



# Inspection Report on

**mirus -Cwn Taff**

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

**30 March 2022**

30/03/2022

**Welsh Government © Crown copyright 2022.**

*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.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk)*  
*You must reproduce our material accurately and not use it in a misleading context.*

## About mirus -Cwn Taff

Type of care provided	Domiciliary Support Service
Registered Provider	Mirus Wales
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	Click or tap here to enter text.19/11/20
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 Wales provides care and support to people in their own homes throughout Wales. This report covers services provided in the Cwm Taff region of Wales.

The service specialises in providing care and support to people with learning disabilities. People benefit from a service providing a high standard of person centred care and support. People's care documentation is tailored to their specific needs. Specialist plans are in place for those who require them. Care documentation is reviewed frequently in order to provide the right level of care and support. Care workers receive training to meet the needs of the people they support and report feeling supported in their roles. There is a robust recruitment process which ensures care workers are suitable for the role. Governance arrangements are strong. The area manager and service managers have good oversight of the day-to-day running of the service. The Responsible Individual (RI) completes required monitoring visits, and gathers information and feedback. This is to analyse the quality of service being provided and any improvements that may be required.

## Well-being

The service supports people to have control over their day-to-day lives. Care documentation is clear providing detailed, person centred information to care workers regarding people's care and support needs. Care workers are knowledgeable about the people they support and promote choice and independence. Systems to monitor progress are robust and allow people to develop to their full potential. People's interests are encouraged. We were told care workers treat people with dignity and respect and support them to do the things they want to do.

People have access to specialist services and are supported to be as healthy as they can be. There is good communication between the service and external professionals. Referrals are made in a timely manner and specialist plans are in place to support people effectively. People's overall health and well-being is closely monitored and advice is sort when needed.

There are measures in place to protect people from harm and abuse. Risks to individual's health and safety are thoroughly assessed with management plans setting out strategies to keep people safe. Up-to-date policies and procedures underpin safe practice. The service operates a safe recruitment process. Care workers are trained to spot the signs of abuse, neglect and poor health and know how to report areas of concern. Accidents, incidents and potential safeguarding issues are audited as part of ongoing quality assurance processes to ensure that appropriate external agencies have been notified and any required actions taken.

## Care and Support

People are treated as individuals. Personal plans are detailed, outcome focused and person centred. They provide a good level of information to care workers regarding the best way to support the person. They also contain lots of detailed information in relation to the person's personal history. This gives care workers a good understanding of the people they support including their likes, dislikes and routines. Some plans such as Positive Behaviour Support Plans (PBS) are devised using a multi-disciplinary team approach to ensure people receive the right care at the right time. Risk assessments identify people's vulnerabilities and provide guidance on how to keep people safe. Reviews of people's personal plans are conducted on a three monthly basis in line with regulatory requirements.

Care workers support people to do the things that matter to them. We saw each person has an individualised programme of activities which promote social inclusion and overall well-being. There are plans in place that detail the support needed during activities. The service follows the 'Active Support' model. This is a person centred approach to providing support. The purpose of this type of support is to ensure people with even the most significant disabilities can be supported to engage in daily activities such as general household tasks and activities they enjoy. Participation for each activity is monitored on a six monthly basis to show progress or deterioration. We spoke to a number of people who use the service all of which provided positive feedback. One person said "*The staff are very nice, I get on well with them*".

There are measures in place to protect people from harm. Care workers receive safeguarding training and are aware of their responsibilities in relation to raising concerns. There are policies and procedures which are kept under review that promote safe practice. We looked at the services safeguarding policy and found it contains the most up-to-date statutory guidance in relation to protecting vulnerable adults. Infection protection and control systems are robust. There is a plentiful supply of personal protective equipment (PPE), care workers have access to the most recent guidance in relation to Covid-19 and complete regular lateral flow tests (LFT) to reduce the risk of transmission. Medication management is effective. People who require support to take medication have plans detailing the best way to administer it. We examined a number of medication recording charts (MAR) and found they were filled in correctly with no gaps. Regular medication audits are conducted to identify any shortfalls and put measures in place to rectify any issues.

## Leadership and Management

Good governance and quality assurance measures allow the service to operate effectively and deliver quality care and support. The RI regularly meets with people connected to the service to obtain feedback from them. They also undertake regular analysis of complaints, safeguarding matters or any other significant events. This helps to inform improvements within the service. The RI takes an active role and has good oversight of service delivery they are also up-to-date with regulatory requirements. A quality of care report is published on a six monthly basis. This report highlights the services strengths and areas that can be developed further. Manager audits specific to each supported living service are completed every six months. These audits identify any shortfalls and contain actions for improvement.

The service ensures care workers are suitable to work with vulnerable people. We examined care workers recruitment records and found all of the required pre-employment checks have been completed. On commencement of employment care workers are required to complete a structured induction and shadow experienced members of the team. The service provides an on-going programme of core and specialist training. Care workers provided positive feedback on training saying it equips them with the skills needed to provide quality care and support. Training records show the service is mostly compliant with its core training requirements. We could see some care workers required refresher training in some areas and that the relevant training had been booked.

Care workers enjoy working for the service and feel supported in their roles. Records show the service is compliant with regulations in relation to supporting and developing staff. Care workers receive supervision on a three monthly basis and have an annual appraisal. This gives care workers the opportunity to reflect on their performance, discuss any issues they may have and identify areas of professional development. In addition to this care workers have access to an employee assistance programme where additional support such as counselling services are offered. Care workers spoke positively about the management using words like *“good”*, *“flexible”* and *“understanding”* to describe them.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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

**Date Published** 26/04/2022