

18th April 2024

Issue 248

Updates for this week

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- International Recruitment East - Bulletin 16
- Uplift Letters – Third Party Top-up.
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- Dementia Awareness & Dementia Champion Workshops
- Care Forum
- Guidance on visiting and accompanying in Care Homes, Hospitals and Hospices

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.

Please note, you only need to attend one of these events, so please join only one of the webinars.

Webinar Dates

Tuesday 23rd April

14:00-15:30pm

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

Wednesday 24th April

10:00-11:30am

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

Thursday 25th April

10:30-12:00pm

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

International Recruitment East - Bulletin 16

Update from Suffolk County Council

Please read the attached Bulletin 16, for information about free resources, support, and guidance for adult care providers on international recruitment and retention.

Suffolk Adult and Community Services Medication Policy and Procedure

Update from Suffolk County Council

Please see attached a revised version of ACS's Medication Policy. This policy was revised in February 2024, and it is expected that you should use the policy as a model of good practice if you are providing CQC-regulated services and/or providing any form of medication support for customers. If you have any queries or concerns around this, please discuss this with your Contracts Manager.

NOMINATIONS NOW OPEN FOR THE SUFFOLK AND NORTH EAST ESSEX ICS 'CAN DO' HEALTH AND CARE AWARDS 2024

Update from Suffolk County Council

Do you know a team or an individual who deserves special recognition for making 'Can Do' health and care a reality in Suffolk and North East Essex?

At the heart of our Suffolk and North East Essex Integrated Care System is the work that makes a difference on a day to day basis to the health and wellbeing of local people. The **Suffolk and North East Essex ICS 'Can Do' Health and Care Awards 2024** are a way to shine a spotlight on the great work that you do to find innovative ways of doing things, involve local people and communities, and think differently about how we can work together as local partners across health, social care, VCFSE sector, public health, housing, community safety, education or employment. This could be your team, yourself or someone that you know. We particularly welcome nominations that include collaboration between local teams or organisations that benefits the health and wellbeing of local people, carers, families, or communities.

Further information about the 'Can Do' Health and Care Awards is on the ICS website ['Can Do' Health and Care Awards 2024 - Suffolk & North East Essex Integrated Care System \(sneiecs.org.uk\)](https://www.sneiecs.org.uk) There are eight award categories:

- Young People's Champion award
- Innovations in Health award
- Healthier lives award
- Community Collaboration award
- Equity Champion award
- Compassionate Care award
- Inspirational Leader award
- Unsung Hero award

Nominations must be submitted using the nomination form which can be downloaded from the website and the deadline to submit your nominations is **Friday 31 May 2024**. Each category in the Suffolk and North East Essex ICS 'Can Do' Health and Care Awards 2024 will be judged by a panel which includes in particular people with relevant lived experience, and our Young People's Champion Award will be judged by a panel of local young people.

Finalists will be invited to join us at annual Suffolk and North East Essex ICS EXPO2024 event on Friday 5 July 2024 attended by more than 1,000 people. Winners will be announced in a special ceremony during the afternoon with trophies given out to winners by some familiar faces. Information about all our winners and finalists will be also feature on our ICS website and we would like to share your achievements and ideas with health and care partners locally, regionally, and nationally – as well as local media.

Uplift Letters– Third Party Top-up.

Update from Suffolk County Council

We have been made aware of a system error that occurred with our recent provider annual uplift letters that were sent out last week. This only affects cases with a third party top up. The letters have been generated incorrectly.

We will be reissuing all of the letters in affected cases as soon as possible, once the problem has been fixed by our system provider. Our apologies for any inconvenience this has caused.

Dementia Awareness & Dementia Champion Workshops

Update from Care Development East

Delegates on the Dementia Awareness and Dementia Champion workshops have found it a great way to refresh and update their knowledge of dementia. Delegates have learnt new skills and ideas that can be implemented that will make a difference to their clients and to support them to live well with dementia.

To book or find out more [Care Development East Events - 37 Upcoming Activities and Tickets | Eventbrite](#)

Care Forum

Update from Suffolk Care Association

The Care Home Support team are unable to hold this year's Care Forum,

So we have a date for your diary - **23rd May 2024** at Blackbourn Community Centre, Elmswell.

ONLY £10pp! This includes lunch.

This year we have extended this day to include all Social Care - care homes, domiciliary care, live in care, etc with something for everyone including practical demos:

- Clinical care – Diabetes, foot screening, lymphoma, Thermidas thermal imaging.
- Sponsoring international staff.
- Chefs and Cooks -Demonstration on preparing and presenting IDDIS diets with chefs from Oak House kitchens.
- Workforce planning with Skills for Care
- Practical Dementia care support
- Digital Care planning
- Ipswich hospital Infection control team
- Preparing for Success with CDE Mock CQC audits CCTH

[Click here for tickets!](#)

Guidance on visiting and accompanying in Care Homes, Hospitals and Hospices

Update from Care Quality Commission

Please see link ([Final guidance on visiting and accompanying in care homes, hospitals and hospices - Care Quality Commission \(cqc.org.uk\)](#)) to new guidance to help providers understand and meet the new fundamental standard on visiting and accompanying in care homes, hospitals and hospices. The guidance also sets out what people using health and social care services and their families, friends or advocates can expect. For further guidance, please see this link ([Regulation 9A: Visiting and accompanying in care homes, hospitals and hospices - Care Quality Commission \(cqc.org.uk\)](#))