



# Inspection Report on

**Cornpoppy Homecare**

**27 Brook Estate  
Monmouth  
NP25 5AN**

**Date Inspection Completed**

24/10/2024

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## About Cornpoppy Homecare

Type of care provided	Domiciliary Support Service
Registered Provider	Cornpoppy Homecare Agency
Language of the service	English
Previous Care Inspectorate Wales inspection	[14 February 2023]
Does this service promote Welsh language and culture?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

### Summary

People and their families told us they receive good care and support from the service and have good relationships with their care workers. Care and support is delivered by a small and consistent team of staff who know people well and understand how to meet their needs in line with personal plans. People and their families are involved in the development and review of plans, however not all plans contain information on people's well-being outcomes, and how the service is supporting these.

Care workers feel supported, confident, and competent in their roles. We saw regular opportunities for learning and development are provided and staff told us they can speak to the manager and responsible individual (RI) when they need. The RI and manager work closely to ensure oversight of the service, and the RI knows people and their families well, and seeks regular feedback on the quality of care and support. However, not all areas for improvement highlighted at the last inspection have been achieved in line with the regulatory requirements.

## Well-being

People and their families speak positively about the care and support provided by the service. People told us the service supports them to understand what care, support and opportunities are available to them. Support is given by the RI to enable people to access opportunities and support from external sources such as the local authority and local health board. People are treated with dignity and respect by a small team of consistent care workers.

The service supports people's physical, mental, and emotional well-being. People are encouraged to be healthy and active, and support is in place to help people achieve this. The service advocates for people to get the right care and support, as early as possible to aid them in their well-being. The RI supports people to seek assistance for additional equipment and support to ensure their living arrangements are suitable over the long term.

People told us they feel supported and cared for and have positive relationships with the service. Communication between the service, people and their representatives is consistent and transparent. People told us they feel confident they could raise any concerns as they arise, and action would be taken. One person told us "*They are really on the ball...efficient... better than expected.*" Care workers receive training in safeguarding from the local authority to provide them with up-to-date information about how to protect people from harm and abuse. The service has a policy and procedures in place to support this, although these are under review as they are not in line with current best practice and legislation. While no immediate action is required, this is an area for improvement and we expect the provider to take action.

The service takes time to seek feedback from people and their families and consider people's individual circumstances. People contribute to the decisions impacting their life or have someone who can do it for them. We reviewed questionnaires and review forms where people and their representatives shared their views on the service. We saw the RI and manager take action based on feedback from people and seek to improve the quality of care as a result.

## Care and Support

People benefit from the care and support they receive and told us about the positive impact it has had on their well-being and quality of life. Care workers hold people in high regard, and speak warmly about their roles, and the people using the service. People told us they have excellent relationships with their care workers, and communication is very good. One person told us *“It is always a pleasure when they come in.”* Care and support is provided by a small and consistent team of care workers who understand people’s needs and aspirations. Care workers are trained and competent in the care and support they provide. One person told us *“I feel safe and confident when they walk through the door.”*

The service is working to ensure people are supported in line with guidance and advice from external professionals such as occupational therapists and speech and language therapists. This guidance is mostly reflected in people’s personal plans. The plans contain clear and easy to follow guidance for staff on how to meet people’s day-to-day needs. Risks and specialist needs are considered in the care planning process. Plans are reviewed with people and their families in line with regulatory timescales. However, following a review, updates are not always added into people’s personal plans, and plans do not always capture people’s individual well-being outcomes. The service is currently working to digitise plans to make updating plans simpler in the future. While no immediate action is required, this is an area for improvement and we expect the provider to take action.

Care workers keep up to date records on the care and support provided to people. The records focus on people’s health and well-being, in addition to recording the care and support tasks completed in line with people’s plans. Care records are captured on the service’s electronic system which can be viewed by people and their chosen representatives in real time, along with people’s plans.

The service supports people to manage their medication and promotes people’s independence in this area. There is a policy and procedures in place to support the safe handling and administration of medication. Medication administration records are reviewed routinely by the RI and management team. The RI is currently reviewing procedures to ensure they are in line with best practice guidance.

## Leadership and Management

People told us they benefit from the leadership and management in place in the service. There are governance arrangements in place to support the smooth running of the service day-to-day. The RI and management team are familiar with people, their families, and representatives, and work to ensure the care and support provided is of a good quality. The RI visits people frequently and undertakes reviews with people as part of their role. The management team support the RI to complete a report on the quality of care provided, however this has not been completed in line with regulatory frequency and does not take into account all information and data gathered within the service. While no immediate action is required, this is an area for improvement and we expect the provider to take action.

There are enough staff on duty to support people effectively, and in a timely manner. We noted some minor delays caused by ongoing road works and changes to the rota which reduced travel time for care workers. The RI is aware of the issue and is taking steps to amend the rota. People told us they rarely experience a delay, and care workers always call to let them know if they will be late. Care workers receive ongoing opportunity for learning and development. One staff member told us "*There's lots of support and training.*" We viewed training records outlining the relevant and up to date training attended by care workers. The manager and RI complete supervisions with staff. We noted some gaps in supervision records however all staff spoken to told us they feel well supported and confident to raise any concerns or questions with the management team.

The service follow safe recruitment practices. We saw staff are supported to register with Social Care Wales the workforce regulator. Care workers fitness to practice is checked with the Disclosure and Barring Service to ensure people are safeguarded. We found all required documentation relating to recruitment is in place. The manager has an audit system in place to maintain oversight of the services' systems. The management team complete audits of all processes to continually monitor and improve the service delivery.

### 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	
15	People's personal plans fail to consider how people will be supported to achieve their personal outcomes.	Not Achieved
12	Policies have not been routinely reviewed since the last inspection. We found references to outdated legislation, organisations, and language.	Not Achieved
80	The RI must analyse the information and make recommendations of how and where the quality and safety of the service can be improved.	Not Achieved
16	People's personal plans must be routinely reviewed every 3 months. Reviews of people's personal plans must include engagement with the individual/ their carer.	Achieved



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