



**12 Sherbourne Avenue, Bramley, Rotherham, South Yorkshire, S66 1WR
01709 278 257 or 07498 415 385**

Thank you for viewing our profile,

At Golden Square Healthcare Limited we promise to make the process of finding care for you or your loved one as easy and transparent as possible without compromising on quality and with genuine honesty and integrity. Our priority and ethos is to provide care that is not only compassionate but also expertly tailored to meet the needs of the individual.

Overview:

We completely understand that it is important to ensure that the care our clients receive is right for them and meets their needs. This requires a multi-faceted approach that involves continuous assessment, clear communication, collaboration, and ongoing monitoring. Below are some key strategies we at Golden Square Healthcare implement to ensure the care provided is appropriate and tailored to each client's specific needs:

1. Comprehensive Assessment of Client Needs

- **Initial Assessment:** We carry out a thorough initial assessment to understand our potential client's physical, emotional, psychological, social, and environmental needs. This includes gathering information about their medical history, current conditions, personal preferences, and goals for care taking into consideration input from any relevant stakeholders eg/ family, healthcare professionals etc. Our Registered Manager Daphne (RGN) is a Deprivation of Liberty and Safeguard's (DOL's) Assessor with vast experience in Safeguarding of the vulnerable and therefore fully understands the importance of a thorough initial assessment which in turn forms the basis of the standards that are needed to put together a care plan that aims to deliver an outstanding service.
- **Ongoing Reassessment:** We regularly reassess the client's needs to account for any changes in their condition, preferences, or life circumstances. This can include reassessing risk factors, care goals, and the effectiveness of current interventions.
- **Involvement of the Client / Family:** At Golden Square Healthcare we ensure the client and or family is actively involved in the assessment process by asking for their input, preferences, and priorities in the care they wish to receive if this is possible, and they have capacity to do so. This person-centred approach ensures that the care plan is aligned with their desires, values and is in their best interest.

2. Personalized Care Plans

- **Tailored Care Plans:** We create individualized care plans based on the assessment results that address the specific needs of the client. The care plan will outline goals, interventions, and expected outcomes, while taking into account any cultural, religious, or personal preferences. The care plans are stored in our digital Care Management System application called OnCare. Family and any relevant stakeholders can be given access to this app in order to stay up to date with the care delivery.



12 Sherbourne Avenue, Bramley, Rotherham, South Yorkshire, S66 1WR
01709 278 257 or 07498 415 385

- **Clear Goals and Objectives:** Our care plans clearly define short-term and long-term goals, as well as measurable outcomes. This helps ensure that care is goal-oriented and aligned with the client's desired quality of life.
- **Flexibility and Adaptability:** The care plans we create are flexible enough to adapt as the client's needs evolve over time. This allows for timely adjustments to care interventions if the client's condition changes or if they express new preferences, and that is the beauty of the digital care management system we use.

3. Effective Collaboration with Other Stakeholders:

- **Communication with External Stakeholders:** At Golden Square Healthcare we believe in establishing clear lines of communication with all relevant external stakeholders involved in the client's care, such as doctors, nurses, therapists and payers. This type of collaboration allows us to ensure we provide a holistic approach to care and reduce the risk of conflicting or fragmented care plans.
- **Regular Care Team Meetings:** We hold regular meetings or check-ins with our care delivery teams to discuss the client's progress, challenges, and any required adjustments to the care plan. This promotes a unified approach to meeting the client's needs.
- **Multidisciplinary Involvement:** The delivery of person-centred and holistic care requires our collaboration with other professionals / experts (e.g., physical therapists, dietitians, mental health professionals etc) when appropriate to ensure comprehensive care that addresses all aspects of the client's health and well-being, we collaborate with them to ensure outstanding optimal care is delivered consistently.

4. Monitoring and Evaluation

- **Regular Monitoring of Care:** Utilising the OnCare Digital Care Management system, we track the client's progress on a consistent basis to determine whether the care interventions are effective. This includes observing any changes in their physical or mental health, as well as their overall satisfaction with the care they are receiving from us.
- **Adjustments to Care Plan:** If the client's needs or circumstances change, we are proactive in adjusting the care plan accordingly. Where needed, we revise care tasks, change goals, or add new interventions based on the client's evolving health status.
- **Client Feedback:** We pride ourselves in what we do and we highly value and seek regular feedback from our clients/stakeholders about the care they are receiving/ we are delivering. To us the client's voice is critical in ensuring their care is appropriate and responsive – so we highly value it. **(Client testimonials are available on request)**

5. Risk Management and Safety

- **Risk Assessments:** At Golden Square we conduct regular risk assessments to identify potential hazards in the client's environment or in the care process. This includes assessing physical risks (e.g., falls), medical risks (e.g., medication errors), and



**12 Sherbourne Avenue, Bramley, Rotherham, South Yorkshire, S66 1WR
01709 278 257 or 07498 415 385**

psychological/social risks (e.g., isolation or depression). These are clearly documented on the digital care management system.

- **Mitigation Strategies:** We develop and implement strategies to mitigate identified risks. This may include using assistive devices, providing additional staff support, creating a safer home environment, or offering psychological/emotional support.
- **Emergency Planning:** Sometimes the unforeseen happens but we have contingency plans in place in case of emergencies, such as medical crises, safety concerns or staff sickness. We would agree and ensure that all relevant stakeholders are aware of these plans and that the client/family or relevant stakeholders know how to access support when needed.

6. Documentation and Record-Keeping

- **Accurate and Up-to-Date Records:** We maintain detailed and accurate documentation of the client's care plan, goals, interventions, progress, and any changes in their condition using the digital care management system – OnCare. This helps us to ensure continuity of care and provides a record of the decisions made along the way.
- **Sharing Information:** Transparency is key and at Golden Square Healthcare we ensure that all relevant stakeholders (e.g., external healthcare professionals, family members, legal representatives or Payers) have access to the appropriate records to ensure consistency and transparency in the care process. We understand the importance of good and proper documentation as it protects the client's rights and supports legal or financial matters when needed.
- **Review and Update Documents:** We regularly review and update the care plan, risk assessments, and assess the quality of progress notes to reflect the current status of the client's care and wellbeing.

7. Client and Family Involvement

- **Empowering the Client and Family:** If applicable, we actively involve the client and their family in care planning and decision-making. We provide them with information about the care process, potential options, and expected outcomes. We educate them about available resources and support networks.
- **Respect for Autonomy:** At Golden Square Healthcare we ensure that the care we deliver, respects the client's autonomy and choice. We involve the client in decisions about their care whenever possible, and respect their preferences, even if they conflict with professional recommendations (as long as the client's safety and wellbeing are not compromised and is in their best interest).
- **Family Communication:** We maintain open and transparent communication with family members, providing updates and involving them in key decisions about the client's care, especially in cases where family members are primary caregivers or advocates.



12 Sherbourne Avenue, Bramley, Rotherham, South Yorkshire, S66 1WR
01709 278 257 or 07498 415 385

8. Continuous Improvement

- **Feedback Touchpoints:** We welcome having a good cadence of regular feedback meetings / sessions with both the client and relevant stakeholders. With this feedback, it can help us to identify areas where care may need to be improved or where clients may need additional support.
- **If at any point during our interaction you feel you would like to formally provide Feedback / Compliment / Cause For Concern / Complaint, please email info@goldensquarehealthcare.co.uk or call 01709 278257**
- **Training and Education:** All our staff are trained to a very high standard and have access to an online training portal for ongoing training and development. We believe in staying informed about new developments in care practices, resources, and technologies that could benefit our clients, so we regularly attend industry events and encourage our staff to attend whenever possible. In addition to the above, we provide ongoing education and training for our care team to ensure they are equipped to meet the client's needs safely & effectively.
- **Quality Assurance:** As previously mentioned, we regularly evaluate the effectiveness of care practices and make improvements based on evidence-based practices, client outcomes and feedback.

Contact us for a quote that is specific to your needs.

We look forward to hearing from you soon.

Kind Regards

Golden Square Healthcare Limited (01709 278 257; 07498 415 385)

www.goldensquarehealthcare.co.uk

