



Inspection Report on

Mirus Supported Living and Community Support Services - Western Bay Region

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

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

05, 06, 25 & 26/04/2022

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

Type of care provided	Domiciliary Support Service
Registered Provider	Mirus Wales
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	06/09/2019
Does this service provide the Welsh Language active offer?	Working Towards. The service is working towards providing an 'Active Offer' of the Welsh language and intends to become a bilingual service or demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

Mirus Supported Living and Community Support Services (Western Bay) are a domiciliary support service who provide care to adults and children with disability including physical disabilities and learning disabilities. Mirus has extensive services in the Western Bay regional health board footprint and provide care to people in their own homes including supported living services, where people receive 24 hour care in their own homes.

People benefit from receiving very high quality care and support from a caring and knowledgeable staff team. The service is very well managed with highly effective governance arrangements in place. There are clear and extensive lines of communication within the organisation and externally. There are highly effective governance arrangements in place to ensure people receive a very high standard of service.

People receive support and encouragement to lead active lives and make daily choices. Staff treat people with dignity and kindness and relatives feel assured care provided is of a very high standard. Personal plans are inclusive and centre on what is best for them.

Well-being

People receive a high standard of care and support and are in control over their day-to-day lives. Personal plans are inclusive and centre on what is best for them. They also provide clear guidance for care workers to follow. Care workers are respectful, professional and know the people they support extremely well. Care workers are able to communicate with people using a range of methods, including in the Welsh language. Care staff involve people and/ or relatives in decisions that affect their daily lives. People feel listened to and confident any concerns are taken seriously. Feedback from people and their representatives about the service is very positive.

People's physical health and emotional wellbeing is monitored and promoted within the service. They are encouraged and supported to maintain relationships with others who are important to them. People stay as healthy as they can be because care staff work in partnership with external health and social care professionals. Staff access specialist training regarding a range of health conditions. Care staff communicate well with relatives and advocates and use this information to make sure the right support is in place. Care staff know people's needs and wishes and support them to do things that matter to them.

Safe working practises minimise risk and promote peoples independence. Stringent personal plans and risk assessments include information from the relevant professionals, family members and people. These are regularly reviewed and provide care staff the information they need to keep people safe. Care workers encourage people to live fulfilled lives doing things they enjoy doing, whilst acknowledging the risks. Care workers are well aware of their safeguarding responsibilities and how to report any concerns. Staff training and up to date policies and procedures support staff to keep people safe. There are safe medication management systems in place.

There are highly effective governance arrangements in place to ensure people receive a very high standard of service. The senior management team demonstrate highly effective communication with people, staff, relatives and other stakeholders. There are consistent arrangements in place to support staff through regular formal and informal supervision. A well-managed induction process and access to a range of development opportunities promote a strong commitment to the organisation and its values. The Responsible Individual (RI) maintains regular communication with the service and has high quality monitoring arrangements in place.

Care and Support

Staff show warmth, kindness and compassion to people. Staff take time to engage meaningfully with people they support. People are at ease with staff and communication is relaxed and respectful. Care workers use both verbal and non-verbal methods to communicate. The Welsh language is also promoted within the service. Relatives said “*staff are excellent*” and “*I feel so confident in them*”. There is a good skill mix as some staff have worked for Mirus for many years, whilst others are new to the service. Throughout Covid restrictions the service maintained good communication and relationships with people’s family and friends. This includes face to face time and the use of technology. There is strong engagement with the local community.

People have a voice and control over their lives. People able to communicate verbally told us they felt in control and able to do things they enjoyed doing. Others indicated they are happy and in control, which was seen throughout the inspection. Relatives and professionals confirmed this. Care plans are centred on the individual, and evidenced the person and/ or advocate is involved. Care plans are inclusive and supported by documents such as one page profiles, relationship circles, communication and good day-bad day profiles. We saw people doing things which were a reflection of these profiles. We overheard conversations around day-to day choices and future plans.

People are positively encouraged to engage in meaningful activities and develop life skills. Care staff demonstrate a commitment to enabling people to do be as independent as possible. We saw people having access to kitchen areas, making lunch or drinks for themselves and others. People, where possible, are encouraged to clean their home, others manage their own medication. Some people are re-gaining skills as part of their move-on into more independent living. Personal plans clearly detail people’s future goals and aspirations. This includes maintaining relationships with family, losing weight, volunteering and improving emotional wellbeing. People said “*I feel so more confident*” and “*my life is great*”.

Systems are in place to safeguard people from abuse and neglect. Risk assessments reduce the risk of harm and are reviewed on a regular basis. Staff complete safeguarding training and are aware how to raise concerns. There are clear safeguarding and whistle-blowing policies in place.

Staff support people to maintain health and wellbeing. We saw good communication and advice sort from health professionals. Staff access specialist training regarding a range of health conditions. They have a good understanding of nonverbal cues as indicators of ill health. People are supported to attend health appointments. Staff administer medication safely, are well trained in line with their policy and complete records in a timely manner.

Leadership and Management

Mirus Western Bay has a clear aim of “enabling people to live fulfilled and valued lives”. The values of the service of empowering, courageous, together, respectful and responsible was in evidence throughout the inspection. These values led by senior staff are clearly understood and demonstrated by staff in all interactions with people and each other. Conversations with care workers demonstrate a focus on the individual, and an empowering attitude to how staff support people to achieve their individual goals.

An experienced management team consistently support and develop staff to reach their full potential. Staff feel well supported by the managers, comparing them very favourably to previous employers. They are able to identify strengths and weaknesses through regular contact and more formal supervision and appraisal meetings. The service provides training around the individual needs of people as well as training and support in areas where staff would like to develop. Staff we spoke with feel valued and appreciated, they felt the management team was “flexible”, “fair” and “approachable”. Staff told us “it’s the most person centred organisation I have worked for” and “they are really keen to develop us in our careers”. The service has management development programmes and achieved great success in developing managers internally. A strong staff team have supported each other through difficult times due to staff shortages and restrictions throughout the pandemic. This is being well managed with managers continuing to provide direct support to people and staff. Staff told us they appreciated the employee wellbeing programme and used the service.

The service ensures its staff are suitably vetted and safe to deliver care and support to vulnerable people. There are very strong staff induction procedures including supporting care workers with their professional registration. People are safeguarded by a thorough recruitment and vetting process. The service benefits from a central human resources team. This ensures documentation in respect of staff working at the service is in order and meets regulatory requirements.

Comprehensive quality monitoring arrangements demonstrate good oversight of the service’s performance. There is a positive culture with regular monitoring of peoples’ support to improve their outcomes and meet their aspirations. There is consistently good evidence of RI engagement with individuals, relatives, care workers and external professionals. The RI is in regular contact with services and was well known to staff. The Board of Trustees are actively involved visiting services regularly. Strong quality monitoring and continuous improvement arrangements ensure the service is safe, well run and continues to develop.

Summary of Non-Compliance

Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people’s well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

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