

Your Chapter

Annual Return 2025/2026

The Annual Return is an online form that registered adults and children's services providers are legally required to complete each year under the [Regulations and Inspection of Social Care \(Wales\) Act 2016 \(RISCA\)](#). The purpose of Annual Returns is to provide the public with comprehensive, comparable and robust information on the quality of care and support services.

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Provider: Your Chapter

Provider summary

The provider was registered on:	13/02/2019
The following lists the provider conditions:	There are no conditions associated to the provider

Training and workforce planning arrangements

Arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider.	We are committed in continuing to provide on going training and development for all our employees. We offer a 8 day induction training which has been increased from the prior year which is showing to be extremely beneficial due to this all being Face-to-face training to give employees the skills prior to going into any of our homes. There is additional on-line training in neuro diversity. All this training meets regulations and gives employees the knowledge and understanding for the role.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	To continue to establish and maintain competent staff committed to good outcomes for the children in our care. We have safer recruitment systems in place which are thorough and consider the safeguarding of children and young people at every stage of the recruitment process. The job description includes the responsibility for safeguarding children and ensuring thee persons specification includes reference to suitability to work with children. All staff go through rigorous recruitment processes

Regulated services delivered by this provider

Service name	Service type	Type of care
Grace House	Care Home Service	Childrens Home
Teresa House	Care Home Service	Childrens Home
Carla House	Care Home Service	Childrens Home

Service: Grace House

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	02/06/2020
Maximum number of places	4
Service Conditions	- The responsible individual for this service is Amanda Cooke - A maximum of 4 individuals can be accommodated at this service
How many people in total did the service provide care and support to during the last financial year?	10

Service management

Responsible Individual(s)	Amanda Cooke
Manager(s)	Nikki Griffiths

Service contact details

Service Telephone Number	01588650569
Service Contact Email Address	gracehouse@yourchapter.co.uk

Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	There are no other languages used at the service
Non-verbal communication methods used at the service	There are no non verbal communication methods used at the service

Service facilities and accommodation

- Access to minibus or other transport - Activities room (Art, Music, Games, Computers, etc.) - Education facility - Garden(s) - Internet access - Number of bathrooms with assisted bathing facilities: 0 - Number of bedrooms with en-suite facilities: 0 - Number of communal lounges: 2 - Number of dining rooms: 1 - Number of shared bedrooms: 0 - Number of single bedrooms: 5 - Residents' kitchenette / communal kitchen - TV point
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Engagement with people using the service

Children are supported to take part in monthly meeting where they are asked their views, wishes and feelings regarding the home. Children give feedback as part of the Reg 80 every 6 months and during the Reg 73 visit the RI will talk to the children to gain their views, wishes and feelings regarding the home, and staff. The children are encouraged to discuss with staff how they are feeling and this is recorded in key work sessions. The staff consult with the children in regards to choosing the meals for the week and to plan the activities for the coming week of which they would like to do. Key working sessions with the children to discuss their views, wishes and feelings. All children play an active role in developing their personal plans. Staff go through consent forms and contracts so they know expectations of which they are involved in. Children are encouraged to attend the CLA reviews, PEP and EHCP reviews which help with planning and progression for the children's futures

Compliance and quality statement

Not Inspected - Strong Internal Checks Although we were not inspected by Care Inspectorate Wales during the reporting period, we regularly review the care and support we provide. These reviews give us confidence people are receiving safe, person-centred care which meets their
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needs and supports their wellbeing.

We are confident our service meets the standards set out under section 27(1) of the 2016 Act.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£6500
The maximum weekly fee payable during the last financial year?	£6500

Complaints processed by the service

Total number of formal complaints made during the last financial year	1
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	0
Number of complaints not upheld	0

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	11
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	3	0
Care Worker	6	1

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	Not relevant to this staff group
Deputy Manager	All staff have completed	Not relevant to this staff group
Senior Care Worker	All staff have completed	Not relevant to this staff group
Care Worker	All staff have completed	Not relevant to this staff group

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	Not relevant to this staff group	All staff have completed
Deputy Manager	Not relevant to this staff group	All staff have completed
Senior Care Worker	Not relevant to this staff group	All staff have completed
Care Worker	Not relevant to this staff group	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Not relevant to this staff group
Deputy Manager	All staff have completed	Not relevant to this staff group
Senior Care Worker	All staff have completed	Not relevant to this staff group
Care Worker	All staff have completed	Not relevant to this staff group

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	1	0	0
Senior Care Worker	3	0	0
Care Worker	6	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	3	0
Care Worker	6	0

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	2	0
Care Worker	2	0

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	1	1
Deputy Manager	1	1
Senior Care Worker	1	1
Care Worker	4	4

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	2 on 4 off rota pattern
Care Worker	2 on 4 off rota pattern

Service: Teresa House

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	13/02/2019
Maximum number of places	4
Service Conditions	- The responsible individual for this service is Amanda Cooke - A maximum of 4 individuals can be accommodated at this service
How many people in total did the service provide care and support to during the last financial year?	7

Service management

Responsible Individual(s)	Amanda Cooke
Manager(s)	Nicklaus Smith

Service contact details

Service Telephone Number	01758701921
Service Contact Email Address	teresahouse@yourchapter.co.uk

Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	Welsh
Non-verbal communication methods used at the service	There are no non verbal communication methods used at the service

Service facilities and accommodation

- Access to minibus or other transport - Activities room (Art, Music, Games, Computers, etc.) - Close to local shops / amenities - Education facility - Garden(s) - Internet access - Laundry service - Near public transport - Number of bathrooms with assisted bathing facilities: 4 - Number of bedrooms with en-suite facilities: 1 - Number of communal lounges: 1 - Number of dining rooms: 1 - Number of shared bedrooms: 2 - Number of single bedrooms: 3 - On-site parking - Outdoor play area - Outdoor seating / entertainment area - Pet friendly (or by arrangement) - Phone point - Quiet areas - Residents' kitchenette / communal kitchen - TV point

Engagement with people using the service

Children are supported to take part in monthly meeting where they are asked their views, wishes and feelings regarding the home. Children give feedback as part of the Reg 80 every 6 months and during the Reg 73 visit the RI will talk to the children to gain their views, wishes and feelings regarding the home, and staff. The children are encouraged to discuss with staff how they are feeling and this is recorded in key work sessions. The staff consult with the children in regards to choosing the meals for the week and to plan the activities for the coming week of which they would like to do. key working sessions with the children to discuss their views, wishes and feelings. All children play an active role in developing their

personal plans. staff go through consent forms and contracts so they know expectations of which they are involved in. children are encouraged to attend the CLA reviews, PEP and EHCP reviews which help with planning and progression for the children's futures

Compliance and quality statement

Inspected - Delivering Quality Care

During the reporting period, Care Inspectorate Wales visited our service. We're proud their findings show we provide safe, effective, and supportive care for the people who use our services, meeting the required standards under section 27(1) of the Regulation and Inspection of Social Care (Wales) Act 2016.

We also carry out regular reviews to make sure the care and support we offer continues to meet people's needs and helps them achieve positive outcomes.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£6500
The maximum weekly fee payable during the last financial year?	£6500

Complaints processed by the service

Total number of formal complaints made during the last financial year	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	11
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	2	1
Care Worker	5	2

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	Not relevant to this staff group
Deputy Manager	All staff have completed	Not relevant to this staff group
Senior Care Worker	All staff have completed	Not relevant to this staff group
Care Worker	All staff have completed	Not relevant to this staff group

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	Not relevant to this staff group	All staff have completed
Deputy Manager	Not relevant to this staff group	All staff have completed
Senior Care Worker	Not relevant to this staff group	All staff have completed
Care Worker	Not relevant to this staff group	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Not relevant to this staff group
Deputy Manager	All staff have completed	Not relevant to this staff group
Senior Care Worker	All staff have completed	Not relevant to this staff group
Care Worker	All staff have completed	Not relevant to this staff group

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	1	0	0
Senior Care Worker	2	0	0
Care Worker	5	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	2	0
Care Worker	5	0

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	2	0
Care Worker	2	0

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	3	3

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	2 on 4 off rota pattern
Care Worker	2 on 4 off rota pattern

Service: Carla House

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	12/08/2019
Maximum number of places	4
Service Conditions	- The responsible individual for this service is Amanda Cooke - A maximum of 4 individuals can be accommodated at this service
How many people in total did the service provide care and support to during the last financial year?	5

Service management

Responsible Individual(s)	Amanda Cooke
Manager(s)	Emma Hughes

Service contact details

Service Telephone Number	01978757423
Service Contact Email Address	carla.house@yourchapter.co.uk

Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	There are no other languages used at the service
Non-verbal communication methods used at the service	There are no non verbal communication methods used at the service

Service facilities and accommodation

- Access to minibus or other transport - Close to local shops / amenities - Education facility - Garden(s) - Internet access - Near public transport - Number of bathrooms with assisted bathing facilities: 0 - Number of bedrooms with en-suite facilities: 1 - Number of communal lounges: 2 - Number of dining rooms: 1 - Number of shared bedrooms: 0 - Number of single bedrooms: 6 - On-site parking - Outdoor seating / entertainment area - Pet friendly (or by arrangement) - Residents' kitchenette / communal kitchen - TV point - Woodland / ponds

Engagement with people using the service

Children are supported to take part in monthly meeting where they are asked their views, wishes and feelings regarding the home. Children give feedback as part of the Reg 80 every 6 months and during the Reg 73 visit the RI will talk to the children to gain their views, wishes and feelings regarding the home, and staff. The children are encouraged to discuss with staff how they are feeling and this is recorded in key work sessions. The staff consult with the children in regards to choosing the meals for the week and to plan the activities for the coming week of which they would like to do. key working sessions with the children to discuss their views, wishes and feelings. All children play an active role in developing their personal plans. staff go through consent forms and contracts so they know expectations of which they are involved in. children are encouraged to attend the CLA reviews, PEP and EHCP reviews which help with planning and progression for the children's futures

Compliance and quality statement

Not Inspected - Strong Internal Checks

Although we were not inspected by Care Inspectorate Wales during the reporting period, we regularly review the care and support we provide. These reviews give us confidence people are receiving safe, person-centred care which meets their needs and supports their wellbeing.

We are confident our service meets the standards set out under section 27(1) of the 2016 Act.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£6500
The maximum weekly fee payable during the last financial year?	£6500

Complaints processed by the service

Total number of formal complaints made during the last financial year	2
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	2

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	12
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	2	1
Care Worker	7	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	Not relevant to this staff group
Deputy Manager	All staff have completed	Not relevant to this staff group
Senior Care Worker	All staff have completed	Not relevant to this staff group
Care Worker	All staff have completed	Not relevant to this staff group

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	Not relevant to this staff group	All staff have completed
Deputy Manager	Not relevant to this staff group	All staff have completed
Senior Care Worker	Not relevant to this staff group	All staff have completed
Care Worker	Not relevant to this staff group	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Not relevant to this staff group
Deputy Manager	All staff have completed	Not relevant to this staff group
Senior Care Worker	All staff have completed	Not relevant to this staff group
Care Worker	All staff have completed	Not relevant to this staff group

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	1	0	0
Senior Care Worker	2	0	0
Care Worker	7	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	1	1
Care Worker	7	0

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	2	0
Care Worker	1	0

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	1	1
Deputy Manager	1	1
Senior Care Worker	0	0
Care Worker	1	1

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	2 on 4 off rota pattern
Care Worker	2 on 4 off rota pattern