Making Care Work
GOLDEN HOME CARE

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SERVICE BOOKLET 2021

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GOLDEN HOME CARE

Thank you for reaching out

OUR MISSION

Golden Home Care provides a private home care service so that the elderly can live at home for as long as they desire. We aim at giving them the assurance that they can continue their way of living, but with the best possible assistance.Golden Home Care has the elderly's best interests at heart and we want to do all that we can to make life easier for them.

GOLDEN HOME CARE

HOME CARE CHAMPIONS FOR THE ELDERLY

- Our history at a glance

Over 18 years experience in both hemispheres with 7 years in the UK. We are proud to be the Employer of Choice for our Carers and a top Service Provider to our clients in the Care Industry. With our on-going training, regular spot checks and Client reviews, we are aiming to improve our 'Good' CQC rating to 'Outstanding'

At Golden Home Care we acknowledge the comfort and ease of living in one's own home. We are more than prepared to help maintain our client's independence whilst living at home.

Our dedicated and well trained home Carers are people centered and assist to reduce the stress and pressure of independent living for both Client and family members.

Carers at Golden Home Care will ensure that their Client's standard of living is maintained and that they are able to enjoy quality of life. Our Carers at Golden Home Care respect their clients dignity and privacy with professional companionship.

GOLDEN HOME CARE

THE GOLDEN DIFFERENCE

1

COMPASSION

We are committed to creating close relationships with our clients. We recruit compassionate and qualified carers matched to our clients' individual needs and personality.

2

SECURITY

We provide a safe and secure Home Care Service that enables the elderly reside in their own home. We ensure that the elderly can continue their quality of life safely and securely with the best possible assistance.

3

COMMITMENT

Our Commitment is to provide the highest level of well trained Carers. Our Carers provide person centred care, maintaining our Client's dignity, independence and quality of life.

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RELIEF NURSING PROCEDURES

Disciplinary Code & Code of Conduct

1. All Golden Home Care staff participating in this Service Agreement will be subject to each facilities Disciplinary Code & Code of Conduct. A copy of each Disciplinary Code & Code of Conduct will be distributed during orientation and signed for by each member of Golden Home Care staff.

Personal Staff Introduction

2. Security and Safeguarding are paramount to us at Golden Home Care. All staff that are to be placed at a facility, will be introduced to the Management of the facility by a member of Golden Home Care's Management team.

Experience & Orientation

3. All staff to be placed within a Care Facility will complete an orientation shift. These orientation shifts are at no cost to the relevant Facility.

Vetting & Training

4. All of Golden Home Care staff are screened via our Nevtec System which is directly linked to the South African Police Service database. We have an ongoing training programme which includes Dementia training with DementiaSA.

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RELIEF NURSING PROCEDURES

5. Staff Identification

All Nursing staff working within the facility will wear photograph identity badges, so they are easily recognisable as authorised persons at the location.

6. Service Feedback

Each facility will be assigned a Golden Home Care Team Manager who, on a weekly basis, will liaise with the Unit Nursing Manager to ensure continuity of communication and assistance.

7. 24/7 Availability

Golden Home Care will be on call 24 hours per day. The Case Manager on Duty has an Emergency After Hours mobile number which will always be responded to either immediately or within 30 minutes of a message being left. *After hour emergency service rates as well as other rates and fees are available upon request.*

OTHER IMPORTANT PROCEDURES

Nevetec Criminal Check

Golden Home Care onboarding process of all Carers and Professional Nursing Staff includes a Nevetec System check. The Nevetec System check is directly linked to the South African Police Service (SAPS) database. Should any Candidate be highlighted with possible illicit activity, the SAPS report is sent to Golden Home Care. These checks are done on an annual basis.

Timesheet Register

All Golden Home Care staff are required to fill in a Timesheet Register. This indicates the start time and end time of each shift and is signed off by the Client or Facility designated Authorized Signature on a daily basis. The Timesheet Register is collected by the Care Coordinator on a weekly basis, who at the same time addresses any concerns or suggestions the Client / Facility Manager may have. The Timesheet Register is in duplicate for the Client / Facility Manager to retain a copy to peruse all shifts that have been completed.*Examples of Timesheets available on request*

Daily Care Report Book

When taking care of Clients in their home, or when privately assigned in a Health Care Centre, all our Carers complete a Daily Care Report. This provides valuable information to family members and Doctors of the daily activities with the Client. The Daily Record Book remains at the Client for the family members or Nursing Sisters perusal.

Duty Roster

We produce a monthly roster that is sent to the Client and Facility Management indicating the Carer names that will be assigned to the daily shifts requested. In the event that a Carer is unable to attend a designated shift, a known replacement Carer will be allocated to the shift and this will be communicated to the Client or Facility Manager.

OUR CARERS CAN HELP IN THE FOLLOWING WAYS

They provide support and assistance after the client has been discharged from hospital. It’s often necessary to accept help after being discharged from hospital and our trained carers are capable of providing them with exceptional care.

Family members of clients may go away on holiday and are unable to take care of their loved ones. Care workers are beneficial in situations like these. Our carers will offer their help until the client’s family members arrive back home

Carers can assist the elderly with Dementia, Parkinson’s, Alzheimer’s or those that are recovering from a stroke. Carers will assist with everyday activities like bathing, dressing, cooking and household tasks, to name a few.

Our carers offer companionship and promote independence and confidence by allowing the client to do as much for themselves as possible.

"Compassion brings us to a stop, and for a moment we rise above ourselves."
- Mason Cooley

CONTACT US

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