



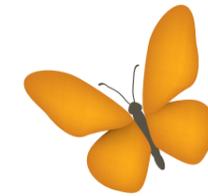
Care for independent living



Goldcare
Professionals



Care and support
in the place we love the most



Wellbeing at home

Home really is where the heart is. It's a place for family and friends, cherished memories, our prized possessions. The safe haven we return to when the day is done. Our wellbeing can depend on it.

All of us want to remain independent, to enjoy a lifestyle the way it's always been. Sometimes though, a little extra care and support is needed to help us remain in the place we love the most, to help us carry on doing the things we love to do.

Goldcare Professionals provides the personalised care and support services that people - young and old - need to stay active and happy, healthy and safe, both in the home and outside in the local community.

Care and support that's compassionate, flexible and that respects an individual's needs and wishes - let Goldcare bring it home to you.

People put first

We're all so different. Our needs, habits and preferences are never exactly the same.

That's why the Goldcare team, with the close involvement of our clients, their family and friends, creates realistic person-centred care plans that deliver services perfectly tailored to the individual.

Goldcare offers short term and long term care and support services, for adults from every walk of life, over the age of 18. We can help people recovering from illness or an operation, people with disabilities, sensory impairment, or dementia, or the elderly who just need a helping hand.

We provide personalised care and support that maintains independent living at home and in the local community. Keeping life as active and vibrant as our clients wish it to be.





Care plans perfectly tailored
to the individual



Quality to trust

Trust is paramount. When care and support is being provided in the home, you need to be absolutely certain of its quality, reliability and professionalism.

We believe care staff skills and training are a critical factor. Goldcare requires its carers to have, or be working towards, a minimum Level 2 Diploma in Health and Social Care.

The calibre of our care staff is equally important. Our carers are personally interviewed by the Goldcare Management team, professional references from previous employers are scrutinised, qualifications validated and checks made with the police and DVLA.

Of course, good character is essential too. Compassion, empathy and understanding are vital attributes, so too punctuality and consistency. That's why we pride ourselves on the quality and dedication of our home care teams.

Goldcare Professionals is registered with the Government's Care Quality Commission (CQC) and supports the General Social Care Council Code of Conduct.

Ensuring excellence

Periodic questionnaires and personal reviews with our clients and their families are vital in gauging satisfaction levels and the true effectiveness of the personalised care plan.

We always want to hear about any shortfalls, however small, that clients have experienced in the care and support services provided to them. Only then can care plans be adjusted and continuous improvements made.

Openness and transparency is vital to the delivery of the very best home care services.

Goldcare Professionals positively invites feedback, at all times. Two-way communication helps us all to learn, and through cooperation comes an even higher standard of care.





Be certain of quality,
reliability and professionalism

Flexibility of service

To meet the specific requirements of our clients, Goldcare Professionals provides personalised care plans comprising of a complete range of different care and support services.

The care plan is flexible, able to respond quickly to unforeseen changes in circumstance, unexpected health issues and to react positively to feedback from our clients, their families and friends.

Whether it's short term care and support or long term, on a daily or ad-hoc basis, our approach is holistic, taking into account habits and health and the importance of routine and personal preference.

Provided to help maintain the independence of our clients in their homes and the wider community and to maintain the best possible quality of life, our services can range from a 30 minute daily visit to full day and night care.

From the simple to the complex, whatever type of home care and support service is needed, Goldcare Professionals can provide it.

Goldcare Professional's care and support services include:

Appointments

Help with trips to the doctors, the hospital, pension collection, banking, hairdressers. Goldcare vehicles offer wheel chair and ground level access to help make things as easy as possible.

Assistive technology

We can provide cameras, trackers, personal alarms and a host of other devices to help improve individual safety in the home.

Household chores

Cleaning, tidying, laundry, ironing.

Liaison

The coordination of doctors, district nurses and other health care agencies.

Meal preparation

Food shopping, cooking, washing up.

Night sitting

Providing care and support throughout the night.

Personal care

Getting up and going to bed, bathing, dressing, the management of medication, catheter care, peg feeding.

Respite

Providing care to enable a family carer to take a break.

Social activities

Help with social activities, including trips to the social club, community group or church, to the gym, swimming pool or cinema.



“Always doing
what’s *right* for
the individual”

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