

Suffolk Care Market Update

5th June 2025

Issue 301

Updates for this week

- Advance Notice – Live Systems Unavailable
- Data Security and Protection Toolkit (DSPT)
- International Recruitment -Survey Link
- The Future of the Care Market in Suffolk - Personalised Commissioning
- Be Part of the Conversation – Events for Commissioners
- Emollients and Fire Safety Webinars
- Care Management Matters Support

Portal: Live System Downtime for Infrastructure and Systems Upgrades

Information provided by Suffolk County Council

Advance Notice

Provider Portal LIVE systems will be unavailable from **8.30am to 5.00pm on Saturday 5th July** due to a planned systems upgrade.

Data Security and Protection Toolkit (DSPT)

Update supplied by Suffolk Care Association

This is a reminder that the **Data Security and Protection Toolkit (DSPT)** submission deadline is fast approaching.

All organisations must **complete and evidence a risk assessment of their data security by 30th June** to remain compliant.

Please be aware that the **CQC considers this as part of their assessment under the 'Safe' and 'Well-Led' domains**. Ensuring this is completed can support your overall inspection outcomes.

We understand this can seem complex, but we're here to help – **all we need is one hour of your time**.

Don't leave it too late — get in touch today to get your DSPT completed. Please see the attached flyer 'DSPT- Have you published this year'

International Recruitment -Survey Link

Update supplied by Suffolk County Council

The below survey link has been sent to us from Norfolk County Council. The survey is for international recruits who have sought support. The survey asks if they have received support, or have accessed any of the IRE resources, and if so, what was their experience.

Survey link: <https://survey.sqw.co.uk/s/IRE-Participants-Survey/>

Please could you reach out to your IRs and complete the survey no later than **Wednesday 11th June**.

The Future of the Care Market in Suffolk - Personalised Commissioning

Update supplied by Suffolk County Council

Adult Social Care is committed to developing a personalised approach to commissioning care, and we would like to engage with the care market to support this vision.

We are pleased to invite you to one of two upcoming engagement sessions, where we will share our current thinking and hear your views on how best to develop the individual budget market in Suffolk.

Key areas of focus will include:

- The development of direct payments
- Individual Service Funds (ISFs)
- The use of digital technology in care
- The wider impact of these changes on the care market
- How we can collectively adapt as a system

Session Details:

In-Person Session

Date: Thursday, 19th June 2025

Time: 9:30 AM

Venue: Kesgrave War Memorial Community Centre, IP5 1JF

Booking Link: [Future of the Care Market – Personalised Commissioning](#)

Online Session (Microsoft Teams)

Date: Thursday, 26th June 2025

Time: 9:30am

Booking Link: [Online Event: Future of the Care Market – Personalised Commissioning](#)

Please note for the in-person event:

- Attendance is limited to **a maximum of two representatives per organisation**
- Places are limited and will be allocated on a first-come, first-served basis

We value your insight and look forward to working together to create a more flexible, person-centred care system in Suffolk.

Be Part of the Conversation – Events for Commissioners

Update supplied by Skills for Care

Get ready for our upcoming events for commissioners - you won't want to miss them!

Spaces are still available to join one of our free events for commissioners. Find out more about all of the upcoming events on [our website](#) or see the attached flyer 'Skills for Care'

Emollients and Fire Safety Webinars

Update supplied by Norfolk County Council

We have unfortunately seen multiple instances of harm, serious injury and death from fire, where emollients are believed to be a factor.

Multiple colleagues from different specialities in the Norfolk and Waveney System have been working hard to put together multiple measures to improve care in this area. One part of this has been developing a webinar to improve the knowledge and understanding of:

- What emollients are and why they pose a fire risk
- Who is at risk of injury and serious harm and why
- What the latest research says
- Personal risk assessments and care planning
- What can we do to better protect and support people

This webinar is aimed at any and all health and social care colleagues as well as family and/or parent carers. We will be running 6 sessions across 3 weeks which occur on different days and at different times to try and maximise the opportunities for people to attend. The dates and times are below and can be booked via a Microsoft office form. The limit to this is on the attached flyer 'Emollients and Fire Safety Webinars'

- **Monday 23rd June -13:00 - 14:00**
- **Friday 27th June 11:00 - 12:00**
- **Tuesday 1st July 12:00 – 13:00**
- **Thursday 3rd July 16:00 – 17:00**
- **Monday 7th July 15:00 – 16:00**
- **Wednesday 9th July 9:00 – 10:00**

Care Management Matters Support

Update supplied by Care Management Matters

Care Management Matters has teamed up with the [National Counselling & Psychotherapy Society \(NCPS\)](#) to offer affordable counselling (discounted below the market rate) specifically for registered managers in the adult social care sector.

NCPS's counsellors have signed up to help registered managers find ways to cope with any and all issues they are facing, to find balance in their personal and work lives, and to find their way through stress, anxiety, depression, grief or burnout – whether or not it's related to their job.

These types of services are sometimes offered through workplace Occupational Health services therefore, this may prove to be very useful for smaller providers without a dedicated Occupational Health service, and it's being provided at a discount rate.

For more information and to register, please check out the CMM website. Here [CMM Support - Care Management Matters](#)