



Mirus - Cwm Taff



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



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www.mirus-wales.org.uk

Date(s) of inspection visit(s):

16/05/2025, 15/05/2025

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 service 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 Cwm Taf provides a supported living service to people living in their own homes with a range of care and support needs in the Cwm Taf area.

People are supported to achieve their well-being outcomes by a service which adopts excellent approaches to enhance their lives. People can access opportunities to participate in meaningful activities and develop friendships. People are also supported to maximise their independence and are treated with dignity and respect. With few exceptions people receive a very high standard of care and support. Personal plans are clear and concise and detail the best ways of supporting people. Risk assessments promote positive risk taking whilst helping to ensure people remain safe. People tell us their experience of being supported by the service is extremely positive.

There are high quality governance and quality assurance measures which helps the service to develop. The service is well-led and has a positive culture of promoting the well-being of supported people and members of staff. The service is committed to ensuring staff possess the necessary expertise, skills and qualifications needed for working in the care sector. The service works in conjunction with other professionals and organisations to benefit people's overall well-being.

Findings:



Well-being

Excellent

People are treated with dignity and respect. They are actively supported to identify their well-being outcomes and encouraged to use and build on their strengths. People said they have good relationships with care staff. One person said, *"The staff are good as gold, I get on with all of them"*. We saw care staff interacting well with people, it was clear care staff hold people in high regard and treat them with kindness and empathy. The service encourages people to be as independent as they can be and there are detailed plans and risk assessments in place which help promote people's strengths and keep them safe. People are regularly consulted on the service they receive and how they can be supported to achieve their goals. People's views on the service they receive are also captured through satisfaction surveys. This gives people the opportunity to tell the provider what's working well and what could be improved. Results from these surveys are published in a newsletter with documented actions detailing how the service proposes to implement any improvements.

People have enriching experiences delivered in creative ways. We saw the service works with other organisations and community groups to create opportunities for people using the service. The service regularly hosts 'Better Together' events where people, staff and others such as family and volunteers get together to celebrate what the service does well and to share ideas. These events also give people the chance to meet people from other areas and build friendships. We saw people are supported to access a diverse range of activities including daily living skills, supported employment, educational opportunities and leisure pursuits. And people have staff matching tools to help them decide which staff members are suitable to support them. Participation in activities is monitored. We were shown a positive example of how a person's staffing levels were reduced as they became more confident in accessing planned activities with the support from one staff member instead of two. People have access to their community and are encouraged to utilise community facilities. We saw people are supported to go on holiday to destinations of their choice. One person told us they were looking forward to going on holiday to Tenerife in the coming weeks.

There are systems in place to protect people. There is a written guide which contains practical information about the service including how to raise concerns. Care staff are recruited safely and are trained to meet people's needs. Care staff understand their safeguarding responsibilities and the process for raising concerns. Risks to people's health and safety are assessed and managed. There are policies and procedures which underpin safe practice. They are kept under review and updated when necessary.



The standard of care and support provided is excellent. Assessments are completed prior to commencement of service to ensure people's needs can be met. Following this a personal plan is developed. Personal Plans we looked at contain a very high level of person-centred information. They clearly detail people's personal outcomes and provide direction to staff on how to best support people to achieve them. The service works closely with people and their representatives on the production of personal plans to ensure people's views on how they like to be supported are captured. Specialist plans are in place where necessary. We saw plans such as epilepsy profiles, communication support plans and positive behaviour support plans have been devised using a multi-disciplinary approach to ensure the best possible outcomes for people. Personal plans are kept under review and updated as people's needs evolve. Daily recordings are up to date and confirm people receive care and support in line with their personal plans.

Health promotion is actively encouraged and highly personalised. People have health profiles in their personal plans detailing their health needs and any support they may require. Should people require hospital treatment, health passports are in place. These documents are designed to help people communicate their health needs to doctors, nurses and other healthcare professionals. We saw extremely positive examples of how the service has adopted the principles of positive risk taking and effective care planning to ensure people's needs continue to be met when their health had significantly deteriorated.

The service excels in supporting people to manage their medication. There is a medication policy which is aligned with best practice guidance. Care staff are trained on how to safely manage and administer medication. People have plans in place detailing how they like to take their medication. Medication administration recording (MAR) charts we examined are filled in correctly, this suggesting people receive their medication as prescribed. Where appropriate people are empowered to administer and manage their own medication. Where this happens, we saw evidence any potential risks are thoroughly assessed and managed. Medication audits are completed routinely to ensure any issues are identified and quickly actioned.

Effective infection control measures help manage and reduce the risk of infection. Care staff receive training to help them understand their responsibilities. There is an up-to-date infection control policy in place which sets out the most recent infection control guidance. Care staff have access to a supply of personal protective equipment and infection control audits are regularly completed. We visited a number of supported living services, all of which appeared to have good standards of cleanliness and hygiene.



People achieve high quality outcomes because the provider has a very strong commitment to ensuring sufficient numbers of extremely skilled and knowledgeable care staff are available to support people at all times. Care staff are recruited safely. We saw the service completes all the necessary pre-employment checks. These include proof of identity, employment references and Disclosure and Barring Service (DBS) checks. Supported people are involved in the recruitment process and form part of the interview panel. A structured induction is provided to new staff where they complete training relevant to the needs of the people they support and shadow experienced members of the team. They also have to work a probation period where their skills and suitability for the role are assessed. Staffing levels appear to be sufficient with rotas viewed reflecting target staffing levels. The service is dedicated to staff training and development. Records show care staff are mostly up to date in core areas such as safeguarding, medication administration and infection control. Specialist training is available for staff who support people with specific needs. As well as training staff are encouraged to complete recognised qualifications in health and social care.

The provider actively promotes staff well-being. Records we viewed show staff receive the required level of formal support including supervision every three months and an annual appraisal. Staff we spoke to said they feel supported in their roles and enjoy working for the service. One said, *"The manager was really supportive when I was going through a rough patch"*, another staff member told us, *"The management are brilliant, they're all very supportive, I can't fault them"*. As well as traditional support provided by line managers staff have access to an employee assistance programme where they can access services such as counselling to support them with their well-being. We were told group counselling sessions had been set up to support a team of care staff who recently supported a person with their end-of-life care. We saw evidence the service provider celebrates the achievements of staff, recognising those who provide outstanding care and support. On an annual basis the provider holds an awards ceremony called 'Mirus Stars' where people and staff are presented with awards in recognition for outstanding achievements made throughout the year. The provider currently holds a 'Gold' 'Investors in People' award. This is an internationally recognised accreditation awarded for the providers commitment to improving workplaces and driving improvements for staff and supported people.

The service is very well-led with strong governance and quality assurance measures in place. The Responsible Individual (RI) is a visible presence and appears to have very good oversight of service provision. They complete regulatory required visits every three months to meet with people and staff and review the quality of care provided. Auditing and quality assurance processes are used to identify any shortfalls and what is working well. The services performance is formally assessed every six months via a quality-of-care review. We saw these reviews assess the services strengths and identify where improvements can be made. They also provide the opportunity for the service to analyse significant events such as safeguarding matters, compliments, complaints and other key performance indicators.

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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.

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