

# Suffolk Care Market Update

4<sup>th</sup> April 2024

Issue 246

## Updates for this week

- Threshold Drop Information provided by Suffolk County Council
- Capacity Tracker – Mandatory Reporting
- Financial Provider Portal Webinars – Care Homes only
- Provider Incident Reporting Webinar

### **Threshold Drop Information provided by Suffolk County Council**

*Update from Suffolk County Council*

Paying for a place in a care home is an important consideration for customers before choosing their residential/nursing placement. Customers will pay for their place in your care home privately until their savings fall below £23,250. This is the amount the Government sets as the threshold for getting help towards the cost of care.

Their savings will normally include the value of property unless the Council ignore its value. They can apply to the Council to assess their eligibility for help with funding, if their savings fall below £23,250. As these assessment processes can take some time to complete it is recommended that customers start the process when their savings and capital are close to £30,000.

For more information, please see the attached threshold drop provider guidance, residents' letter and poster.

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

*Update from DHSC*

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)

### **Financial Provider Portal Webinars – Care Homes only**

*Update from Suffolk County Council*

We are inviting all Care Homes who are yet to receive training or would like a refresh on the Financial Provider Portal. Please see below webinar dates with links included for the virtual training sessions.

The session will be led by Justine Cook & will last approximately 1 hour with an additional 30 minutes for any questions or queries. **Please note, you only need to attend one of these events, so please join only one of the webinars.**

After the session you will receive guidance documents advising how to set up your account & a FAQ page for your reference.

#### **Webinar Dates**

##### **Tuesday 23<sup>rd</sup> April**

14:00-15:30pm

[Click here](#) to join the webinar.

##### **Wednesday 24<sup>th</sup> April**

10:00-11:30am

[Click here](#) to join the webinar.

##### **Thursday 25<sup>th</sup> April**

10:30-12:00pm

[Click here](#) to join the webinar.

We look forward to seeing you at one of the sessions.

If you have any questions, please contact your Contract Manager or ACS Contracts Helpdesk.

### **Provider Incident Reporting Webinar**

*Update from Suffolk County Council*

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 the 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. Please refer to the Care Market Update – Issue 245 for further details.

[Provider Incident Form](#)