accept or reject booking requests for vacant beds
Administrator	<ul style="list-style-type: none">• Can complete all Manager tasks• Can update Provider information• Can update marketing information and upload photos• Can add new users, edit user details and stop user access

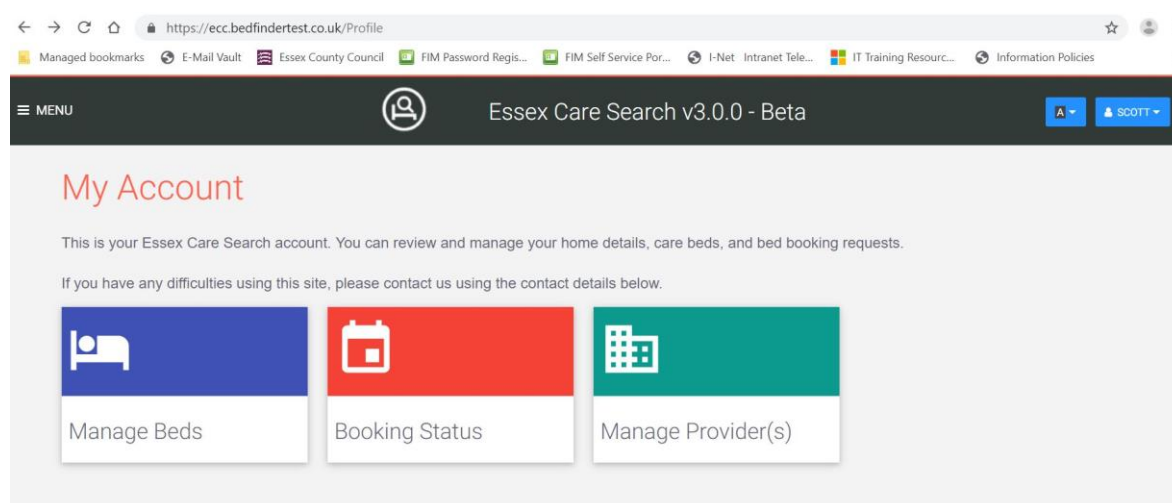
8.2. Add additional users

We advise providers to add additional users to their Essex Care Search profiles to:

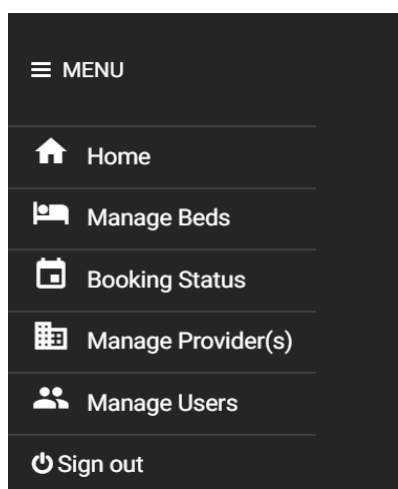
- ensure processing of booking requests if a staff member is unavailable
- ensure beds can be updated if a staff member is unavailable
- allow booking requests and confirmation emails to be sent to multiple staff members

To add a user, log onto Essex Care Search (see section [Accessing Essex Care Search](#)).

Once you are successfully logged in, the Essex Care Search home page will be displayed as shown below.



In the top left corner, click once on the 'Menu' text to display the menu shown below.



Click the 'Manage Users' text.

The View Users screen is displayed as shown on the following page.

Any users already set up for your organisation are listed here.

The Best Care Ltd - View users

Name	Email	Mobile	Is Active
Bob Bobington	Test2019bedfinder@gmail.com	01234 567890	<input checked="" type="checkbox"/>

To add a New User to your organisation, click once on the New User button as shown above.

The Create New User screen will be displayed.

All fields in this screen are mandatory.

Create new user

Organisation: Scotts Care Home

Role: -- select role --

First name: _____ Last name: _____

Email address: _____ Confirm email address: _____

Mobile phone: _____

SAVE **CANCEL**

Callout boxes:

- Organisation: This field will be the name of your home
- Role: Select the permission level for the user (see section [User roles and permissions](#))
- Email address: Enter the email address of the user you are setting up. **Please make sure you enter the correct email.** This is important as someone could access your account as a confirmation email will be sent to this address
- Mobile phone: Enter '00' if you do not wish to enter a user's mobile phone number

Double check the email address is correct.

Once all information is entered, click once on the Save button.

You will be returned to the View Users screen and the newly added user will be listed.

The new user will receive a welcome email (see the following page for details).

8.3. New user email

Once a new user has been setup in the system, they will receive an email with a link to set up their password. **The link in the email is only valid for 24 hours.**

New users must click on the link in the email to be taken to the screen below, where they enter and set up a password to ensure security of the system.

A screenshot of a web form for setting a password. The form has a dark blue header and a light blue background with a subtle pattern. It contains three input fields: 'Email', 'Password', and 'Confirm password'. Below the fields is a green 'Reset' button. The labels for the fields are in a light blue font.

New users must:

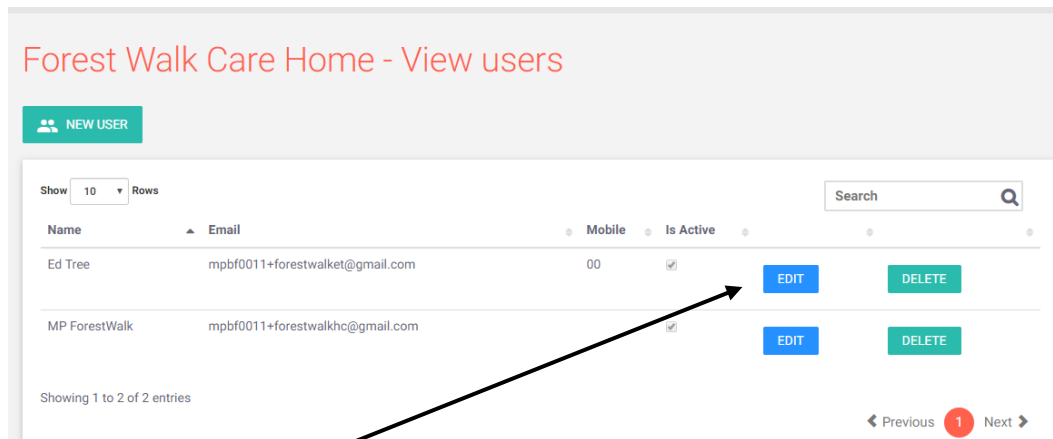
- Enter their email address
- Choose and enter a password in the Password field (**the password must include a upper case letter, lower case letter, a number and a special character (e.g. \$! M & \ £)**)
- Re-enter their password in the Confirm Password field.
- Click once on the Reset button.

Once the new user has set up their password, they will be able to login to the system.

8.4. Amend details of staff already set up

Access the View Users screen.

Please note that you cannot amend users' details directly from the View User screen.



Click once on the Edit button beside the staff member you want to amend.

The Edit User screen is displayed.

The 'Edit user' screen displays a form for editing user details. The 'Organisation' dropdown is set to 'Forest Walk Care Home' and the 'Role' dropdown is set to 'Provider Manager'. The 'First name' field contains 'Ed' and the 'Last name' field contains 'Tree'. The 'Email address' field contains 'mpbf0011+forestwalket@gmail.com' and the 'Confirm email address' field contains 'mpbf0011+forestwalket@gmail.com'. The 'Mobile phone' field contains '00' and the 'Is active' checkbox is checked. At the bottom, there are 'SAVE' and 'CANCEL' buttons. An arrow points from the 'SAVE' button to the text below.

Update the user details as required and click once on the Save button.

You will be returned to the View users screen.

8.5. Stop a member of staff accessing the system

To protect your organisation and ensure you meet data protection regulations, you must ensure that you stop staff that have left your organisation from accessing Essex Care Search.

There are two ways to stop staff accessing the system:

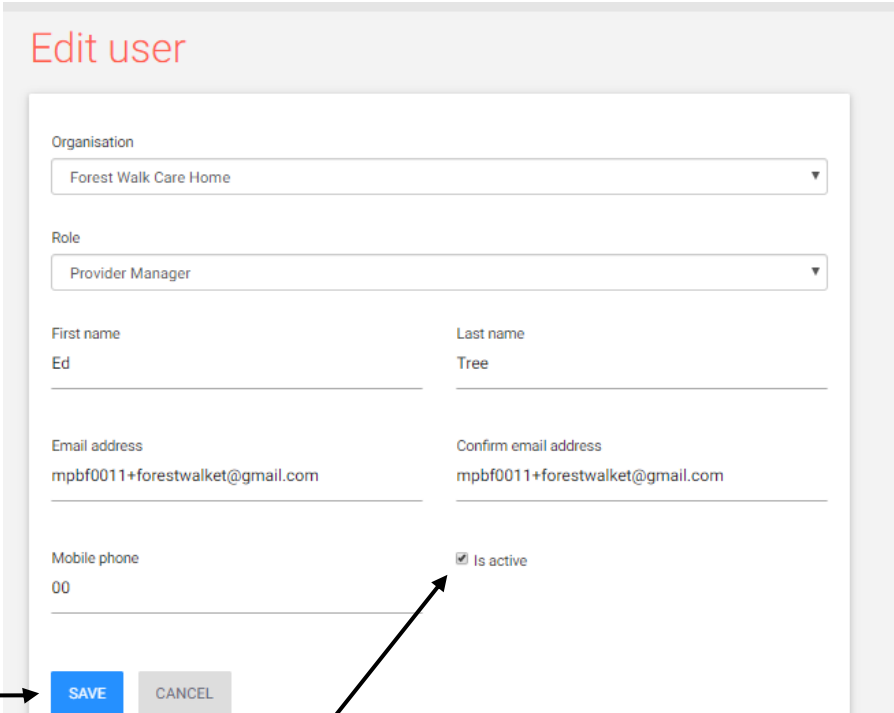
- 1) Deactivate their account
(You may wish to temporarily deactivate an account if a staff member is taking an extended leave of absence)

Or

- 2) Delete their account
(If a staff member is leaving your organisation)

8.6. Deactivate a user account

Access the Edit User screen (see section [Amend details of staff already set up](#) for instructions).



The screenshot shows the 'Edit user' form with the following fields and values:

- Organisation: Forest Walk Care Home
- Role: Provider Manager
- First name: Ed
- Last name: Tree
- Email address: mpbf0011+forestwalket@gmail.com
- Confirm email address: mpbf0011+forestwalket@gmail.com
- Mobile phone: 00
- Is active: ☒

At the bottom of the form are two buttons: 'SAVE' (blue) and 'CANCEL' (grey). Two arrows point to these elements from the text below: one to the 'Is active' checkbox and another to the 'SAVE' button.

Click once in the 'Is active' tick box. The tick in the box should be removed to leave an empty box.

Click once on the Save button.

A confirmation message stating the user has been updated will be displayed. Click once on the OK button.

You will be returned to the View Users screen as shown on the following page.

Name	Email	Mobile	Is Active	
Honey Bee	mpbf0011+honeybeehc@gmail.com		<input checked="" type="checkbox"/>	EDIT
Manager Bee	mpbf0011+honeybeehcm@gmail.com	77	<input checked="" type="checkbox"/>	EDIT
Viewer Honey	mpbf0011+honeybeehcv@gmail.com	55	<input type="checkbox"/>	EDIT

The 'Is Active' tick box against the user you amended will be empty.

To reactivate a user, click on the Edit button and re-tick the 'Is active' tick box.

Please note that you cannot deactivate or reactivate a user from the View user screen.

8.7. Delete a user account

Access the View User screen.

The screenshot shows the 'NEW USER' screen with a table of users. The table has columns: Name, Email, Mobile, Is Active, and buttons for EDIT and DELETE. The 'Manager Bee' row is highlighted with a red box, and an arrow points to the 'DELETE' button next to it.

Name	Email	Mobile	Is Active	EDIT	DELETE
Honey Bee	mpbf0011+honeybeehc@gmail.com		<input checked="" type="checkbox"/>	EDIT	DELETE
Manager Bee	mpbf0011+honeybeehcm@gmail.com	77	<input checked="" type="checkbox"/>	EDIT	DELETE
Viewer Honey	mpbf0011+honeybeehcv@gmail.com	55	<input type="checkbox"/>	EDIT	DELETE

Showing 1 to 3 of 3 entries

Navigation: Previous 1 Next

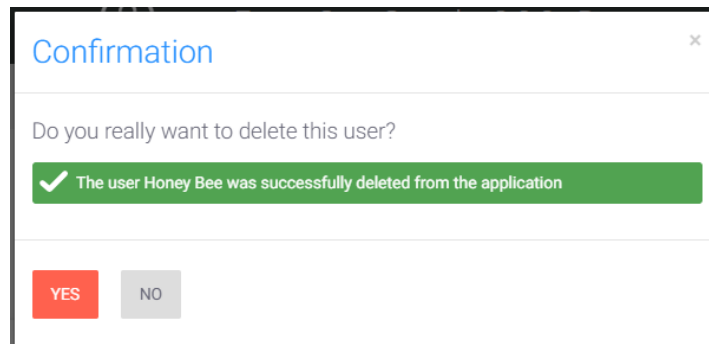
Click once on the Delete button beside the user you would like to delete.

A Confirmation message is displayed.

The screenshot shows a Confirmation dialog box with the title 'Confirmation' and the text 'Do you really want to delete this user?'. There are two buttons: 'YES' and 'NO'. An arrow points to the 'YES' button.

To delete the user, click once on the Yes button.

A confirmation that the user was deleted is displayed.



Click once on the Yes button to return to the View User screen.

The user you deleted has been removed from the list of users.

9. Manage Provider Information

9.1. Overview

The Manage Provider screen allows you to enter details about your home and enter marketing information that bed searchers, including the public will be able to view. Details you can enter include:

- Home name, address and contact details
- Facilities in the home e.g. garden, pets allowed etc.
- Description of the home
- Pictures and a video of the home

Only people with Administrator permissions can access this area of the system.

Please note that information entered on this screen will be available for bed searchers, including the public to view.

Access the Manage Provider area from the Home page or the Menu (see section [Home Page and Menu Access](#)).

The Manage Provider – Edit Details screen is displayed

The screenshot shows the 'Manage Provider - Edit Details' interface. At the top, it says 'Honey Bee Care Home' and 'Last Updated: 07/05/2025 08:44:01 By Ian Hill'. Below this, there are two input fields: 'Name*' with the value 'Honey Bee Care Home' and 'Type' with a dropdown menu showing 'Care Home'. Underneath, there is a 'CQC reference' field with the value '1-126493008'. At the bottom, there are two expandable sections, each with a blue arrow icon and text: 'Integrated Residential Nursing Framework Ranking' and 'Address'. A callout box on the left, labeled 'Expandable areas', has two arrows pointing to these two sections.

Some information may already be completed in the form. Information on this form can be edited and updated at any time.

The form has expandable areas that you can access by clicking once on the arrow beside the text.

Note: Remember to save any changes made in this form by clicking once on the Save button at the bottom of the page, otherwise changes will not be saved (see section [Saving changes](#)).

9.2. Adding care home details

Enter or update the fields on this screen. Information about the fields and how to complete them are detailed below.

Manage Provider - Edit Details

Honey Bee Care Home

Last Updated: 07/05/2025 08:44:01 By Ian Hill

Name*
Honey Bee Care Home

Type
Care Home

CQC reference
1-126493008

Field Name	Information
Name	This should be the name of your care home.
Type	This should be the type of home as defined by the CQC. Options are: <ul style="list-style-type: none"> Care Home Care Home with Nursing
CQC reference	You should enter the CQC number assigned to your organisation by the CQC.

▼ Integrated Residential Nursing Framework Ranking

IRN Nursing Score
65

IRN Residential Score
70

Field Name	Information
Integrated Residential Nursing Framework Ranking	<p>This section is only applicable to care homes on the Essex County Council Older People Integrated Residential and Nursing Framework also known as the IRN framework.</p> <p>If applicable it will display the care home's ranking score out of 100 for residential and/or nursing care. These fields are for information only and cannot be edited by the care home. The ranking scores can only be viewed by Essex County Council users and selected partner users, for example, the NHS, and are not visible to the public.</p>

▼ Address

Building name or number*

5

Street*

The Street

Location

Town*

Chelmsford

County

United Kingdom

Postcode*

CM1 1AB

[Back to search](#)

Field Name	Information
Address Fields	Enter the address of your care home. Building name or number, Street, Town, Postcode are mandatory fields and must be completed. You can enter the postcode and search for the address or manually enter the address.

▼ Areas

Area

select...

select...

Basildon

Braintree

Brentwood

CastlePoint

Chelmsford

Clacton-on-sea

Colchester

Epping Forest

Harlow

Maldon

Rochford

Southend-on-sea

Tendring

Thurrock

Uttlesford

Other Area

Field Name	Information
Area	Select the area where your home is located
Other Area	If your area is not listed, use the free text box

[> Areas](#)

▼ Contact details

PhoneNumber

01245 999999

EmailAddress

mpbf0011+honeybeehc@gmail

WebAddress

<https://www.honeybeech.co.uk>

Field Name	Information
Phone Number	Enter the phone number you would like the public to call to enquire about your home
Email Address	Enter the email address you would like the public use to enquire about your home
Web Address	Enter the address of your website if you have one. You need to enter the full address including the https:// before the www as shown in the screenshot above.

Enter the details of your Organisational Directors if available. (Optional)

Facilities

Select all the facilities that are available within and near your care home.

To select or deselect a facility, click once in the relevant tick boxes.

You must ensure that the facilities you select are accurate and where appropriate, actively provided by your care home.

If there are any limitations to the facilities you offer, for example, pets are allowed but your care home can only accommodate a limited number, please state this in the Service Description.

Please update this section as soon as possible if there are any changes to the facilities provided by or near your care home.

Any selected field(s) can be used by people searching for a care home to refine their search (including the public).

See section [Search results](#) for more details on filtering in the Search Result page.

Selecting Service User categories

Select or de-select the user categories which are deemed suitable for the service of care provided. This relates to the primary needs your home provide care for.

Service user categories

☐ Aspergers
☒ Bariatric Care
☐ Learning Disability
☒ Older People (over 65)
☒ Sensory Needs

☐ Autism
☒ Dementia
☐ Mental Health
☒ Physical Disability
☐ Under 65

Service description

The service description text box gives you a place to add information about your care home and could include a description of your home and services, your business vision and marketing information.

Service description

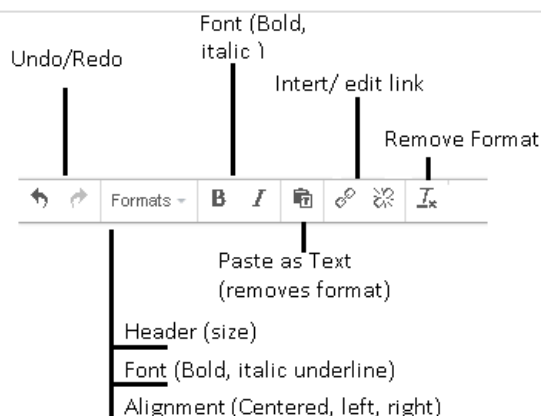
Undo Redo
Formats
B I
Link
Unlink
Image
Link

A Care Home situated in the middle of town.

POWERED BY TINY

Service description tools

Above the text description, there are several tools to change the appearance of the text. If you are copying and pasting text from another source, the style and formatting can be kept or edited using these tools. See the image on the right for more information.



9.3. Add images of your home

You can add images of your home, under the Files section, that will be displayed to people searching for care homes, including the public (see section [Search results](#) for search information). There are three types of image:

- **Company Logo** – this image will be displayed on the Search Results page
- **Main home image** – this image is the main image displayed on your provider details page
- **Other home images** – you can add up to 5 images of your home to help you market your home and its facilities

Images can be added to the system by using the upload facility under the File section in the Manage Provider Information area.

To upload your company logo, click once on the first Browse button. A dialogue box that lets you search for images on your computer will open.

Click once on the second Browse button to find and upload the main image for your home. This image will be displayed in any search results.

Click once on the Add Files button to upload up to five additional images of your home.

Note: The order which you upload the images will be the order shown on the system.

Files

✚ Upload your organisations logo, valid file types are: (PNG, JPG, GIF, BMP, TIFF)

Choose File No file chosen

LOREM IPSUM

✚ Upload an image of your organisation for display in search results, image size - up to 2Mb, valid file types (PNG, JPG, GIF, BMP, TIFF)

Choose File No file chosen

✚ Upload up to 5 Images of your organisation, images will be displayed on your provider profile page, image size - up to 2Mb each, valid file types (PNG, JPG, GIF, BMP, TIFF)

Image

ADD FILES

If you would like help finding or uploading your photos, please contact us using the contact information in section [How to Access Training and Support](#).

9.4. Add a video of your home

You can upload a video file or link to a video on a sharing platform, e.g. YouTube, under the Files section. Once uploaded or linked, the video will be available for the public to view from your care home's Provider Profile page.

It is only currently possible to upload or link one video using either of the following two methods.

A) Upload a Video File

To upload a video file, click the 'Choose Files' button. A dialogue box that lets you search for videos on your computer will open. Select the video you wish to upload and click the 'Open' button.

Videos can be uploaded in the following formats, .MOV, .MPEG4, .MP4, .AVI, and .WMV up to a maximum size of 50MB. Once uploaded a thumbnail of the video will be displayed.

B) Link to a Video on a Video Sharing Platform

To link a video from a sharing platform, type or paste the link in the text line and click the Add Source button.

The screenshot shows a web interface for adding videos. At the top, under the heading 'Videos', there are two options: 'Upload a video file format' and 'Upload a link to a video hosted on a video sharing platform'. The first option includes a list of valid file types (.MOV, .MPEG4, .MP4, .AVI, .WMV) and a 'Choose Files' button. The second option includes a text input field for a video link and an 'ADD SOURCE' button. At the bottom, there are 'SAVE' and 'RESET' buttons. Annotations with arrows point to the 'Choose Files' button, the 'ADD SOURCE' button, and the text input field. A status message at the bottom left indicates 'You have uploaded 0 out of 1'.

Videos

+ Upload a video file format. Valid file types (.MOV, .MPEG4, .MP4, .AVI, .WMV)
Please upload the video file you wish to use
Videos will be available from your provider profile page
Please upload the video you wish to use
Choose Files No file chosen

+ Upload a link to a video hosted on a video sharing platform
Videos will be available from your provider profile page
Please enter a link for the video you wish to use
ADD SOURCE

You have uploaded 0 out of 1

SAVE **RESET**

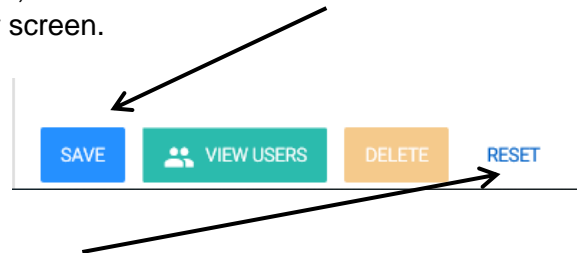
Click 'Choose Files' button to upload a video file up to a maximum size of 50MB.

Type or paste the video link from the video sharing platform and click the 'Add Source' button.

9.5. Saving changes

If changes made to the form are not saved, then any changes will be lost.

To save your changes, click once on the Save button which can be found at the bottom of the Manage Provider screen.



Clicking once on the Reset button will discard all changes made in the current session.

9.6. Search results

The following section is provided for information purposes only and the bed search feature is not included as part of a Provider access login.

This section briefly covers how people go about searching for a care home within Essex Care Search and how the results of a search are displayed.

People searching for a home or vacancy can view a list of homes that meet their selected search criteria. As shown in the image below, basic home information such as name, address and contact information are displayed. If uploaded, the company logo is also displayed.

Search results can be filtered by the care home features (section [Adding care home details](#)) or bed information (section [Bedroom fields](#) selected by a home e.g. caters for special diets, ensuite etc.

Clicking on a home name or the 'View care home details' text takes the searcher to the care home information page. This page includes the information and images that your home has entered on its Manage Provider page (see section 9). An example is shown to the right.

10. Managing Beds

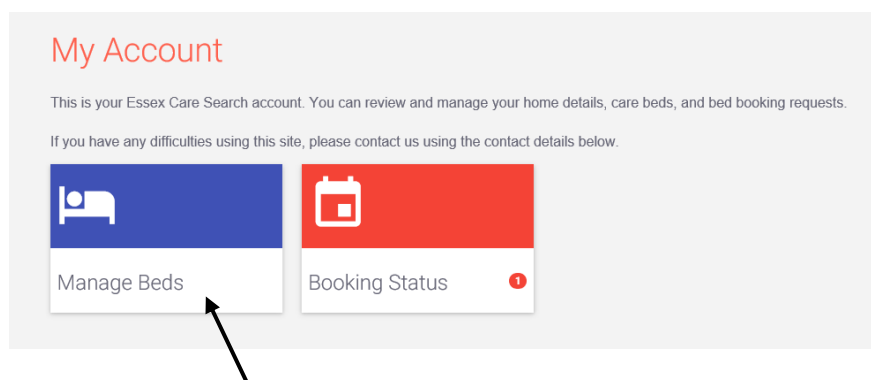
The Manage Beds area is where providers can:

- view a summary of the bedrooms and bookings in their home
- add new bedrooms to their home
- manage bedrooms already set up in their home
 - update details of a bedroom
 - suspend the use of a bedroom
- add details of a private client to a bedroom

10.1. Access the manage beds area

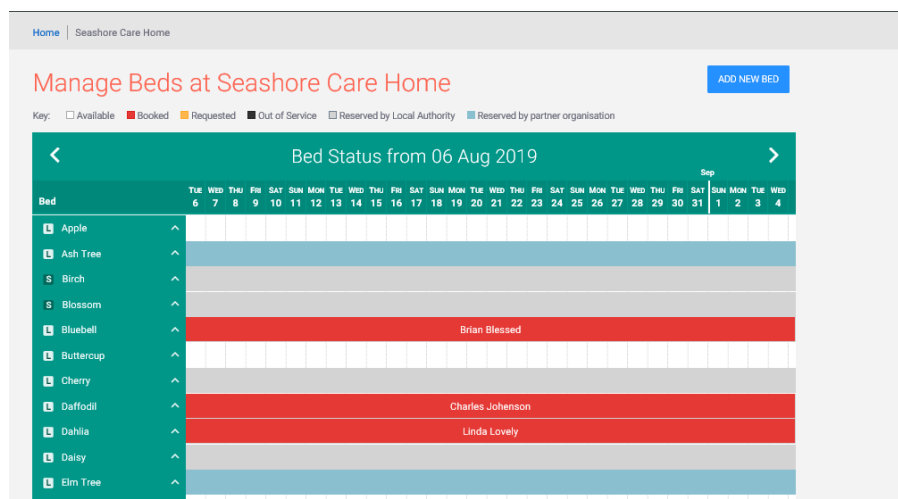
Log into Essex Care Search.

The My Account screen is displayed.



Click once on the Manage Beds icon.

The Manage Beds screen is displayed.



Please see the following information for more details on this screen.

10.2. Manage beds overview

The Manage Beds screen is where you can view the status of the beds in your home against a timeline. This includes, vacant beds, occupied beds, booking requests, beds allocated to block contracts and suspended beds.

The screenshot shows the 'Manage Beds at Seashore Care Home' interface. At the top right is a blue 'ADD NEW BED' button. Below it is a key for bed status: Available (white), Booked (red), Requested (orange), Out of Service (black), Reserved by Local Authority (grey), and Reserved by partner organisation (blue). The main area is a calendar titled 'Bed Status from 06 Aug 2019'. On the left is a 'Bed list' with names like Apple, Ash Tree, Birch, Blossom, Bluebell, Buttercup, Cherry, Daffodil, Dahlia, Daisy, and Elm Tree. The calendar grid shows dates from August 6th to September 4th. Colored bars across the calendar indicate bed status: Brian Blessed (red), Charles Johenson (red), and Linda Lovely (red). Navigation arrows are present at the top of the calendar grid.

Annotations in the image include:

- Add New Bed Button**: Points to the 'ADD NEW BED' button.
- Key for bed status shown in the timeline**: Points to the status key.
- Arrows to move the calendar forward or backwards**: Points to the navigation arrows on the calendar grid.
- Bed list**: Points to the list of bed names on the left.
- Timeline**: Points to the calendar grid.

Add New Bed: Click once on this button to open a form where a new bed can be added. See section 10.3 for details on adding bed/ bedroom details.

Bed List: All bedrooms which have been setup are listed here.

Click once on a bedroom name to open the Edit Bed screen. From this screen a bed can be edited, suspended e.g. if the room is being decorated, or the bed can be removed from the system. See sections [10.5](#), [10.6](#) and [10.7](#) for more details.

Timeline: This is a calendar view which shows if a bed is vacant, suspended, has a booking, has a request to book the room or is marked as being part of a block contract. The calendar view will always default to start on the current date.

Users can click on the timeline against a bedroom to book a bed for their private clients. See section [Book a private client into a bed](#) for more details. If a bed is booked, users can access the booking details by clicking once on the client's name.

Key: A bed shown in white in the timeline is vacant. Beds with a booking request against them will show as orange on the timeline. Once a provider has accepted a booking request, the booking will display as red on the timeline.

Beds shown in black have been suspended by the provider. (See section [Suspend a bed](#))

Block contract beds will be blocked out on the timeline and shown in either grey or blue.

10.3. Add a new bed

From the Manage Beds screen, click once on the Add New Bed button.

The Add New Bed screen is displayed.

The screenshot shows the 'Add New Bed at Seashore Care Home' form. The fields are labeled as follows:

- A**: Bed Name (text input)
- B**: Type (dropdown menu, currently 'Nursing')
- C**: Room Type (dropdown menu, currently 'Single')
- D**: Type Of Stay (dropdown menu, currently 'Long Stay')
- E**: Bed Features (checkboxes for Alcohol Dependency, Bed Rails, Community Rehabilitation, Complex Care Needs, Continuing Healthcare, Dementia, Discharge To Assess, Drug Dependency, Enablement, Ensuite, Ground Floor, Hoist Tracking, Intermediate Care, Non Smoking, Non Weight Bearing, Plus Size)
- F**: Gender (checkboxes for Female, Male)
- G**: Contract Type (dropdown menu, currently 'Spot')
- H**: Contract Owner Organisation (dropdown menu, currently '-- required for block-contracts only --')
- I**: Price Band (dropdown menu, currently 'select...')
- J**: Weekly Fee £ (text input)
- K**: May accept Local Authority rates (Spot-contracts only) (checkbox)
- L**: May accept 3rd Party Top-ups (Spot-contracts only) (checkbox)
- M**: Notes (text area)

At the bottom left, there is a blue 'ADD BED' button and a grey 'CANCEL' button. A label 'Add Bed button' with an arrow points to the 'ADD BED' button.

Fill out the information for the bed/bedroom. See the following page (section [Bedroom fields](#)) for information to complete the different fields.

Please note, the Bed screen must be completed based on the features and contract type available for the room when the room is vacant.

It should not be completed based on the needs/status of the current or potential occupant.

Click once on the Add Bed button to save the information and add the bed to the system.

10.4. Bedroom fields

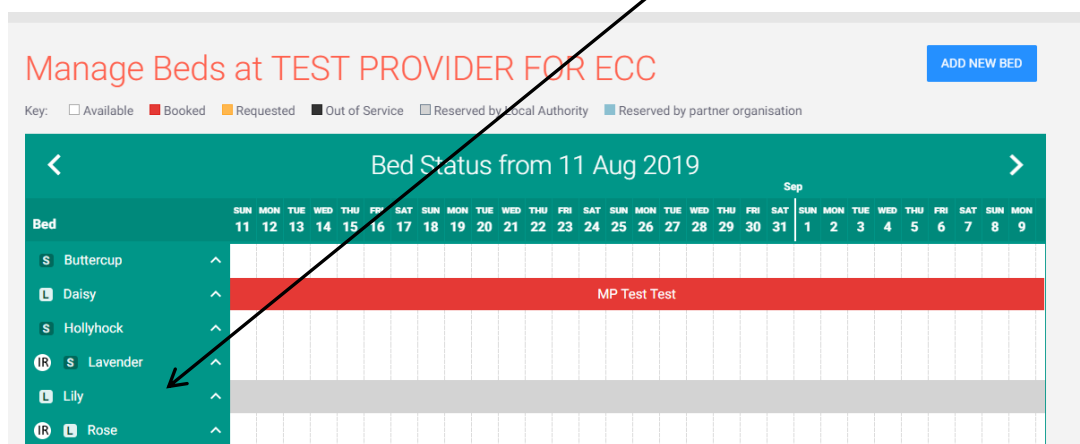
ID	Field Name	Information
A	Bed Name	<p>Enter the name of the bedroom.</p> <p>The bed name can be anything up to 16 characters, if the bed is a block contract bed - the name will be predetermined by the local authority or health commissioner.</p> <p>Note: Numbers must be 2 digits e.g. 01, 02, 03 etc. To make sure your rooms are listed in numerical order.</p>
B	Type	Use the drop-down list to select the type of care delivered in this bed.
C	Room Type	<p>Use the drop-down list to select the type of room. Options are:</p> <ul style="list-style-type: none"> • Single • Double • Shared • Flat
D	Type of Stay	<p>Use the drop down to select if the room is used for Short or Long Stays.</p> <p>At this time only one option can be selected. Where a room can be considered for either type of stay, select Long Term and note that the bed is also available for short term stays in the notes field (See item M).</p>
E	Bed Features	<p>Select the bedroom/bed features available. The bed features refer to when the room is vacant. People searching for vacant beds can filter search results based on features selected.</p> <p>Note: Please note that the dementia checkbox should only be ticked if the accommodation is within a segregated dementia unit.</p>
F	Gender	<p>Tick the check boxes to show if the room is available to Female and/or Male Clients.</p> <p>It is advised to select both Female and Male unless you offer gender specific accommodation.</p>
G	Contract Type	<p>This field indicates the contract type and who can search for the bed. Options are:</p> <p><u>Block</u></p> <ul style="list-style-type: none"> • Use this option for beds that are contracted to an organisation such as Essex County Council. • Only the organisation that has purchased the bed will be able to search for and book the bed. <p><u>IRN:</u></p> <ul style="list-style-type: none"> • If you have signed up to the IRN (Integrated Residential Nursing) Framework, use this option for available IRN beds. • These beds will be searchable by Local Authority and Health Partners but also the public (like SPOT contracts). <p><u>SPOT:</u></p> <ul style="list-style-type: none"> • Use this option for all non-Block or non-IRN beds. • These beds will be searchable by everyone. <p>Please note that when adding a new bed, the contract type will default to IRN.</p>

ID	Field Name	Information
H	Contract Owner Organisation	<p>This option is only available if you select Block under Contract Type.</p> <p>Use the drop down to select the organisation the bed is contracted to e.g. Essex County Council. These beds will only be visible and bookable to the contracting organisation.</p>
I	Price Band	<p>The price band displays to the <u>public</u> when they are searching for vacant beds.</p> <p>Select a price band to indicate the price of the bed. Drop down options are:</p> <ul style="list-style-type: none"> • Less than £700 per week • £700 - £1,000 per week • £1001 - £1,999 per week • £2000 upwards per week • Please contact us for a price <p>IMPORTANT: If you do not select a price band, the system will automatically set a default price band based on any weekly price you enter, so please remember to select an appropriate price band if different from the entered weekly price.</p>
J	Weekly Fee £	<p>The Weekly Fee £ field is only displayed to local authority or health partners and should be used to indicate the agreed basic price of an IRN Framework bed.</p> <p>This should be the basic cost submitted in your IRN Framework bid and will be used for the IRN ranking</p> <p>IMPORTANT: If you do not select a price band, the system will automatically set a default price band based on the weekly price you enter. When entering your weekly IRN price, ensure you enter a price band if different to the weekly price.</p>
K	May accept Local Authority rates	<p>This field indicates if the care home will consider Local Authority rates for the bed if it is not already in a contract with Essex County Council, for example a Spot contract bed.</p> <p>This field does not need to be ticked for:</p> <ul style="list-style-type: none"> • beds that are supplied to Essex County Council under a block contract. • your home is signed up to the Essex County Council Integrated Residential and Nursing (IRN) Framework, and the bed would be available under the IRN Framework. (The contract type should be set to IRN. Any vacant beds marked as IRN will be visible to all searchers including the public).
L	May accept 3rd Party Top-ups	<p>Use this check box for bed that are SPOT contract beds where your home would consider 3rd party top up against the bed</p>

ID	Field Name	Information
M	Notes	<p>Any notes entered here will be displayed against the bed when people are searching for vacant beds.</p> <p>Use this field to provide information about the bedroom that you would like them to know.</p> <p>For example: If you have marked a bed as a long term stay but would consider using the bed for short term stays, you could enter this in the notes field to inform bed searchers.</p>

10.5. Edit a bedroom

From the Manage Beds screen, click once on the name of the bed you would like to edit.



The Edit Bed screen is displayed

Edit Bed Lily at TEST PROVIDER FOR ECC

Bed Name
Lily

Type
Nursing

Room Type
Single

Type Of Stay
Long Stay

☐ Alcohol Dependency

☐ Discharge To Assess

☐ Hoist Tracking

☐ Bed Rails

☐ Drug Dependency

☐ Intermediate Care

☐ Community Rehabilitation

☐ Enablement

☐ Non Smoking

☐ Complex Care Needs

☐ Ensuite

☐ Non Weight Bearing

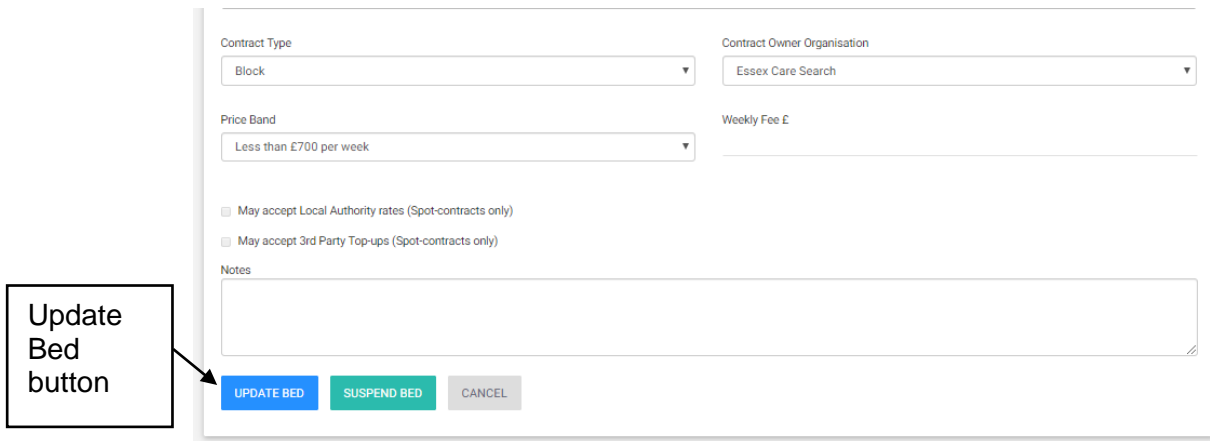
☐ Continuing Healthcare

☐ Ground Floor

☐ Plus Size

☐ Dementia

Gender
☒ Female
☒ Male



The screenshot shows a form for updating a bed. It includes dropdown menus for 'Contract Type' (set to 'Block') and 'Contract Owner Organisation' (set to 'Essex Care Search'). There is a 'Price Band' dropdown set to 'Less than £700 per week' and a 'Weekly Fee £' field. Two checkboxes are present: 'May accept Local Authority rates (Spot-contracts only)' and 'May accept 3rd Party Top-ups (Spot-contracts only)'. A 'Notes' text area is at the bottom. At the bottom of the form are three buttons: 'UPDATE BED' (blue), 'SUSPEND BED' (green), and 'CANCEL' (grey). A box on the left with the text 'Update Bed button' has an arrow pointing to the 'UPDATE BED' button.

Update the relevant fields (See the section [Bedroom fields](#) for information regarding the different fields).

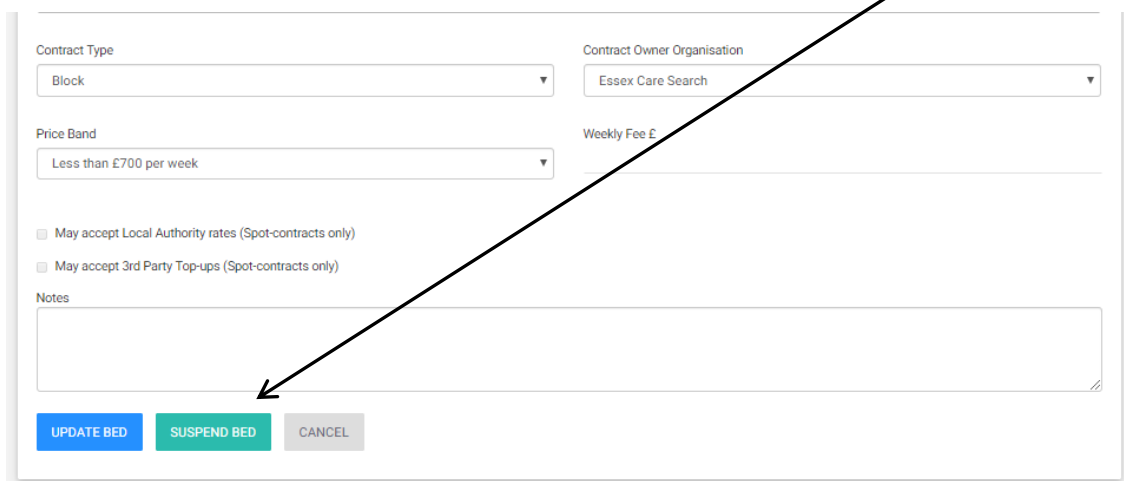
Click once on the Update Bed button.

You will be returned to the Manage Bed screen.

10.6. Suspend a bed

If a bed is not available for any reason, e.g. decoration, then the bed can be suspended so the bed does not show in search results for vacant beds.

From the bottom of the Edit Beds screen, click once on the Suspend Bed button.



This screenshot is identical to the one above, showing the 'Update Bed' form. However, an arrow points from the top right towards the 'SUSPEND BED' button at the bottom of the form.

The Suspend Bed screen is displayed.

Suspend bed Rose at TEST PROVIDER FOR ECC

First Night

Last Night

Suspension Reason

Building maintenance

Notes

SUSPEND BED

GO BACK

Enter the start date of the suspension (First Night) and the end date (Last Night). If there is not a planned end date you can leave the Last Night field clear.

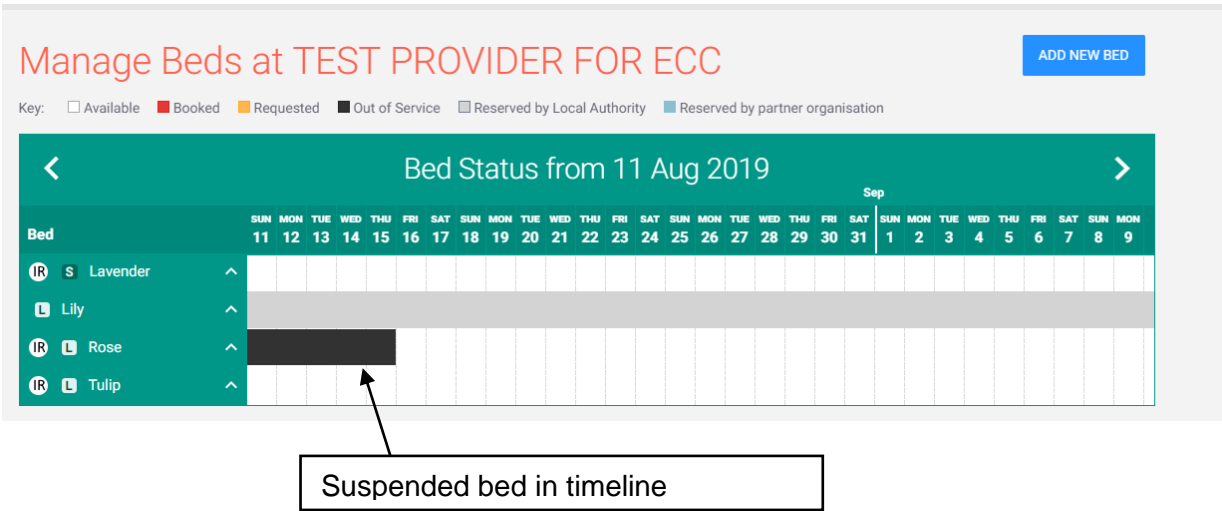
Use the drop-down list to select a reason for the suspension.

A notes field is available for you to add notes. These notes are only displayed to provider users.

Click once on the Suspend Bed button.

You are returned to the Manage Beds screen (screen shot over page).

Any suspended beds will display in the timeline with a black block colour.



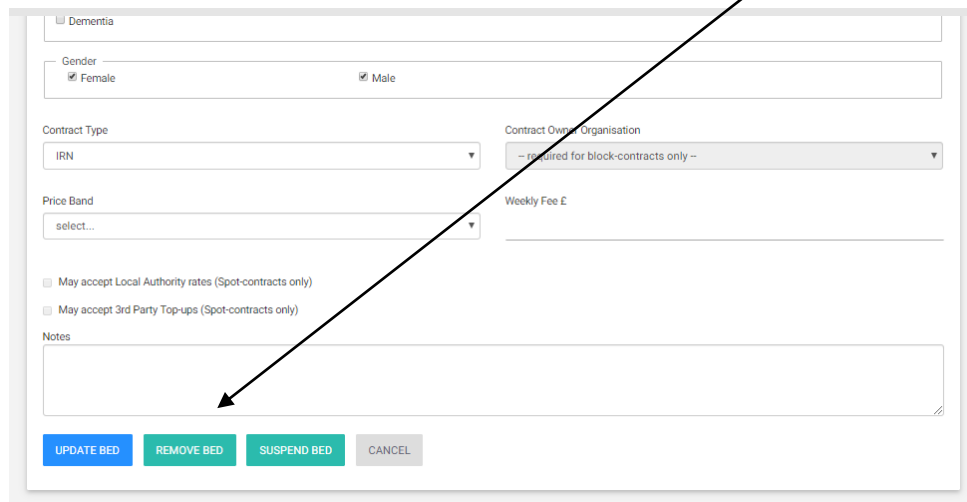
10.7. Remove a bed

It is only possible to remove a bed if you have Administrator permission and no bookings, either past or future, have been made against the bed you wish to remove.

The purpose of this feature is to enable care homes to remove beds that may have been created in error.

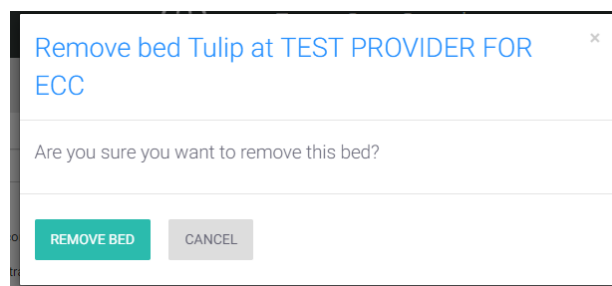
Once a bed is removed, this action cannot be undone.

From the bottom of the Edit Beds screen, click once on the Remove Bed button.



The screenshot shows the 'Edit Beds' form for a bed named 'Dementia'. The form includes fields for Gender (Female and Male checkboxes), Contract Type (IRN), Contract Owner Organisation (required for block-contracts only), Price Band (select...), and Weekly Fee (£). There are also checkboxes for 'May accept Local Authority rates (Spot-contracts only)' and 'May accept 3rd Party Top-ups (Spot-contracts only)', and a Notes text area. At the bottom, there are four buttons: 'UPDATE BED' (blue), 'REMOVE BED' (green), 'SUSPEND BED' (green), and 'CANCEL' (grey). A black arrow points from the 'REMOVE BED' button to the 'Notes' text area.

A confirmation screen is displayed.

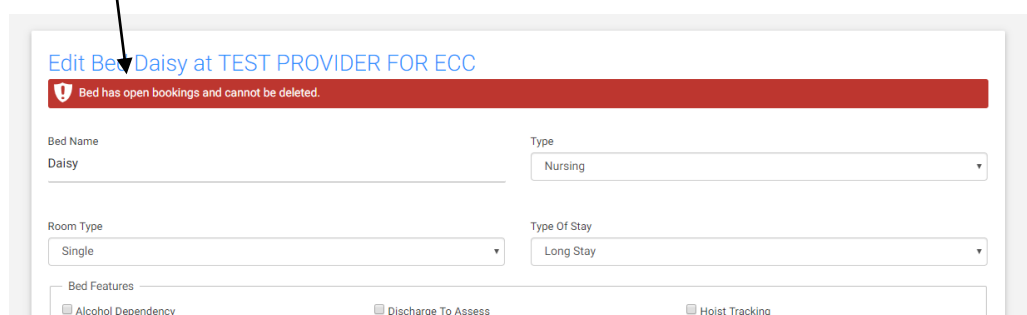


The screenshot shows a confirmation dialog box titled 'Remove bed Tulip at TEST PROVIDER FOR ECC'. The dialog asks 'Are you sure you want to remove this bed?' and has two buttons: 'REMOVE BED' (green) and 'CANCEL' (grey).

Check that you are removing the right bed as **this action cannot be undone** once completed.

If the right room has been selected and you would like to proceed then click once on the Remove Bed button.

If there are any open bookings against the bed, then you will be returned to the Edit Bed screen and a message will be displayed at the top of the screen.



The screenshot shows the 'Edit Bed' form for a bed named 'Daisy at TEST PROVIDER FOR ECC'. A red banner at the top displays a warning icon and the message 'Bed has open bookings and cannot be deleted.' Below the banner, the form includes fields for Bed Name (Daisy), Type (Nursing), Room Type (Single), and Type Of Stay (Long Stay). At the bottom, there are checkboxes for 'Bed Features' (Alcohol Dependency, Discharge To Assess, Hoist Tracking).

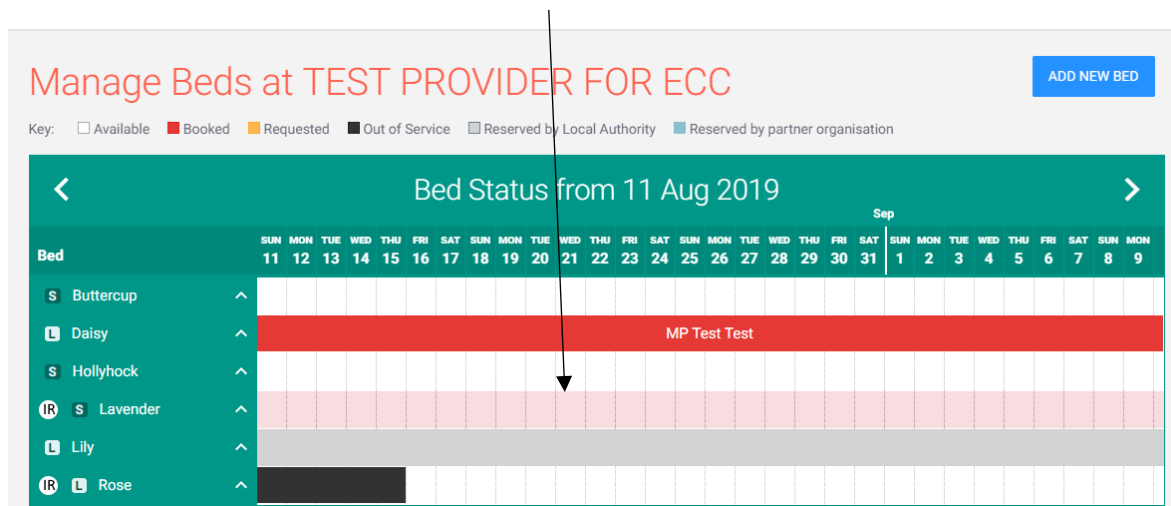
If there are no open bookings, you will be returned to the Manage Beds screen and the

bed is no longer listed.

10.8. Book a private client into a bed

Beds in your home can be booked out for private clients. The details of private clients are only displayed to provider users.

On the Manage Beds screen, hover your mouse over the timeline of the bed you would like to book. The timeline for that bed is highlighted.



Click once in the highlighted area.

The Book Bed screen is displayed as shown on the following page.

Book Bed Lavender (Residential) at TEST PROVIDER FOR ECC for

Client Firstname*
Micky

Client Lastname*
Mouse

Date of birth
Day: [dropdown] Month: [dropdown] Year: [dropdown]

Email
[text input]

Client ID
[text input]

NHS Number
[text input]

Address Line 1
[text input]

Address Line 2
[text input]

Town
[text input]

Postcode
[text input]

First Night
26/08/2019 [calendar icon]

Last Night
03/09/2019 [calendar icon]

[BOOK] [CLEAR] [CANCEL]

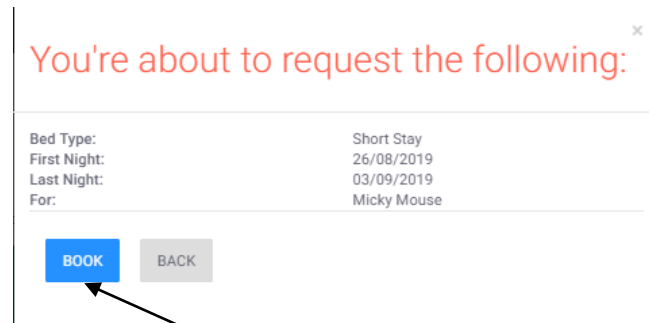
The Client Firstname and Client Lastname fields are mandatory, so must be completed.

We recommend putting (P) after the surname of your client so you can easily identify your private clients in any list. E.g. 'Smith (P)'

For Short stay beds there will be both First Night and Last Night fields to complete as shown in the above screen shot. Long stay beds will only display a First Night field.

Enter the dates that your private client will be in the room and click once on the Book button.

A Confirmation screen is displayed.



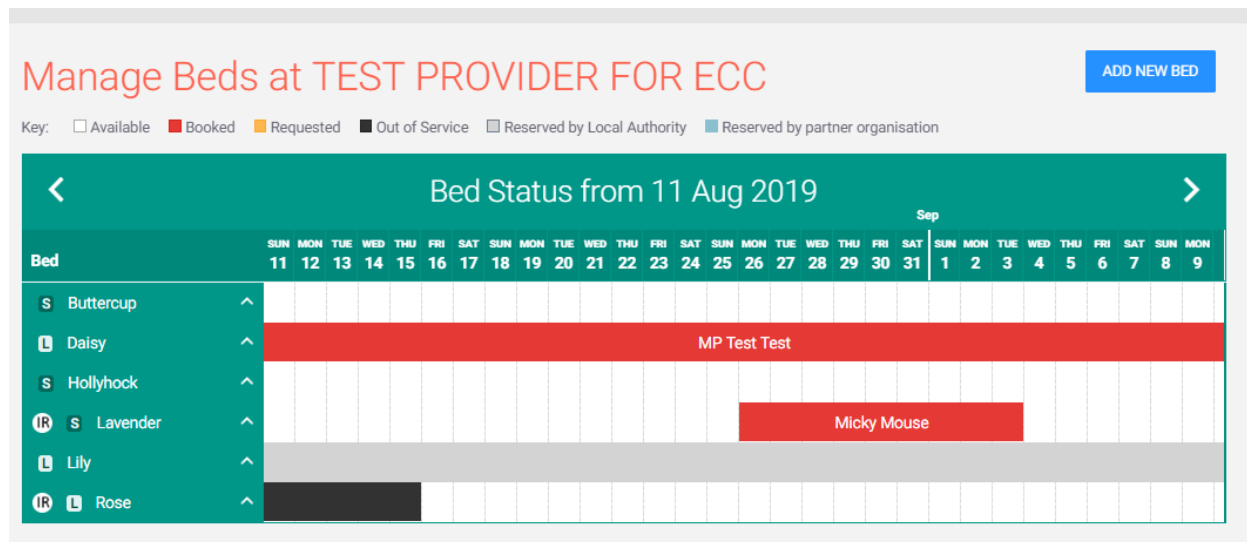
Check the details and click once on the Book button to confirm the booking.

A confirmation screen is displayed.



Click on the Close button.

You are returned to the Manage Beds screen and your booking is displayed in the timeline.



10.9. Room Summary

To allow Care Providers to easily manage the rooms setup in Essex Care Search, we have added a Room Summary page which allows Administrator and Manager users to view and edit the settings/features on existing rooms setup in Essex Care Search without having to go into each room individually.

Navigate to the Manage Beds section and click the Room Summary button to open the Room Summary page

The screenshot shows the top navigation bar with the 'ECC Care Search' logo. Below it, the breadcrumb trail reads 'Home | Honey Bee Care Home'. The main heading is 'Manage Beds at Honey Bee Care Home'. To the right are two buttons: 'ROOM SUMMARY' (highlighted with a red arrow) and 'ADD NEW BED'. Below the heading is a legend for bed status: Available (white), Booked (red), Requested (yellow), Out of Service (black), Reserved by Local Authority (grey), and Reserved by partner organisation (blue). It also includes a timeline filter set to 'Default (30 Days)'. The bottom part of the screenshot shows the start of a calendar view titled 'Bed Status from 13 Dec 2024', with columns for days of the week and dates. A sidebar on the left lists rooms: Room 01, Room 02, Room 03, and Room 04.

Bed Type tab.

The Room Summary section is split into 4 tabs, Bed Type, Bed Features, Bed Contract and Bed Notes, where you can view and edit the setup for each room.

Select tab for the section you wish to edit

Click the Save button after making changes. If you navigate away from the Room Summary page without clicking Save, your changes will be lost.

[Home](#) | [Honey Bee Care Home](#) | [Manage Beds - Honey Bee Care Home](#)

Honey Bee Care Home

SAVE

ADD NEW BED

DISCARD CHANGES

	Bed Type	Bed Features	Bed Contract	Bed Notes		
Bed Name	Type	Room Type	Type of Stay	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"/>	

Click the cursor on the existing room name to change it. Room names will be ordered/sorted alphabetically and then numerically.

Select from the drop-down list or click the check box alongside each room you wish to edit.

Bed Features tab.

Due to the number of options listed on the Bed Features tab, it is not possible to show them all on the screen at the same time, therefore users need to pan the table either right or left to see the additional options, see description on how to do this below. Currently it is not possible to keep the column headers in view when scrolling down the page, we plan to fix this in a future development.

[Home](#) | [Honey Bee Care Home](#) | Manage Beds - Honey Bee Care Home

Honey Bee Care Home

SAVE

ADD NEW BED

DISCARD CHANGES

	Bed Type	Bed Features		Bed Contract	Bed Notes		
Bed Name	Is EnSuite	Alcoholic Dependency	Complex Care Needs	Continuing Healthcare	Discharge To Assess	Drug Dependency	Enablen
Room 01	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Room 02	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Room 03	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Room 04	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Room 05	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Users can pan right and left on the Bed Features table to view additional options. To pan, move the cursor over the table until it changes to an open hand symbol like the one shown below.



Hold down the left mouse button and move the mouse right or left to pan. Release the left mouse button to stop panning.

Bed Contract tab.

Click Discard Changes button to undo any changes you have made during the current session. This will return all the room settings back to their previous status up to the point the Save button was last clicked.

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Honey Bee Care Home

[SAVE](#) [ADD NEW BED](#) [DISCARD CHANGES](#)

Bed Name	Contract Type	Contract Owner Organisation	Price Band	Weekly Fee	LA Rates	3rd Party
Room 01	Block	Essex County Council	Less than £700 per week	0.00	<input type="checkbox"/>	<input type="checkbox"/>
Room 02	IRN	– required for block-contracts only	Please contact us for a price	0.00	<input type="checkbox"/>	<input type="checkbox"/>
Room 03	IRN	– required for block-contracts only	Please contact us for a price	1.00	<input type="checkbox"/>	<input type="checkbox"/>
Room 04	IRN	– required for block-contracts only	Less than £700 per week	1.00	<input type="checkbox"/>	<input type="checkbox"/>
Room 05	IRN	– required for block-contracts only	£1,001 - £1,999 per week	500.00	<input type="checkbox"/>	<input type="checkbox"/>

If you select Block as the Contract Type, you must enter the room owner in the Contract Owner Organisation column.

If you select IRN as the Contract Type, you must enter the basic weekly rate, as agreed with ECC for that room type, in the Weekly Fee column.

Bed Notes tab.

Click the care home's name shown in blue to return to the Manage Beds page.

Should you wish to setup a new room from the Room Summary page, this can be done by clicking the Add New Bed button. See section [Add a new bed](#) for further guidance.

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Honey Bee Care Home

[SAVE](#) [ADD NEW BED](#) [DISCARD CHANGES](#)

Bed Name	Bed Notes
Room 01	Test
Room 02	Test notes.
Room 03	
Room 04	
Room 05	

The Bed Notes tab allows you to enter any information about the room you would like to convey which is not covered by the selectable options in previous tabs. Please note any Bed Notes entered will be visible to the public.

11. Managing Booking Requests

11.1. Booking request overview

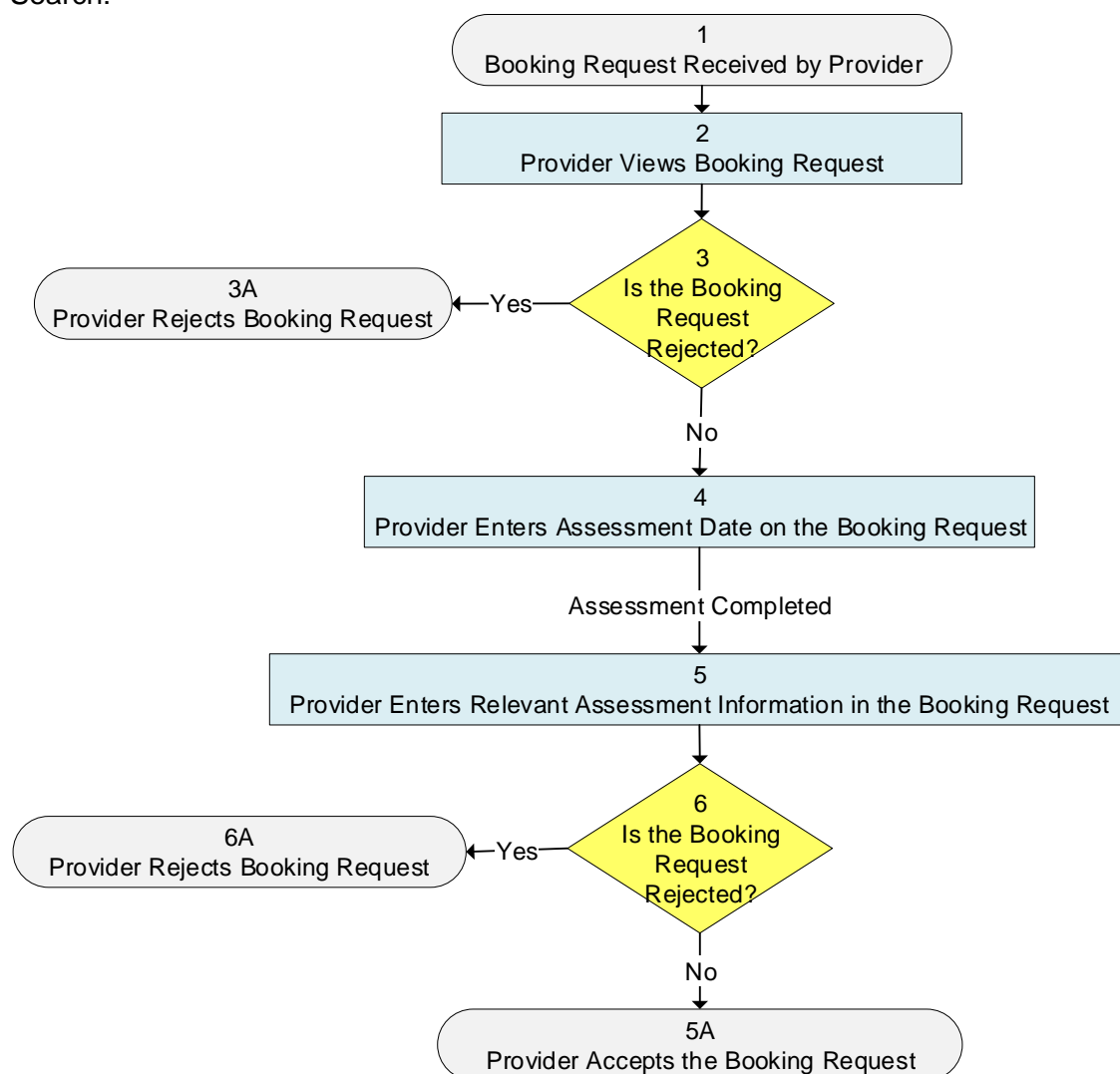
Local Authority and Health Users can search for vacant beds and then send a request to book a vacant bed through the system.

A request for a vacant bed that is sent to a provider is called a booking request.

New booking requests can be rejected, acknowledged, or accepted.

Once a booking request has been accepted by a provider the request becomes a booking (see Section [Manage Bookings](#) for more information on bookings).

The diagram below shows an overview of the provider booking request process in Essex Care Search:

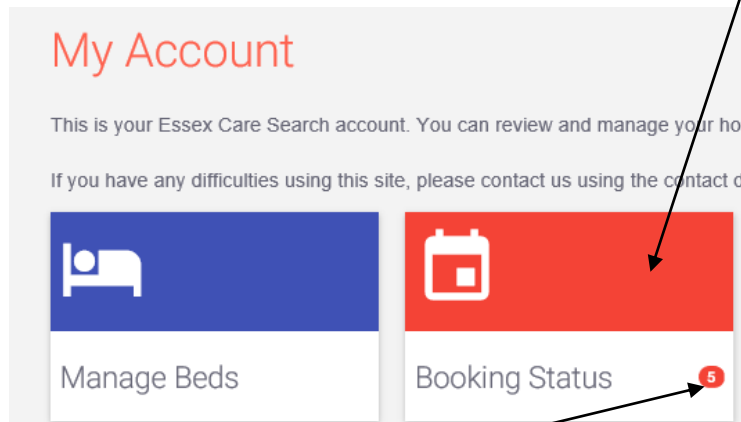


All Booking requests can be viewed in the Booking Status screen where you can:

- View new booking requests and enter assessment dates
- Accept or reject new booking requests
- View accepted current and future bookings
- View past accepted bookings

11.2. Access the booking status screen

The Booking Status screen can be accessed from the Menu or the Booking Status icon on the Home Page.



A notification of any new booking requests is displayed on Booking Status Icon.

See the following information for details of the Booking Status screen.

11.3. Booking status screen overview

Access the Booking Status screen from the Home Page or the Menu.

The screenshot shows the 'Bookings - Requested' screen. It features a header with the title 'Bookings - Requested' and four tabs: REQUESTED, CURRENT, FUTURE, and ARCHIVED. Below the tabs is a table with columns: Provider, Bed, Client, Client ID, Reference, Assessment Date, First Night, Last Night, Requested by, and Actions. The table contains five rows of booking data. Annotations A-F point to specific elements: A points to the 'REQUESTED' tab, B points to the 'Show 10 Rows' dropdown, C points to the search box, D points to the table headers, E points to the 'REVIEW' button in the Actions column, and F points to the table body.

Provider	Bed	Client	Client ID	Reference	Assessment Date	First Night	Last Night	Requested by	Actions
Seashore Care Home	Test bed	Iron Man	777777777	ECS001522P	30/07/2019	12/05/2019		James Spurgeon	REVIEW
Seashore Care Home	Apple	Sarah Skittle	12345678900	ECS001692P		16/01/2020		Michelle Parsons	REVIEW
Seashore Care Home	Buttercup	Mary Mars	444333222	ECS001693P		05/01/2020		Michelle Parsons	REVIEW
Seashore Care Home	Heather	Simon Smartie	4433221100	ECS004455R		08/01/2020	15/01/2020	Michelle Parsons	REVIEW
Seashore Care Home	Lupin	Lucy Lion	999888777	ECS001694P		12/01/2020		Michelle Parsons	REVIEW

A - Tabs

There are 4 tabs that display booking requests based on the status and time of booking:

- **Requested** – displays booking requests that have been sent to your home and have not been accepted or rejected.
- **Current** – displays the booking requests accepted by your home where the booking has started.
- **Future** – displays the booking requests accepted by your home where the booking starts in the future.
- **Archive** – displays all accepted booking requests where the stay has ended.

Click once on each the appropriate tab to select the type of bookings you want to view.

B - Display Count

Use this drop down to select how many booking requests you would like to view on the page at any one time.

C - Search Box

Use the Search Box to help find a booking request. Any of the fields can be searched against including client name, referrer, bed name, reference and stay dates.

The search only works in the tab you have selected. If the booking you are looking for is not found, try searching under other tabs.

D - Table Headers

Each header identifies the type of information displayed in the corresponding column.

Each column can be sorted by clicking to the side of the text.

E – Review Button

Click once on the Review button to open the Booking Details screen and progress the booking request (see section [Viewing and progressing booking requests](#)).

F – Reference

Each Booking Request has a reference number. Clicking once on the reference number will open the Booking Details Screen.

Booking requests for your organisation can also be cancelled (or rejected) from this screen. Please see section [Reject a booking request](#). (Bookings that are cancelled before starting will be deleted from the system. An email notification will be sent to the requester).

Currently members of the public cannot request a bed booking through the system.

11.4. Viewing and progressing booking requests

Access the Bookings Screen (see section [Access the booking status screen](#)), find the booking you require and click once on the Review button.

The Booking Details Screen is displayed.

Booking Details for ref: ECS001688P

DETAILS

Booking Details

Client:	John Smith
Client ID:	509273653
NHS Number:	
Date of Birth:	
Address:	
Requested by:	James Spurgeon jamesaspurgeon63@gmail.com
Date Requested:	12/12/2019 15:35:51
Care Home:	North Care Home
Bed:	Room 04
Placement Type:	Long Stay

ACKNOWLEDGE **REJECT** **CLOSE**

Review the details of the booking. You can then decide to:

- Acknowledge the booking (see section [Acknowledge a booking request](#))
- Or
- Reject the Booking (see section [Reject a booking request](#)).

11.5. Reject a booking request

Click once on the Reject button to reject the booking.

The screen below will be displayed.

The screenshot shows a web form titled "Request for bed 'Apple' at 'Seashore Care Home' for 'Sarah Skittle'". The form contains two main input fields: "Reason for Cancellation*" with a dropdown menu showing "Adult choice", and a "Notes" text area. Below these fields are two buttons: "CANCEL BOOKING" (in blue) and "CLOSE" (in grey). Annotations with arrows point to the "Reason for Cancellation" dropdown and the "Notes" field, with labels "Reason for Cancellation" and "Notes Field" respectively. A line with an arrow points from the "CANCEL BOOKING" button to the text "Click once on the Cancel Booking button."

Request for bed 'Apple' at 'Seashore Care Home' for 'Sarah Skittle'

Reason for Cancellation*

Adult choice

Notes

Reason for Cancellation

Notes Field

CANCEL BOOKING CLOSE

Click once on the Cancel Booking button.

Use the 'Reason for Cancellation' drop down menu to record a reason for rejecting the booking. This field must be completed.

Enter any relevant notes in the Notes field.

You will be returned to the Booking Request Screen and the rejected booking will no longer be displayed.

A rejection confirmation email will be sent to you and the requester, but the booking can no longer be viewed in the system.


11.6. Acknowledge a booking request

Click the Acknowledge button to acknowledge a booking request, the system will then ask for a client assessment date.

Provide client assessment date... ×

Please provide the date for the client assessment

Assessment Date



SAVE CANCEL


Enter the date you will be assessing the client.

Please ensure you enter the correct date as the date cannot be changed once entered. Requesters will also be able to see this date and may use this date when communicating with hospitals and family members.

Provide client assessment date... ×

Please provide the date for the client assessment

Assessment Date

12/12/2019 

SAVE CANCEL

Once the assessment date is entered, click once on the Save button.

An email will be sent to the requester to confirm your acknowledgement of the booking request and the assessment date.

12. **Notification Emails**

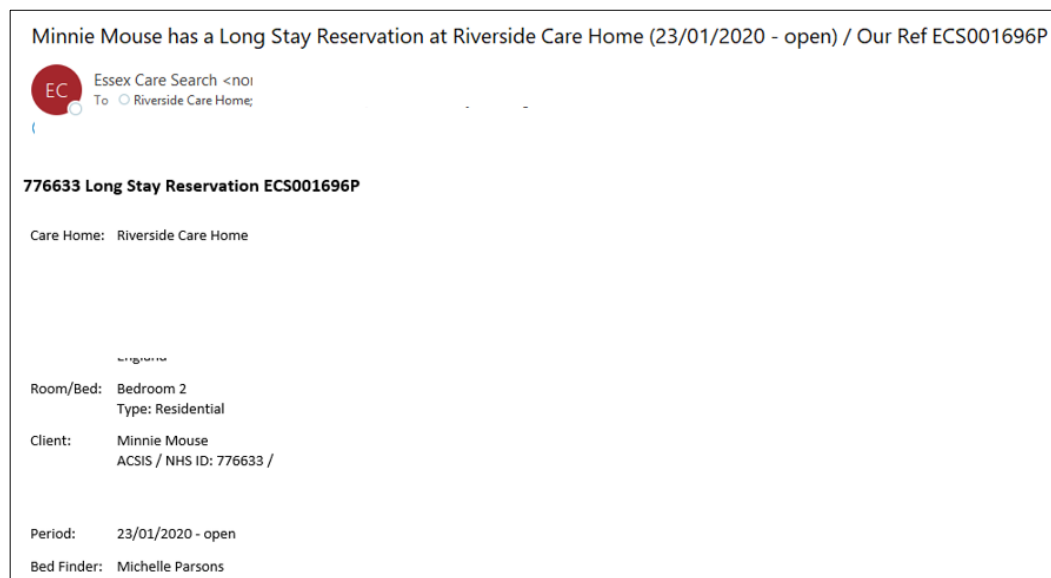
When certain changes happen in the system, emails are automatically sent to the relevant provider users and/or the requester as required. Email notifications are sent when:

- a new booking request is sent
- a provider rejects a booking request
- a provider adds an assessment date
- a provider accepts a booking

Below are some examples of the email notifications sent from the system

12.1. **Booking request notification**

When a booking request is sent to a provider, the provider receives a notification to let them know they have a new request to book a room.



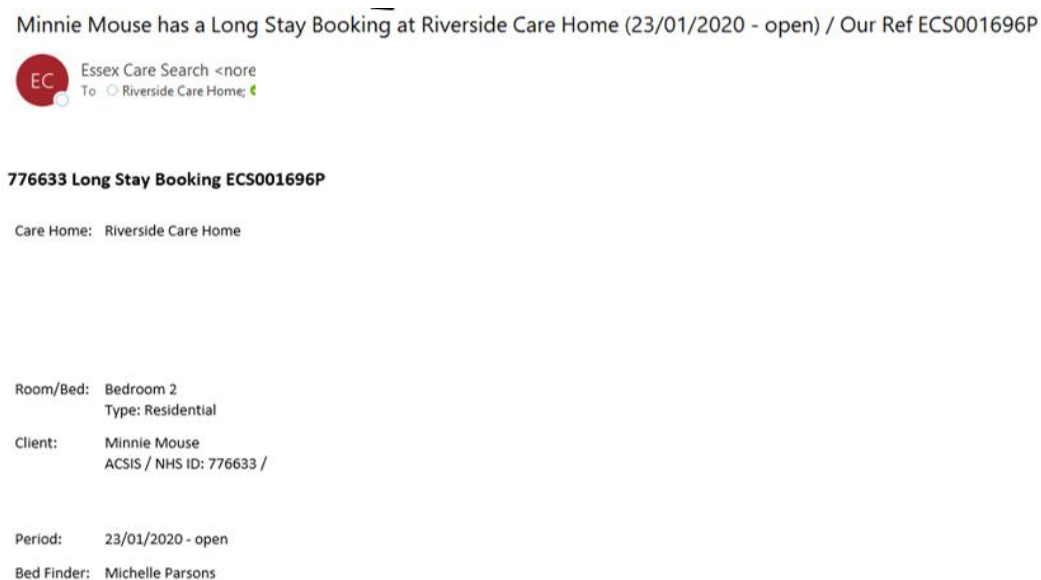
12.2. Assessment date entered in a booking

When a provider enters the date of an assessment in a booking request, an email is sent to the requester confirming the assessment.



12.3. Booking acceptance

Once a request is accepted, a booking confirmation email will be sent to the care home and the original requester. Below is an example of the booking confirmation email.



12.4. Booking rejection

After a request is rejected, a confirmation email will be sent to the care home and the original requester. Below is an example of the booking rejection/cancellation email.

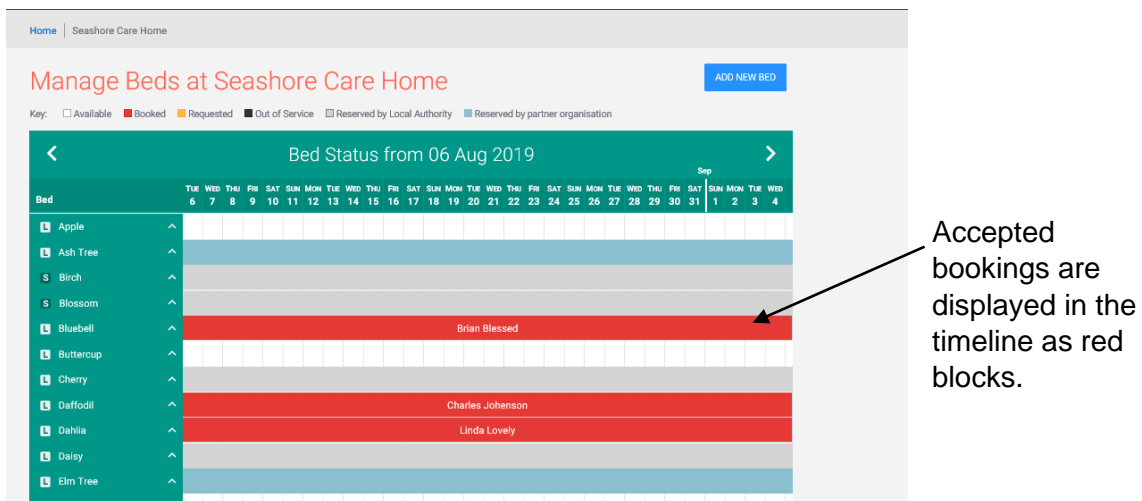


13. Manage Bookings

13.1. Amend a booking

A booking is a booking request that has been accepted by a home. A booking may need to be amended to change a start date or extend a stay.

To amend a booking, access the Manage Beds screen (see section [Access the manage beds area](#)).



Click once on the booking to be amended.

The Booking Screen is displayed

Date Fields:

Long stay bookings (as shown above) only have a First Night date that can be amended.

Short stay bookings have a First Night and Last night field that can be amended.

Update Booking: Click once on the Update Booking button to save the changes and return to the Manage Bed Screen.

Change Bed: Use this button to move a service user to another bed. Please see section [Move a client to a different bedroom](#) for details.

13.2. End a booking

For long stay bookings, there is no end date displayed on the Booking.

If a booking is time limited (e.g. 6-week hospital discharge), you will have to end the booking on the date on the contract.

When a service user vacates a bed, the provider is responsible for ending the booking. To end a booking, go to the Manage Beds area (see section [Access the manage beds area](#)) and click once on the booking.

The Booking Screen is displayed.

Booking ECS001539P

Client: bbccgtest9 test
Date of Birth: 666 777 8888
NHS Number: 666 777 8888
Address: Rose Tree Care Home
Care Home: BBCCG - Bed1A
Bed: Long Stay
Placement Type: Andy CCGAdmin
Referrer: mpbf0011+bbccga@gmail.com

First Night
20/06/2019

UPDATE BOOKING END BOOKING CHANGE BED GO BACK

End Booking

Click once on the End Booking button.

The screen below is displayed.

Booking for bed Dahlia at Seashore Care Home

Ending Reason*
Change of care needs

Last Night
20/02/2020

END BOOKING CANCEL

Select an 'Ending Reason' and enter the 'Last Night' date.

Click once on the End Booking button.

You are returned to the Manage Beds screen and the Booking will show as closing on the Last Night date.

13.3. Move a client to a different bedroom

There may occasions when your need to move a client to different bedroom within your care home.

When this happens the booking in Essex Care Search must be moved to the new bedroom.

There are two options to action this:

- Change the booking to another bedroom using the 'Change Bed' function. (see section [Move a client to a different bedroom using the change bed function](#))

Or

- Create a new booking in the new bedroom and end the booking in the original room. (see section [Move a client to a different bedroom by creating a new booking](#))

13.4. Move a client to a different bedroom using the change bed function

You can only move a client into a different bedroom that is setup with the same contract type as their existing room. For instance:

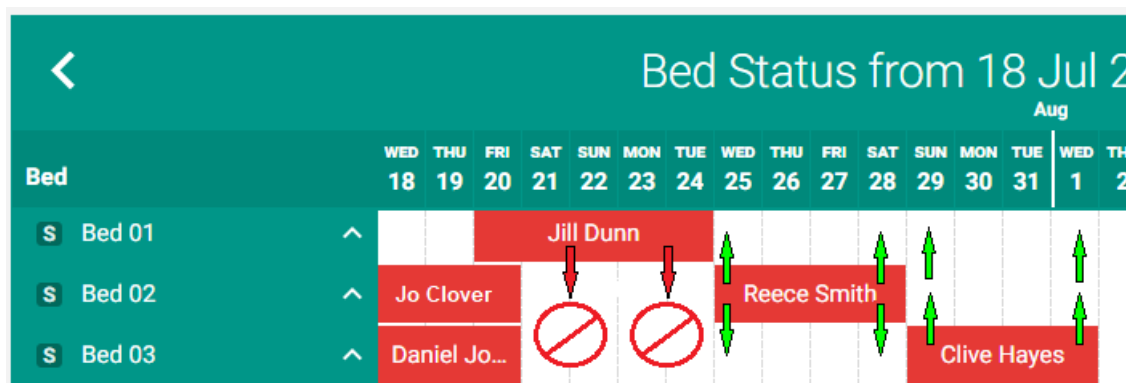
IRN→IRN

SPOT→SPOT

BLOCK→BLOCK

When moving a client, their booking has to 'slot' into a vacant bedroom. This means the vacant bedroom must have been available for the entirety of the client's original booking.

In the example below, Reece Smith and Clive Hayes can 'slot' into two other bedrooms. However, Jill Dunn cannot move into bed two or three as her original booking period overlaps.



To move a client to a different bedroom using the 'Change Bed' function, open the Manage Beds section and click the client's booking under the timeline.

From the booking information window, click the 'Change Bed' button.

The screenshot shows a window titled 'Booking ECS01478P'. It contains client details: Client: Linda Lovely, Date of Birth: (blank), NHS Number: (blank), Address: (blank), Care Home: Seashore Care Home, Bed: Dahlia, Placement Type: Long Stay, Referrer: John Smith, mpbf0011+providertest@gmail.com. Below this is a 'First Night' section with the date 20/03/2019 and a calendar icon. At the bottom, there are four buttons: 'UPDATE BOOKING' (blue), 'END BOOKING' (green), 'CHANGE BED' (green), and 'GO BACK' (grey). An arrow points from the text 'Change Bed button' to the 'CHANGE BED' button.

The screen below is displayed.

The screenshot shows a window titled 'Review request for bed 'Dahlia' at 'Seashore Care Home' for 'Linda Lovely'. Below the title is a section 'Available beds' with a drop-down menu currently showing 'Apple'. At the bottom, there are two buttons: 'SAVE' (blue) and 'GO BACK' (grey). An arrow points from the text 'Use the available beds drop-down menu to select the bedroom the client is moving to.' to the drop-down menu.

Use the available beds drop-down menu to select the bedroom the client is moving to.

Once selected, click once on the save button and the client's booking will be moved to the selected bedroom.

If the bedroom you require is not shown in the drop-down menu, please follow the instructions given in section [Move a client to a different bedroom by creating a new booking](#).

13.5. Move a client to a different bedroom by creating a new booking

a. Private Client

If the resident is a private client, create a new booking on the bedroom the client is moving into starting from the date they moved in. Once complete end the booking on the old bedroom using the date they moved out.

b. Essex County Council Adult

If the client has been placed by Essex County Council or a partner organisation, contact that organisation and ask them to send through a new booking request against the vacant bedroom you wish to move the client into.

Once the booking in the new bedroom has been confirmed, the booking in the original room can be ended.