



## **Inspection Report on**

**Mirus Supported Living and Community Support Services - Cardiff and the Vale  
Region**

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

**Mae'r adroddiad hwn hefyd ar gael yn Gymraeg**

**This report is also available in Welsh**

**Date Inspection Completed**

**13/03/2025**

**Welsh Government © Crown copyright 2025.**

*You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: [psi@nationalarchives.gov.uk](mailto:psi@nationalarchives.gov.uk)*  
*You must reproduce our material accurately and not use it in a misleading context.*

## About Mirus Supported Living and Community Support Services - Cardiff and the Vale Region

|                                                       |                                                                                                                                                                                 |
|-------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Type of care provided                                 | Domiciliary Support Service                                                                                                                                                     |
| Registered Provider                                   | Mirus Wales                                                                                                                                                                     |
| Registered places                                     | 0                                                                                                                                                                               |
| Language of the service                               | Both                                                                                                                                                                            |
| Previous Care Inspectorate Wales inspection           | <a href="#">2<sup>nd</sup> February 2024</a>                                                                                                                                    |
| Does this service promote Welsh language and culture? | This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture. |

### Summary

The service is designed around people's individual outcomes. People enjoy an active lifestyle doing the things they want and supported by care staff who are matched specifically to them. Care staff and leaders are extremely knowledgeable, passionate and caring. They go above and beyond to meet people's needs and empower people to take charge of their lives with confidence. The service is inclusive and recognises people's past skills and knowledge and involves them in worthwhile tasks around the home. People are involved in their local community and enjoy working, volunteering, and going on holiday. People's plans are very detailed and informative. Regular reviews ensure people can set and track their own goals and achievements.

Care staff are appropriately recruited, and managers maintain good oversight of the service. There are systems in place to monitor the overall quality of the service. Senior managers and the Responsible Individual (RI) are dedicated to improving systems and processes and continuously review and consider ways to do this, positively impacting the overall quality of the service.

## Well-being

People have control over their day-to-day life. People told us they can do what they want when they want. People are supported to identify and track their own goals and outcomes. Staff work with people and go above and beyond to try and achieve these. Relatives hold good relationships with staff and told us *"I feel listened to."* Care staff have been specifically matched to people to ensure that professional relationships thrive. Staff know people extremely well and treat them with admiration and respect. Most individual circumstances are considered in detail, and people are supported to manage and control their care through regular reviews and meetings. People told us they are happy with their living and care arrangements. One relative said, *"It makes my life a lot easier knowing X is happy."*

People are healthy and active. The majority of people using the service enjoy accessing a range of activities. Care staff support people to plan holidays and trips out. We saw regular involvement of health professionals and good recording regarding this. The service show an incredible commitment to supporting individuals to achieve their goals, aspirations and overall outcomes. Care staff go above and beyond to meet people's needs. One staff member praised the service and said, *"They put people first."* Care staff work hard to ensure people's rights are upheld. They promote positive risk taking, enabling new experiences and opportunities

People are safe. People appear very comfortable with care staff they know well. Care staff hold excellent knowledge regarding raising concerns internally and externally. Care staff are appropriately recruited and receive the correct checks when working with vulnerable adults. Ongoing training and supervision is in place. Regular oversight is maintained by managers. One relative told us *"They address any issues."* Risk assessments are in place and health professional are involved when required. Staff have an excellent knowledge regarding people's needs. One relative praised the staff for their consistency and level of understanding saying *"Its so reassuring."*

People are supported to learn and develop. People told us their interests and how they are supported to maintain these. People regularly engage and contribute to society in a range of ways. People are recognised, praised and awarded for their contributions and achievements in the community.

## Care and Support

People's personal plans are extremely detailed and extensive. There are some excellent details about the person that help care staff understand them and their care needs. One relative told us *"X is being properly supported."* One member of staff told us plans include *"Thorough and robust information which makes me feel safe in my practice."* There is a small booklet available which highlights important factors for the person. These are extremely helpful for new staff and visitors.

Care staff are extremely knowledgeable regarding people's changing needs however this isn't always reflected in personal plans. We noted several similar documents in place and some care staff told us that plans can be repetitive making plans difficult to review. Plans are created with people and or their representative. Regular reviews are carried out and people's outcomes are consistently monitored. People's goals and achievements are highlighted and celebrated and people told us how they consistently make their own choices. People told us they get along with their co-tenants and can choose to do things together or independently. Regular in-house meetings occur so people have the opportunity to share any issues or concerns they may have. One relative told us *"They give us and X confidence."*

Risk assessments are in place and the majority of these are very detailed and cover several areas for people. For those with complex needs, these are sometimes completed with a health professional such as dietician or specialist nurse. Daily records such as health observations, appointments and medication are detailed and the majority completed in full. There are good systems in place so important messages are shared with staff such as a diary, communication book and appointment forms.

The majority of people we met are very active and enjoy going on holiday, on days out or in-house events and activities. People are encouraged to manage their own medication and finances. Welsh speakers enjoy sharing and teaching their language to care staff. People are supported to engage and contribute to society, in paid employment, volunteer work and/or attend social events. Some people have enjoyed going to Disney land, trips to caravan parks and participated in local festivals. Some people attend social groups or enjoy independent activities such as swimming, massage therapy, dancing and arts and crafts. Relatives praised the service for the events they hold such as an annual Awards ceremony. One relative told us *"They really try doing things and providing varied programme of activities, they plan and assess to ensure its appropriate and safe."*

## Leadership and Management

The service uses a detailed 'matching tool' designed to ensure the most suited staff are placed to support the person. There are some Welsh speaking staff including the RI. People and care staff appear to get on extremely well. One relative said "*They know X as well as we know X.*" Staff show incredible kindness, commitment, appreciation and knowledge of the people they support. Care staff receive support from a range of managers. Staff told us that support is "*Brilliant*" and that someone is "*Always a phone call away.*" One relative told us "*You can tell it's not just a job to them*" and one said they have "*Nothing but admiration*" for the staff.

Staff are appropriately recruited and checks completed in line with regulations. A range of training is offered, some is delivered by clinical health professionals' dependant on people's need. Following our inspection the service told us specific training and improved oversight is being considered for team leaders as they create a range of complex plans and risk assessments. Staff told us they receive regular supervision, and the majority feel confident in their role. Staff have a very good understanding of how to raise concerns internally and externally. One relative told us "*Staff training is very good*" and "*If there's a problem, they are quick to sort it out.*" We saw accident and incidents are recorded and monitored. We noted some delays with reporting internally through the management structure and to Care Inspectorate Wales (CIW). The RI assured us that a new system being implemented would considerably reduce delays and make reporting more effective.

The RI has shown an excellent commitment to improving the service. Staff told us that the service is "*Better than ever,*" and the RI is regularly on the phone checking in with them. Managers have regular meetings where they can share information and updates. Several audits and quality reviews are completed through the year. The provider is considering ways to improve their internal auditing to ensure these are completed by a person with more seniority and/or experience so that risk assessments and plans are as effective and informative as possible. The RI completes a Quality of Care review. This document is extremely detailed and provides a very good oversight of the service. Clear areas the service does well and areas they need to improve are highlighted. The RI regularly visits people and staff to gain feedback, these documents review a range of information but could be strengthened from including the direct feedback received. One staff member said "*One of the best companies.*" And relatives commented "*We're very fortunate, can't imagine X would ever get a better service.*"

## 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.



Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

**This report is also available in Welsh**

**Welsh Government © Crown copyright 2025.**

*You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: [psi@nationalarchives.gov.uk](mailto:psi@nationalarchives.gov.uk)*  
*You must reproduce our material accurately and not use it in a misleading context.*