

Suffolk Care Market Update

28th March 2024

Issue 245

Updates for this week

- Information Regarding Providers at risk
- International Recruitment East Eliminating Racism Resources
- Provider Incident Reporting Webinar
- Changes to COVID-19 Testing

Information Regarding Providers at risk

Information provided by Suffolk County Council

Providers at Risk of receiving NOIs by the NHSBSA (the DHSC delivery partners & enforcers)

- Not updated in the last 2 windows (February – March 2024) and at risk if they do not update in April 2024. The compliance window will open on Monday 8th April and will close on Monday 15th April.

If your service is **no longer active** – please notify CQC [CQC](https://www.cqc.org.uk) directly to de-register at CQC National Customer Service: 03000 616161, enquiries@cqc.org.uk.

For more information, please see the attached capacity tracker flyers regarding Care Home and Home Care Training.

International Recruitment East Eliminating Racism Resources

Information provided by Norfolk County Council

International Recruitment East has listened to managers and workers in adult social care about how racism impacts their daily lives at home and at work.

There are particular issues to take into account for international workers, to ensure they are safe and fully protected by their employer.

We have created common sense guidance to help managers and workers to:

- Recognise racism at work – so you can eliminate it.
- Know what to do if you, a colleague, or someone you manage is affected by racism.
- Know your employer's responsibilities to keep people safe from racism.
- Know what to do if a service user is racist, but they have limited capacity to understand the impact of their behaviour.

For more information, please see the attached International Recruitment Flyer

Provider Incident Reporting Webinar

Information provided by Suffolk County Council

You may have received an email earlier in the week relating to the new process for reporting incidents.

We are holding a webinar for providers to help understand the new process and answer any questions you may have.

Please see below date and time of webinar:

Tuesday 9th April – 11:00-12:00pm

Please [click here](#) to join.

We are requesting that you use the online form in the link below to report incidents that occur within your establishment that do not require a Safeguarding Concern to be raised. This process is purely to report information regarding incidents that you have considered are not a safeguarding concern and do not require a time critical response. Please see link to the form below:

<https://forms.microsoft.com/e/9i5Zpi31UN>

Before completing this form, please check the Suffolk Safeguarding Adults Framework and Raising an Adult Safeguarding Concern Guidance documents (attached) to ensure this is an incident and not a Safeguarding concern. All safeguarding concerns should be reported in the usual way.

Once you have submitted the details of the incident it will be reviewed by ASC, if for any reason we feel this should be reported as a safeguarding you will be informed and ask to submit a referral in the normal way. We are aware in some cases incidents may not be regarding individuals, in these cases please input 'N/A' into the mandatory service user boxes.

For more information, please see the attached Safeguarding flyers.

Changes to COVID-19 Testing

Information provided by UK Health Security Agency

Infection prevention and control measures to reduce the spread of viral acute respiratory infections (ARIs), including COVID-19, in adult social care settings update.

Changes made:

Updated 'IPC in adult social care: acute respiratory infection' in line with changes to outbreak testing and testing upon discharge from hospitals into care homes from 1 April 2024. Updated text on visiting to reflect new CQC fundamental standard.

For more information, please see the attached Changes to COVID-19 flyer.

Training & Development Opportunities

Please visit our website for all upcoming training and development opportunities for Suffolk Care Providers: [Suffolk Providers Handbook - Suffolk County Council](#)