

Suffolk Care Market Update

13th February 2025

Issue 286

Updates for this week

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Advance Notice of Provider Portal and Marketplace Planned Outage

Update supplied 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.

Suffolk and North East Essex Constipation Awareness Campaign

Update provided by SNEE

Suffolk and North East Essex Integrated Care System are holding a “Let’s talk about poo” awareness campaign over the next few weeks highlighting the importance of bowel management and providing a range of information and resources for people to access which will help with diet, hydration, healthy digestion, bowel habits, bowel screening and exercise.

Constipation can be a life-threatening issue for people with a learning disability and autistic people who are at heightened risk from complications if it is left untreated.

People with a learning disability may also be less likely to recognise the symptoms of constipation and be able to communicate their symptoms [LeDeR annual report 2019], increasing the risk of serious consequences.

In Suffolk and North East Essex, 24% of people with a learning disability who died in 2023-2024 had constipation as a long-term condition.

Please see link below which is now live. I would be grateful if you could share with your contacts/networks and communication leads.

[Bereaved mum works with local organisations to raise awareness of common condition that can be deadly - NHS Suffolk and North East Essex ICB](#)

Norfolk & Suffolk Care Support

Update supplied by ASC

Calling all Lowestoft & Waveney Care Providers

Norfolk & Suffolk Care Support is funded by Norfolk County Council to provide an information, advice, and guidance service to the local adult social care sector. They produce a weekly e-bulletin to share the latest news, guidance and free training that is available to the sector. Almost everything included will be of interest to care providers in Waveney.

If you do not already receive it, you can sign up to the e-bulletin using this link <https://eepurl.com/dOj9eD>, and see previous issues here: <https://norfolkandsuffolklcaresupport.co.uk/news/newsletters/ebulletins>.

If you want to find out more about N&SCS then contact info@norfolkandsuffolklcaresupport.co.uk”

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

Update supplied by ASC

Further to our communication on 5th September 2024 (CMU 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 if a customer is paying a contribution for example, and those Care Homes already using this system are enjoying the benefits that it brings.

The system also enables you to see schedule payments both current and historic and allows you to engage with FIAS via the portal removing the need to send emails.

If you are a Care Home provider who does not yet have access this system however, 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, if you send a request to access the system to ACS Contracts Helpdesk ACSContractsHelpdesk@suffolk.gov.uk they will reply and send you a small number of question which you are asked to answer by return. We ask that you do this to evidence that you have watched the video and are feeling confident in using the system.

Once we have your response, if you have answered all the 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.

Modern Day Slavery Webinar

Update supplied by IREP

Below are details of the first date for the Modern Day Slavery webinars, these are being offered through the International Recruitment East Partnership, but the date is quite close so please book quickly, using the link below

26th February 2025 – Understanding Modern Day Slavery and Exploitation

<https://events.teams.microsoft.com/event/50bf6367-44d2-4dfb-bd2c-42e254867334@78812ee1-fe89-477c-a6f9-3a84a8db10b4>

Changes to Homecare Double Assist Recording

Update supplied by ASC

Historically Adult Social Care has recorded double assist care packages as two lines for each visit, one line for each carer. To streamline how we receive data and how it is audited we will now be recording double assist care packages as one line for each visit for all providers. The care package will still be marked as double assist to distinguish the visit.

Please see attached example, this is for a double assist care package for the following visits:-

AM	1 hour	x 2 carers	= 2 hours
Lunch	30 mins	x 2 carers	= 1 hour
PM	30 mins	x 2 carers	= 1 hour
Evening	30 mins	x 2 carers	= 1 hour

Existing double assist care packages will be migrated over to the new recording process in due course, but in the meantime please pay attention to this change and check each customer's care package as to how they are set up before you submit your actuals.

This change in recording will take effect week commencing **3rd February 2025** and only affects the recording, not your payments.

If you have any questions regarding this change, please contact your Contract Manager, or the Contracts Helpdesk if you do not have an allocated Contract Manager.

Building Survey - Fire Safety in Residential / Nursing Homes

Update supplied by ASC

Recently, care homes in Suffolk received a Fire Safety in Residential / Nursing Homes survey. This is a reminder that the closing date is **14th February**, and you still have time to complete this survey, if you haven't already. Please use the link below to access and submit the survey.

[Building Survey - Fire Safety in Residential / Nursing Homes](#)