

30th January 2025

Issue 284

Updates for this week

- Advance notice of Provider portal and Marketplace planned outage
- Expect ReSPECT Training
- Monthly Training Bulletin
- Your Voice Matters: Shaping the Care and Support You Receive
- Health and Housing Referral Guide for Trial

Advance notice of Provider portal and Marketplace planned outage

Information provided by ASC

The LIVE Provider portal and Marketplace systems will be unavailable from **8.30am on Saturday 15 February to 5.00pm Sunday 16 February** for Planned Upgrades.

Thank you for your patience during this period

Expect ReSPECT Training

Information provided by SNEE ICB

Hospice Education is promoting a FREE education initiative for care homes to learn about ReSPECT and improve conversations with residents. This is being provided to care homes in NEE and west Suffolk.

There are some training opportunities coming up, one on **3rd February 2025** and the other at a time suitable to care homes concerned. Please see the attached Expect ReSPECT flyer for more details and to book your place.

Monthly Training Bulletin

Information provided by ASC

Please see attached combined bulletin for the training available across Suffolk to support the care sector for February-March 2025. Hopefully this will be helpful to plan for your training needs and will be available on a monthly basis. Please also see attached flyer for available courses via The Apollo Project

Your Voice Matters: Shaping the Care and Support You Receive

Information provided by ASC

Our vision is to help people stay well in their communities and, that when support is needed, individuals experience personalised, joined up physical, mental health and social health needs

People should be able to stay well within their communities, and when they need support, they should experience care that's personalised, joined-up, and tailored to physical, mental, and social health needs.

The integration of health and social care in local neighbourhoods plays a key role in helping to provide health and care services in the best way possible providing better outcomes for people.

We want to hear from you – the people who use these services – to make sure your experiences are at the centre of any changes we make. Your feedback will help us create processes that truly reflect the needs of people who receive care and support. One of the things we'd really like to understand is how we can make it easier for people to "tell your (their) story once." We want to make sure you know who is looking after your care, that your information is shared correctly, and that you don't have to repeat your situation to different people every time.

With the help of *Let's Talk SNEE*, we're asking for your thoughts to help improve services. Please take a few minutes to complete a survey below or share it with someone who might want to have their say.

<https://www.letstalksnee.co.uk/embeds/projects/38178/survey-tools/42736>

Your feedback is vital in making sure the care and support people receive is personal.

Thank you for helping us shape the future of care, for information please contact: vimmi.hayes@suffolk.gov.uk



Health and Housing Referral Guide for Trial

Information provided by Public Health & Communities

As teams working with residents in Suffolk, we would like to share with you a new **Health and Housing Referral Guide** produced by a working group made up of Suffolk Council, Health and Fire Service Partners. The guide has been produced to help those working in frontline services know where to refer individuals for support if they are living in cold or poor condition housing.

Living in a cold, damp or mouldy home can have a **serious impact on health**, especially if the person has a medical condition, is a child or an older person. It can cause and worsen lung conditions, heart diseases, poor mental health and can cause and slow recovery from injury.

It may be that you are visiting someone in a cold or poor condition home, or you may be treating someone who is suffering from poor mental or physical health, in these instances this guide will make it easy for you to know where help and support can be found locally.

We are doing an initial trial of the guide between now and **5th February** and would welcome any feedback you have on its use, which can be sent to Rosie Welch - rosie.welch@suffolk.gov.uk