Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Steddy Ltd

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

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The inspection visits for this service took place between 01/09/2026 and 02/09/2026

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 Cwm Taff Morgannwg (Bridgend) and Cardiff and the Vale 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. The service particularly exceeds expectations in supporting people with complex and high-risk needs to live safely and integrated within their community.

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 strong, values-driven leadership and a positive culture where staff feel supported and empowered. Governance arrangements are in place and support the 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 from a professional stated the service has "*a clear focus on working to individuals' strengths, personal preferences, and needs, with a person-centred approach evident in the support provided".* As a result, people retain control over important aspects of their daily lives and receive support tailored to their individual circumstances. Care staff demonstrate a clear commitment to ensuring people remain at the centre of support planning and delivery. One member of care staff told us they *"know how important person-centred care is*" within the service, reflecting a culture where these values are embedded throughout practice.

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. One person with highly complex needs has been supported by stable and consistent care staff over many years. This enables care staff to develop an exceptional understanding of the person's preferences, communication and requirements. This continuity promotes a strong sense of trust, security and wellbeing, helping to 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. We frequently heard how relatives felt they would be *"unable to manage without the support"* provided by care staff. One relative told us how the care staff are *"a great support and part of the solution"* in ensuring their loved one can remain living at home. This demonstrates the significant and sustained difference the service makes to people's lives. This support enables people to continue living the lives they choose, maintaining important relationships and connections within their communities while benefiting from highly personalised care that promotes their wellbeing.

Care & Support — Good

People receive good quality care and support from 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. A professional spoke positively about the care staff, stating *“their professionalism, responsiveness, and dedication to the individual's wellbeing have been evident throughout, and I would highly commend the quality of care and support they provide”.*

People and their relatives spoke positively about the care they receive. One relative told us, *“the carers are fantastic, nothing is too much trouble for them"*, while another said staff treat their family member *"like a real person and don't rush the visits"*. During our discussions, people described staff as *"marvellous carers*" who show patience, listen to them and support them in the way they wish to be supported. People told us they benefit from familiar care staff who arrive when expected, spend the agreed time with them and provide reliable support. Feedback demonstrated care staff are valued not only for the support they provide, but also for the way they engage with people during visits. People described some care staff as “*fun”* and appreciated the individual personalities they bring to their role. This helps create positive interactions and reflects an approach to care that is person-centred and focused on the individual, rather than solely on completing tasks.

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, helping to ensure care is tailored to individual needs and preferences. Staff involve people, relatives and other professionals in reviews where appropriate, ensuring support remains relevant and responsive.

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. Risk assessments are detailed and reflected individuals' circumstances and support needs. We saw evidence of healthcare advice being incorporated into people's care and of effective partnership working when needs changed. 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 and relatives demonstrated confidence in the management team. Relatives describe good communication with the service and highlighted the responsiveness of staff and managers when concerns or feedback are raised. Professionals describe *“communication as very good”* with the service and that they are *“a lovely team to deal with”*.

Care staff spoke positively about the support they receive from managers and described a positive working culture. One member of staff told us*, "I know I can speak to them about any issues at any time and they will listen and accommodate if they can".* Another said *"any problems that arise can be sorted out and office will always try and help”.* Care staff described feeling valued as part of the organisation's Employee Ownership Trust, which promotes a strong sense of involvement, shared responsibility and commitment to the service.

Staff described strong teamwork and positive working relationships. Comments included *"working well as a team"* and *"we are a small team and all get along well with each other and therefore work well providing the best care possible for our individuals”.* There are a number of care staff who have been employed by the service for many years, demonstrating strong staff retention and a positive workplace culture. This provides continuity and consistency for people receiving support and contributes to a stable workforce with established relationships.

The provider follows safe recruitment and induction processes. Care staff have DBS checks and are registered with the workforce regulator, SCW (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. Shadowing booklets encourage reflective learning and competency development. Training provision is comprehensive, with good levels of compliance across the workforce. Care staff told us they feel supported and described regular supervision sessions that enable them to reflect on their practice, discuss professional development 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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