



Inspection Report on

Steddy Ltd

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

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

28 July 2021

28/07/2021

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About Steddy Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Steddy Ltd
Registered places	Not applicable for Domiciliary Care Services
Language of the service	English and Welsh
Previous Care Inspectorate Wales inspection	First inspection post-registration under The Regulation and Inspection of Social Care (Wales) Act 2016
Does this service provide the Welsh Language active offer?	The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

Steddy Ltd provides care and support for people who live in their own home. The service operates in four regional partnership areas and has its office in Bridgend. This report covers the West Wales and Neath Port Talbot of the service. Paul Steddy is the Responsible Individual (RI) for the service and a manager is in place who is registered with the workforce regulator, Social Care Wales.

The service provides care and support of a good standard and has a strong multi-disciplinary focus. People using the service, and their relatives, are very pleased with the support provided, describing staff as caring, accommodating and patient. They know the needs and preferences of people they care for well. Staff have relevant training and good support from management, and say they feel competent and content in their roles. Management is approachable, responsive and good at communicating with people who use the service, their relatives and staff. The service's policies, systems and processes are appropriate and contribute to its smooth and competent running. The delivery of care and support is in line with the Statement of Purpose (SoP) of the service.

Well-being

The service supports the rights and choices of people, so they can stay as independent as possible, do things that matter to them, and feel valued in society. We heard positive feedback about the care people receive from the service, and the reliability and kindness of the care workers. Staff are considerate about the circumstances, wishes and dignity of the person they support, as well as their family.

The service involves people and their family in the planning of their care, and the support they receive reflects their individual situation and wishes. The personal plans have detailed and relevant information so people can have the care and support they require. Risk assessments are part of the personal plans; they identify peoples' particular vulnerabilities, and strategies for protecting them from harm.

Systems are in place to safeguard people from harm. Staff have training to recognise signs of neglect, abuse and poor mental or physical health. They know their safeguarding responsibilities and can act appropriately. People can feel safe with the service, and people told us "*I know who is coming*" and "*the care workers always have a mask on and they wash their hands often*". The service has appropriate security and infection control measures in place and care workers are using relevant personal protective equipment (PPE) to reduce the risk of infection.

The service states it is working towards providing the Active Offer of the Welsh language. Five staff members who speak fluent Welsh are available at the service, but currently nobody has requested to receive their care delivery in Welsh.

Care and Development

The service provides a good standard of care and support to people. Although we could not visit people in their homes due to Covid-19 restrictions, we spoke with a number of people and relatives on the telephone, and their overall opinion of the service is complimentary. They speak well about the staff and management of the service, saying they are “*very good to me*” and “*always nice and respectful*”. We heard that “*the care workers are marvellous*”, “*I can’t fault them*” and “*couldn’t do without them*”. People also said they feel comfortable and safe with the staff who provide the care and support. People and relatives told us that overall care workers are punctual, not rushed, and have enough time to support the individual with their needs. Staff tend to know people well, they recognise changes and deterioration in the health and well-being of the person, and act accordingly. The service does not use agency workers and staff cover for holiday and sickness within the team.

To make sure the service can provide the best support, each person has a pre-admission assessment before starting with the service. This identifies the persons’ wishes and needs and helps to inform the individual personal plan, visit schedule and service agreement. The personal plans give a valuable picture of the persons’ needs, likes, and what matters to them. They also contain individual risk assessments identifying vulnerabilities for the person and their care workers, and set out ways to keep people safe. Plans and assessments are regularly reviewed, as well as updated when the person’s needs change, or adjusted to enable better outcomes.

Up-to-date infection control measures and procedures are in place to keep people, families and staff as safe as possible. Staff receive relevant training and they are provided with the appropriate PPE to reduce the risk of infections. They told us there are always sufficient supplies of PPE for them to use. The service has policies, guidance, and staff training for medication administration to ensure safe practice.

Leadership and Management

The service ensures all staff are fit to work with vulnerable people. Staff files indicate appropriate recruitment and contain the legally required information. Staff do not start work with individuals until all their pre-employment checks are complete. Care staff have relevant qualifications and most have registered with Social Care Wales. New staff go through an induction programme and shadow with experienced colleagues. The service offers a range of on-going training to their staff and if a person has specific needs, their care workers get the relevant training or support. Staff speak very positively about their training and say they feel competent and comfortable in their roles. Management also encourages and supports staff to work towards registration and qualifications.

Staff have regular supervision and spot checks to identify support they might require, discuss any issues and reflect on their performance. They describe management as supportive, approachable and say they feel appreciated. They told us *“this service is great to work for”*, *“management looks after us”* and *“they are only a phone call away”*. Management holds various meetings with the care workers, to update them, discuss issues, and to encourage feedback and ideas for improvement. There is also good informal and support communication within the team, and with management.

Policies, including complaints, incidents, medication and safeguarding, are in place and get updated. The service administration is well set up and organised, as we could see from a selection of relevant reports and documentation. Audits are regular and pertinent. The RI takes an active role in the running of the service, has good oversight, and is up to date with the regulatory requirements of his role. The standing arrangements for governance, auditing and quality assurance help the service to run well and deliver good care. These systems also allow the service to self-evaluate, and identify areas to improve and develop.

The service offers formal and informal opportunities for people and their representatives to ask questions and give feedback. It also provides useful information to the public, with a detailed Statement of Purpose setting out the service’s aims, values, and care delivery. A written guide is available for individuals and their families, which contains practical information about the service, the care and support it provides, and access to advocacy support.

Areas for improvement and action at, or since, the previous inspection. Achieved

Areas for improvement and action at, or since, the previous inspection. Not Achieved

None	
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Areas where priority action is required

None	
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Areas where improvement is required

None	
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