

**12th December 2024**

*Issue 279*

## Updates for this week

- Adult Social Care Finance Provider Portal – Notice for Care Home Providers
- WEST ONLY Payment Period 9 – Change of Payment Date
- Adult Social Care (ASC) Care Market Strategy Provider Workshops
- Suffolk Marketplace E-Brokerage
- Expect Respect Training for West Care Homes

### **Adult Social Care Finance Provider Portal – Notice for Care Home Providers**

*Information provided by ASC*

Further to our communication on 5<sup>th</sup> September 2024 (Care Market Update 267), we wanted to remind those of you who have are not already using Suffolk's Finance Portal that there are many positives to being able to access the system 24/7 as it will allow you to see active CPLI's (Care Package Line Items) with start dates, weekly rates and whether or not a customer is paying a contribution to their care. The system also enables you to see scheduled payments both current and historic and allows you to engage with FIAS via the portal removing the need to send emails. Those care homes already using this system are enjoying the benefits that it brings.

If you are a care home provider who does not yet have access this system, the link below is a webinar designed to walk you through how the system works and what you need to do to obtain a log-in:

<https://youtu.be/xgvw44fsEFY>

Once you have watched webinar, send a request to access the system to ACS Contracts Helpdesk [ACSContractsHelpdesk@suffolk.gov.uk](mailto:ACSContractsHelpdesk@suffolk.gov.uk) they will send you a small number of questions to answer to evidence that you have watched the video and are feeling confident in using the system.

If you answer all questions correctly, you will be issued with further details on how to access the portal after which you can access this as frequently as you wish. If you do not answer all the questions correctly first time around, please do not worry, watch the webinar again and then email the Helpdesk once more.

If you have any questions or queries or would simply like to discuss this further with your Contract Manager in the first instance, please do feel free to do so.

### **WEST ONLY Payment Period 9 – Change of Payment Date**

*Information provided by ASC*

Due to the payment batch for Period 9 (11/11/24 – 8/12/24) falling in the Christmas period we need to change the finalisation date to a week later, w/c Monday 6th January 2025.

For this period, the original payment date of 6th January 2025 will instead be 9th January 2025. No other payments periods will be affected.

Please can you let us know if this will cause any issues by contacting West Business & Finance on 01284 758550 or your contract manager as soon as possible.

### **Adult Social Care (ASC) Care Market Strategy Provider Workshops**

*Information provided by ASC*

ASC ran a series of Provider workshops across the county (facilitated by Care Development East in Ipswich and East, and the West). The purpose of the workshops was to share, discuss and hear feedback from Providers on our draft Care Market Strategy, which we are aiming to publish in January 2025, followed by a more detailed annual Market Position Statement in April / May 2025.

It was great to meet with so many Providers directly, but for those of you who weren't able to attend, we have attached a short summary of the key headlines which we captured across the 4 workshops countywide.

We will be following up on these and the more detailed points raised within the workshops, during our ongoing work with you. If you have any further questions or comments at this stage, please send an email to [acscontractshelpdesk@suffolk.gov.uk](mailto:acscontractshelpdesk@suffolk.gov.uk), identifying Care Market Strategy within the subject line.

We will update further once the Care Market Strategy is published.

### **Suffolk Marketplace E-Brokerage**

*Information provided by Suffolk Marketplace Admin Team*

Dear Providers. e-brokerage for Locality Home Care has now been live for nearly 2 weeks! Your feedback is invaluable to us, whether it's good or bad we'd love to hear your thoughts. If you have any feedback to share, please email [marketplaceadmin@suffolk.gov.uk](mailto:marketplaceadmin@suffolk.gov.uk)

### **Expect Respect Training and Support for West Care Homes**

*Information provided by SNEE*

You may have seen an email previously offering Expect Respect training. We still have some capacity left in West Suffolk training for an in-person session in December and we would really like to hear from you if you are interested so that we can plan the session accordingly.

Please see attached flyer for more information. If your care home is interested, please do contact us for more information and to nominate a lead from your team to complete the training by emailing [cparsons@sthelena.org.uk](mailto:cparsons@sthelena.org.uk)

You can also watch this short video to hear a bit more about why you should take part from Hospice Education's Imelda Hodgkinson. <https://youtu.be/Yh9-QY4tp7k>

Hospice Education is a joint learning and development programme offering end of life and palliative care training to health and social care professionals across Suffolk and Northeast Essex. It is a collaboration between St Elizabeth Hospice, St Helena Hospice and St Nicholas Hospice Care.

Learn more at <https://www.stelizabethhospice.org.uk/how-we-can-help/information-and-support/education/>