

GoldLink Healthcare

Ours Services

Goldlink Health Care is a domiciliary care provider offering a range of home care services and complex care to adults in the local community. We also provide specialist support for individuals with autism spectrum disorders (ASD) and learning disabilities. Our overarching aim is to deliver high quality, person-center care that promotes independence, dignity, and an enhanced quality of life for all our service users.

The key objectives are:

- To ensure all care and support is tailored to meet each individual's unique needs, goals, and defined outcomes
- To empower service users to make informed choices about their care preferences and lifestyles
- To maximize independence through enabling, reliable skill trained staff approaches
- To respect the privacy, rights, dignity and diverse needs of all those we support
- To work in partnership with service users, families and other professionals like service user social service
- To provide a reliable, responsive, and punctual home care service at all times
- To ensure a highly trained workforce skilled in complex care and specialist support
- To maintain full compliance with CQC regulations and Fundamental Standards

The Regulated Activities

GoldLink HealthCare registered with the CQC to provide the following regulated activities:

- Personal Care

These activities will be carried out by our trained care teams within service users' own homes and communities across the region. **No care is provided from designated locations or premises controlled by the agency.**

- **Assistance with going to and from bed:** This aspect of personal care involves supporting the service user to mobilize from their bed to a standing position and vice versa, GoldLink healthcare services staff are well trained to

use mobility aids, such as hoists, slings, Sara steady; Or lift chairs, to assist service user who have difficulty moving due to mobility impairments.

- **Hygiene support:** personal hygiene is paramount in maintaining physical health and wellbeing. Personal care services includes supporting the service user to washing, oral care, bathing, and day-to-day hygiene such as styling hair, shaving and skincare. During personal care, our staff are trained to observe the service user's skin to see if there is any pressure ulcer or any skin is compromised then to report it to the manager for prompt intervention. The care providers are trained professionals and will respect the service user privacy and dignity throughout the process.
- **Help with going to the toilet** assistants can assist residents with getting to the toilet or changing incontinence aids.
- **Assist with housework:** Personal care assistant's responsibilities may also extend to housekeeping tasks such as cleaning their living environment, and ensuring their laundry is done correctly.
- **Assist with feeding if necessary:** Personal care services can include assisting the service user with feeding and ensuring they get their nutrients and enough water for hydration. They will also be aware of any swallowing difficulties or other feeding issues and take appropriate steps to ensure that they receive adequate nutrition and hydration. If any service user is PEG/PEJ feed GoldLink service is trained to feed via PEG/PEJ feed.
- **Administering medications:** Finally, personal care services may involve prompting and administration of medication, GoldLink healthcare staff are trained on how to use the blister pack in giving service users their medication. Care providers are trained to administer medication safely and accurately and ensure that they receive their medication on time and in the correct dosage from their blister pack. Staff will be trained on any potential side effects or interactions with other medications and report any concerns to the manager.

Service User Bands

The GoldLink Healthcare company will provide specialist home care support across the following user groups:

Home Care

- Elderly people
- Adults with physical disabilities that is bed ban and need assistance with activities of daily living.
- Adults with long-term conditions
- Adults recovering from illness/hospital admission

Complex Nursing Care

- Individuals requiring skilled nursing interventions (e.g. tracheostomies care and management, home ventilators (NIPPY), laryngectomy care, enteral feeding, PEG feed/PEJ feed, stoma care etc.
- Adults with highly complex health needs paraplegic client, quadriplegic client.
- Adult recovering from stroke that need assistance at home for personal care

Autism and Learning Disability Services:

- Adults on the autism spectrum
- Adults with learning disabilities
- Those requiring intensive support and positive behavior management
- School escort
- Holiday Escort
- Support service user in their own home

A detailed needs assessment is completed for all prospective service users to ensure their requirements can be safely met by the agency's staff teams and clinical expertise, all service user data and privacy will be maintained at all times, during our