



## Inspection Report on

**Steddy Ltd**

**Steddy & Associates  
Trewsfield  
Tondu Road  
Bridgend  
CF31 4LH**

## **Date Inspection Completed**

10/12/2024

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## About Steddy Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Steddy Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	17 April 2023
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

### Summary

The service operates in four regional partnership areas and has its office in Bridgend. This report covers the West Wales (Pembroke) and West Glamorgan (Swansea and Neath Port Talbot) areas of the service.

People receive reliable, consistent support from a well led care team. The provider embeds a positive culture where people have a voice and are involved in decisions affecting them. Care staff feel valued and supported in their role. The training programme gives them the skills and knowledge needed to support people.

Person centred care and support is designed with involvement from people and or their family/representatives. Their views are considered, and they have the right support when they need it. Robust recruitment practices make sure care staff are suitable to work with vulnerable people.

There are clear arrangements in place for the management and oversight of the service. The Responsible Individual (RI) has systems in place to review the quality of the service and make sure it continually improves and develops.

## Well-being

People have control over how they want to receive their care and support. They are involved in developing and reviewing their personal plans and in decisions affecting them. Opportunities are available for people to give their views on the service they receive. They have access to information about what to expect from Steddy Ltd. This includes how to raise any concerns they may have. They feel listened to and are confident in raising any issues with the care staff and management team. People tell us the service is flexible and responsive to their individual circumstances and any requests are dealt with efficiently. The service is working towards providing an 'Active Offer' of the Welsh language. Some care staff speak Welsh and there are facilities in place for documents to be translated.

The service supports peoples physical and emotional well-being. Personal plans are detailed about peoples care needs, any risks to their well-being as well as information about personal preferences and what is important to the person. People have good relationships with care workers and tell us they are treated with dignity and respect. They have reliable, consistent support from a familiar care staff team. Medication is administered as prescribed. Personal Protective Equipment (PPE) supplies are available to care staff.

Systems are in place to keep people as safe as possible. Personal plans are detailed for care staff to follow and know how people want to be supported. These and staff recruitment records are held securely with access to authorised personnel only. Care staff have training relevant to the needs of people supported and policies are in place to guide their practice. Recruitment practices are robust helping to keep people safe. Systems in place to audit and review the quality of the service allow for issues to be identified and rectified quickly.

## Care and Support

People are unanimously positive about the service they receive from Steddy Ltd and about the care staff supporting them. They have regular, familiar care staff who they know. They tell us they always turn up on time and inform them if they are delayed. People feel involved with their care because they tell us requests are listened to and acted on. People have positive relationships with care staff who help them do things important to them including going out shopping or out for meals. Comments from people and their representatives include:

*“Nothing is too much trouble for them,”*

*“You can have a giggle with them and a bit of a tease they are lovely,”*

*“You can have a laugh and joke with them too,”*

*“All are very good, we have the same carers,”*

*“They always turn up, if they are going to be late, they phone.”*

Records we viewed show people are involved in developing and reviewing their personal plans. This makes sure they continue to meet their personal outcomes and reflect any changes in circumstances. People’s wishes and preferences are considered at each stage from assessment to delivering care. This was confirmed by people and their family/representatives. Personal plans are detailed for care staff to follow so they know what care and support people need. Risk assessments identify potential risks to people and contain clear risk management plans. Care staff record the care they provide at each call.

People are supported to remain as healthy as possible. Care documentation details people’s health needs. Supplementary records seen relating to people’s health and well-being show people’s physical health is monitored. Records we viewed evidenced care workers are proactive in reporting changes in care needs to appropriate professionals. Processes are in place to support people who need it with their prescribed medication. Care workers have training and their competence to administer medication is checked. Policies are available to guide their practice. Medication Administration Records (MAR) are audited by the management team so any issues can be identified and rectified quickly.

Systems are in place to keep people as safe as they can be. People tell us care staff always turn up to their call and they are provided in advance with details of who is coming to support them. Care staff have training and policies relating to safeguarding are in place to guide their practice. People consistently tell us the service is very responsive to changing needs meaning they are kept as safe as possible.

## Leadership and Management

Systems are in place to support the smooth operation of the service. The management team have good oversight through regular audits of documentation including daily records and medication charts, monitoring of care calls and staff supervision. Care staff have travel time between calls and tell us their rotas ensure they have a good work life balance. The RI conducts three monthly visits to people to seek their views on the service and records show they regularly speak to care staff. Six-month quality of care reports are completed showing an assessment of the quality of care and support provided and any recommendations for the improvement of the service.

People have information about what they can expect from the service. The statement of purpose and guide are an accurate reflection of the service provided. Policies and procedures are in place to support care staff in their role and to inform individuals and their representatives about how the service is provided.

People receive care and support from a staff team who are well led and feel supported in their role. Records show they have regular one to one supervision meetings and annual appraisals of their work. This allows care staff to reflect on their practice and identify any additional training needed. Regular team meetings take place giving opportunities for sharing information and group discussions. Care staff are positive about working for the company and find the management visible and approachable. Comments include: *“good work life balance”* and *“I feel valued”*.

People are supported by a staff team who are appropriately recruited and have training relevant to their role. Records show training opportunities provide care staff with the knowledge and skills required to support people. Care staff spoken with confirm this. New staff undertake a period of induction as well as opportunities to attend shadowing visits with experienced colleagues. Induction also includes observation of practice to assess competency and make sure people are confident in their role. Procedures are in place to ensure staff are recruited safely and feel supported in their roles. We found recruitment files are in good order and contain all the necessary information. Care staff have the relevant qualifications and are registered with Social Care Wales, the workforce regulator.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people's well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

### Priority Action Notice(s)

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection.

### Area(s) for Improvement

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this	N/A

	inspection	
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