

Suffolk Care Market Update

3rd July 2025

Issue 305

Updates for this week

- Provider Portal System Downtime for Infrastructure and System Upgrades
- Care Market Update – Users Feedback Survey
- Care Market Hub Now Live
- Engagement Opportunities from Suffolk Care Association
- Verification of Expected Death (VOED) Courses for Registered Nurses Working in Care Homes

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 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**.

Care Market Hub Now Live

Information provided by ASC

Please note the ASC Contracts Helpdesk inbox, ACSCContractsHelpdesk@suffolk.gov.uk, has closed and will no longer be monitored. An out of office has been applied to the ASC Contracts Helpdesk inbox to advise of the change.

Please make contact using the new mailbox ASCCareMarketHub@suffolk.gov.uk.

Engagement Opportunities from Suffolk Care Association

Information provided by SCA

Please see attached fliers *Provider Engagement Event*, *Disability Pride Info* and *Disability Pride Itinerary*.

Providers Engagement Event – 10th July, 10:00 AM to 12:00 PM at Blackbourne Community Centre

We invite Suffolk Care Providers to join us for a dedicated session to discuss key issues affecting the sector.

This is an opportunity to collaborate with peers and share your valuable insights.

[Please register in advance here](#)

Peer to Peer support group for Social Care Providers sponsoring International Care Staff – 9th July- 10:30-12:30

Open to all providers across - Norfolk, Suffolk, Peterborough, Cambridgeshire, Luton, Bedfordshire, Hertfordshire, Essex, Thurrock, Southend on Sea, Milton Keynes

Aims-

- Strengthen ethical practices in international recruitment and the employment of staff working in adult social care
- Share Best Practice and Good News Stories
- Develop shared solutions to prevent and respond to exploitative employment issues
- Reflect on the journey of Sponsorship and what we have learnt and improved
- Home Office step up UKVI visits - Are you prepared? Benefit from a UKVI Mock Audit

[Click here to reserve your seat](#)

Ian & Clare are hosting a FREE event on July 11th – *Disability Pride!*

Join us as we celebrate **disability and difference** in a positive, empowering, and inclusive way.

This event is all about recognising the strength, resilience, and diversity within the disabled community.

Expect inspiring stories, vibrant activities, and a welcoming space for everyone to come together in pride and solidarity.

Mark your calendars – we'd love to see you there!

Verification of Expected Death (VOED) Courses for Registered Nurses Working in Care Homes

Information provided by SNEE ICB

Please see attached fliers *VOED Full Courses* and *VOED Refresher Courses*.

These courses are free of charge and are offered to Registered Nurses working in care homes (and other registered professionals working in community healthcare) in **Ipswich and East Suffolk area only**.

Bookings should be made online using the link in the relevant flyer.