



Dear Providers,

Welcome to the September 2023 edition of the Essex Care Search Provider Newsletter.

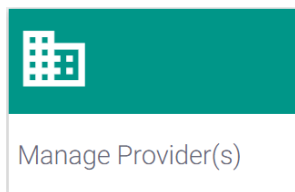
We would like to take this opportunity to thank you for your ongoing support with Essex Care Search and to help make it a successful service for providers, Essex County Council, Health, and the public.

New Service User Categories

Two new type of care options have been added to the Service User Categories for people to search and filter against:

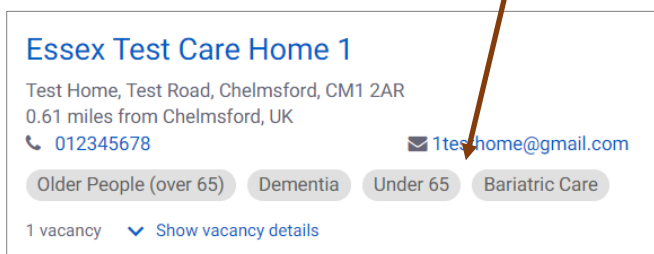
- Under 65
- Bariatric Care

If you have an Administrator login and wish to add either of these care types to your provider profile, they can be selected under the Service User Categories section accessed through the Manage Provider(s) tile.



Full details on how to complete or edit your provider profile can be found in **section 9** of the [Provider Guidance](#) document.

The user care categories will be displayed in the search results and on your profile page.



Newsletter

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

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

Promoting Essex Care Search

Essex Care Search was recently promoted to the public through Essex County Council's social media channels including Facebook and Twitter.



Further promotion is planned during September in the Essex resident e-mail newsletter.

Please ensure your provide profile is complete and up to date so people can view the most current information about your home.

SPT Vacancy Searching

The ECC Service Placement Team (SPT) is now using Essex Care Search to identify residential providers with vacancies. This helps save time for both SPT and providers. Because the system can be updated in real time, it means SPT has access to the most current vacancy information reported by the home.

Vacancies

To make sure that people can find your current vacancies, please remember to end the booking when a client vacates a room.

To enable your details to show in the search results for people only looking for homes with current vacancies, please ensure you have at least one vacant bedroom setup in the system.

If you only setup one room in the system for this purpose, it can be suspended in the system for any period when your home is fully occupied.

Full details on how to add a bedroom be found in **section 10** of the [Provider Guidance](#) document.



Bookings

If you need help with missing booking requests for ECC funded adults, please let us know and we will arrange for the missing booking to be submitted.

Essex Support Directory

Following a review of the Essex Support Directory, it was decided to transfer all the residential care services listed to Essex Care Search and remove them from the Essex Support Directory.

Providers already using Essex Care Search do not need to do anything, but we wanted to make you aware that if your service was listed on the Essex Support Directory, it has been removed.

NHS Capacity Tracker vs. Essex Care Search

Occasionally we are asked what the difference is between the NHS Capacity Tracker and Essex Care Search. If required, an explanation of the differences can be found on our Provider FAQ's page on the [Care Provider Hub](#).

Top Tips



Multiple Users

We recommend that providers setup at least 2-3 staff members with logins for Essex Care Search to ensure someone at the home will always be available to manage booking requests and vacancy updates.

Review User Accounts

We recommend providers regularly review the user accounts setup with access to the system for your home or parent organisation and remove any that are no longer required.

Full details on how to Manage System Users can be found in section 8 of the [Provider Guidance](#) document.

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

Kind regards,

Essex Care Search Team