



MONTHLY NEWSLETTER

JUNE 2020



ghhc.ltd@outlook.com
www.goldenhandsltd.co.uk

01206 628269



Uplifting and
supporting each other
together

#ForTheCommunity



Covered in this month's issue:

- **Dealing with coronavirus**
 - COVID-19 support from CQC
- **Health and safety**
- **Trainings**
- **What else is new?**
 - Changes in uniform policy
 - New office
 - New team members

Successes and Reminders

DEALING WITH CORONAVIRUS

COVID-19 has forced us all to adapt and change our procedures, especially in the health and social care sector. At Golden Hands, after hearing the news of the virus spreading back in January/February, we made sure to act efficiently and quickly by coming up with a specified contingency plan to tackle COVID-19. Our amazing frontline carers have been pushed to their limits as they selflessly care for patients and risking their own lives.

As employers, we have a duty to protect both our staff and our clients. We continue to monitor the success of our contingency plan and so far, we have managed to surpass the problems we have faced during this time in the midst of a pandemic. We regularly monitor any symptoms and check in with our staff, practicing proper infection control as well as providing the correct PPE

COVID-19 SUPPORT FROM CQC

We're very grateful for the support we've received from Essex County Council and Care Quality Commission. At the start of this month, CQC reached out to us for an engagement and support call which covers four assessment areas:

- Safe Care and Treatment
- Staffing arrangements
- Protection from Abuse
- Assurance Processes, Monitoring and Risk Management



[For more information on how we're dealing with COVID-19, check out our website.](#)

Here is the overall positive summary of the report:

Overall summary

From our discussion and other information about this location, we assess that you are managing the impact of the COVID-19 pandemic.

Infection Control: You have assured us that you have adequate supplies of personal protective equipment (PPE). Please find attached a link to the latest government guidance about the use of and removal of PPE.
<https://www.gov.uk/government/publications/covid-19-how-to-work-safely-in-domiciliary-care>.

Staffing:

You told us that you had sufficient staff and had recruited additional staff prior to the lockdown. You have been using video calls and meetings to reassure staff that you take their safety seriously and, that if staff have concerns, they are welcome to talk to you. There is a new support app for social care workers that they can use to get additional personal support: <https://workforce.adultsocialcare.uk/join>.

Quality assurance: You told us that you have systems in place to manage risks and check on the quality of the service that you provide, which includes, speaking with people and their relatives as well as undertaking spot checks on staff. You are using the local information on the Living Well Essex website as a source of advice and support. Skills for Care are offering free national training and support for managers which you may also find helpful. You can find out more at: www.skillsforcare.org.uk/Leadership-management/support-for-registered-managers/support-for-registered-managers.aspx.



HEALTH AND SAFETY

The Health and Safety at Work etc Act 1974 sets out that employers have general duties to protect the 'health, safety and welfare' at work.

EMPLOYER'S duties to others:

- to "conduct his/her undertaking so that others are not exposed to risk."
- to consider the business you work for and think about who else could be exposed to risk as a result of the work carried out.
- This duty extends to contractors, visitors, customers, neighbours, members of the public and passers-by.

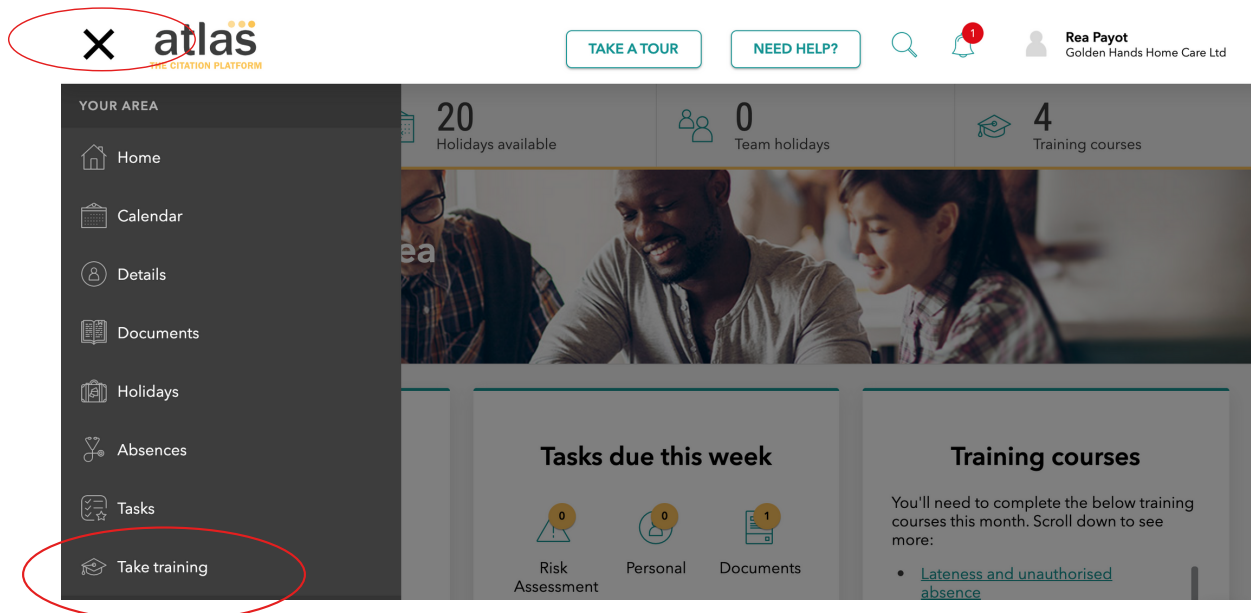
EMPLOYEE'S responsibilities:

- Take care of themselves and others who may be affected by their acts or omissions. Use equipment for the purpose intended. Complete appropriate risks assessment for tasks, when instructed.
- Co-operate with employer – attend training and apply the learning. Comply with guidelines to enable the employer to meet their statutory duty.
- Don't interfere – no person shall intentionally or recklessly interfere with or misuse anything provided in the interest of health, safety and welfare. This includes fire safety equipment, signage, safety guards, handrails, etc.

TRAININGS

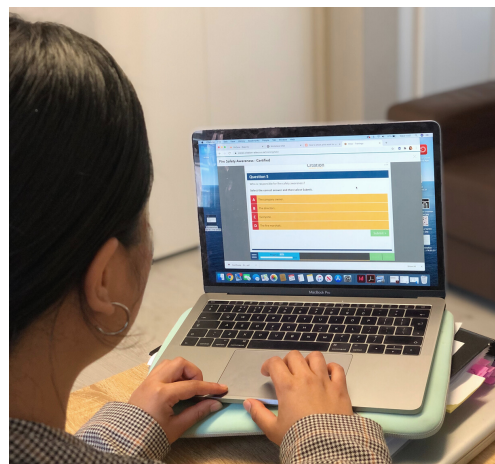
It is imperative at Golden Hands that we adhere to high standards of care provision. This means that all staff must complete their Atlas mandatory training. It is up to Golden Hands to ensure staff are qualified, experienced and competent. The topics for mandatory training will be in line with the Care Certificate, with additional training for additional topics such as Control of Substances Hazardous to Health and Food Hygiene. As our line of work often go beyond the role of nursing to provide extra support and care to patients, it is especially crucial that you understand aspects such as food safety.

Likewise, knowledge of Fire Safety can potentially save lives in the event of an emergency. With Infection Control, this can play a crucial role in ensuring illnesses, bacteria and viruses are not spread throughout staff, clients, family and friends, and/or anyone else involved in the care process. This could prove fatal with vulnerable patients whom have indirect contact with each other. There would also be the potential of legal cases if an infection was to spread and it was found that staff had not followed key training and management procedures



Please remember to also look at '**Documents**' and **sign/acknowledge any memorandums or documents** you need to sign. This is important in making sure that you're aware and also for us to know that you have read it.

We have made some changes and added new mandatory ones to be completed. If you are having any issues at all, e.g. with logging in, please don't hesitate to contact Bea Causapin.



WHAT ELSE IS NEW?

CHANGES IN UNIFORM POLICY

Our staff are known for wearing bold colours such as green and yellow. This time, we wanted to make sure that everyone is proud of how they represent the company. After weeks of discussion and taking in your feedbacks and thoughts from everyone, we finally have our new uniforms and expect you all to wear them as part of our Policy and Procedure. We wanted to be more consistent therefore we have asked everyone to begin wearing the new uniform as soon as they can. We have received positive feedback regarding the colour and the embroidery so we are happy to know that they enjoy wearing it.



Our carers with their new uniform



The main office area featuring our hardworking ladies

MOVING INTO OUR NEW OFFICE

New year, new office! We officially moved to our North Hill office on January of this year. It's a much bigger space which has allowed us to expand our office team. This team has provided great support in the smooth-running of Golden Hands and we're happy with the productivity that we've been seeing!

NEW TEAM MEMBERS

New members of the team have also joined since the beginning of 2020 both as support workers and as office admins. Each and every single staff have helped us get through these tough times and they have all contributed in ensuring that our service users are safe and cared for. Thank you all for your service!