



Inspection Report on

Mirus Supported Living and Community Support Services - Powys 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

02/08/2024

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About Mirus Supported Living and Community Support Services - Powys 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	16 th August 2023
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

Mirus Supported Living and Community Support Services (Powys Region) provides an excellent level of care and support to people who use the service. People are supported and cared for by a dedicated team of care workers. A person-centred approach to care and support is provided, promoting choice and independence. Personal plans are produced and reviewed in consultation with people and their representatives. Risks are thoroughly assessed and managed to enable people to experience positive risk taking. People have access to health and social care professionals when needed and are supported to engage in a wide range of activities both at home and in their local communities.

There are good governance and quality assurance systems in place helping to drive improvement. Regular quality of care reviews assess service provision. The Responsible Individual (RI) has good oversight and regularly meets with people and staff to gather feedback. Care workers are recruited in line with regulation and receive relevant training. Care workers enjoy working for the service and feel supported and valued in their roles.

Well-being

People are treated with dignity and respect. People told us they have positive relationships with care workers. We saw care workers interacting well with people, engaging them in meaningful conversations showing warmth and kindness. Detailed care plans and risk assessments are produced using a strengths-based approach which allows people to be as independent as they can be. Specialist intervention is sort when needed, with plans in place detailing the best and most effective ways of supporting people to achieve their outcomes.

People live their own lives and are supported to do the things which matter to them, and they enjoy. Personal plans highlight people's likes, dislikes, goals and aspirations. Risk assessments highlight the benefits of taking risks, allowing people to engage in activities of their choosing whilst still promoting safety. The service hosts regular events where people can meet with their friends. People are encouraged to utilise community facilities and become active members of the community.

There are measures in place helping to protect people from harm and abuse. Care workers are safely recruited and trained to meet the needs of the people they support. Care workers know people well and have built positive, trusting relationships with them. There is a safeguarding policy and care workers know the process for raising concerns. Care workers receive relevant training and are guided by robust care plans and risk assessments.

People are supported to maintain their health and well-being. The service liaises with health care professionals when advice or support is needed. Specialist training is provided to care workers to help them understand people's health needs. There are processes in place to manage people's medication and to ensure they receive their medication as prescribed. People are encouraged to participate in activities which promote physical well-being and are also supported with their emotional and mental health.

Care and Support

People receive high quality person-centred care and support. Care workers have access to extensive information relating to the people they care for. This helps care workers understand people's needs and what approaches to use when providing care and support. People and their representatives have good relationships with care workers. We saw care workers engaging positively with people during our inspection. Feedback we received supported our observations. One person told us, *"I get on with the staff, they're all good"*. A relative of a person receiving a service said, *"I think the service has a good person-centred approach. They have been very successful in being flexible and open minded, the staff are amazing"*.

People's strengths, likes and preferences are promoted. We saw people are supported to do the things they want to do. Written evidence we viewed shows people engage in a wide range of activities they enjoy. These include, leisure pursuits, volunteering, supported employment opportunities, educational opportunities and daily living skills. People's engagement in activities is monitored to gauge progress or deterioration and to identify levels of support required. People are encouraged to participate in community life and are supported to maintain relationships with family and friends. We saw the service works in partnership with other similar organisations and community groups to expand opportunities for people using the service.

Personal plans document people's care and support needs as well as detailing proactive approaches to care delivery and identifying risks to people's health and safety. Personal plans are produced to a very high standard in consultation with people, their representatives and where necessary the multi-disciplinary team of support. Specialist plans are present to guide care workers in the management of behaviours which are considered challenging and there are individualised communication plans to ensure communication between people and care workers is coherent. Reviews are held in line with regulation and ensure people are receiving the required level of care and support and they are meeting their personal outcomes. People's achievements are celebrated and recorded in writing in their 'positive stories'.

People are supported to optimise their health. Care workers have access to detailed information about people's health needs and receive specialist training when required. Care workers know people well and can recognise changes in presentation and report to the relevant professional for advice or support. We saw documented evidence people are supported to attend routine appointments. People have 'Health Profiles' on file. These documents provide information regarding people's health needs and how they should be supported when accessing healthcare services. People receive their medication as prescribed. There is a medication policy aligned with best practice guidance and care workers receive medication training. Routine medication audits ensure any medication errors are identified and addressed.

Leadership and Management

People are supported by a provider that shows commitment to providing high quality care and support. There are robust governance and quality assurance systems which help the service run smoothly. Every six months a quality-of-care review is held. This review helps the service self-evaluate and identify strengths and areas where improvements are needed. In addition to this we saw evidence people and staff are regularly consulted about service provision and regular audits are completed to help identify and action any shortfalls. The RI appears to have good oversight of service provision and regularly meets with other senior members of staff where the service is considered at a strategic level, with areas such as recruitment and staff training being discussed.

There is a robust system in place ensuring the recruitment, induction and training of care workers is safe and effective. We saw the service completes all the necessary pre-employment checks. For example, references, employment histories and Disclosure and Barring Service (DBS) checks. All new employees must complete a structured induction programme where their competence is closely monitored. Care workers have access to an ongoing programme of training and development where core and specialist training is provided. Care workers we spoke to told us the standard of training provided was good and it equipped them with the skills and knowledge needed for providing good quality care and support.

Care workers enjoy their work and feel supported and valued. We saw the service has an employee assistance programme. This can be accessed by staff if they are experiencing problems at work or in their private lives. Care workers we spoke to provided positive feedback about the management team. One care worker said, *“There is reliable, excellent communication between staff and management they are very approachable”*. Another care worker commented, *“The manager is really lovely and will deal with issues very quickly, with a compassionate touch which is appreciated”*. We examined supervision records and found care workers do not always receive the recommended levels of formal support. We discussed this with the management team who assured us they would address the matter.

There are policies and procedures in place promoting safe practice. We looked at a selection of these documents including the safeguarding, medication and complaints policy. We saw they are aligned with current statutory and best practice guidance, kept under review and updated when needed. We also looked at other written information such as the statement of purpose and service user guide. Both these documents accurately describe the service and contain all the regulatory required information.

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.

Area(s) for Improvement

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

	inspection	
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Date Published 05/09/2024