Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Steddy Ltd

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

01656668775

www.steddyassociates.co.uk

The inspection visits for this service took place between 01/09/2026 and 03/09/2026

Service Information:

Operated by:	Steddy Ltd
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	Excellent
Care & Support	Good
Leadership & Management	Good

Summary:

Steddy Limited is a domiciliary care agency offering support to people in four regional areas, with the head office in Bridgend. This report covers the West Wales and West Glamorgan areas of the service and is reflective of our inspections of both.

The service demonstrates excellent outcomes for people's well-being, with clear evidence of significant and sustained improvements in people's well-being outcomes. Practice consistently promotes choice, independence and inclusion. People benefit from highly personalised support provided by staff who know them well and have developed positive and trusting relationships with them.

Care and support is good, with people experiencing kind, consistent and personalised care from a motivated and skilled staff team. Care staff know the people they support well and deliver care that reflects individual needs and preferences.

Leadership and management is good. The service benefits from positive leadership and a supportive culture where staff feel valued and listened to. Governance arrangements are in place and support the effective running of the service.

Findings:

Well-being — Excellent

People achieve excellent outcomes because care staff consistently deliver highly personalised support that is centred on individual needs, preferences and strengths. A strong strengths-based approach is evident throughout the service, with care staff supporting people to make choices, maintain independence and live their lives in the way that matters to them. Feedback demonstrates people value the positive relationships they have developed with care staff and the consistent, person-centred support they receive. One said, "*The ladies who attend to Mam are great. Really care about their role, and look out for Mam".* Another relative described how care staff have supported their relative to progress in daily living tasks. These comments demonstrate the positive impact staff have on people's day-to-day lives and wellbeing.

People benefit from excellent continuity of support. The service provides people with a consistent staff team who have developed detailed knowledge and understanding of their individual preferences, routines and needs. This enables trusting relationships to develop and ensures care is delivered in a way that reflects what matters to people. Relatives consistently described staff as caring and attentive. One relative told us care staff are *"wonderful"* with their relative, reflecting the positive relationships people experience with care staff and the reassurance this provides to family members. We observed a kind and warm relationship between care staff and a person who has been supported by a stable and consistent care team over many years. This continuity promotes a strong sense of trust, security and wellbeing and helps ensure support remains responsive and personalised over time.

The service works in partnership with people and their families, taking a holistic approach that provides reassurance, reduces the pressures associated with caring responsibilities and strengthens people's ability to maintain their independence. Feedback demonstrated families highly value the support provided and the positive difference it makes to their lives. One relative told us "*without Steddy's support [my relative] wouldn't be able to remain at home",* demonstrating the significant and sustained difference the service makes to people's lives. People are supported to remain living safely within their own homes and communities while maintaining important relationships and routines. This demonstrates the significant and sustained difference the service makes to people's lives and wellbeing.

Care & Support — Good

People receive good quality care and support from care staff who know them well and understand their individual needs, preferences and routines. Positive relationships and continuity of care help people achieve their personal outcomes and receive support in ways that are meaningful to them. Professionals spoke positively about the quality of support provided and described staff as "*friendly, professional and approachable"*.

People and their relatives spoke positively about the care they receive. One person told us how the care received *"feels so natural"* and another that *"nothing is too much trouble"* for the care staff. People also described care staff as "*always helpful and polite"*. People told us they benefit from familiar care staff who arrive when expected, spend the agreed time with them and provide reliable support. People and relatives told us that care staff take time to build positive relationships and provide support in a way that reflects individual needs and preferences, rather than being task-focused. Relatives particularly valued the way staff engage with them, keeping them involved and fostering a sense of partnership in the support provided. This approach helped relatives feel included, informed and reassured.

Records demonstrate people receive care that is planned and reviewed in response to changing needs. Care plans are detailed, person-centred and provide clear guidance for care staff on how to support people safely whilst promoting their strengths and abilities. Before support begins, managers undertake thorough assessments and gather information from people and their relatives to help ensure support is tailored to individual needs and preferences. Staff involve people, relatives and other professionals in reviews where appropriate, ensuring support remains relevant and responsive. A professional said that the service appears "*to build positive relationships with the people they support and work collaboratively with other professionals involved in their care".*

People receive support safely. Care staff understand their responsibilities to safeguard people, including recognising signs of potential harm and taking appropriate action to report concerns. A professional told us from their interactions with the service that they have demonstrated *"a clear commitment to safeguarding processes".* Risk assessments are detailed and reflect individuals' circumstances and support needs. We saw evidence of healthcare advice being incorporated into people's care and of effective partnership working when people's needs change. Feedback from professionals highlighted a high standard of moving and handling practice and also that *"a key strength of the service is its commitment to maintaining staff competency and safe medication practices".* Arrangements for medication support and infection prevention are clearly recorded and understood by care staff, helping to promote positive outcomes and people's safety. Where appropriate, people are supported to manage their own medication, further evidencing how independence is promoted.

Leadership & Management — Good

The service benefits from positive and effective leadership. Feedback from care staff, people, relatives and professionals demonstrated confidence in the management team. Professionals described communication as effective and one commented the service is *"a lovely team to deal with"*. Feedback indicated managers are approachable, responsive and maintain positive working relationships with external professionals, supporting effective partnership working and coordinated care.

Care staff spoke positively about the support they receive from managers and described a positive working culture. One member of care staff told us, *"The office are very approachable and do listen to you and do try and sort out the problem".* Another said, *"Management take on concerns with compassion and try and problem solve efficiently".* Care staff described feeling supported and able to raise concerns when required. Feedback indicates managers are visible, accessible and promote an open culture where staff feel listened to and supported in their roles.

Care staff described strong teamwork and positive working relationships. Feedback included comments that staff feel *"valued and appreciated"* and that managers make efforts to support staff and respond to concerns. Care staff consistently described a culture of mutual support and collaboration, helping to ensure people receive reliable and consistent care. A number of care staff have worked for the service for extended periods, contributing to workforce stability and continuity of support. This enables staff to develop meaningful relationships with people and gain a detailed understanding of their individual needs and preferences.

The provider follows safe recruitment and induction processes. Care staff have DBS checks and are registered with Social Care Wales. Recruitment arrangements help ensure suitable staff are employed and new staff receive a robust induction that supports them to develop the knowledge and skills required for their roles. Training provision is comprehensive, and care staff told us they benefit from regular supervision sessions which enable them to reflect on practice, discuss development needs and raise concerns when needed.

Overall governance at the service is good. The Responsible Individual (RI) maintains a regular presence and engages with people receiving support and staff, in addition to completing the required quarterly visits. Six-monthly quality of care reviews demonstrate a person-centred approach and are used to evaluate the quality of the service and identify opportunities for improvement. Quality assurance systems are in place to monitor the service and identify areas for improvement. Policies and procedures provide care staff with clear guidance and support the service to operate in line with current legislation, regulation and best practice. Together, these arrangements provide appropriate oversight of the service and promote positive outcomes for

people receiving care and support.

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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