



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Mirus Supported Living and Community Support Services - Gwent Region



Mirus Wales, Unit 5 Cleeve House, Lambourne Crescent, Cardiff, CF14 5GP



02920236216



www.mirus-wales.org.uk

Date(s) of inspection visit(s): 17/08/2025, 21/08/2025

Service Information:

Operated by:	Mirus Wales
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
Registered places:	0
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	The service provider anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:



Well-being

Excellent



Care & Support

Excellent



Leadership & Management

Excellent

Summary:

Mirus provides care and support to people living in their own homes in the Gwent region. The service is passionate and committed to upholding people's rights and liberties enhancing their experiences and expanding their opportunities. People do what they want when they want, they have control and choice within their lives and are a part of the local community. We received excellent feedback from people and their relatives.

People receive the right level of care, tailored by them and those who know them best. Plans are extremely well documented and maintained providing up-to-date and extremely person-centred information. A consistent team of care staff and in-house managers show empathy, understanding and commitment. People's health is well considered, and systems are in place to monitor changes. The service is passionate about reducing restrictions and enhancing people's lives.

The service deeply considers the care staff they employ and how they can meet the needs of individual they support. The service collaborates with others exceptionally well, enabling relationships and the sharing of information to enhance people's experience and overall well-being. The Responsible Individual (RI) and registered manager have provided stability, knowledge and experience. There are very good oversight systems in place and the service continue to review and renew these where needed. The RI conducts visits, checks and an extensive analysis to ensure the quality of the service remains high.

Findings:



Well-being

Excellent

People are supported to have as much control as possible over their day-to-day lives and are supported to understand their rights and entitlements. People told us they do what they want when they want. We saw people consistently out and about doing the things they enjoy and engaging in their hobbies and interests. Plans evidence how people make decisions and what support, if any, they require. Records evidence who has the right to be involved in people's decision making such as a relative and/or professional. Communication charts identify the use of body language, facial expression and gestures ensuring people's voices are heard. One relative said, *"They've helped him to be more independent."*

There is a clear commitment from care staff and leaders to listen and provide comprehensive information in a format people can understand to make well-informed choices. People receive information about the service, such as a guide which provides useful information. These documents are in an easy ready format, using bright and clear images so they can be easily understood. We found some information is readily available in Welsh. Care staff are given 'Welsh language Awareness' courses during their training and interviews are offered in Welsh. The service promotes the Welsh language, emphasises choice and independence. People are treated with dignity and respect by care staff who know them well. We saw very good relationships between people and care staff. One person told us *"I'm completely happy."*

The service promotes collaboration between local and external providers. The services share events and celebrations meaning people have lots of opportunity to engage with individuals from around Wales and are actively encouraged to share their hobbies and interests. Care staff work in the different areas providing better consistency and flexibility during times of sickness and annual leave. Overall, reducing agency usage and promoting relationships and stability. The manager told us *"We have good culture here."*

People plan and take the lead in organising their own diverse activities which supports and encourages their engagement. Relatives commented on the increase in staff drivers allowing more flexibility and expanding opportunities for people. People told us about the things they love to do, and we saw care staff support them with enthusiasm, significantly enhancing people's sense of well-being. One relative told us *"X is thriving"* and another said, *"So refreshing to see how X has developed."*



Files are extremely well organised enabling staff to access the right information in a timely manner. One staff member told us *“Each support plan is different, and we follow them strictly.”* The service conducts assessments alongside the person, their representatives and any professionals. This means plans are robust and include strategies tailored to the person. The service places value on building relationships with people from the start. Relatives praised the service for conducting thorough, robust assessments and visits during times of transition, ensuring a smooth and well managed move. Relatives told us communication is *“Brilliant,”* and *“They’ve put my mind at ease.”*

Highly personalised plans evidence how people identify and achieve sustainable new health and well-being outcomes. We saw evidence of positive stories which show how people’s physical health has improved, such as weight loss journeys, oral hygiene and behaviours. One relative told us the *“The difference in X is remarkable.”* For people with complex needs the service continuously seeks to improve treatment and reduce restrictions wherever appropriate. The service completes a monthly analysis tool; this evidences their drive to reduce the use of medication and restrictions and its positive impact. The service gathers detailed information from professionals and organisations. The service involves health professionals when required, such as occupational therapy and speech and language therapy. Health promotion is actively encouraged and highly personalised. The service offers people workshops on topics such as healthy eating, smoking and alcohol awareness as well as awareness days, considering aspect such as anxiety and supporting people to manage their mental health.

Medication Administration Records (MAR) are in place, we found these to be completed in full. Medication stock is regularly checked, and managers maintain oversight of this. People have a ‘How I manage my Medication’ document in place which provides clear information for care staff. This ensures people get the right medication at the right time and in the right way. The service is currently reviewing their medication policy and how they record medication. Risk assessments are in place and the service continue to work with people to identify further risks and record the appropriate measures.

A clear and detailed safeguarding policy guides people and staff if they need to raise a concern. The policy details people’s rights including ways people can be inadvertently deprived of their liberty and the measures required for those living in a supported living service. This ensures care staff can minimise restrictive practice whilst ensuring everyone feels safe and can enjoy the maximum freedom. The policy includes contact details for safeguarding boards as well as local police and Care Inspectorate Wales. Care staff have access to Wales Safeguarding procedures. Managers maintain oversight of any concerns and reflect on lessons learnt. Most care staff have excellent knowledge on how to raise a concern internally and externally. Relatives told us *“We knew that X was in safe hands”* and *“Trust is the key word.”*



A knowledgeable RI maintains excellent oversight of the service alongside a team of enthusiastic and passionate managers. The RI completes regular visits to gain feedback from people and staff, considering improvements required. An extensive quality of care review is conducted which analyses information and feedback over the last six months. This document is detailed and well considered, drawing on aspects such as complaints, safeguarding and medication errors. The RI demonstrates they maintain oversight as well as identify any improvements required through a clear action plan.

Care staff are appropriately recruited and a new two-tier sign off system in place will ensure this is further enhanced. Care staff receive the required recruitment checks to ensure they are fit to work with adults at risk. The service uses a 'staff matching tool'. This is applied from the start of recruitment, providing a person-centred approach. Adverts consider the specific skills required and people take part in the interview process. Relatives praised this system saying that staff *"Bring different elements and their own qualities,"* and a manager said, *"It's all about the skill."*

Care staff receive a mix of face-to-face training and online, a new training pathway has been implemented offering a range of personalised, innovative and considered training. This covers people's health needs but also well-being, choice, control, sexuality, rights, mental health and stress. Innovative training such as 'Whose house?' reminds care staff of people's choice, control and ownership. An internal trainer has knowledge of the service enabling training sessions to be person centred, providing real life examples and approaches. The manager told us this has made training more engaging and meaningful improving staff participation. The service also utilises local health boards and health professionals to develop staff skill and knowledge. A new training platform will enable improved oversight and care staff will be able to manage their own learning and development. Care staff supervision is regular, and staff told us they feel well supported by their line manager. Managers are described as *"Brilliant," "Trustworthy"* and *"Supportive."* Most staff told us they have a good work-life balance saying, *"I love it here"* and another said, *"It's rewarding."* One relative said, *"They've done an admirable job."*

The service holds a range of events to gather feedback, assess quality, share information and give back to the community. The service works with The Marine Society, participating in beach cleaning, with people and staff contributing together, 'Mirus stars' celebrates people and staff achievements, a 'Better Together' event provides an engagement opportunity for families where they can discuss feedback, surveys and how the service have made improvements. The service commit to environmentally friendly schemes, such as reducing paper, cycle to work and use of electric vehicles. One relative told us the service is *"Unbeatable."*

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.

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

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