

Suffolk Care Market Update

14th November 2024

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Updates for This Week:

- Marketplace E-Brokerage
- Care Homes Engagement and Support Service (CHESS)
- Carers Rights Day

Marketplace – E-Brokerage

Information provided by ASC

Reminder - From **25th November**, the ASC Placement and Brokerage Team will switch to using Marketplace e-brokerage for all Home Care package placements.

Please note, to use e-brokerage, Providers must have an account and a service listing on the Suffolk Marketplace Directory, and also be using Secure Sign On to access.

To continue receiving packages from the 25th November, please ensure you have adopted Secure Sign-On. It's really important as care packages will contain sensitive information that must be protected. Without Secure Sign-On, we will be unable to share packages with you.

If you haven't yet adopted Secure Sign-On, the easiest way to do this is to watch our [video](#) on our [website](#), and follow the steps in the video.

Thank you to all providers who have responded to our test package. Your cooperation is much appreciated. If you have any queries, please contact your Contract Manager or the ACS Contracts Helpdesk

Care Homes Engagement and Support Service (CHESS)

Information provided by SNEE ICB

The way in which the Care Homes Engagement and Support Service (CHESS) provides proactive support to care homes and nursing homes in Ipswich and East Suffolk is changing.

To maximise the potential impact of the team, CHESS will now be concentrating on intensively supporting a small number of care homes at any time in a proactive manner. These care homes will change as the training programme is fully delivered and embedded.

CHESS will be available by phone Monday to Friday 8:30am-4:30pm (excluding bank holidays) to all homes for advice on supporting residents with dementia including non-pharmacological management of behavioural and psychological signs of dementia and will continue to sign post homes to other services that support care homes.

The end date for new referrals is **November 18th 2024** in order to be ready for a go live date for the new way of working on **December 2nd 2024**.

A Falls Prevention Co-ordinator will be able to support the remaining care homes with any complex residents who fall and may need an assessment.

Urgent and emergency support and pathways remain the same.

Please find attached, CHESS Comms for Care Homes, a quick reference guide to services that can support care homes in Ipswich and East Suffolk.

Carers Rights Day

Information provided by ASC



As you may be aware, Carers Rights Day is fast approaching on **Thursday, 21st November**.

This theme for this year is "Recognising Your Rights," and we want to encourage you to think about how your organisation will mark the day.

Suffolk County Council values the enormous contribution that the 65,000+ family and informal carers provide across the County each and every day of the year.

Every day, approximately 12,000 people nationwide become unpaid carers, often for a partner, family member, or friend. Many of these individuals don't see themselves as carers and are unaware of the legal rights, support, and benefits available to them.

Carers Rights Day aims to raise awareness and empower Carers by helping them recognise their rights and access the support they need, whenever they need it.

When carers are informed about their rights, it gives them the confidence to advocate for themselves and seek the help they are entitled to. This knowledge can be life-changing, whether it's advocating in the workplace or education, navigating health and social care services, or interacting with professionals in various settings.

There are information and drop in sessions taking place in Ipswich, Bury St Edmunds, Halesworth and Online on 21st November – details of which can be found on Suffolk Family Carers page, [Carers Rights Day 2024 - Suffolk Family Carers](#)

The page also details 10 rights that Carers should expect, including the right to a flu jab, discrimination protection and the right to a carers assessment. Details can also be found on the above link.