

# Essex Care Search

Newsletter – November 2024



## Dear Providers

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

We would like to take this opportunity to thank you for your ongoing support and helping to make Essex Care Search a success for Providers, Essex County Council, Health, and the Public.

## Provider Survey

We would be grateful if you could complete a short provider user survey on Essex Care Search. We are interested in your thoughts and opinions. Your feedback will be used to improve your experience when using the system.

The survey closes on 30<sup>th</sup> November 2024.

To take part please follow this link [Essex Care Search Provider Survey](https://consultations.essex.gov.uk/procurement/bf3eb555/)

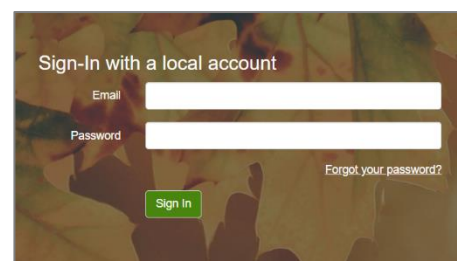
or enter <https://consultations.essex.gov.uk/procurement/bf3eb555/> into your web browser.

**Essex Care  
Search Provider  
Survey 2024**

## Logging in to Essex Care Search

We recommend providers login to Essex Care Search at least once a week to review the vacancies listed for your care home and ensure the system is kept up to date for all users.

However, we appreciate there will periods where you do not have any changes to make in the system, in this case please login at least once a month to ensure your login password remains updated.

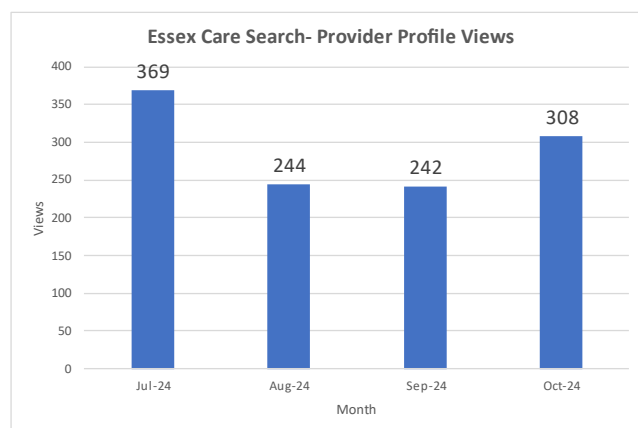


## CareFind - NHS Capacity Tracker

Following the launch of the NHS CareFind website, we would like to confirm that Essex Care Search will continue to be the primary system used by Essex County Council and Health to identify and request care home vacancies within Essex.

Essex Care Search has a focus on providers in the Essex area and helps to support the public in finding the right residential care accommodation.

The chart on the right shows the number of provider profiles viewed between July to October 2024. With an average of 290 views per month over the period, this represents a significant audience.



We continue to regularly promote Essex Care Search to the public through newsletters, social media and online.

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## Missing booking requests

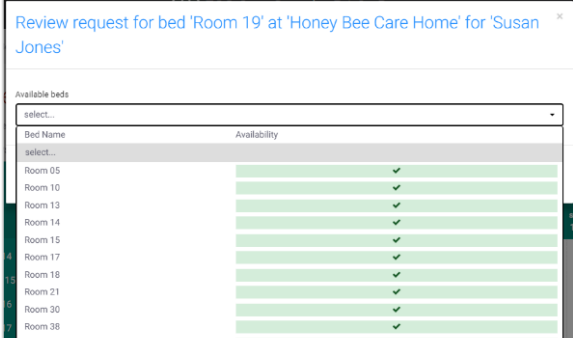
If you have not received a booking request through Essex Care Search for an ECC or Health funded adult who has been placed with your care home, please let the Essex Care Search Team know by providing the following details and we will arrange for the booking to be submitted:

- Full name of adult
  - Social services ID or NHS number
  - Date of first night
  - Date of last night (If applicable, i.e. Short Stay)
  - Room name/number
- 

## Moving an ECC or Health funded booking between rooms in Essex Care Search

The Change Bed function is available if you wish to move an accepted booking into another room. This feature is used primarily to allow providers to move bookings between rooms at the start of a stay where there has been a room change, or the booking has been entered against the wrong room by the requestor.

If the room you wish to move a booking into is not listed using the Change Bed function, please refer to the provider guidance or contact the Essex Care Search Team for assistance.



Bed Name	Availability
Room 05	✓
Room 10	✓
Room 13	✓
Room 14	✓
Room 15	✓
Room 17	✓
Room 18	✓
Room 21	✓
Room 30	✓
Room 38	✓
Room 41	✓

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

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## Essex Provider Hub

A dedicated section for Essex Care Search is available on the [Essex Provider Hub](#). From here you will be able to access guidance documentation and videos on how to use Essex Care Search.

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## Training

If you would like us to train new staff members in how to use Essex Care Search or provide refresher training, please contact us at [support@essexcaresearch.org](mailto:support@essexcaresearch.org)

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Contact us:  
Telephone: 03330 322 939  
E-mail: [support@essexcaresearch.org](mailto:support@essexcaresearch.org)