

# Suffolk Care

# Market Update

11<sup>th</sup> April 2024

Issue 247

## Updates for this week

- Financial Provider Webinars – Care Homes
- Provider Incident Reporting
- Capacity Tracker-Mandatory Reporting

### **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*

Thank you to those who joined the webinar on Tuesday 9<sup>th</sup> April, we hope you found it informative and useful. We have received requests to arrange another date to which we are looking into, any updates around this will be sent via the Care Market Update.

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.

We have uploaded the Provider Incident Report form on the Providers Toolkit to make it available to all and can be found here. [Provider Incident Form](#).

We have also included the link to the [Suffolk Safeguarding Adults Framework](#) and Raising an Adult Safeguarding Concern Guidance document to ensure this is an incident and not a Safeguarding Concern. All Safeguarding Concerns should be reported in the usual way.

Once completed, Incident Forms can be downloaded and saved using the guidance 'How to Save a Response' attached.

If you have any questions regarding this please contact your contract manager or [ACSContractsHelpdesk@suffolk.gov.uk](mailto:ACSContractsHelpdesk@suffolk.gov.uk)

### **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. We have attached the Care Association Newsletter which contains guidance on:

- The importance of having multiple users
- Active providers with no service users or staff completing a nil return.
- Enforcement Notices

Training sessions are available for both Home Care and Care Home providers on using the Capacity Tracker – see flyers attached.

Thank you for your continued support.

For further 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 \(www.gov.uk\)](#)