



## Mirus Supported Living and Community Support Services - Western Bay Region



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



02920236216



[www.mirus-wales.org.uk](http://www.mirus-wales.org.uk)

### Service Information:

Operated by:	Mirus Wales
Care Type:	Domiciliary Support Service
Provision for:	Supported Living
Registered places:	0
Main language(s):	English
Promotion of Welsh language and culture:	The provider makes an effort to promote the use of the Welsh language and culture or is working towards a bilingual service.

## Ratings:



Well-being

**Excellent**



Care & Support

**Excellent**



Leadership & Management

**Excellent**

## Summary:

Mirus is a domiciliary service that supports people living within supported living schemes. This inspection looked at the services operating regions of Neath Port talbot and Swansea.

People experience excellent well-being due to the multiple activities and systems in place to help them to thrive and develop their independence. People are listened to and play a central role in the planning of their care and setting their own objectives and targets. Feedback received about the service was exemplary.

People receive excellent care and support and are treated with dignity and compassion by a very dedicated care team who know them well and strive to do their best for people. Care documentation reflects peoples needs well and where possible, is developed with people and/or their advocates. Communication with families is promoted as much as possible.

Leadership and management of the service is excellent. The provider has robust procedures in place to ensure safe recruitment of care staff and ensures they are trained and supported effectively. People are involved in the recruitment of new staff to ensure compatibility with them. Care staff are motivated and feel valued in their roles. There are excellent oversight tools in place to ensure the service is meeting the needs of people effectively. Consistent monitoring and analysis of performance supports improvements and progression in the service The Responsible Individual (RI) visits the service regularly to understand people's experiences within Mirus, to drive improvements. The RI ensures regulatory reports are completed in a timely way.

## Findings:



### Well-being

Excellent

People live healthily and safely with control over their lives and are treated with dignity and respect. Mirus ensures people are involved in their care from the initial meeting of assessment through to regular reviews and updates. People set their own targets and goals and are encouraged to plan for their futures and develop their independence. Family members and/or advocates are invited to support with this when needed. Personal plans are bespoke and tailored to each individual's outcomes. They are detailed and give care staff a good oversight of what matters to them and how to support them effectively. Care staff are dedicated and motivated to support people the best they can. Feedback from people receiving the service was overwhelmingly positive and comments included: *"My mental health is the best it has ever been since I've had support from Mirus"* and *"I'm in control, I get to choose what I want to do and when I want to do it. The team are all really good and I feel listened to"*.

People are safe and protected from abuse and neglect as all care staff complete mandatory training which includes safeguarding with those spoken with having a good understanding of their roles and responsibilities to report any concerns. Care staff are recruited and vetted thoroughly to ensure they are suitable and safe to work with people in their own homes. Robust risk assessments are in place to support people with different aspects of their lives and minimising risks to them. Positive risk taking is also in place where possible to support people to make informed decisions where the positive outcomes achievable are balanced with risks. People appreciate the positive difference Mirus's approach has had on their lives, comments included *"I have more freedom now than my previous place, am allowed to have my own privacy and treated with respect"* and *"good team and managers feel like I can talk to them about anything"*.

People are supported to cultivate safe and healthy relationships. Mirus have a strong sense of community and like to bring people together. Some of these groups include a walking group, gardening group, lunch club, arts and crafts club and more. We saw photos and videos of people enjoying these ventures as well as feedback from people comments included. *"I've made a good friend from one of the other houses which I wouldn't have done if I weren't with Mirus"*, a professional also said: *"They care about individuals and will endeavour to promote their independence and enhance their social interaction if this is required"*. We saw multiple case studies of peoples achievements and successes which are celebrated in the Mirus awards ceremony which takes place to bring people together to celebrate their combined achievements.



People receive excellent quality of care and support, which helps them achieve their personal outcomes. People have a significant involvement in the planning of their care from the onset of provision, where possible. Personal plans viewed during the inspection were extremely detailed and included easily accessible information for staff, such as each person's one page profile. Plans demonstrated a strong commitment to person-centred practice, enabling individuals to make informed choices and decisions about what matters most to them. Care workers employ tailored strategies to ensure meaningful engagement with people, their families, friends, and relevant professionals throughout care planning. People told us; *"My staff encourage me to be a part of my community and do things that are important to me"*, *"I am listened too, they support me to be independent, which I've always wanted"*. A relative also said; *"they support X how they want to be supported and make it fun and are very supportive to us as a family too"*.

Medication management is robust in the service with good links with professionals to maintain people's health. Comprehensive plans outline individual's preferred method of medication administration. Medication Administration Records (MAR) reviewed were completed accurately, providing assurance that prescribed medication is administered as directed. Where appropriate, individuals are supported and enabled to self-administer and manage their own medication, promoting independence and autonomy. Medication is stored appropriately for those who need comprehensive support with medication and there are good procedures in place to order medication, and regular audits take place in individual settings. There are good and effective procedures in place to minimise the risk of infection to people and appropriate use of personal protective equipment is in place.

People are protected from harm and abuse. There is clear evidence of collaborative working, with professionals actively involved in Local Authority (LA) plans and Positive Behaviour Support (PBS) plans. Risk assessments and care plans are highly detailed and tailored to individual needs, rather than generic templates, further reinforcing a person-centred approach. Feedback from people confirmed they feel safe in the service, comments included *"My life has changed; I feel the safest and stable I have ever felt."* Positive stories seen show how people's physical and mental health has improved, such as achieving personal goals and behaviour changes. There is an up-to-date safeguarding policy in place and care workers are trained and aware of the procedures to follow if they have any concerns about the people they support.



People are supported to achieve their outcomes because the service provider has excellent organisational arrangements, governance and oversight to ensure smooth operations and high-quality care. Each supported living scheme has a team of dedicated support workers in place who are supported by scheme, area and regional managers as well as the Responsible Individual. There is a very positive culture in the service and aspirations to help people succeed in their goals and ambitions wherever possible. Multiple examples of people's achievements were seen in the services "Journey to excellence" file. We saw video clips and interviews of people who were invited and attended the Mirus awards, to celebrate their achievements. Regular audits take place in each of the supported living schemes to ensure all is well and minimise issues, these include finance and medication audits. These are reported back up to the senior team who also conduct audits at each scheme. The RI routinely visits the service offices and conducts visits to people to obtain their feedback and that of staff. We saw these visits are recorded within the bi-annual quality report. This report is very detailed and contains all the information required by the regulations as well as additional information such as data and analysis of documentation, complaints, supervision, incidents and accidents and much more. Any issues detected are logged and an action plan is recorded to rectify the issue. Regular team and management meetings take place, so staff can voice any issues they have. Policies and procedures in place are reviewed routinely and support the service. The Statement of Purpose reflects the service well and is reviewed as and when required.

People are supported by dedicated and highly motivated staff who are valued and well trained for their roles. We received an overwhelming amount of feedback from staff, and this was mostly excellent, with the majority saying they feel supported in their roles. Staff also said they receive good and effective training and feel they have a voice and are listened to. Comments included "*The team is great and always support each other*", "*Great team dynamic, good support system from staff team and manager. Fun and friendly environment*" and "*Really supportive working environment.*" Staff morale overall is very good, however there is still a little work here following changes to personnel, due to necessary cutbacks earlier in the year. The provider is fully aware of this, and this is still being prioritised. The care team are recruited safely, and people are included in interviewing candidates to ensure they are the right people to support them, ensuring compatibility from the onset. Personnel files viewed all contained documentation to evidence safe recruitment, including ID checks, references and up to date Disclosure and Barring Service (DBS) checks. Almost all care staff are registered or working towards registration with Social Care Wales the workforce regulator. Staff receive regular quarterly supervision and annual appraisals and complete regular and updated training to ensure they have the necessary skills to carry out their roles effectively.

## 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

**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.*