

# Suffolk Care Market Update

**27<sup>th</sup> November 2024**

*Issue 278*

## Updates for This Week:

- Marketplace E-Brokerage is Live
- SNEE ICB IPC Guidance and Resource Table for Winter-Readiness 2024/25
- The Suffolk Adult Care Medication Policy & Procedure
- New Online Immigration Status (eVisa) for International Workers
- Care Sector Infection Prevention and Control Training Course
- Launch of New Falls Response Service
- Training Bulletin December 2024 & January 2025

### **Marketplace – E-Brokerage is Live**

*Information provided by ASC*

Reminder - From **25<sup>th</sup> November**, the ASC Placement and Brokerage Team switched 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 going forward, 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 are 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.

### **SNEE ICB IPC Guidance and Resource Table for Winter-Readiness 2024/25**

*Information provided by SNEE IPC and Norfolk & Waveney IPC*

Please find attached guidance from SNEE and Norfolk & Waveney ICBs, regarding actions you can take now to prepare for winter, and what to do in the event of outbreaks during the winter including contact information.

Guidance includes The Care Homes Resource Pack, Winter Readiness Guidance Table and IPaC Care Provider Bulletin – Prevention and Winter Preparedness

SNEE have put together a comprehensive list of guidance and resources for the management of Acute Respiratory Infections (ARI), norovirus, outbreak management, and general IPC practices including standards of cleanliness and vaccine support on the attached Winer Readiness Toolkit.

### The Suffolk Adult Social Care Medication Policy and Procedure

*Information provided by ASC*

The Suffolk Adult Social Care Medication Policy and Procedure has been updated. The new version (v2.1) can be found here: [Suffolk Adult Social Care Medication Policy and Procedure V2.1 September 2024](#)

The key changes are to 9.6.1 regarding PRN medication, and to Appendix E – the previous PRN form has been replaced with the PRN review record.

Please can you delete any copies of the old version (v2.0) and replace with the updated policy.

### New Online Immigration Status (eVisa) for International Workers

*Information provided by ASC*

If you have international workers, please ensure you communicate the following to them. Further information is available in the Employer Toolkit attached.

The UK Government is replacing physical immigration documents, Biometric Residence Permits (BRP) and Biometric Residence Cards (BRC), with digital proof of immigration, called an eVisa.

If you use a BRP, BRC or visa vignette in your passport to prove your rights in the UK, you need to **create a UKVI account** to access your eVisa. Go to GOV.UK to find out more. This needs to be completed by **31<sup>st</sup> December 2024**.

Please share the information in the links below with your staff who are currently in the UK on a visa, as they provide guidance on how to create an eVisa account:

- Information on what customers need to do and by when, including for customers who currently hold a physical immigration document, and a full list of grant funded organisations offering support, is available at [www.gov.uk/eVisa](http://www.gov.uk/eVisa).
- Guidance videos explaining what an eVisa is, along with how to access and use one, can be found at: [Online immigration status \(eVisa\): help videos - GOV.UK \(www.gov.uk\)](#). Please promote these on your platforms and distribute more widely with relevant stakeholders.
- Download the eVisa [Partner Pack](#) - this includes factsheets and guides for organisations, helpful materials to inform your colleagues/organisations you may collaborate with of the transition to eVisa, including a suggested email to send.

### **Care Sector Infection Prevention and Control Training Course**

*Information provided by SNEE IPC*

As part of the training and education strategy for infection prevention and control (IPC) across the ICB, the team is offering a virtual IPC training to staff working in the social care sector with an interest in patient safety and infection prevention and control.

The aim is also to support and empower IPC leads/champions, enhance knowledge and practice in key areas to improve and support the IPC team in delivering gold standard of infection prevention and control across the integrated care system.

Please read the attached flyer, Care Sector Training, for further information on how to apply for the training course and contact details if you have any questions.

### **Launch of New Falls Response Service**

*Information provided by Suffolk & North-East Essex ICB*

We are pleased to announce the launch of a new falls response service for people who have fallen, without injury, across West and East Suffolk. This service has been commissioned by Suffolk & North East Essex ICB and is being delivered in collaboration with Suffolk County Council as a pilot project, starting on 17th October 2024 and running for 9 months to determine the benefit of commissioning this service going forward.

This service will operate 24/7 and will be capable of onward referral into appropriate services, including a community response for admission avoidance, falls assessments and prevention and a referral for Care Technology.

The existing Care Technology collaboration between Suffolk County Council and Alcove will be utilised to provide a 24/7 dedicated call handling and Falls allowing onward referral directly for Care Technology solutions to be considered.

Access to the service is via current urgent response pathways (999), meaning there will be no changes in how partners, carers or others respond to people who fall and need support. By adding an onward referral process, we aim to work proactively with Health & Social Care and the VCSE organisations to provide individualised preventative support to reduce the risk of further falls, hospital admissions or reduced independence.

### **Training Bulletin December 2024 & January 2025**

*Update from SCC ASC*

Please see attached **Training Bulletin – Dec-Jan** for the training available across Suffolk to support the care sector for December 2024 and January 2025. This will be available on a monthly basis to help plan for your training needs.