

Provider Profile

Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31st March 2025.

This section has been completed for you. There are no actions to complete. This information displayed will be included in the published Annual Return.

Provider name:	GOLDEN LINK CARE SERVICES LIMITED		
The provider was registered on:	15/11/2024		
The regulated services delivered by this provider were:	Golden Link Care Services Limited		
	Service Type	Domiciliary Support Service	
	Type of Care	None	
	Approval Date	15/11/2024	
	Responsible Individual(s)	Karren Makanda	
	Manager(s)	Karren Makanda	
	Partnership Area	Cardiff and Vale	
	Service Address	2 Alexandra Gate, Ffordd Pengam, Cardiff CF24 2SA	

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	Golden Link Care Services LTD was registered in November 2024. During the last financial year, our focus was on laying strong foundations for workforce training and development. Our recruited care staff completed a structured induction programme in line with the All Wales Induction Framework for Health and Social Care. This included face to face training on all core mandatory topics and staff were enrolled on online courses. A detailed training matrix is maintained.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	During the last financial year, our recruitment strategy was to attract local talent and attract candidates that were willing to relocate to rural Powys. Our aim was to recruit and retain quality members of staff. We developed realistic and meaningful retention activities, including professional development pathways, recognising staff contributions and fostering an inclusive workplace culture. We recognise that Staff consistency plays a key role in client satisfaction and outcomes achievements.

Service Profile

Service Details

Name of Service	Golden Link Care Services Limited
Service Telephone Number	02920448184
What is the main language through which the service is provided?	English
Other languages used in the provision of the service	Welsh Active Offer

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?

2

Fees Charged

The minimum hourly rate payable during the last financial year?

20

The maximum hourly rate payable during the last financial year?

20

If you wish to add further detail or comment regarding the scale of charges please do so below

As a new service provider, we began offering care to private clients on 18 March 2025, at a rate of £20 per hour.

Complaints

Total number of formal complaints made during the last financial year

0

Number of active complaints outstanding

0

Number of complaints upheld

0

Number of complaints partially upheld

0

Number of complaints not upheld

0

Is the information about complaints correct?

Yes

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?

Telephone Consultation at Inquiry stage
Initial Care Needs Assessments and Risk Assessment with Service User and Family
Individual Guide and Statement of Purpose
Responsible Individual/Registered Manager Visits
Leaflets Distribution
Social Media Posting

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service

Picture Exchange Communication System (PECS)

No

Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)

No

Makaton

No

British Sign Language (BSL)

No

Other

Yes

List 'Other' forms of non-verbal communication used

No additional methods were needed to support communication, as speaking slowly and facing the service user was effective. The service users did not require any non-verbal communication tools.

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	At Golden Link Care Services, we are committed to delivering a truly person-centred service. From the initial assessment, our service users are at the heart of all care planning and decision-making. We prioritise listening to each individual, ensuring their voice is heard, and providing meaningful choice and control over the support they receive. We recognise that we are entering the personal space of our service users, and we believe it is essential they are empowered to lead on their own care needs and preferences. Our role is to support, not direct, their care journey. Each care and support plan is based on the outcomes that matter most to the individual. We work collaboratively with our service users to co-produce a plan that reflects their goals, aspirations, and preferred ways of receiving support. We also help our service users understand input from other professionals, such as healthcare reports, to support informed decision-making and promote autonomy. Once a personalised care and support plan is developed, it is reviewed at least every three months, or sooner if circumstances change. Service users and their chosen representatives are fully involved in the review process to ensure the plan continues to meet their evolving needs and wishes. To monitor the quality of our care and ensure continuous improvement, we include a First Response Questionnaire in each service user's file. This tool allows us to audit how well their views and wishes were incorporated into their care and support plan, and to identify areas for development. The feedback we receive is invaluable and plays a central role in shaping and enhancing the quality of our service delivery.
The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	In the few weeks we have been providing care, we have received positive feedback from our service users and their families. We are committed to providing a service that our clients are happy with and have confidence in. Our priority is to make sure our clients are well supported to maintain their ongoing health, development, and overall well-being. We achieve this by delivering care that is person-centred, outcome-focused, and measurable—ensuring that each individual's needs, goals, and preferences are at the heart of what we do. Our Responsible Individual will carry out regular visits to meet service users and their representatives, to gather feedback on the effectiveness and quality of the care being provided. These visits also include observations of staff interactions and discussions with team members to ensure continuous improvement. Service users have a direct line to the Responsible Individual/Registered Manager, who is actively involved in delivering care. This hands-on presence helps ensure that care needs are regularly reviewed and promptly updated when necessary, allowing us to respond quickly and effectively to any changes. While still in the early stages of our service, we are encouraged by the positive experience shared by our clients. Several have expressed their confidence in the quality of care received and stated they would happily recommend our service to others.

The extent to which people feel safe and protected from abuse and neglect.	At the start of care delivery, all our service users receive a copy of our Complaints Policy and Procedure as well as clear Safeguarding Information. This ensures that they understand their rights, know how to raise concerns, and are aware that Golden Link Care Services operates a zero-tolerance approach to any form of abuse or neglect—towards both clients and staff. We actively encourage our service users and their families to report any concerns, suspected abuse, or incidents of neglect. We promote a culture of openness where individuals feel safe, heard, and confident that their concerns will be taken seriously and responded to promptly. All staff receive face-to-face mandatory training on safeguarding, which includes how to recognise the signs of abuse and neglect, and the appropriate procedures for reporting and escalating concerns. This training is regularly reviewed and updated to ensure our team remains confident and capable of protecting those in our care. By ensuring that both our service users and staff are well-informed and supported, we create an environment where people feel safe, respected, and protected.
--	---

The total number of full time equivalent posts at the service (as at 31 March)	3
--	---

The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
	Induction	1
	Health & Safety	1
	Equality, Diversity & Human Rights	1
	Manual Handling	1
	Safeguarding	1
	Dementia	1
	Positive Behaviour Management	0
	Food Hygiene	1

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Medication Handling
Contractual arrangements for staff currently in post	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Is the information about staff qualifications correct?	Yes
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	8

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Manual Handling	2
Safeguarding	2
Dementia	2
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Our care workers have completed all core mandatory training and will continue their professional development through a combination of online learning and practical skills training delivered by accredited independent providers. We maintain a comprehensive training matrix to record completed training, track renewal dates, and identify any additional training needs to ensure continuous development and high-quality care delivery.

Contractual arrangements for staff currently in post

No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	2
Is the information about contractual arrangements correct?	Yes

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	0
Is the information about staff qualifications correct?	Yes

Other types of staff

Does your service structure include any additional role types other than those already listed?	No
--	----