

# Essex Care Search

Public Guide v2



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# 1. Introduction

## 1.1. What is Essex Care Search?

The Essex Care Search website has been created to help people find a residential care provider either for themselves, a relative or a loved one.

You can use the website to search for residential or nursing care homes within Essex and refine the results using several options including:

- The type of care and facilities the home can provide.
- Distance of the care home from your chosen central location
- The price band set by the home indicating how much a room will cost per week. (Please note, the price bands only give an indication of cost and prices may differ depending on the needs of the adult.)
- Care Quality Commission (CQC) rating.

The website provides detailed information on care homes together with photographs and links to the care homes listing on the Care Quality Commission (CQC) website.

The Essex Care Search website is free to use, does not require an account to be created or ask for any personal information to carry out a care home search.

So whether you are looking for short term care, longer term care, a central location with specialist room features, or an ensuite bedroom in a home by the coast, Essex Care Search can help you to find the right care provider.

## 1.2. Using this guide

This guide is designed to help members of the public use Essex Care Search to:

- search for a residential or nursing care home
- filter options to refine a search
- view the location of a care home
- find contact details and view the services the care home offers

### 1.3. Essex Care Search Website Disclaimer

The content on this 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 organisation 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 our 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.

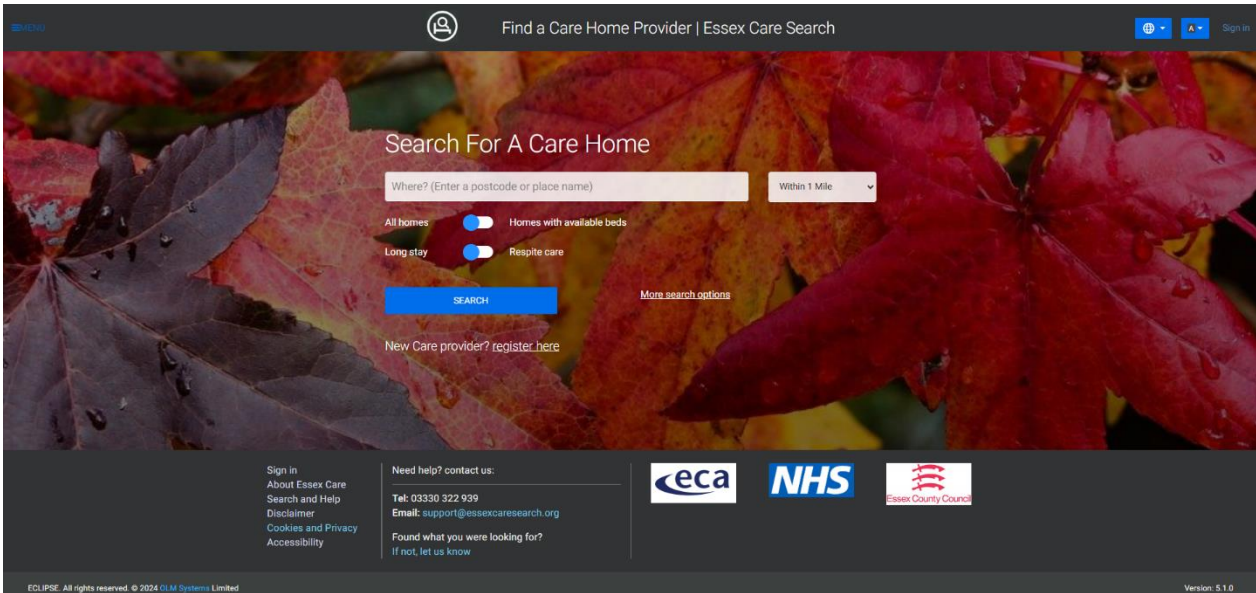
## 2. Accessing Essex Care Search

### 2.1. Website Address

Essex Care Search can be used from any desktop computer, tablet, or mobile device with an internet connection.

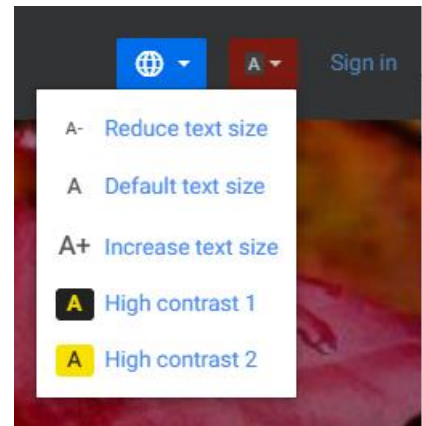
To access Essex Care Search, enter the web address [www.essexcaresearch.org](http://www.essexcaresearch.org) in your internet browser address bar.

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



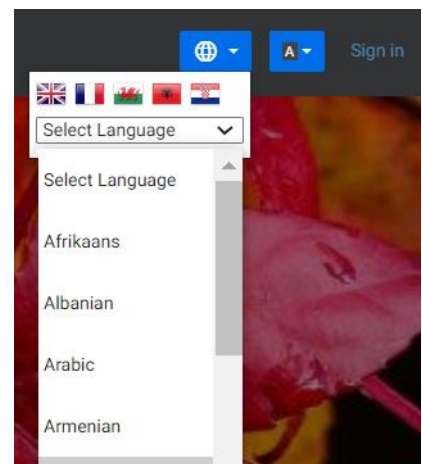
## 2.2. Screen Viewing Options

For users with dyslexia or a sight impairment, there is an option to change how you view the system. Use the **A** symbol in the upper right corner to change text size and contrast.



## 2.3. Language Options

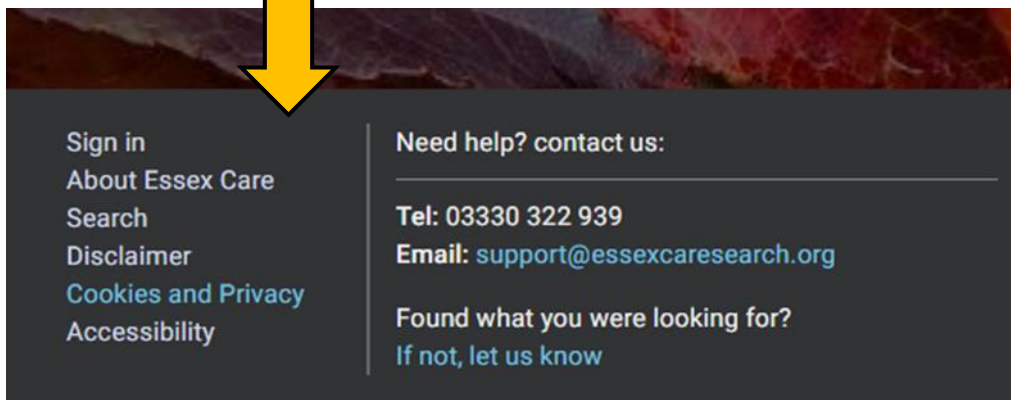
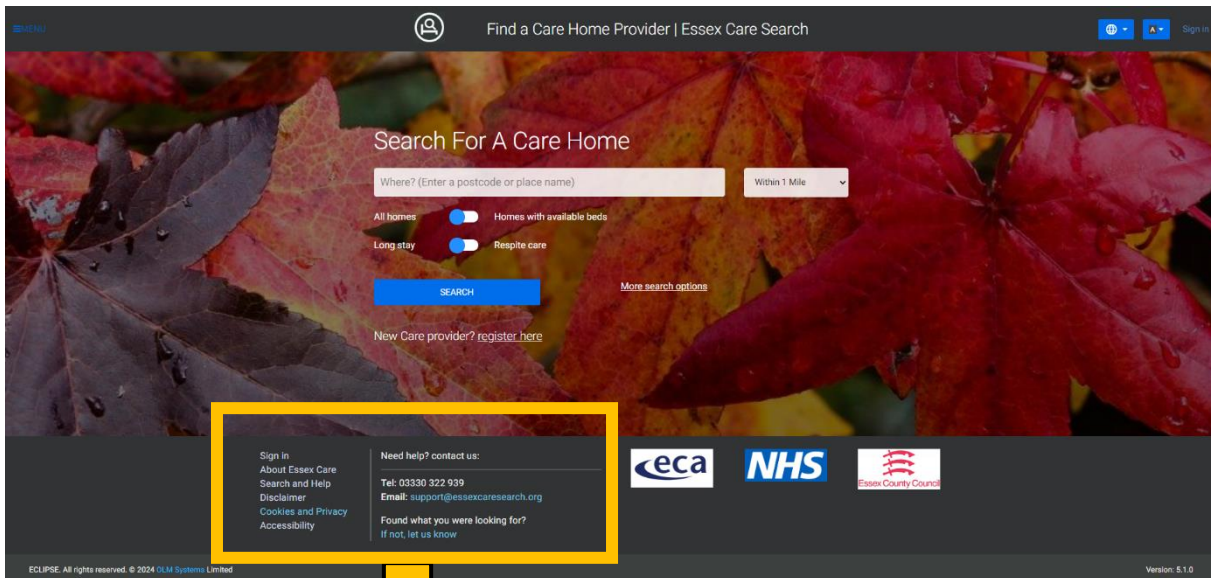
To view the system in a different language, use the globe tab in the top right of the page. Choose the language you want to use.



## 2.4. Cookies and Privacy Information

Links are provided at the bottom of every page on the Essex Care Search website to the Disclaimer. Also see [Essex Care Search Website Disclaimer](#) and [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.



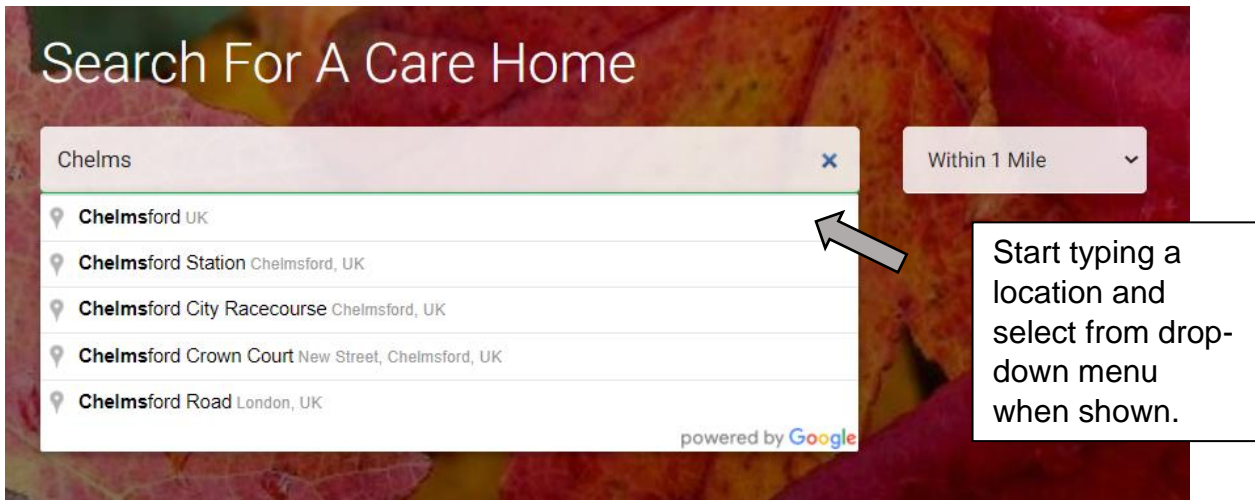
### 3. Searching for a Care Home

#### 3.1. Basic Search

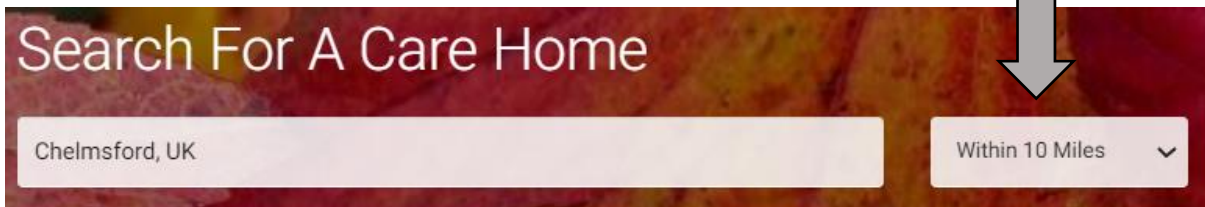
Starting on the homepage, enter a postcode or place name in the main search field.

As you start to type the system will provide a list of location options which match what you have typed, continue to type until the location you want is shown.

Once the required location is shown, select it by clicking on the location from the drop-down menu. If the location you want is not shown, please check the spelling and re-enter, or use a different location.

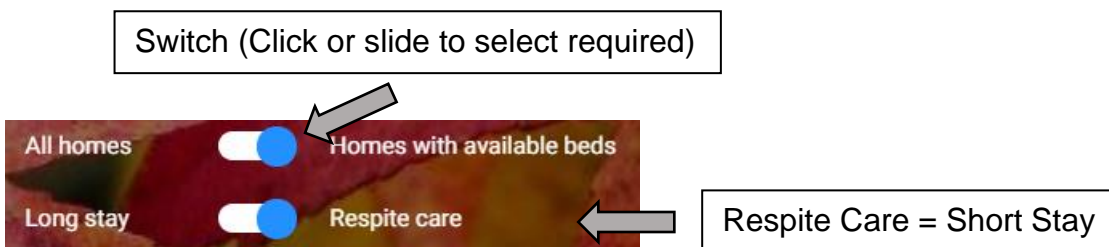


Using the distance from location drop down-menu, select how far in miles you would like to search around the location you previously selected.



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

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

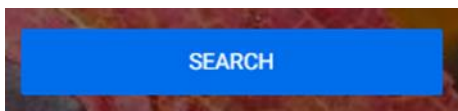


If you have selected to search for homes with available beds, you will be asked to enter a first night date, this can either be entered manually using the dd/mm/yyyy format or the date can be selected by clicking the calendar symbol at the end of the first night date box.

If you have selected respite care (Short Stay) in addition to homes with available beds, you will be asked to enter a last night date. As before, this date can either be entered manually using the dd/mm/yyyy format or the date can be selected by clicking the calendar symbol at the end of the last night date box.



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





## 4. Search Results

This section will cover the different ways you can view and filter the search results.

### 4.1. Viewing Search Results

After clicking the search button, the search results will show a list of care homes that meet the criteria you entered, as shown below:

The list shows the care home name, address, telephone number, Care Quality Commission (CQC) rating and the number of vacancies currently in the home.

The screenshot displays a search results interface. On the left, there is a 'Filter Results' sidebar with sections for 'Radius' (set to 'Within 25 Miles'), 'Filters' (with a 'Clear all' link), 'Care Categories' (including 'Older People (over 65)'), 'CQC Rating' (set to 'Good'), and 'Care Home Features' (with various checkboxes). The main content area shows a list of care homes. At the top, there are navigation options for 'LIST' and 'MAP', a 'PRINT' button, a 'Sort by distance' dropdown, and buttons for 'All Providers' and 'Providers with Vacancies'. A notification indicates '7 providers found.' The first result is 'Honey Bee Care Home', which includes a photo, address (5, Dunn Side, Chelmsford, CM1 1JE), distance (0.15 miles from Chelmsford, UK), phone number (0123456789), email (honeybee@carehome.com), CQC rating (Good), and care categories (Older People (over 65), Dementia, Under 65, Bariatric Care). It also shows '23 vacancies today' and a 'Show vacancy details' link. A callout box with an arrow points to the 'View care home details' link for this entry. The second result is 'Thomas Court Care', with address (Test Home, Test Road, Chelmsford, CM1 2AR), distance (0.61 miles from Chelmsford, UK), phone number (012345678), CQC rating (Good), and care categories (Older People (over 65), Dementia, Physical Disability). It shows '6 vacancies today' and a 'Show vacancy details' link. The third result is 'Florence House' with a CQC rating of 'Good'.

## 4.2. No Results Shown

Find a Care Home Provider | Essex Care Search

Home | Search | Search Results

### No results

There are no vacancies available for this search

[Search again?](#)

Click the 'Search again?' link to return to the home page and start a new search.

Sign in  
About Essex Care  
Search and Help  
Disclaimer  
Cookies and Privacy  
Accessibility

Need help? contact us:  
Tel: 03330 322 939  
Email: [support@essexcaresearch.org](mailto:support@essexcaresearch.org)

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

eca NHS Essex County Council

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Version: 5.1.0

If your search returns 'No results', return to the home page and start a new search using a new location or increase the search area by changing the miles drop down. See [Basic Search](#)

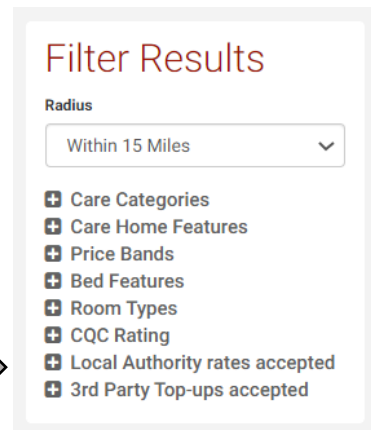
### 4.3. Filtering Search Results

The search results can be filtered to only show the most relevant homes to your requirements. The image to the right shows the different filter categories which can be used.

If not already expanded, use the dark grey + symbol next to each filter option to expand the category.

See [Care Home Facilities Glossary](#) for definitions of the bed feature filters.

Grey + symbol →



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.

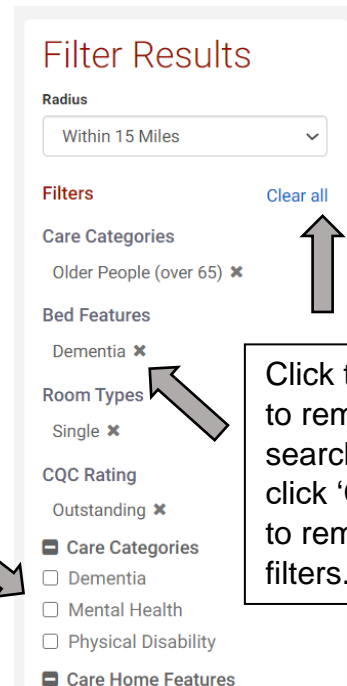
Click the check box(es) next to each option to filter your search results. The search results will automatically update each time a search filter option is selected.

When a filter option is selected, it will be displayed at the top of the filter list. For example, the picture shown on the right shows the results have been filtered by care for Older People (over 65), Dementia, Single (room type) and an Outstanding CQC rating.

To remove a filter from the search results, click the grey cross shown to the right of the filter option you wish to remove. To clear all the search filters, click Clear all.

For definitions of the different filter options, please see [Care Home Facilities Glossary](#)

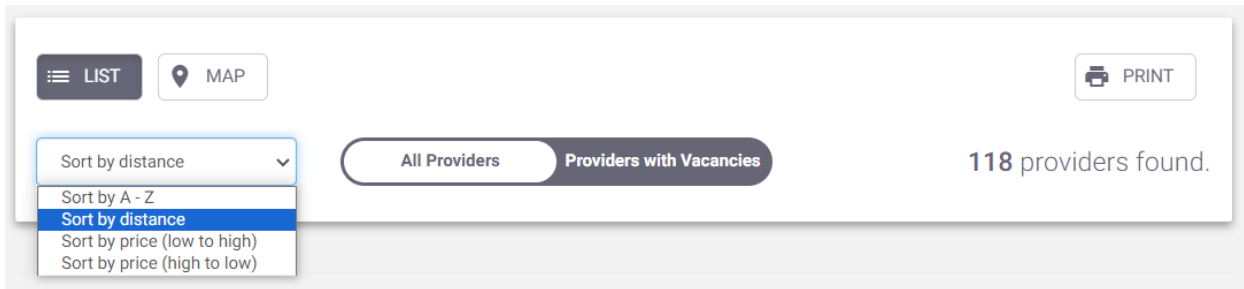
Check box, click to filter the results by this option. →



Click the cross to remove search filter or click 'Clear all' to remove all filters. ↑

#### 4.4. Sorting Search Results

Your search results can be sorted by distance, alphabetically A-Z, by price (high to low) or by price (low to high). To sort the results, select the required option from the drop-down menu.



## 4.5. Care Home Details

From the care home details profile you can:

- Access the care home contact details.
- View photos of the home.
- 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.

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.

### Rose Tree Care Home

Rose Tree Care Home Bank Chambers New Street Chelmsford United Kingdom CM1 1JP

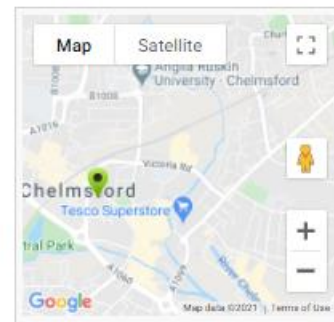


Interested in finding out more? Please contact us

Phone: 4565087  
mpbf0011+RoseTreech@gmail.com



Print details.



### Vacancies

Bed10 Nursing, Long Stay	Less than £700 per week
Bed8-IRN Residential, Long Stay	Less than £700 per week

### Services

Care Home

Click 'See the report' to open the care homes profile on the CQC website.

### CQC Report



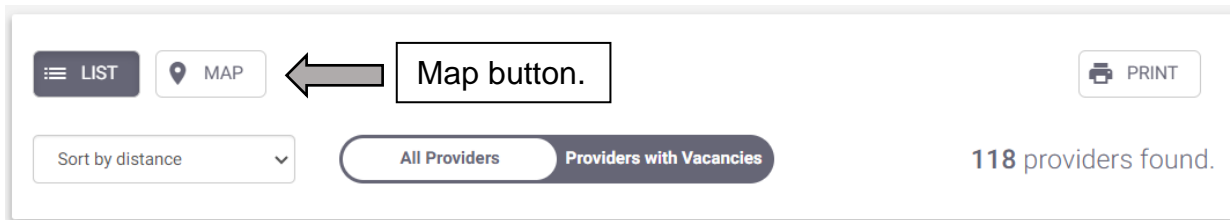
To return to the search results list view, click the 'Search Results' link towards the top of the page.

Home | Search | Search Results | Rose Tree Care Home

Rose Tree Care Home

## 4.6. Viewing Search Results on a Map

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



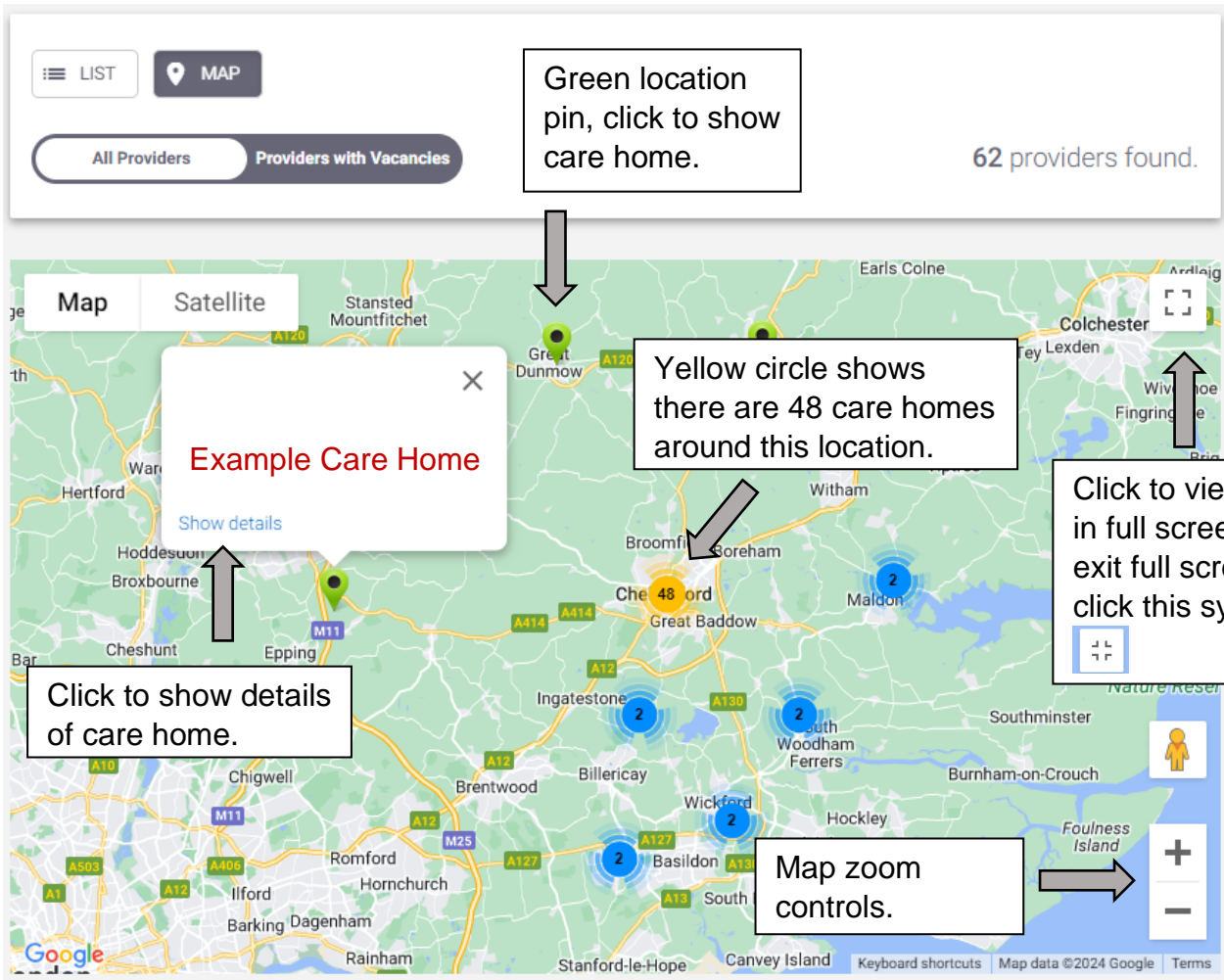
This will display your search results using Google Maps. Ensure your mouse cursor is over the map then you can pan across the map by holding down the left-hand button on your mouse and moving the cursor.

You can zoom in or out by clicking 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 the green location pin to view the name of the care home, from the pop-up you can select 'Show details' to view the details of the care home. See section [Care Home Details](#)

Yellow or blue circles with a number shown on the map indicate there are multiple care homes near that location. Clicking on the yellow or blue circle on the map automatically zooms and centres on that location, this will sperate 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 button shown at the top right-hand side of the map.

## 5. Advanced Search

In addition to the options covered in the Basic Search section, you can also conduct a more detailed search from the Essex Care Search home screen. However we would recommend users follow the Basic Search method and then use the filters to refine the search results as these are easier to modify.

After following the instructions in the [Basic Search](#) section of this guide and before clicking the search button, click the 'More search options' link to the right-hand side of the main search button. This will display additional search options.



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 required.

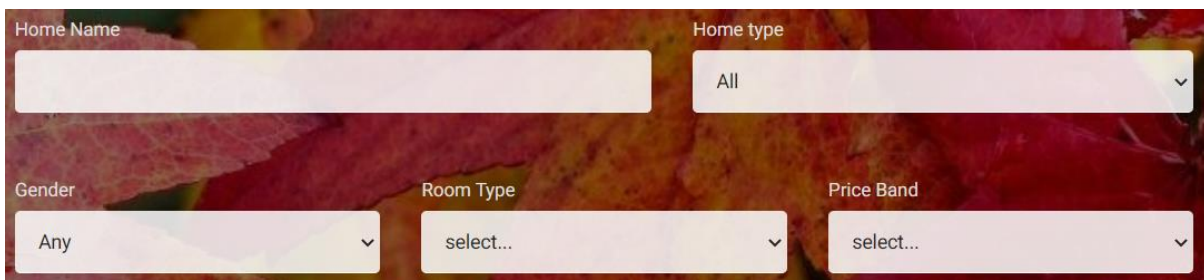
**Home Name** – If you already know the name of the care home you are looking for, type it in this box, as you start to type the system will show you the names of care homes which match the name you have typed and are registered on Essex Care Search in a drop-down menu. Continue to type until the name 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 as appropriate 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.

A screenshot of the search filters section. It features five input fields arranged in two rows. The top row has 'Home Name' (a text input field) and 'Home type' (a dropdown menu with 'All' selected). The bottom row has 'Gender' (a dropdown menu with 'Any' selected), 'Room Type' (a dropdown menu with 'select...' selected), and 'Price Band' (a dropdown menu with 'select...' selected). The background of the form is a decorative image of autumn leaves.

**Type of Care** – Select the type(s) of care you need the care home to be able to provide, to select a care type click the check box or boxes as required.



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.

## 6. Care Home Facilities Glossary

The follow section lists the definitions for the facilities available from the ‘More search options’ section on the home page and some of the filter options on the search results page.

### Alcohol Dependency

Care home has rooms that can support residents with alcohol dependency requirements.

### Bed Rails

Care home can provide rooms with bed rails.

### Community Rehabilitation

Care home can provide community rehabilitation support to residents during and after their stay.

### Complex Care Needs

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.

### Continuing Healthcare

Care home can support residents with ongoing complex long-term healthcare needs.

### Dementia

Care home has rooms that can cater for residents with dementia.

**Discharge to Assess (Only available for selection as a filter from the results page)**

The care home can support people who are clinically optimised and do not require an acute hospital bed but may still require care services provided with short term, funded support to be discharged to their own home (where appropriate) or another community setting. Assessment for longer-term care and support needs is then undertaken in the most appropriate setting and at the right time for the person.

**Drug Dependency**

Care home has rooms that can support residents with drug dependency requirements.

**Enablement (Only available for selection as filter from the results page)**

Care home can provide a short-term intensive service (up to 6 weeks) to support an adult in achieving their optimum level of independence. The enablement service is aimed at encouraging adults to do things for themselves and achieve set goals. The aim of enablement is to help reduce an adult's ongoing care needs.

**Ensuite**

Care home has rooms with ensuite bathrooms.

**Ground Floor**

Care home has rooms with ground floor access.

**Hoist Tracking**

Care home has rooms fitted with hoist tracking systems.

**Intermediate Care (Only available for selection as filter from the results page)**

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.

**Non-Smoking**

Care home has rooms which are designated for use as non-smoking only.

**Non-Weight Bearing (Only available for selection as filter from the results page)**

Care home can cater for residents who are physically unable to bear-weight through their legs and/or arms.

**Plus Size**

Care home can provide larger size rooms

## 7. Video Guides

Video guides have been produced to demonstrate how to use the Essex Care Search system to search for a care home. To access the video guides, please click the links below which will open in YouTube.

[Public Overview](#)

[Basic Search](#)

[Viewing Search Results](#)

[Viewing Care Home Profiles](#)

## 8. Further Support

If you need any support in using the Essex Care Search website, please contact using the details below:

Tel: 03330 322 939

Email: [support@essexcaresearch.org](mailto:support@essexcaresearch.org)

## 9. The Placement Team Brokerage Service

If, after reading the information available on the Essex Care Search website you wish to speak to someone for further advice or guidance about choosing a care home, please contact The Placement Team Brokerage Service on 03330 139 973.

## 10. Supported Living

Supported Living is a scheme created for adults who have a disability who needs help living in accommodation. There are two types of accommodations for supported living:

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. Supported Living offers a wide range of assistance from between 1-2 hours, cooking, or full-time care around the home (whether that be day or nighttime assistance).

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 [Advanced Search](#)

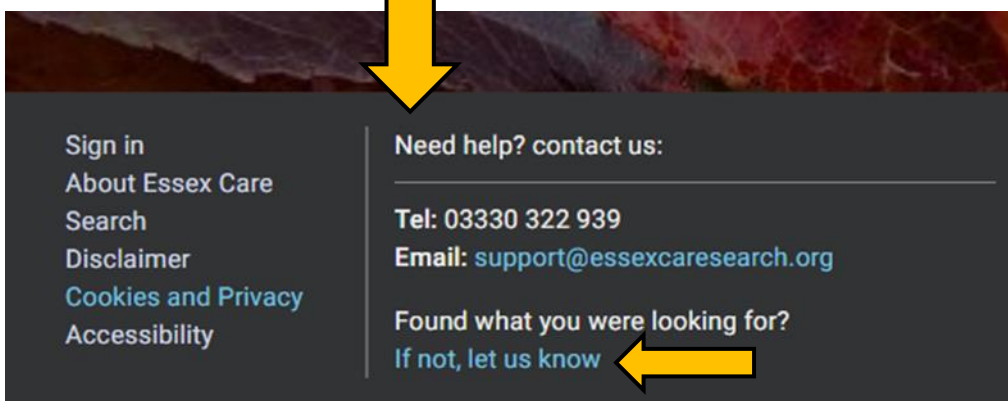
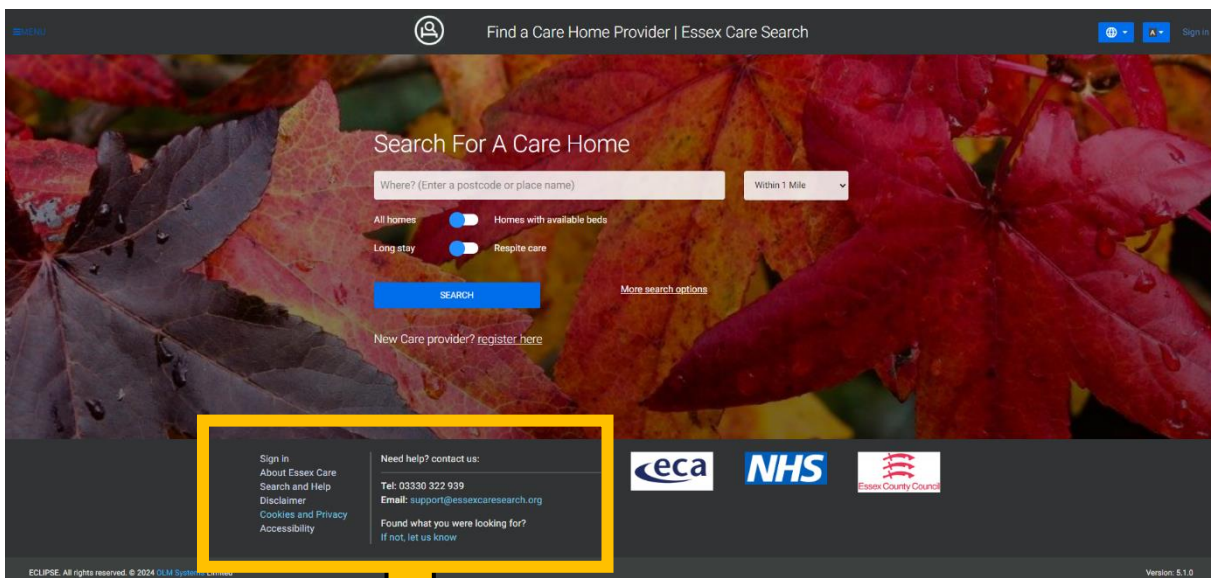
## 11. Independent Living

Independent Living housing, also known as extra care housing, is for people aged 55 or over with care needs that want to stay independent. These properties provide 24-hour care and support onsite. 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 [Advanced Search](#)

## 12. Feedback

If you would like to leave us feedback or report an issue with the system, please click the link titled 'If not, let us know' which can be found at the bottom of the home page as shown in the images below.



## 13. 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>