Langland care LTD

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: Langland care LTD

Provider summary

The provider was registered on:	22/02/2019
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.	Arrangements for Identifying, Planning and Meeting Staff Training Needs – Last Financial Year During the last financial year, the service provider had a structured approach in place to ensure staff training needs were effectively identified, planned for, and met. The key components of this approach included: 1. Training Needs Identification Induction and Initial Assessment: All new staff underwent a structured induction programme, during which initial training needs were assessed based on prev
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Arrangements for the Recruitment and Retention of Staff – Last Financial Year During the last financial year, the service provider maintained structured and proactive arrangements for both recruiting new staff and retaining existing employees, with a focus on quality, compliance, and staff wellbeing. 1. Recruitment Arrangements Safe Recruitment Procedures: All recruitment was carried out in line with safer recruitment principles, including enhanced DBS (or equivalent) checks, two verified refe

Regulated services delivered by this provider

Service name	Service type	Type of care
Brynfield Manor	Care Home Service	Adults With Nursing
The Newton Grange	Care Home Service	Adults Without Nursing

Service: The Newton Grange

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	22/02/2019
Maximum number of places	22
Service Conditions	• A maximum of 22 individuals can be accommodated at this service • Langland care LTD is registered to provide a Care Home Service at The Newton Grange LANGLAND CARE LTD, 26 SOUTHWARD LANE NEWTON, SWANSEA SA3 4QD • The responsible individual for this service is Jason Banfield
How many people in total did the service provide care and support to during the last financial year?	25

Service management

Responsible Individual(s)	Jason Banfield
Manager(s)	Shannon Jones

Service contact details

Service Telephone Number	01792 368880
Service Contact Email Address	langlandcare@gmail.com

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
- Garden(s)
- Hairdressing / beauty services
- Internet access
- Laundry service
- Library
- Lifts
- Near public transport
- Number of bathrooms with assisted bathing facilities: 4
- Number of bedrooms with en-suite facilities: 20
- Number of communal lounges: 2
- Number of dining rooms: 1
- Number of shared bedrooms: 3
- Number of single bedrooms: 17
- On-site parking
- Outdoor seating / entertainment area
- Pet friendly (or by arrangement)
- Phone point
- Quiet areas
- Residents' kitchenette / communal kitchen
- TV point
- Wheelchair access
- Wildlife / domesticated animals

Engagement with people using the service

Arrangements for Consulting People Who Use the Service During the last financial year, we made a range of arrangements to ensure that the views and experiences of people using the service were regularly sought and used to inform the operation of the service. These included: Regular Resident Meetings: We held monthly resident meetings to encourage feedback on meals, activities, routines, and any concerns. Notes were taken, and action points were followed up. Family Feedback: Quarterly relatives' meetings and informal discussions were held to gather views from family members and carers. We also encouraged feedback via email and phone. Satisfaction Surveys: Annual satisfaction surveys were distributed to residents and their families, with results reviewed by the management team and incorporated into our quality improvement plan. Care Plan Reviews: Regular, person-centred care plan reviews were conducted with residents and/or their families to ensure their wishes and preferences were

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?	£848
The maximum weekly fee payable during the last financial year?	£1900

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)	1

Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	1
Senior Care Worker	5	5
Care Worker	8	8
Catering staff	2	2
Other Staff	2	2

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
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
Catering staff	All staff have completed	All staff have completed
Other Staff	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	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
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
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
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
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
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
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
Catering staff	All staff have completed	All staff have completed
Other Staff	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
Senior Care Worker	5	0	0
Care Worker	8	0	0
Catering staff	2	0	0
Other Staff	2	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
Senior Care Worker	0	0
Care Worker	0	0
Catering staff	0	0
Other Staff	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Senior Care Worker	5	0
Care Worker	8	0
Catering staff	2	0
Other Staff	2	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
Senior Care Worker	0	0
Care Worker	0	0
Catering staff	0	0
Other Staff	0	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
Senior Care Worker	0	0
Care Worker	0	0
Catering staff	0	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	2 on Day Shift 7am - 7pm 3 on Night Duty 7pm - 7am
Care Worker	4 on Day Shift 7am - 7pm 4 on Night Duty 7pm - 7am

Service: Brynfield Manor

Service summary

Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	25/04/2019
Maximum number of places	73
Service Conditions	• A maximum of 73 individuals can be accommodated at this service. • Langland care LTD is registered to provide a Care Home Service at Brynfield Manor Brynfield Manor, 42 Brynfield road, Langland bay , Sawnsea SA3 4SX • The responsible individual for this service is Jason Banfield
How many people in total did the service provide care and support to during the last financial year?	71

Service management

Responsible Individual(s)	Jason Banfield
Manager(s)	Amanda Jones

Service contact details

Service Telephone Number	01792 366208
Service Contact Email Address	langlandcare@gmail.com

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.)
- Cinema
- Close to local shops / amenities
- Education facility
- Garden(s)
- Hairdressing / beauty services
- Internet access
- Laundry service
- Library
- Lifts
- Near public transport
- Number of bathrooms with assisted bathing facilities: 6
- Number of bedrooms with en-suite facilities: 62
- Number of communal lounges: 3
- Number of dining rooms: 3
- Number of shared bedrooms: 5
- Number of single bedrooms: 63
- On-site parking
- Outdoor play area
- Outdoor seating / entertainment area
- Pet friendly (or by arrangement)
- Phone point
- Quiet areas
- Residents' kitchenette / communal kitchen
- Semi-independent flat
- Spa / hot tub

- Stairlift
- TV point
- Wheelchair access

Engagement with people using the service

During the last financial year, several arrangements were made to consult people who use the service about its operation: Regular Feedback Surveys: We distributed quarterly satisfaction surveys to service users and their families to gather feedback on the quality of care, communication, and environment. Responses were reviewed and acted upon as part of our continuous improvement process. Resident/Service User Meetings: Monthly meetings were held (either in person or virtually) to give individuals the opportunity to express their views, make suggestions, and discuss any concerns regarding the service. Suggestion Boxes and Open Door Policy: Suggestion boxes were placed in accessible areas, and the management team maintained an open-door policy to encourage direct feedback at any time. Care Plan Reviews: Individual care plans were reviewed regularly with the involvement of the service user and, where appropriate, their families or advocates, ensuring their preferences and needs were r

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?	£848
The maximum weekly fee payable during the last financial year?	£1900

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)	2

Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	1
Deputy Manager	1	1
Nursing Assistant / Auxiliary Nurse	6	6
Registered Nurse (1+ Years in Practice)	7	7
Senior Care Worker	26	26
Care Worker	39	39
Domestic staff	10	10
Catering staff	5	5
Other Staff	3	3

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
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	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
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	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	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	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
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	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
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	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
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

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
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	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
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	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
Nursing Assistant / Auxiliary Nurse	6	0	0
Registered Nurse (1+ Years in Practice)	7	0	0
Senior Care Worker	26	0	0
Care Worker	39	0	0
Domestic staff	10	0	0
Catering staff	5	0	0
Other Staff	3	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
Nursing Assistant / Auxiliary Nurse	0	0
Registered Nurse (1+ Years in Practice)	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	0
Other Staff	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
Nursing Assistant / Auxiliary Nurse	6	0
Registered Nurse (1+ Years in Practice)	7	0
Senior Care Worker	26	0
Care Worker	39	0
Domestic staff	10	0
Catering staff	5	0
Other Staff	3	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
Nursing Assistant / Auxiliary Nurse	0	0
Registered Nurse (1+ Years in Practice)	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	0
Other Staff	0	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
Nursing Assistant / Auxiliary Nurse	0	0
Registered Nurse (1+ Years in Practice)	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Nursing Assistant / Auxiliary Nurse	1 on Day Shift 7am - 7pm 1 on Night Duty 7pm - 7am
Registered Nurse (1+ Years in Practice)	1 on Day Shift 7am - 7pm 1 on Night Duty 7pm - 7am
Senior Care Worker	9 on Day Shift 7am - 7pm 7 on Night Duty 7pm - 7am
Care Worker	13 on Day Shift 7am - 7pm 7 on Night Duty 7pm - 7am