Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Cornpoppy Homecare

27 Brook Estate, Monmouth, NP25 5AN

01600773224

www.cornpoppyhomecare.co.uk

The inspection visit took place on 22/01/2026

Service Information:

Operated by:	Cornpoppy Homecare Agency
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
Registered places:	0
Main language(s):	English
Promotion of Welsh language and culture:	The provider is not promoting the Welsh language and culture needs of people, and this requires improvement.

Ratings:

Well-being	Good
Care & Support	Requires Improvement
Leadership & Management	Requires Improvement

Summary:

Cornpoppy Homecare is a domiciliary support service with an office based in Monmouth. Cornpoppy Homecare's stated objective is to promote or maintain independence in the home.

People experience good well-being outcomes because the support people receive helps them to live well, maintain and improve upon their health. People's outcomes are understood, and they have as much control as possible over their day to day lives.

The care and support people receive requires improvement because people cannot always be confident care workers have the most up to date or consistent information in their personal plans. Plans for people's care and support are co-produced with the person, their representatives, relevant professionals and the service provider.

Leadership and management require improvement because the provider does not have appropriate systems in place to document oversight of the service. Polices and procedures used in the service require improvement to ensure they align with current practice and legislation. People and staff provide feedback which contributes to assessing care quality and improving the service. Care workers are safely recruited and receive effective induction and ongoing training.

Findings:

Well-being — Good

People using Cornpoppy homecare are treated with dignity and respect. They are supported to identify their well-being outcomes and encouraged to use and build on their strengths. A relative of a person using the service told us, "*They do a really good job*."

People experience care and support which promotes their well-being, dignity, and independence. People told us they valued the care and support provided and said they trusted the care workers. A representative of someone using the service told us, "*I have complete confidence in them*." Care workers and the leadership team show positive practice through attentive listening, clear communication and effective support, helping people make informed positive choices to achieve their outcomes. People's interests, culture, life experiences, identity, spirituality, and relationships are understood, valued and respected by leaders and care workers. This approach empowers people to take control of their lives with confidence.

Personal plans reflect a service culture which supports choice and promotes people's right to make informed decisions about their care. People are encouraged to take positive risks, weighing benefits and drawbacks. Risks to people's well-being and safety are identified and managed appropriately.

People are offered choices in their day-to-day routines and are supported to participate in activities that are meaningful to them, such as choosing meals, engaging in planned activities, or accessing community facilities. People told us they particularly valued being supported to get out into the community to do a little shopping. This service is not making a significant effort to promote the use of Welsh language and culture. At present, no Welsh speaking clients are using the service.

People receive support to maintain their physical, mental, and emotional well-being. People are encouraged to participate in activities that enhance their health and happiness. We were told care workers support people with their rehabilitation, which has contributed to improvements in their mobility, confidence and quality of life.

People are safeguarded from abuse and neglect. Mechanisms are in place to ensure concerns can be raised and responded to promptly. Care workers understand their safeguarding responsibilities, and systems support the early identification and reduction of risks.

Care & Support — Requires Improvement

The care and support people need and the capacity of the service is given thorough consideration, before a service is offered. The service manager carries out an assessment to ensure the service can meet people's needs and identified personal outcomes. The manager gathers information from the person, professionals and others involved in their care, about their outcomes and support needs. Whilst there is a robust approach to people's pre-service assessment, this information is not consistently recorded in people's care plans. Outcomes for people require improvement because care workers may not have the information necessary to support people effectively and we expect the provider to make improvements.

Personal plans are co-produced with people, their representatives, relevant professionals, and the provider. Whilst plans are in place, they are task orientated rather than strengths based. As a result, plans do not consistently describe how care workers should support people to achieve their personal well-being outcomes. People's preferences, routines, and beliefs are not consistently captured across all documentation. People's interests, culture, past life, protected characteristics, and important relationships are not consistently reflected in the plans available to care workers, whilst in the community. Outcomes for people require improvement because care workers may not have access to all the information the service holds about them.

People are encouraged to contribute to regular reviews of their personal plans. Plans are updated when changes occur in people's needs or preferences. People experience care that is dignified and respectful. We were told by people and their representatives they have confidence in the care workers. We were told by a relative of someone using the service, "*They do a really good job.*"

People are referred to appropriate professionals at the right time and we were told care workers follow health professionals' guidance as directed, supporting them to meet their outcomes.

People are kept safe from harm and abuse. People feel secure, knowing care workers understand and act in accordance with their safeguarding responsibilities. Care workers told us they understood what to do if they had a safeguarding concern. Medication is administered as prescribed, in line with the service provider's medication policy. Regular medication administration audits help maintain consistency of practice and good standards of care.

Leadership & Management Requires Improvement

There is a positive and compassionate culture within Cornpoppy Homecare. The Responsible Individual (RI) has a day-to-day operational role and demonstrates good oversight of the service. Feedback from people and staff is encouraged and supports ongoing service improvement. People understand how to provide feedback through accessible channels. However, quality monitoring systems, including audits of care and support, do not fully meet regulatory requirements. Quality of Care Reviews have not been completed for the service. Outcomes for people require improvement because people cannot be assured the service is continuously learning and developing, and we expect the provider to make improvements. Records of visits to the service by the RI did not detail all information described in statutory guidance. Since the inspection, we were provided with a visit record which had been updated and formatted to meet regulatory requirements.

The manager and care workers know the people well and people are comfortable and relaxed in their company. People trust and value the care workers, a person using the service described staff as, "*First rate*." Care workers have trust in each other and feel well supported. A member of staff told us, "*We work well together*." People using the service and their representatives made note of the service's recent response to flooding. Positive action was taken by the service to ensure continuity of care was kept where possible and peoples well-being was maintained.

Policies and procedures provided by the service reference outdated legislation, organisations, and terminology. Outcomes for people require improvement because people cannot be sure care workers practice aligns to current legislation and national guidance and we expect the provider to make improvements.

People are supported to achieve their personal outcomes because staffing levels and skills mix are regularly reviewed according to people's changing needs. Safer recruitment practices are in place, and routine checks ensure care workers remain suitable for their roles. Care workers are monitored for appropriate professional registration.

The provider supports staff development. Care workers complete comprehensive mandatory training and induction. The majority of care workers have completed most core training required for their role. Training gaps are identified and addressed in a timely manner. Care workers benefit from regular one-to-one supervision at least quarterly, as well as an annual appraisal to support feedback, development, and training needs.

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.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
People cannot be sure there is effective oversight of the service because the Responsible Individual does not have suitable arrangements in place to assess, monitor and improve the quality and safety of the service.	14/02/23
People cannot be sure their personal plans provide clear, up to date, guidance for care staff about them, their care and support and the outcomes they would like to achieve.	14/02/23
People cannot be sure care staff practice aligns to current legislation and national guidance, because they do not have access to up to date policies and procedures.	14/02/23

CIW has not issued any Priority action notices following this inspection.

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