

## **What is CareCompare?**

CareCompare is a free-to-use, secure digital comparison tool that enables patients (or relatives looking on their behalf) to find domiciliary care i.e. care delivered in their own home by a care company. This care includes: help with activities of daily living such as washing/preparing meals/getting dressed, companionship, night-time care or 24/7 live-in care. At the moment, CareCompare does not include nursing homes.

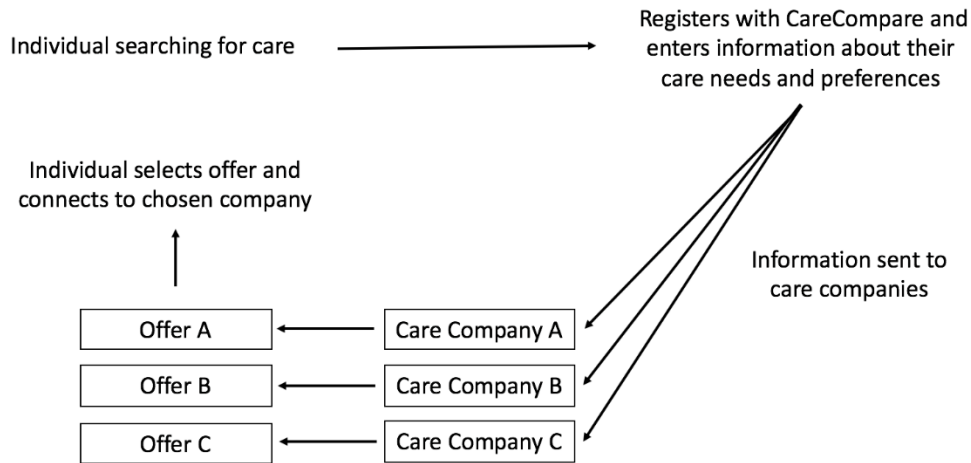
## **How did CareCompare start?**

CareCompare was developed with support from Innovate UK and Oxford University Innovation and is being formally backed by the Mid and South Essex NHS Foundation Trust (<https://www.mse.nhs.uk/latest-news/carecompare-helps-give-patients-needing-care-greater-choice-1470>). Dr Adam Ali, part of the NHS Clinical Entrepreneur programme, is an Innovation Fellow at the Trust and has been working with a number of individuals to help increase spread and adoption of the site (including Charlotte Williams, Group Director of Strategy and New Care Models; Jose Garcia, Chair of Southend CCG; Jenni Speller, Deputy Director of Primary Care, Mid and South Essex CCGs; Kevin McKenny, Deputy Director, EPUT) as well as voluntary sectors organisations across the region (CAVS/SAVS/Age UK Essex).

## **How does someone request care?**

The user enters information about the care they need on the website form (carecompare.net). To see the form, please go to the website and click register. This is a free-standing website, not linked to any NHS systems, which can be accessed from any desktop, mobile or tablet device. The care request is sent securely to local care companies. All care companies on the platform are CQC-rated as either good or outstanding. The care companies see information about the request, but at this stage it is anonymised so they do not know the user's name, email address or phone number.

If the care company can provide the care requested they reply with an 'offer' which has information about their profile, latest CQC inspection report, estimated price, when they can start and specific expertise relevant to the user request. The user can choose between these offers and connect with the care company of their choice- at this point the user's contact information is sent to the care company and vice versa.



Once someone has connected with a care company, further discussions are held between the user and the care company i.e. CareCompare is not a provider of care but simply facilitates the connection. In our experience so far, most people receive offers back within just a few hours and all the offers they are going to receive are back by 24-48 hours.

### **Can any patient use CareCompare?**

At the moment, CareCompare is useful for patients who have free choice of care provider i.e. those who are self-funding or receive a personal budget/direct payment. In some areas, council-funded patients do not have a choice of care provider as the Council has contracts with specific providers to deliver care to these individuals (although we are currently discussing with ECC and Southend Council how we can include council-funded patients in the future).

Self-funders often do not know where to seek help, and this is the group of patients who have seen the most benefit from CareCompare. The site is currently being recommended by care co-ordinators, social prescribers, GPs and hospital discharge teams and we have asked that *they recommend it at their discretion to anyone who they feel may benefit from it*. Once individuals are identified, if they have further queries about how to use the site they can call the helpline number- 0808 1965489

### **Which areas does CareCompare cover?**

The platform is currently live across Essex

[www.carecompare.net](http://www.carecompare.net)