



Golden Link Care Services Limited



2 Alexandra Gate, Ffordd Pengam, Cardiff, CF24 2SA



02920 894848

The inspection visit took place on 23/01/2026

Service Information:

Operated by:	GOLDEN LINK CARE SERVICES LIMITED
Care Type:	Domiciliary Support Service
Registered places:	0
Main language(s):	English
Promotion of Welsh language and culture:	The provider makes an effort to promote the use of the Welsh language and culture or is working towards a bilingual service.

Ratings:



Well-being

Good



Care & Support

Good



Leadership & Management

Good

Summary:

Golden Link Care Services provides domiciliary support services to adults in their own homes in the Powys area.

People experience good well-being outcomes. People's health and well-being is promoted, with the service ensuring wishes and choices are heard and people's independence is encouraged. Care and support is good, with people and their families having very positive experiences of the service. Personal plans are extremely detailed, kept up to date, and developed in partnership with people. Good processes are in place to manage medication, infection control, and to safeguard people. Leadership and management is good. Oversight and governance procedures are robust and support the operation of the service. Care staff are very positive about working for the service. They have appropriate training, are recruited safely, and are well supported by management. Care staff have sufficient time to provide care.

Findings:



Well-being

Good

Well-being is good because people are supported to maintain and promote their well-being. Care staff treat people with kindness and compassion, with people and their families speaking very positively about their experiences. The care and support people receive helps them remain as independent as possible and have control over their lives, enabling them to continue living in their own homes and contributing positively to their emotional well-being. People and their families are fully involved in decisions about their care and support, with the service actively seeking their views. People are provided with clear information about the service, including a written guide explaining how care and support is delivered and how to raise a complaint if needed.

The service has good arrangements in place to help keep people safe. Safe recruitment procedures are adhered to, with all required checks completed before care staff begin work. Care staff receive ongoing training to ensure they have the necessary skills and knowledge. This includes safeguarding training so they understand how to identify and respond to concerns. Regular spot checks and competency assessments are carried out by the management team to ensure care staff are practicing safely. Risks to people and care staff are managed through risk assessments and the care planning process. People have access to information to help raise issues. The service works transparently with families and representatives, using an abundance of systems to seek and gather feedback about the service.

People are valued and respected, being supported by the service to embrace their identities and unique characteristics. Care staff adopt a non-judgemental approach when supporting people. People's interests, culture, past life experiences and identity are fully recognised and reflected within highly detailed personal plans. By supporting people to remain living at home, the service helps them maintain meaningful family relationships and reduces pressure and stress on family carers. The service is working towards the Welsh Active Offer, being able to provide some documentation in Welsh and developing plans to train care staff in basic Welsh. The service demonstrates a clear commitment to the Welsh language and understands and appreciates its importance.



Care & Support

Good

Care and support is good. A thorough assessment of people's needs is undertaken before starting a service. Personal plans are co-produced with people, their representatives, and relevant professionals, ensuring they are strengths-based, person-centred, and focused on people's well-being outcomes. Plans consistently include preferences, routines, and beliefs, and are extremely detailed. People contribute to regular reviews of their plans, with updates made promptly when needs or preferences change. Daily recordings contain sufficient detail to track a person's progress and provide an overview of the support received. Care staff have built strong and trusting relationships with people. People describe consistently positive interactions with staff, telling us *"they're fantastic – they're very dignified and know what they're doing"*, *"they've been so professional and well organised"*, and *"they're on the ball"*. Visiting professionals describe the service as *"really responsive"*. Health promotion is very strong and well supported by the manager's nursing background. This helps care staff recognise and report early signs of concern, refer to appropriate services, and act promptly on health advice.

Systems are in place to help protect people from harm and abuse. The service has up-to-date safeguarding and whistleblowing policies, with care staff understanding their responsibilities and how to respond to any issues. Care staff are up to date with safeguarding training and demonstrate confidence in escalating concerns appropriately. Records show any potential issues are responded to promptly and addressed comprehensively, reflecting the seriousness with which the service approaches its responsibilities. Processes are in place to listen to and act on safety concerns, with leaders reviewing any issues to identify learning and strengthen good practice. People and their families told us they feel the service is safe and care staff are approachable and professional.

Medication management processes help ensure people receive their medication safely. Medication is administered as prescribed, with medication administration records free from errors. Staff complete annual competency checks, or more frequently if required, helping ensure their skills remain current. Medication is stored safely in people's homes. Monthly audits provide strong oversight of medication practices. The service demonstrates openness and learning when reflecting on incidents or near misses. A medication policy is in place and incorporates national guidelines.

Effective infection prevention and control arrangements help reduce risk for people and care staff. Care staff complete training and understand their responsibilities, supported by up-to-date policies and procedures. Families told us staff always wear appropriate personal protective equipment, and staff confirm they have access to plentiful supplies. Spot checks help maintain good practice, and reminders are reinforced through newsletters, team meetings, and routine communications.



Leadership & Management

Good

Leadership and management is good because the service has effective oversight and governance arrangements. This helps promote a positive, compassionate, and learning-focused culture. The responsible individual (RI) is also the registered manager, who is supported by a management team. The management team demonstrate strong visibility within the service, completing regular spot checks and competency assessments to ensure staff deliver quality care. The RI works directly with people, providing positive role modelling and reinforcing consistent standards of practice. Quality monitoring systems are extremely robust. These include a broad range of audits, regular visits to people and staff, and the collection of meaningful feedback from people and care staff. This information is analysed in depth and used to drive improvements. Audit findings are accompanied by clear, well-structured action plans that specify what needs to be achieved and who is responsible. Policies and procedures are appropriate and proportionate and are updated regularly to align with current legislation and national guidance. Contingency planning is good, with arrangements in place to manage disruptions such as IT failures, severe weather, and illness. The service demonstrates clear transparency and accountability through timely notifications to relevant organisations, clear documentation of incidents, and mechanisms for responding promptly to issues. Leaders encourage and respond positively to feedback through accessible channels, and a culture of candour is well embedded. The concerns log is detailed and shows leaders acknowledge issues openly, record actions, and support staff professionally. Leaders use effective communication such as newsletters and team meetings to ensure important information is shared. Care staff are trained around their whistleblowing responsibilities, understand their obligations, and report feeling confident raising concerns.

The service ensures there are suitably trained and well-supported staff to meet people's needs. Recruitment processes meet regulatory requirements. Care staff files are in order and contain appropriate references, Disclosure and Barring Service and Home Office checks, and evidence of registration with Social Care Wales. Induction and ongoing training are comprehensive and relevant to the needs of people. Care staff receive regular supervision, with spot checks and competency assessments used to support continual professional development and good practice. The service offers supportive initiatives, such as paying for Social Care Wales registration, which staff value. Staff told us "*working here is quite amazing*", "*we are united as carers – we share ideas and experiences*", and "*it's a nice company*". They spoke positively about the RI, describing them as "*a loveable person, approachable... you can just give them a call and they're there*". The introduction of practice 'champions' and the development of best-practice case note writing initiatives further support professional development and help strengthen care delivery.

Care staff have enough time to provide care and support. Call schedules ensure care staff have

sufficient travel time between calls. Care staff have enough time to provide care and support to people and are provided opportunities to take breaks. Care staff told us they are happy with their contract arrangements, allowing them to be flexible and only work when they are available.

Areas identified for improvement

Where we identify **Areas for Improvement** but we have not found outcomes for people to be at immediate or significant risk, we discuss these with the provider. We expect the provider to take action and we will follow this up at the next inspection.

Where we find outcomes for people **require significant improvement** and/or there is risk to people's well-being we identify areas for **Priority Action**. In these circumstances we issue a Priority Action Notice(s) to the Provider, and they must take immediate steps to make improvements. We will inspect again within six months to check improvements have been made and outcomes for people have improved.

CIW has no areas for improvement identified following this inspection.

CIW has not issued any Priority action notices following this inspection.

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