

Suffolk Care Market Update

19th June 2025

Issue 303

Updates for this week

- Name Change for Service Development and Contracts
- Review of CQC Regulation 9A
- Care Market Update – Users Feedback Survey
- Provider Portal System Downtime for Infrastructure and System Upgrades
- Care Home Saxophone Concert
- Mental Capacity Act Guidance
- Hot Weather and Health

Name Change for Service Development & Contracts

Information provided by ASC

As part of the recent Staff Consultation, we took the opportunity to review our team names and have made a few changes which are set out below.

Our whole service will now be known as Strategic Commissioning & Contract Management (SCCM) – it was previously Service Development & Contracts.

There are eight teams in total – 3 based in the localities and 5 county wide teams based in Endeavour House.

The 3 Locality teams will be known as:-

- Strategic Commissioning & Contract Management – Ipswich & East
- Strategic Commissioning & Contract Management – West
- Strategic Commissioning & Contract Management – Waveney

The 5 county-wide teams are collectively known as Strategic Planning & Resource (SPAR) and we will retain this name. The individual teams that make up SPAR are as follows:-

- Supported Housing & Day Opportunities (SHADO)
- Care Market Hub (Formally ASC Contracts Helpdesk)
- Home Care & Brokerage
- Early Intervention & Prevention
- Residential & Nursing Care Homes (RANCH)

Please note that the ASC Contracts Helpdesk mailbox (acscontractshelpdesk@suffolk.gov.uk) will close on **30th June 2025** and will no longer be monitored from that date. From **1st July 2025**, please make contact using the new mailbox ASCCareMarketHub@suffolk.gov.uk.

Review of CQC Regulation 9A

Information provided by DHSC

As you may be aware, DHSC are currently conducting a review into the effectiveness of Care Quality Commission (CQC) Regulation 9A: Visiting and accompanying.

Regulation 9A requires care homes, hospitals and hospices to facilitate visits into, and out of, the setting, and facilitate accompanying by family and friends to outpatient appointments, unless there are exceptional circumstances.

On Wednesday 28 May, DHSC launched a [call for evidence seeking views and experiences of visiting and accompanying in care homes, hospitals and hospices](#). The survey will be open for 6 weeks, closing at 11:59 on 9 July.

In addition, DHSC will be running focus groups to explore the impact of Regulation 9A, experiences around visiting and accompanying, and how Regulation 9A could be more effective. These themes will guide conversations, but DHSC are also keen to delve deeper into any areas that emerge during the discussion.

All focus groups will last approximately two hours and will be held remotely, over Microsoft Teams, with representatives from DHSC, CQC, and UKHSA. As well as conducting targeted focus groups, DHSC will conduct a mixed focus group which will be an opportunity for individual and professional participants to discuss together.

The focus group dates will be as follows:

- Tuesday 24th June (10:30-12:30) - Provider representatives and registered managers
- Friday 27th June (10:30-12:30) - Advocate and charity representatives
- Tuesday 1st July (10:30-12:30) - Care home staff members
- Thursday 3rd July (10:30-12:30) - Care home residents or their family members or supporters
- Tuesday 8th July (10:30-12:30) - Health experts, including representatives from Local Health Protection Teams, Local Resilience Forums, Directors of Public Health, ADASS, members of ICBs, UKHSA, and CQC
- Thursday 10th July (10:30-12:30) - Mixed ASC audience, including representatives from all the above groups

DHSC would like to invite you and welcome your support in identifying others who may be interested to join the health experts, and the mixed audience focus group. We are looking to include representatives from Local Health Protection Teams, Local Resilience Forums, Directors of Public Health, ADASS, members of ICBs, UKHSA, and CQC.

Please use the link below to sign up for the relevant focus groups and encourage others who fit the description provided to do the same. Selected participants will be contacted with additional information regarding the focus groups.

[Regulation 9A Review - Focus Group Sign-up](#)

Care Market Update – Users Feedback Survey

Information provided by Suffolk County Council

The Care Market Update (CMU) has been a weekly communication update to the care market for over 5-years. The CMU aims to provide important updates, news, & training opportunities across the Suffolk care sector.

ASC has developed a short survey to obtain feedback from the market to help ensure the content of the CMU remains useful & relevant.

Please take a few minutes to complete the survey & share your thoughts with us, your responses will help shape how we share information in future editions

<https://forms.office.com/e/PAzL7xJBMW>

Please note the survey will be open until **10th July 2025**.

Provider Portal System Downtime for Infrastructure and System 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.

Care Home Saxophone Concert

Information provided by Suffolk County Council

Care Homes across Suffolk are being offered a free concert for their residents and staff by internationally renowned saxophonist, Mike Aremu. Mike, originally from Nigeria but now living in East Anglia, turns 50 this year and has set an ambition to play in 50 different care homes or day centres supporting the elderly in the next 12 months as a way of giving back to the community. Although often touring around the world with his band, Mike has developed an uplifting one-man show which can be tailored for each setting to suit the needs of care home residents, day-centre service users, visitors and staff. He provides all the necessary equipment to perform in a setting such as a care home lounge. If you'd like to know more and book Mike for a concert, please contact info@mikearemuvision.co.uk.

Mental Capacity Act Guidance

Information provided by NHS England

Please see attached MCA Assessments Poster, Preparing MCA Assessment Checklist, MCA Assessment Flowchart and Undertaking Stage 2 Test. These documents are for front line clinicians in acute and community trusts to download to ensure that the Mental Capacity Act is applied properly for people with a learning disability when they are in hospital.

Hot Weather and Health

Information provided by Suffolk County Council

With a heatwave due across many parts of the country this weekend, please take time to review your plans for keeping people well during periods of extreme heat. National guidance for social care managers can be found here:

[Supporting vulnerable people before and during hot weather: social care managers - GOV.UK](#)

Additional information can also be found here:

[Beat the heat: staying safe in hot weather - GOV.UK](#), [Beat the heat: keep cool at home checklist - GOV.UK](#), [Beat the heat](#)