

# Inspection Report on

mirus -Cwn Taff

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

## **Date Inspection Completed**

14/09/2023

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# 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	30 <sup>th</sup> March 2022
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 Wales provides care and support to people throughout Wales. This report covers the Cwm Taf region of Wales.

People receive a good level of person-centred care and support. Personal plans are clear and concise setting out people's needs. People, their representatives and other professionals are involved in the care planning process. This ensures people are at the forefront of the care and support they receive. Risk assessments highlight areas of concern but also promote positive risk taking. Care documentation is regularly reviewed to ensure it remains relevant. People are encouraged to live active lives and are supported to maintain relationships with family and friends.

Care workers told us they feel happy and supported in their roles. They receive regular supervision and are trained to meet the needs of the people they support. There are appropriate governance and quality assurance measures in place. The senior management team have good oversight of the day to day running of the service and actively seek the views of people and staff to inform improvements. The Responsible Individual (RI) is up to date with all their required duties including visits and quality of care reviews.

#### Well-being

People have control over their day to day lives and are supported to do the things that matter to them. Personal plans are produced in conjunction with people and their representatives. They consider people's needs, preferences and give clear instructions regarding support people require. Risk assessments highlight areas of concern and strategies for keeping people safe. People are encouraged to lead active lives and participate in activities they enjoy. People's relatives say there is excellent lines of communication between themselves, and the service and they are closely involved in people's care and support.

The service supports people with their health and well-being. People have good access to health and social care professionals when needed. Specialist care and support plans are produced using a multi-disciplinary team approach. The service hosts regular well-being events where topics such as self-care are promoted. Medication is administered by trained staff in line with the prescriber's recommendations and there are good infection control arrangements helping to reduce the risk of cross contamination.

People are protected from harm and abuse. There are policies and procedures in place underpinning safe practice. These are kept under review and updated when necessary. Care workers are trained to spot the signs of harm and abuse and are confident in their ability to raise concerns if they need to. Care workers receive regular supervision which supports their continued development. Incidents and accidents are logged, and appropriate actions are taken by the service. Quality assurance measures help identify and address areas of concern.

People are treated with dignity and respect. People told us they have good relationships with care workers. The service uses a staff matching tool to ensure care workers have similar interests to the people they support. People take an active role in the recruitment process where they get the opportunity to help recruit new members of staff. We saw positive interactions between people and care workers throughout the time we spent inspecting Mirus Cwm Taf.

#### **Care and Support**

People and their representatives are happy with the care and support provided. People we spoke to provided positive feedback regarding the service they receive. One person said, *"The staff are good as gold. There's a great team here"*. Other people we spoke to used words like *"good"* and *"great"* to describe the staff team. Positive feedback was also received from relatives of people using the service. One relative said, *"The staff are very, very good, they listen to my views, they are brilliant. Couldn't ask for better"*. During our inspection we visited a number of supported living establishments and saw positive interactions between people and care workers. We observed care workers treating people with dignity and respect and could see there was a genuine good rapport between care workers and the people they support.

People receive person-centred care and support. Personal plans set out people's care and support needs as well as considering risks to people's health and safety. The service adopts the principles of person-centred care and support. This means care and support provided is specific to each person's needs. People, their representatives and where necessary other professionals are involved in the implementation of care and support plans. For example, people whose behaviour has been assessed as being challenging have positive behaviour support plans. We saw these plans are produced using a multi-disciplinary team approach which includes input from people, family members, staff, social workers, and behavioural experts. Personal plans are reviewed regularly and updated when people's needs change.

People are supported to do the things they want to do. We saw people have activity planners which detail activities they enjoy and their daily routines. Activity plans we viewed contained a range of different activities including domestic tasks and leisure pursuits. People's participation in activities is monitored to record progress or if the person is no longer interested in the activity and it has to change. The service uses a staff matching tool to ensure care workers have similar interests to the people they support.

The service supports people to maintain their health and well-being. We saw people are supported to attend appointments with healthcare professionals such as GP's, dentists and podiatrists. people are supported with their medication needs. We saw there are good medication management systems in place with medication being safely stored and administered as prescribed. Personal plans contain relevant information relating to people's health needs. People are encouraged to live active lives and maintain relationships with friends and family.

### Leadership and Management

Care workers feel supported and valued. We spoke to several care workers all of whom provided positive feedback regarding their working conditions. One care worker said, *"I get supervision every six weeks. And an annual appraisal. I feel 100% supported and valued".* Another care worker told us, *"My managers are very supportive, the service provides excellent support for staff".* We looked at the services supervision and appraisal records which supported care workers positive comments, showing care workers receive the required levels of formal support. The manager told us staffing levels are based on people's assessed needs. Care workers we spoke to said they feel there are enough staff working at the service. We looked at rotas in supported living establishments which showed target staffing levels are being met.

Good governance and quality assurance arrangements support the smooth running of the service. The RI and senior management team have good oversight of service delivery. The RI regularly meets with people and staff to gather their views. Every six months a quality-of-care review is completed where the services strengths and areas identified for development are considered. The service also produces impact reports which highlight supported people's achievements. Policies and procedures support safe practice, giving guidance to care workers in areas such as medication, safeguarding and infection control. Information regarding the service is captured in the statement of purpose and service user guide. We examined these documents and found they are reflective of the service provided and contain all the required information.

Care workers have access to an on-going programme of development and training. Care workers said, *"I've never had so much training"* and *"I think the training provision is really good"*. Records relating to training show the service is mostly compliant with its core training requirements. Additional training for specialist areas relevant to people who receive a service is also in place, such as autism awareness and Positive Behaviour Support. One care worker explained they are currently working towards completing managerial qualifications via the services aspiring manager's programme. All new employees have to complete a structured induction and get the opportunity to shadow experienced members of the team. Following this they have to register with Social Care Wales the workforce regulator. This is done to ensure they have the skills and qualifications needed to work in the care sector.

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. Th 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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