

Suffolk Care Market Update

22nd August 2024

Issue 265

Updates for this week

- Provider Incident Process
- Introducing: Coaching For Care Network
- Free Advocacy Drop in Event
- The Suffolk and Northeast Essex Care Conference
- Capacity Tracker - Planned System Downtime

Provider Incident Process

Update supplied by Suffolk County Council

Dear colleagues,

The Provider Incident Process was established in March 2024 to enable Providers to notify Adult Social care of incidents that have occurred but do not require a referral to Safeguarding.

This bulletin is a reminder of this process & how you can report an incident to Adult Social Care.

To report a Provider Incident, please click on the link below.

[Provider Incident Report Form for ACS Commissioned Providers \(microsoft.com\)](#) -> In some cases incidents may not be regarding individuals, in these cases please input 'N/A' into the mandatory service user boxes.

Please refer to the Suffolk Safeguarding Adults Framework & Raising a Safeguarding Concern Guidance attached prior to completing the Incident Report Form to ensure a Safeguarding is not required.

Once an Incident Report has been submitted, the details will be reviewed by ASC. If for any reason, ASC feel the Incident should be reported as a Safeguarding you will be informed and ask to submit a referral following the usual Safeguarding process.

If you have any queries or concerns, please contact your allocated contracts manager.

Introducing: Coaching For Care Network

Update supplied by Care Development East

Introducing: Coaching For Care Network - the latest offering at Care Development East, providing health and care workers with affordable access to high-quality coaching. For more information, please see attached Coaching for Care poster or get in touch by emailing michaela@caredevelopmenteast.co.uk to find out more about this dedicated coaching network for Suffolk's Care providers.

Free Advocacy Drop in Event

Update supplied by Suffolk County Council

To hear about how advocacy can empower people to have a voice and make a real difference to their lives, the Suffolk All Age Advocacy Service is holding a free drop-in event on **27th September** at Kesgrave Community Centre.

See Suffolk All Age Advocacy poster attached for further detail.

The Suffolk and North East Essex Care Conference

Update supplied by Suffolk Care Association

Join us on **Thursday 3rd October 2024** at Milsons Kesgrave Hall for a day filled with insightful discussions, networking opportunities, and expert speakers. This in-person event will bring together healthcare professionals, caregivers, and industry experts to share knowledge and best practices in the field of care. Don't miss out on this valuable opportunity to learn, connect, and grow in your career. See flyer 'SCA Conference' attached or scan the QR code below!

BOOK NOW TO AVOID DISAPOINTMENT.

EARLY BIRD OFFER – ONLY £80PP (from 1st September prices will increase to £99.00)



Capacity Tracker - Planned System Downtime

Update from ADASS East of England

As part of our continuous improvement programme, we're making some performance enhancing changes to Capacity Tracker. To minimise disruption, these changes will take place over two weekends during which there will be periods when users cannot access the system. During the offline period, a user will be presented with a maintenance page this will be removed when the system is reinstated, and users will be able to access the Capacity Tracker as usual.

The Capacity Tracker system will be unavailable between 10am - 6pm (BST) on the following date:

Saturday 21st September 2024

In advance of these changes taking place, we would like to provide some recommendations to support you:

- Add the above date to your diary as a reminder of when the Capacity Tracker will be offline
- Refresh your vacancy information on **Friday 20th September**
- Download the reports you need the day before the changes take place (no later than 11:59pm on 20th September)
- If you have any queries, contact our Support Centre who are available Mon - Fri (excluding Public Holidays) 8am - 5pm by phoning 0191 691 3729 or emailing necsu.capacitytracker@nhs.net