



Community Services Department  
**SOCIAL SERVICES**

# Guide to Care in your Own Home



## Contents

This is a guide for people who need care or support for themselves or for members of their family in their own home.

	Page
What services are available? .....	3
How can I get help from Community Services? .....	4
The Council's Home Care Service.....	4
• Short Term Intervention Service.....	5
• Six Week Review Team.....	6
Western Vale Re-ablement Team.....	6
Meeting standards for good quality services.....	7
How to complain about services from the Council.....	7
Contacting Community Services.....	8
Will I have to pay?.....	8
• Charging policy.....	8
• Direct Payments.....	9
Who else provides services in the Vale of Glamorgan?.....	9
How do I decide what I need?.....	10
Other organisations providing help at home.....	12
Protecting Vulnerable Adults - What you can do if you think someone is being abused or if someone is abusing you....	15
Contact details for other leaflets and in other formats.....	16

## What services are available?

If you are having difficulty coping at home, due to old age, disability or mental health problems, a range of services are available to help you to remain living as safely and independently as possible in your own home.

These include:

- personal care, such as help with washing, dressing, using the toilet, getting around and help at mealtimes (these are called 'domiciliary services'),
- occupational therapy advice for independence or safe care.

It may be that you are looking for assistance for a short time, for example, whilst you are recovering from an illness, or need support after a period in hospital. Whatever service you are looking for, there are a variety of different service providers from the private and public sectors.

You may have someone who helps you with daily living at home - your spouse or partner, a relative or friend (known as a carer) - there are also services to help that person.

If you are able to pay the full cost of care in the home and wish to arrange this yourself, then the information on pages 8 -9 of this leaflet will be especially helpful to you.

## **How can I get help from Community Services?**

We must assess what are your individual needs in order for the Council's Community Services to arrange the type of care that is right for you. As a result of this needs assessment, services may be arranged, either from us, or from care providers who are independent of Community Services. However, the care providers will have been approved or accredited by our Department.

You, or your advocate, will be fully involved in the needs assessment and will have full control over decisions made. Part of this may be making a choice between the different agencies that can provide a particular service for you. This leaflet will help you to make the choices that are right for you.

There is no charge for an assessment or for giving you advice and information. You may have to pay for your service depending on how much service you receive and how much money you have. You can ask for more information on charging for services.

## **The Council's Home Care Service**

**Rondel House, Maes-y-Cwm Street, Barry  
01446 745922**

We have our own Home Care Service, which provides assistance with personal care. A Care Manager will arrange this following an assessment of your needs.

Our service is provided to more than 300 people in their own home by trained Home Carers. Home Carers are supported by Managers and Senior Carers, a Senior Administration Officer, and Higher Clerical Assistants.

**Home Carers carry out the following tasks:**

- personal care
- housework
- shopping and laundry
- collection of pension, and
- meal preparation.

This service is available every day of the year from 07.00 until 23.00 hrs, but priority is given to personal care on weekends and Bank Holidays.

Home Carers also provide meals to 'assessed clients' with high support needs on week-ends and bank holidays.

**How to contact us:**

Managers are available on Tel: 01446 745922

Monday to Friday from 08.30 until 16.30 hrs.

Senior Carers can be contacted on Tel: 01446 747600

Monday to Friday from 16.30 to 23.00 hrs, Saturday, Sunday and all Bank Holidays from 07.00 until 23.00 hrs.

There are two specialist teams within our Home Care Service:

- **The Short Term Intervention Service**  
**Oak Court, Myrtle Close, Penarth      02920 350286**

The Short Term Intervention Service provides a short-term (12 week) rehabilitation programme to help establish independence. It is aimed at people who have experienced an episode of illness or reduced functional ability and require a short period of therapy and care while they recover.

The Team of Occupational Therapists, Home Care Occupational Therapy Assistants and Home Carers combine to work with people to help themselves.

- **The Six-Week Review Team**  
**Rondel House, Maes-y-Cwm Street, Barry**  
**01446 745922.**

The Six-Week Review Team ensures that people receive care which matches their level of need, whilst encouraging independence and confidence.

Both teams are supported by Managers, Senior Carers and Administration, from Monday to Friday, from 08.30 until 16.30 hrs.

Other services:

- **The Western Vale Re-ablement Team**  
**Town Council, 79 Eastgate, Cowbridge**  
**01446 776142**

The Western Vale Reablement Team is a joint Community Care and Health initiative and consists of the Team Co-ordinator, Physiotherapist, Occupational Therapist, Nurse Therapy Technicians, Reablement Support Workers and a Higher Clerical Assistant.

They provide active re-ablement programmes to people in their own homes. The main aim of the service is to promote independence to people aged 18 years and over by preventing hospitalisation and facilitating early discharge from hospital.

They aim to restore skills and confidence to people, enabling them to achieve their maximum functional independence, through an individual programme. The service will encourage and support people to regain their independence following a recent illness, accident or operation.

## **Meeting standards for good quality services**

We are committed to the continued improvement of our in-house services and continue to invest in the development of services that meet the requirements of the Care Standards Act.

Some of the care arranged by us, is provided by independent care agencies. We have developed a Preferred Providers Scheme, in order to promote quality and consistency in service delivery and to protect the consumer. This measures whether agencies that provide care at home meet a set of specific standards. We have decided that we will only contract with those care agencies, which have been accredited successfully to provide personal care. The standards cover the 7 main areas of:

- Recruitment, vetting and appointment of staff
- Induction
- Staff training
- Matching and briefing care staff
- Supporting care staff
- Quality assurance
- Organisational policies and legal responsibilities

## **How to complain about services from the Council**

If we arrange domiciliary services for you and you are not happy with the service you are receiving, then you should discuss the matter initially with your case manager, who will try to resolve your complaint.

A leaflet called "How to make a complaint about our services", explaining the full complaints process, is available from any Community Services Centre. It can also be made available in Arabic, Bengali, Chinese, Gujarati, Punjabi, Somali and Urdu on request. See page 16 for contact details.

## **Contacting Community Services**

The Contact and Information Centre has been established to provide an efficient and accessible first point of contact for the public to services for adults. The Centre provides Vale residents with information and advice on services and how to access them.

The Contact and Information Centre is open from:

8.30-16.30 Monday to Thursday

8.30-16.00 Friday

Telephone: 01446 731100

Textphone: 07966026541

Minicom: 01446 742245

## **Will I have to pay?**

### **Charging Policy**

We charge for services where appropriate. This is a result of the NHS and Community Care Act 1990. If care services are arranged for you through us (Community Services), there may be a charge for those services. Any charge made would be based on an assessment of your individual financial circumstances.

If you wish to make your own arrangements for care and pay for them yourself, you can.

## **Direct Payments to people receiving services**

Direct Payments are cash payments that can be made to people who currently receive care services from us or are eligible to receive care services. You can pay for your own care, either by employing your own personal assistant(s) or by contracting independently with a care agency. This enables you to have greater flexibility about when and how your needs are met.

We contract with an independent support organisation specifically to help people to manage their Direct Payments. The organisation provides advice and support which includes finding someone to be your personal assistant; with budgeting; and with employment law.

You can only receive Direct Payments if you are over the age of 16 years, and if you have been assessed as someone who qualifies for help from us. Further information is available from the Direct Payments Development Officer: Tel 01446 704685.

## **Who else provides services in the Vale of Glamorgan?**

A list of the accredited service providers in the Vale of Glamorgan, known as the 'Approved Providers list', can be provided by the Commissioning Team, in the Community Services Department based in the Dock Office, Subway Road, Barry. Tel. 01446 704741.

## How do I decide what I need?

If you choose to use an agency that has not been accredited, then there is useful information that you need to know in order to make the right choice. You want to be sure that the agency offers a high quality service with trained staff who can provide the care you need. It is important that you know what to expect, how much you will be paying and what for. You should have confidence that the people who will be visiting your home are capable of providing what you need. Ask to see the organisation's brochure and a copy of any code of conduct that they have for staff. You may find that you need help from more than one organisation to provide everything you need.

Some suggestions for questions you may want answers to include the following:

### **First discussions**

- Will you visit me in my own home to discuss what I need?
- Can I have a relative or friend with me when we discuss what help I need?
- What happens if the care I need changes?

### **Charges**

- How much will my care cost?
- Do you charge different rates for help at different times (for example, in the evening and at weekends)?
- Is anything charged as an extra?
- Will I get written confirmation of the cost of my care before it starts?
- Will I be notified in advance about any changes in charges?
- How do I pay you (for example, do you bill me each week)?
- How much notice do I have to give if I need to cancel help?
- Is there a charge if I have to cancel help at short notice?

**cont...**

- Will you tell me in advance if my home carer cannot come at the usual time?
- Will you tell me in advance if a different home carer will be coming?
- Will you tell me in advance if you have to cancel my help at any time?
- What notice do I have to give if I want to cancel services altogether?

**Insurance**

- Do you have public and employer liability insurance?
- Do you have insurance covering losses arising from dishonesty?
- Can I see confirmation in writing of your insurance cover?
- What household insurance do I need (in case a worker injures him or herself, or household items get broken)?

**Staff**

- Have all your home carers been interviewed and their references checked?
- How else are they screened?
- What training will my carer have had?
- What qualifications will my carer have?
- Will nursing care always be given by a qualified nurse?
- Have all staff working with children had a police check?

**Supervision**

- How do I supervise the work your home carers do?
- How do I check that they are doing what has been agreed?

**Complaints**

- What can I do if I don't get on with my home carer?
- How do I make a complaint?
- What do I do if I am not satisfied with the way a complaint is dealt with?
- Do you have a formal complaints procedure?

### **Equipment**

- Do I have to provide any equipment?
- Who do I contact in an emergency?

### **Confidentiality**

- Who will have details about me and my carer?
- What personal information do I have to provide?

### **Handling money**

- What records do you ask carers to keep if they are handling my money (for example, if he or she is doing shopping for me or collecting my pension)?

### **General**

- Can I give my home carers presents (for example, at Christmas)?
- Are your carers allowed to sign wills?

## **Other Organisations providing help**

You may need other types of services to give you the support and help you need to continue to live independently at home. Some people need a great deal of specialist professional help, and others may find that by supplementing help from family and friends, they are able to continue to live at home. The following list of organisations provides a signpost to some of the services that are available:

## **Where to get Help:**

### **Community Care Services:**

- Community Services can provide information about the community care services that are available. Even if you are not eligible for specific help from the Council, we can suggest other possible sources. For information, contact the Contact and Information Centre. Tel: 01446 731100.

### **Health Matters:**

- Your GP can advise you about health matters. The National Health Service provides medical care and treatment and your doctor can refer you to a range of specialists for advice and care.

### **State Benefits:**

- Your nearest Department of Work and Pensions office can give you information and advice about state benefits and other payments you may be entitled to.
- Your local Citizens Advice Bureau can give free, impartial advice and information about a range of things, including benefits and how to apply for them. Their staff can also help you to put across your point of view when you are dealing with other organisations.

### **Housing:**

- The Housing Section of the Council can give information about affordable housing, including sheltered or supported housing. Tel: 01446 709840.
- 'Care and Repair' schemes help older or disabled people maintain their properties. Tel: 01446 704308.

- Many towns and villages have 'Good Neighbour Schemes' that can give help with taking people to hospital for appointments or collecting prescriptions. As they work part time, it is important that you leave your details on the answer machine.  
**Barry & Rhoose. Tel: 01446 747654**  
**Llantwit Major, Cowbridge & St Athan Tel: 01446 795549**

#### **Age Concern:**

- Age Concern runs an advocacy service for older people and their families, which includes listening to their concerns.  
Tel: 029 2070 4626.
- Age Concern Welfare Rights Team, contact for information, advice and assistance with making welfare benefits claims.  
Tel: 029 2056 7883.
- Age Concern Counselling Service Tel: 029 2070 7974.

#### **Equipment & Adaptations:**

- Equipment and adaptations, to make life easier, are provided by a range of agencies including: Occupational Therapists in the Council; Therapists in the hospital; Community Nurses; or Voluntary Organisations. Applications for Grants can be made via the Council's Occupational Therapists. More information can be found in the leaflet entitled 'Equipment and Adaptations for Adults and Children' from the Community Services Department, see page 16.
- Yellow Pages gives details of local businesses that can help with some of the items mentioned above: cleaning your home (under cleaning services -domestic), equipment to make life easier at home (under disability and mobility), gardening, taxi services, garages that can adapt cars: Motability services (under car dealers) or home maintenance services (under the specific type of maintenance repair you want: for example, building maintenance, window cleaning).

You can also speak to friends and neighbours who may be able to recommend a business.

**Residential/ Nursing Homes:**

- If you decide you can no longer manage at home, the leaflet 'A Guide to Care in a Residential or Nursing Home' gives information about moving into a residential or nursing home. It is available from the Community Services Department. See page 16.

**Voluntary Agencies:**

There are also organisations which can give advice about the various voluntary agencies in the Vale, and where there may be volunteers who can assist in the home:

- Vale Centre for Voluntary Services signposts to different voluntary agencies. Tel: 01446 741706
- Vale Volunteer Bureau has a list of volunteers who are willing to assist people at home with tasks or jobs. They are also looking for new volunteers and would welcome any offers from people who are willing to give some of their time. Tel: 01446 421782.

## Protecting vulnerable adults

**What you can do if you think someone is being abused or if someone is abusing you.**

People who need care and support have to trust everyone that they rely on for help. We know that abuse can happen and that it can take many forms. It may be carried out by any one of a range of people including: family, friends, neighbours, paid staff, carers, volunteers, other service users or strangers. Abuse is anything that harms another person.

Those who are vulnerable and unable to protect themselves against significant harm or exploitation may be at particular risk. They may be vulnerable due to physical disability, mental ill-health, a learning disability, age or frailty.

If you are being abused or you think that someone else is being abused, do not assume that someone else is doing something about it. You could tell someone you trust. This could be a friend, a teacher, your advocate, your family, a doctor, a nurse, someone from your church, a police officer, a care manager or social worker. The Contact and Information Centre is the point of contact for Social Services. Tel. 01446 731100.

If you believe that a crime has been committed, you should contact the local police.

### **Other leaflets which can give you information**

We have a range of leaflets to give you more detailed information about the services available. For a full list, contact:

The Policy and Information Team  
Community Services Department  
Vale of Glamorgan Council,  
Dock Office, Subway Road,  
Barry CF63 4RT  
Tel: 01446 704814

This information may also be provided, by request, in other languages, in larger print, tape or in simplified version. Please contact the Policy and Information Team on the number above to make arrangements.



**Adran Gwasanaethau Cymunedol  
GWASANAETHAU CYMDEITHASOL**

# **Canllaw i Ofal yn eich Cartref eich Hun**



## Mynegai

Dyma ganllaw i bobl sydd angen gofal neu gefnogaeth iddynt hwy eu hunain neu i aelodau eraill o'u teulu yn eu cartref eu hunain.

	Tudalen
Pa wasanaethau sydd ar gael?.....	3
Sut allaf dderbyn cymorth y Gwasanaethau Cymunedol?	4
Gwasanaeth Gofal Cartref y Cyngor.....	4
• Gwasanaeth Ymyrryd Tymor Byr.....	5
• Tîm Adolygu Chwe Wythnos.....	6
Tîm Ailalluogi Gorllewin y Fro.....	6
Cyrraedd Safonau ar gyfer Gwasanaethau o Safon.....	7
Sut i wneud cwyn am wasanaethau'r Cyngor.....	7
Cysylltu â'r Gwasanaethau Cymunedol.....	8
A fydd yn rhaid i mi dalu?.....	8
• Polisi Codi Tâl.....	8
• Taliadau Uniongyrchol.....	9
Pwy arall sy'n darparu gwasanaethau ym Mro Morgannwg?	9
Sut allaf benderfynu beth yr ydw i ei angen?.....	10
Sefydliadau eraill sy'n darparu cymorth yn y cartref.....	12
Diogelu Oedolion Diamddiffyn - Beth allwch chi ei wneud os ydych yn amau bod rhywun yn cael eu cam-drin neu os yw rhywun yn eich cam-drin chi?.....	15
Manylion cyswllt ar gyfer taflenni a ffurfweddau eraill.....	16

## Pa wasanaethau sydd ar gael?

Os ydych yn ei chael hi'n anodd i ymdopi gartref, oherwydd henaint, anabledd neu broblemau iechyd meddwl, darperir ystod o wasanaethau i'ch helpu i barhau i fyw mor ddiogel ac annibynnol ag sy'n bosibl yn eich cartref eich hun.

Mae'r gwasanaethau hyn yn cynnwys:

- Gofal personol, fel cymorth i ymolchi, gwisgo, defnyddio'r toiled, symud o gwmpas y lle a chymorth dros amserau pry dau bwyd (gelwir y rhain yn 'wasanaethau cartref'),
- Cyngor therapi galwedigaethol i sicrhau annibyniaeth neu ofal diogel.

Efallai eich bod yn chwilio am gymorth dros gyfnod byr, er enghraifft wrth adfer wedi salwch, neu eich bod angen cefnogaeth wedi cyfnod yn yr ysbyty. Pa wasanaeth bynnag y byddwch yn chwilio amdano, ceir amrywiaeth o wahanol ddarparwyr gwasanaeth o'r sector preifat a'r sector cyhoeddus.

Efallai y bydd gennych rywun sy'n eich helpu gyda bywyd bob dydd yn eich cartref - eich priod neu bartner, perthynas neu ffrind (gelwir y rhain yn ofalwyr) - mae gwasanaethau ar gael i'w helpu hwy hefyd.

Os ydych yn gallu talu'n llawn am ofal yn eich cartref a'ch bod yn dymuno gwneud hyn eich hunain, bydd yr wybodaeth ar dudalenau 8-9 y daflen hon o gymorth arbennig i chi.

## **Sut allaf dderbyn cymorth y Gwasanaethau Cymunedol?**

Rhaid i ni asesu eich anghenion unigryw fel y gall Gwasanaethau Cymunedol y Cyngor drefnu'r math o ofal sy'n addas i chi. Yn deillio o'r asesiad o anghenion, gellir trefnu bod gwasanaethau'n cael eu darparu i chi, naill ai gennym ni neu gan ddarparwyr gofal y tu allan i'r Gwasanaethau Cymunedol. Fodd bynnag, bydd yn rhaid i'r Adran fod wedi cymeradwyo neu achredu'r darparwyr gofal hynny.

Byddwch chi, neu eiriolwr, yn cymryd rhan lawn yn yr asesiad o anghenion, a bydd gennych reolaeth lawn dros y penderfyniadau a wneir. Yn rhan o hyn, efallai y byddwch yn penderfynu rhwng asiantaethau gwahanol a all ddarparu gwasanaeth penodol i chi. Bydd y daflen hon yn eich helpu i ddewis yr opsiynau sydd orau i chi.

Ni chodir tâl am asesiad neu gyngor a gwybodaeth. Efallai y bydd yn rhaid i chi dalu am y gwasanaeth a ddarperir i chi, yn dibynnu ar faint y gwasanaeth yr ydych yn ei dderbyn, a faint o arian sydd gennych. Gofynnwch am fwy o wybodaeth ynglyn â chodi tâl am wasanaethau.

## **Gwasanaeth Gofal Cartref y Cyngor**

**Rondel House, Maes-y-Cwm Street, Y Barri  
01446 745922**

Mae gennym Wasanaeth Gofal Cartref o fewn y Cyngor sy'n darparu cymorth gofal personol. Bydd Rheolwr/aig Gofal yn trefnu hyn wedi cynnal asesiad o'ch anghenion.

Bydd Gofalwyr Cartref hyfforddedig yn darparu ein gwasanaeth i fwy na 300 o bobl yn eu cartrefi eu hunain, gyda chefnogaeth Rheolwyr, Uwch Ofalwyr, Uwch Swyddog Gweinyddol ac Uwch Glerc Cynorthwyol.

### **Bydd Gofalwyr Cartref yn cyflawni'r tasgau a ganlyn:**

- Gofal personol
- Gwaith ty
- Siopa a golchi dillad
- Casglu pensiwn, a
- Pharatoi prydau.

Darperir y gwasanaeth hwn bob dydd drwy'r flwyddyn gron o 07.00 tan 23.00, ond rhoddir blaenoriaeth i ofal personol ar y penwythnos a dyddiau Gwyl y Banc.

Bydd Gofalwyr Cartref hefyd yn darparu prydau i 'gleientiaid a aseswyd' â chanddynt lefel uchel o anghenion gofal ar y penwythnos ac ar ddyddiau gwyl y banc.

### **Sut i gysylltu â ni:**

Gellir cysylltu â Rheolwyr drwy ffonio: 01446 745922

Dydd Llun i ddydd Gwener rhwng 08.30 a 16.30.

Gellir cysylltu ag Uwch Ofalwyr drwy ffonio: 01446 747600

Dydd Llun i ddydd Gwener rhwng 16.30 a 23.00, a rhwng 07.00 a 23.00 ar ddydd Sadwrn, dydd Sul a dyddiau Gwyl y Banc.

Ceir dau dîm arbenigol yn y Gwasanaeth Gofal Cartref:

- **Gwasanaeth Ymyriad Tymor Byr**  
**Oak Court, Myrtle Close, Penarth**      **02920 350286**

Mae'r Gwasanaeth Ymyriad Tymor Byr yn darparu rhaglen adfer tymor byr (12 wythnos) er mwyn helpu pobl i fod yn annibynnol. Anelir y gwasanaeth at bobl sydd wedi bod yn sâl am gyfnod, neu sy'n llai abl i gyflawni tasgau arbennig ac sydd angen cyfnod o therapi a gofal wrth adfer.

Mae'r Tîm o Therapyddion Galwedigaethol, Cymorthyddion Therapi Galwedigaethol Gofal Cartref a Gofalwyr Cartref yn cydweithio i helpu pobl i'w helpu hwy eu hunain.

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- **Y Tîm Adolygu Chwe Wythnos**  
**Rondel House, Maes-y-Cwm Street, Y Barri**  
**01446 45922**

Mae'r Tîm Adolygu Chwe Wythnos yn sicrhau bod pobl yn derbyn gofal sy'n cyfateb â'u hangen, tra'n hybu annibyniaeth a meithrin hyder.

Bydd Rheolwyr, Uwch Ofalwyr ac Uned Weinyddol yn cefnogi'r ddau dîm o ddydd Llun i ddydd Gwener, rhwng 08.30 a 16.30.

Gwasanaethau eraill:

- **Tîm Ailalluogi Gorllewin y Fro**  
**Cyngor y Dref, 79 Eastgate, Y Bont-faen**  
**01446 776142**

Menter ar y cyd rhwng Gofal Cymunedol ac lechyd yw Tîm Ailalluogi Gorllewin y Fro, ac mae'n cynnwys Cydlynnydd Tîm, Ffysiotherapydd, Therapydd Galwedigaethol, Technegwyr Nyrsio Therapi, Gweithwyr Cefnogi Ailalluogi ac Uwch Glerc Cynorthwyol.

Maent yn darparu rhaglenni ailalluogi gweithgar i bobl yn eu cartrefi eu hunain. Prif nod y gwasanaeth yw hybu annibyniaeth ymysg pobl dros 18 oed drwy eu hatal rhag gorfod mynd i'r ysbyty a'i gwneud hi'n haws i adael yr ysbyty ynghynt.

Eu nod yw rhoi sgiliau a hyder yn ôl i bobl, a'u galluogi i fod mor annibynnol ag sy'n bosibl wrth gyflawni tasgau, drwy ddilyn rhaglen unigryw. Bydd y gwasanaeth yn annog a chefnogi pobl i adenill eu hannibyniaeth wedi salwch, damwain neu driniaeth ddiweddar.

## Cyrraedd safonau ar gyfer Gwasanaethau o Safon

Rydym yn ymrwymedig tuag at sicrhau gwelliant parhaus i'n gwasanaethau mewnol a pharhau i fuddsoddi i ddatblygu gwasanaethau sy'n bodloni gofynion y Ddeddf Safonau Gofal .

Bydd asiantaethau gofal annibynnol yn darparu rhywfaint o'r gofal a drefnir gennym. Rydym wedi datblygu Cynllun Darparwyr Dewisiedig, er mwyn hybu safon a chysondeb yn y gwasanaeth a ddarperir ac i ddiogelu'r defnyddiwr. Mae'r cynllun yn ffon fesur i weld a yw asiantaethau sy'n darparu gofal yn y cartref yn cyrraedd cyfres o safonau penodol. Rydym wedi penderfynu na fyddwn ond yn rhoi contractau i'r asiantaethau gofal hynny sydd wedi llwyddo i gael eu hachredu i ddarparu gofal personol . Mae'r safonau'n ymwneud â'r 7 prif faes a ganlyn:

- Recriwtio, gwirio a phenodi staff
- Anwytho
- Hyfforddi Staff
- Cyfateb a briffio staff gofal
- Cefnogi staff gofal
- Sicrhau ansawdd
- Polisiâu

## Sut i wneud cwyn am wasanaethau'r Cyngor

Os byddwn yn trefnu gwasanaethau cartref i chi, ac nad ydych yn fodlon â'r gwasanaeth yr ydych yn ei dderbyn, dylech drafod hyn i ddechrau gyda'r rheolwr/aig achos, a fydd yn ceisio datrys eich cwyn.

Gellir cael taflen eglurhaol sy'n dwyn y teitl "Sut i wneud cwyn ynglyn â'n gwasanaethau" sy'n egluro'r holl broses gwyno, o unrhyw Ganolfan Gwasanaethau Cymunedol. Ar gais, gallwch hefyd gael copi mewn Arabeg, Bengaleg, Tsieinëeg, Gwjarati, Pwnjabeg, Somalieg neu Wrddw. Ceir manylion cyswllt ar dudalen 16.

## Cysylltu â'r Gwasanaethau Cymunedol

Mae'r Ganolfan Cyswllt a Gwybodaeth wedi cael ei sefydlu er mwyn darparu man cyswllt cyntaf effeithlon a hygyrch i'r cyhoedd ar gyfer yr holl wasanaethau a ddarperir i oedolion. Mae'r Ganolfan hefyd yn darparu gwybodaeth a chynghor ar wasanaethau i drigolion y Fro, a sut i gael mynediad atynt.

Mae'r Ganolfan Gyswllt a Gwybodaeth yn agored rhwng:

8:30 - 16:30 Dydd Llun i ddydd Iau

8:30 - 16:00 Dydd Gwener

Ffôn: 01446 731100

Ffôn Testun: 07966026541

Minicom: 01446 742245

## A fydd yn rhaid i mi dalu?

### Polisi Codi Tâl

Rydym yn codi tâl am wasanaethau lle bo hynny'n briodol, ac mae hynny'n deillio o Ddeddf y GIG a Gofal Cymunedol 1990. Os trefnir gwasanaethau gofal drwy'r Gwasanaethau Cymunedol, mae'n bosibl y codir tâl am y gwasanaethau hynny. Bydd unrhyw dâl a godir yn seiliedig ar asesiad o'ch amgylchiadau ariannol eich hun.

Os ydych yn dymuno, gallwch drefnu a thalu am eich gofal eich hunan.

## **Taliadau Uniongyrchol i bobl sy'n derbyn gwasanaethau**

Taliadau uniongyrchol yw'r arian parod y gellir ei dalu i bobl sy'n derbyn ein gwasanaethau gofal ar hyn o bryd, neu sy'n gymwys i dderbyn gwasanaethau gofal. Gallwch dalu am eich gofal eich hun, naill ai drwy gyflogi eich cymhorthydd(ion) personol eich hun neu drwy ddefnyddio gwasanaeth asiantaeth gofal annibynnol. Mae hyn yn eich galluogi i fod yn fwy hyblyg ynglyn â sut a phryd y bodlonnir eich anghenion.

Mae gennym gontract gyda sefydliad cefnogi annibynnol, sy'n gyfrifol yn benodol am helpu pobl i reoli eu Taliadau Uniongyrchol. Mae'r sefydliad yn darparu cyngor a chefnogaeth, ac mae hyn yn cynnwys canfod rhywun i fod yn gymhorthydd personol i chi; ynghyd â chyllidebu; ac i drafod y gyfraith mewn perthynas â chyflogaeth

Ni allwch ond derbyn Taliadau Uniongyrchol os ydych yn hyn nag 16 oed, ac os ydym wedi canfod eich bod yn gymwys i dderbyn cymorth gennym wedi asesiad. Gellir cael mwy o wybodaeth gan y Swyddog Datblygu Taliadau Uniongyrchol: Ffôn: 01446 704685

### **Pwy arall sy'n darparu gwasanaethau ym Mro Morgannwg?**

Gallwch gael rhestr o ddarparwyr gwasanaeth achredig ym Mro Morgannwg, sef 'Rhestr o Ddarparwyr Cymeradwy', gan y Tîm Comisiynu, yn yr Adran Gwasanaethau Cymunedol yn Swyddfa'r Dociau, Subway Road, y Barri. Ffôn. 01446 704741.

## Sut allaf benderfynu beth yr ydwyf ei angen?

Os ydych yn dewis asiantaeth nad ydyw wedi'i achredu, dylech ddefnyddio'r wybodaeth ddefnyddiol a ddarperir er mwyn gwneud y penderfyniad iawn. Rhaid i chi fod yn siwr bod yr asiantaeth yn darparu gwasanaeth o safon ac yn defnyddio staff hyfforddedig a all ddarparu'r gofal angenrheidiol. Mae'n bwysig eich bod yn gwybod beth i'w ddisgwyl, faint y byddwch yn talu am y gwasanaeth, a beth fydd natur y gwasanaeth. Dylech fod yn sicr y bydd y bobl a fydd yn ymweld â'ch cartref yn gallu darparu'r hyn y mae arnoch ei angen. Gofynnwch am gael gweld llyfryn eich sefydliad a chopi o unrhyw gôd ymddygiad a ddarperir i'r staff. Efallai y byddwch yn canfod bod arnoch angen cymorth gan fwy nag un sefydliad er mwyn cael yr holl wasanaethau angenrheidiol.

Dyma rai cwestiynau posibl y byddwch am eu gofyn:

### Y trafodaethau cyntaf

- A fyddwch yn ymweld â mi yn fy nghartref fy hun i drafod fy anghenion?
- A all perthynas neu ffrind fod gyda mi wrth drafod pa gymorth sydd ei angen arnaf?
- Beth fydd yn digwydd os bydd fy anghenion gofal yn newid?

### Taliadau

- Faint fydd y gofal a ddarperir i mi yn ei gostio?
- A ydych yn codi cyfradd wahanol am gymorth ar wahanol adegau (er enghraifft gyda'r hwyr neu ar y penwythnos)?
- A godir tâl ychwanegol am unrhyw beth?
- A fydd cost y gofal a ddarperir yn cael ei gadarnhau'n ysgrifenedig, cyn i mi ddechrau derbyn gofal?
- A fyddaf yn cael gwybod ymlaen llaw ynglyn ag unrhyw newidiadau i'r taliadau?
- Sut fyddaf yn eich talu (er enghraifft, a fyddwch yn anfon bil bob wythnos)?
- Faint o rybudd sydd angen ei roi os am ganslo'r gwasanaeth?

- A godir tâl os byddaf yn canslo'r gwasanaeth ar fyr-rybudd?
- A fyddwch yn rhoi gwybod i mi ymlaen llaw os na all fy ngo falwr cartref alw draw ar yr amser arferol?
- A fyddwch yn rhoi gwybod i mi ymlaen llaw os bydd gofalwr cartref arall yn dod yn lle'r un arferol?
- A fyddwch yn rhoi gwybod i mi ymlaen llaw os oes rhaid i chi ganslo'r cymorth ar unrhyw adeg?
- Faint o rybudd fydd yn rhaid i mi ei roi os wyf am ganslo'r gwasanaethau'n gyfan gwbl?

### **Yswiriant**

- A oes gennych yswiriant cyhoeddus ac atebolrwydd cyflogwr?
- A oes gennych yswiriant ar gyfer unrhyw golled sy'n deillio o ymddygiad anonest?
- A allaf gael cadarnhad ysgrifenedig o'r yswiriant sydd gennych?
- Pa yswiriant cartref sydd ei angen arnaf (rhag ofn i weithiwr/aig ei [h]anafu ei hun, neu bod rhywbeth yn cael ei dorri yn y ty)?

### **Staff**

- A gynhaliwyd cyfweliad gyda phob un o'ch gofalwyr cartref, ac a wiriwyd eu geirda?
- Pa brofion eraill fyddwch yn eu cynnal wrth ddewis staff?
- Pa fath o hyfforddiant fydd fy ngofalwr wedi'i dderbyn? Pa gymwysterau fydd ganddo/ganddi?
- A fydd nyrs hyfforddedig yn darparu gofal nyrsio ar bob achlysur?
- A yw'r holl staff sy'n gweithio â phlant wedi cael eu gwirio gan yr Heddlu?

### **Goruchwyllo**

- Sut allaf oruchwyllo'r gwaith a wneir gan eich gofalwyr cartref?
- Sut allaf wirio eu bod yn cyflawni'r gwaith yn unol â'r hyn a gytunwyd?

### **Cwynion**

- Beth allaf ei wneud os nad ydw i'n cyd-dynnu â'm gofalwr cartref?
- Sut allaf wneud cwyn?
- Beth allaf ei wneud os nad wyf yn fodlon â'r ffordd yr ydych yn delio â'm cwyn?
- A oes gennych drefn ffurfiol ar gyfer gwneud cwyn?

### **Offer**

- A oes rhaid i mi ddarparu unrhyw offer?
- Gyda phwy y dylwn i gysylltu mewn argyfwng?

### **Cyfrinachedd**

- Pwy fydd yn cadw fy manylion i a manylion fy ngofalwr?
- Pa wybodaeth bersonol fydd yn rhaid i mi ei darparu?

### **Delio ag Arian**

- Sut mae disgwyl i ofalwr gadw cofnod wrth ddelio â'm harian (er enghraifft, os yw'n gwneud y siopa neu'n casglu fy mhen siwn)?

### **Cyffredinol**

- A allaf roi anrhegion i'm gofalwyr cartref (er enghraifft, adeg y Nadolig)?
- A oes gan eich gofalwyr yr hawl i lofnodi ewyllys?

## **Sefydliadau eraill sy'n darparu cymorth.**

Efallai y bydd arnoch angen defnyddio mathau eraill o wasanaethau i gael y gefnogaeth a'r cymorth sydd ei angen arnoch i barhau i fyw'n annibynnol gartref. Mae angen llawer o gymorth proffesiynol arbenigol ar rai pobl, a bydd eraill yn canfod y bydd cymorth ychwanegol gan deulu a ffrindiau yn golygu y gallant barhau i fyw gartref. Defnyddiwch y rhestr ganlynol o sefydliadau i'ch cyfeirio at rai o'r gwasanaethau sydd ar gael:

## **Lle i gael Cymorth:**

### **Gwasanaethau Gofal Cymunedol:**

- Gall y Gwasanaethau Cymunedol ddarparu gwybodaeth ynglyn â'r gwasanaethau gofal cymunedol sydd ar gael. Hyd yn oed os nad ydych yn gymwys i dderbyn cymorth penodol gan y Cyngor, gallwn awgrymu llyfyrdd eraill a all roi cymorth. Am fwy o wybodaeth, cysylltwch â'r Ganolfan Gyswilt a Gwybodaeth. Ffôn: 01446 731100.

### **Materion Iechyd:**

- Gall eich Meddyg Teulu eich cynghori ynglyn â materion iechyd. Mae'r Gwasanaeth Iechyd Gwladol yn darparu gofal a thriniaeth feddygol, a gall eich Meddyg eich cyfeirio at ystod o arbenigwyr i gael cymorth a chynghori.

### **Budd-daliadau'r Wlad:**

- Gall eich swyddfa Adran Gwaith a Phensiynau agosaf roi gwybodaeth a chynghori i chi ynglyn a budd-daliadau'r wlad, a thaliadau eraill y gallech fod yn gymwys i'w derbyn.
- Gall eich Canolfan Gyngori leol roi cynghori a gwybodaeth annibynnol yn rhad ac am ddim i chi ar ystod o bynciau, gan gynnwys budd-daliadau a sut i wneud cais amdanynt. Gall eu staff hefyd eich helpu i fynegi eich safbwynt wrth ddelio â sefydliadau eraill.

### **Tai:**

- Gallwch gael gwybodaeth ynglyn â thai fforddiadwy, gan gynnwys tai cysgodol neu dai gyda chymorth o Adain Dai y Cyngor. Ffôn: 01446 709840.
- Bydd cynlluniau 'Gofal ac Atgyweirio yn helpu pobl hyn neu anabl i gynnal a chadw eu heiddo. Ffôn: 01446 704308.

- Mae gan lawer o drefi a phentrefi 'Gynlluniau Cymydog Da` a all roi cymorth drwy fynd â phobl i'w hapwyntiadau yn yr ysbyty, neu gasglu presgripsiwn. Gan mai cynllun rhan-amser ydyw, mae'n bwysig eich bod yn gadael eich manylion ar y peiriant ateb.

**Y Barri a'r Rhws. Ffôn: 01446 747654**

**Llanilltyd Fawr, Y Bont-faen a Sain Tathan. Ffôn: 01446 795549**

#### **Age Concern:**

- Mae Age Concern yn cynnal gwasanaeth eiriol i bobl hyn a'u teuluoedd, sy'n cynnwys gwranddo ar bryderon.  
Ffôn: 029 2070 4626.
- Tîm Hawliau Lles Age Concern - gallwch gysylltu i gael gwybodaeth, cyngor a chymorth i hawlio budd-daliadau lles.  
Ffôn: 029 2056 7883.
- Gwasanaeth Cwnsela Age Concern. Ffôn: 029 2070 7974.

#### **Offer ac Addasiadau:**

- Darperir offer ac addasiadau i wneud bywyd yn haws gan amrywiaeth o asiantaethau: Therapyddion Galwedigaethol o fewn y Cyngor; Therapyddion yn yr Ysbyty; Nyrsys Cymunedol; neu Sefydliadau Gwirfoddol. Gellir gwneud cais am grant drwy Therapyddion Galwedigaethol y Cyngor. Ceir mwy o wybodaeth ar y daflen sy'n dwyn y teitl `Offer ac Addasiadau i Rieni a Phlant` a ddarperir gan yr Adran Gwasanaethau Cymunedol, gweler tud 16.
- Mae'r Yellow Pages yn cynnwys manylion busnesau lleol a all helpu gyda rhai o'r materion a nodwyd uchod: glanhau eich cartref (o dan 'cleaning services -domestic'), offer i wneud bywyd yn haws yn y cartref (o dan 'disability' a 'mobility'), garddwyr, gwasanaethau tacsî, modurdai a all addasu ceir: 'Motability services' (o dan 'car dealers') neu wasanaethau cynnal a chadw'r cartref (o dan y gwasanaeth cynnal a chadw penodol yr ydych yn chwilio amdano: er enghraifft, 'building maintenance', 'window cleaning'). Gallwch hefyd siarad gyda ffrindiau a chymdogion a allai argymhell cwmni arbennig.

### **Cartrefi Preswyl/ Nyrsio:**

- Os ydych yn penderfynu nad ydych yn gallu ymdopi gartref mwyach, bydd y daflen 'Canllaw i Ofal mewn Cartref Preswyl/Nyrsio' y cynnwys gwybodaeth ynglyn â symud i gartref preswyl neu nyrsio. Gallwch gael copi o'r daflen o'r Adran Gwasanaethau Cymunedol. Gweler tud 16.

### **Asiantaethau Gwirfoddol:**

Ceir hefyd sefydliadau a all roi cyngor i chi ynglyn â'r asiantaethau gwirfoddol amrywiol yn y Fro, a lle gallwch ddod o hyd i wirfoddolwyr i'ch helpu gartref:

- Bydd Canolfan Gwasanaethau Gwirfoddol y Fro yn eich cyfeirio at asiantaethau gwirfoddol amrywiol.  
Ffôn: 01446 741706
- Mae gan Fiwro Gwirfoddolwyr y Fro restr o wirfoddolwyr sy'n barod i gynorthwyo pobl drwy gyflawni tasgau neu waith yn eu cartref. Maent yn chwilio am wirfoddolwyr newydd, ac yn croesawu pobl sy'n fodlon cyfrannu rhywfaint o'u hamser.  
Ffôn: 01446 421782.

## **Diogelu Oedolion Diamddiffyn**

### **Beth allwch chi ei wneud os ydych yn amau bod rhywun yn cael eu cam-drin neu os yw rhywun yn eich cam-drin chi?**

Mae pobl sydd angen gofal a chefnogaeth yn gorfod ymddiried ym mhawb y maent yn dibynnu arnynt am gymorth. Rydym yn ymwybodol y gall pobl gael eu cam-drin mewn amryw o ffyrdd. Gall amrywiaeth o bobl fod yn cam-drin yr unigolyn, gan gynnwys: y teulu, ffrindiau, cymdogion, staff cyflogedig, gofalwyr, gwirfoddolwyr, defnyddwyr gwasanaeth eraill, neu bobl ddiarth. Mae camdriniaeth yn golygu unrhyw beth sy'n niweidio unigolyn arall.

Mae'n bosibl y ceir perygl neilltuol ymysg rhai sy'n ddiamddiffyn neu'n methu eu diogelu eu hunain rhag cael eu niweidio neu eu hecsplioitio'n sylweddol. Gallant fod yn ddiamddiffyn oherwydd anabledd corfforol, salwch meddwl, anabledd dysgu, oedran, neu am eu bod yn fregus.

Os ydych yn cael eich cam-drin, neu'n amau bod rhywun arall yn cael eu cam-drin, peidiwch â chymryd yn ganiatâol y bydd rhywun arall yn gwneud rhywbeth am y peth. Gallech ddweud wrth rywun yr ydych yn ymddiried ynddynt, fel ffrind, athro/athrawes, eich eiriolwr, eich teulu, meddyg, nyrs, rhywun o'ch eglwys, swyddog o'r heddlu, rheolwr/aig gofal neu weithiwr/aig cymdeithasol. Os am gysylltu â'r Gwasanaethau Cymdeithasol, cysylltwch â'r Ganolfan Gyswllt a Gwybodaeth. Ffôn. 01446 731100.

Os ydych yn credu bod rhywun wedi cyflawni trosedd, dylech gysylltu â'r heddlu lleol.

## **Taflenni gwybodaeth eraill a allai fod yn ddefnyddiol**

Mae gennym amrywiaeth o daflenni i roi gwybodaeth fanylach i chi am y gwasanaethau sydd ar gael. Am restr lawn ohonynt, cysylltwch â'r:

Tîm Polisi a Gwybodaeth  
Adran Gwasanaethau Cymunedol  
Cyngor Bro Morgannwg,  
Swyddfa'r Dociau, Subway Road,  
Y Barri CF63 4RT  
Ffôn: 01446 704814

Ar gais, gallwn ddarparu'r wybodaeth hon mewn ieithoedd eraill, mewn print mwy, ar dâp sain neu ar ffurf symlach. Cysylltwch â'r Tîm Polisi a Gwybodaeth ar y rhif uchod i drefnu hyn.