

# Suffolk Care Market Update

10th April 2025

Issue 294

## Updates for this week

- Invitation to Join Our 'Caring Companies' Workshop - Supporting Unpaid Carers in the Workforce
- Learning Disabilities and Autism Learning Event - 1st May 2025
- Royal Mail & Pharmacy2U
- Distress Behaviour in People with Dementia Resources
- International Recruitment East – Update April 2025
- Updated National Association of Equipment Providers (NAEP) Guidance on Equipment in Care Homes
- Capacity Tracker – Mandatory Reporting

### Invitation to Join Our 'Caring Companies' Workshop - Supporting Unpaid Carers in the Workforce

Information provided by ASC

#### **Reminder – Don't miss out!**

Suffolk County Council is committed to improving support for unpaid carers in our community. As part of this commitment, the **Suffolk All Age Carers' Strategy 2022-2027** ([View Here](#)) sets out several strategic objectives, including the recruitment and retention of unpaid carers in the workforce.

To further this goal, we are introducing a new **3-tiered program** called '**Caring Companies**'. This program offers organisations the opportunity to earn recognition at **Bronze, Silver, and Gold** levels, based on the support organisations embed within their practices and policies towards unpaid carers within their workforce.

In support of this initiative, **Suffolk Family Carers** and **Suffolk County Council** will be hosting two free-to-access sessions for the provider market, focusing on:

- Strategies for retaining unpaid carers in the workforce
- Best practices for recruiting unpaid carers
- Enhancing the workplace experience for unpaid carers
- Recognising the valuable contributions of unpaid carers to your organisation

#### **Event Details:**

- **Online Session**

**Date:** 8th May 2025

**Time:** 10:00 AM – 12:00 PM

For those unable to attend in person, the online session can be accessed by registering [here](#)

We encourage you to attend one of these sessions and take the first step toward becoming a '**Caring Company**.'

### **Learning Disabilities and Autism Learning Event - 1st May 2025**

*Update provided by SNEE*

There are still spaces on the LD&A learning event on the **1<sup>st</sup> May 2025**. The link below is a video which talks about what Restore2 mini training is all about.

<https://www.youtube.com/watch?v=LlzZm6Dm4L8>

Please see the attached flyer, 'Learning Disabilities and Autism Learning Event - 1st May 2025' for further details and a QR code for joining details.

### **Royal Mail & Pharmacy2U**

*Update provided by ASC*

Royal Mail has partnered with Pharmacy2U to offer a complete NHS prescription service which can be accessed 24/7. Pharmacy2U is a private business contracted by the NHS to dispense medicine prescribed by GPs directly to people's homes.

The following link will direct you to a page to register for the service; there is also a section for frequently asked questions.

[Royal Mail and Pharmacy2U](#) | [Royal Mail Group Ltd](#)

### **Distress Behaviour in People with Dementia Resources**

*Update from ASC*

The East of England Older People's Mental Health and Dementia programme team is pleased to share new resources with you about responding to distress behaviour in people with dementia, including prescribing and de-prescribing of antipsychotic medication. These are available on our workspace on the FutureNHS collaboration workspace and consist of:

- A poster for sharing online / electronically, with any health and social care setting
- A poster for printing out hard copies and displaying wherever appropriate
- A leaflet in two formats designed to share online or electronically with unpaid carers, but which is also likely to be useful to raise awareness more broadly
- A leaflet for printing hard copies

[Distress behaviour in people with dementia - East of England Mental Health Programme Workspace - FutureNHS Collaboration Platform](#)

Please feel free to share these as widely as you are able.

Please contact [afra.kelsall1@nhs.net](mailto:afra.kelsall1@nhs.net) with any comments, feedback or queries about these resources.

### **International Recruitment East – Update April 2025**

*Update provided by ASC*

The Department of Health and Social Care are making funding available for International Recruitment in Adult Social Care for 2025/26.

The priority for this funding is to continue support for displaced International Recruits whose employers have had their sponsorship licence Revoked.

There will also be changes to how care providers in England apply for new sponsorship and requirements to show that they have attempted to recruit a worker from within the UK who is already in the route and needs new sponsorship.

Please see the attached document, 'International Recruitment East – Update April 2025' for more detail.

### **Updated National Association of Equipment Providers (NAEP) Guidance on Equipment in Care Homes**

*Update from ASC*

Please could all registered **Residential and Nursing Care Homes** in Suffolk ensure they review the attached PDF guidance document, 'NAEP Equipment in Care Homes Guidance'.

It provides:

- Confirmation of responsibilities around equipment provision and maintenance (including beds and accessories, transfer equipment, slings and hoists including bariatric equipment) - appendix one, p. 13 onwards
- Details of what equipment is available from Community Equipment Stores (Medequip) or the NHS in Suffolk and the specific responsibilities around this e.g. exclusive use only by the person for whom it is prescribed - section 8.0, p. 9
- Information about what to do if a person no longer needs the equipment - sections 8.9 and 8.10 p.9

Please contact your contract manager in the first instance if you have any queries regarding this.

### **Capacity Tracker – Mandatory Reporting**

*Update from ASC*

This is a monthly reminder to providers to ensure data has been uploaded into the National Capacity Tracker by the 14th of the month, with data which was accurate on or after the 8th of the month.

Thank you for your continued support.

For help or advice please see the links below:

Please contact [Capacitytracker-guidance@dhsc.gov.uk](mailto:Capacitytracker-guidance@dhsc.gov.uk) if you need non-technical assistance on how to answer the questions in Capacity Tracker.

Please contact [necsu.capacitytracker@nhs.net](mailto:necsu.capacitytracker@nhs.net) for further information and technical support.

Guidance for Capacity Tracker is at: <https://capacitytracker.com/resources/category/61/whats-new>

Formal notice of mandating reporting: [Formal notice of a mandate for all ASC providers - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/consultations/formal-notice-of-a-mandate-for-all-asc-providers)