



Community Services Department  
**SOCIAL SERVICES**

# **A Guide to Care in a Residential or Nursing Home**



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**This is a guide for people who need care or support for themselves or for members of their family in a Residential or Nursing Home.**

## **A Needs Assessment**

A range of services is available to support you either in your own home or in a Residential or Nursing Home. In order for Community Services to arrange the type of care which is right for you, they must assess what are your individual needs. As a result of this needs assessment, services may be arranged either from Community Services themselves or from care providers who are independent of Community Services, but who have been approved or accredited by the Community Services Department. This might be care in a Residential or a Nursing Home, or in your own home.

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 Homes. This booklet will help you make the choices that are right for you.

Community Services appreciates the fact that we live in a multicultural society where people have different religions, beliefs and cultural backgrounds. All of these issues will be discussed sensitively and taken into consideration when deciding the type of care suitable for you.

## **Care in a Residential Home**

Residential Homes provide mainly personal care for residents, such as help with washing and dressing and promoting independence. Residents` health needs are met by the usual NHS services available to a person in their own home, including Community Nurses.

The decision to look for a place in residential care is not an easy one, so it is especially important that you choose the Home that is right for you. It is recommended that you look at several Homes before making a decision. You may also like to ask someone from the Home to visit you at your home. If you decide you are interested in the possibility of going to live in a particular Home, you may wish to arrange to stay for a while to try it out before you make any final decisions about your future.

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

All Residential Homes in the area are registered with the Care Standards Inspectorate for Wales and are inspected at least twice a year. These inspection reports are public documents and if you want to have a look at them, you can contact:

**Care Standards Inspectorate for Wales,**  
4-5 Charnwood Court, Heol Billingsley, Parc Nantgarw, Nantgarw,  
Nr Cardiff CF15 7Q2  
TEL: 01443 848529

Copies are also available on the web-site on [www.csiw.wales.gov.uk](http://www.csiw.wales.gov.uk) and each Home should be able to supply a copy of their last inspection.

If you have any comments or complaints about a particular Home, you should discuss this with the manager of the Home in the first instance. If, however, you are still not satisfied with the response you get, you should contact the Care Standards Inspectorate.

## **Deciding what you need**

Here are some important questions that would be helpful for you to ask when choosing a Home:

### **Location**

You may wish to remain close to your present home, relatives and friends or General Practitioner. If however you are considering a change in location:

- Do you want to live in the locality or community you have been used to?
- Is the home situated where relatives and friends can visit you easily?
- Will you be able to keep your existing GP in the new location?
- Is there easy access to public transport?
- Will you be close to local amenities that are important to you, e.g. a place of worship, post office or shops?
- What public recreational facilities would you wish to use?

### **The Home**

Each Home is required to have a Service User Guide which informs you about the Home and the services they provide. Take it and read it. Obtain a copy of any Terms and Conditions of residence. Is it run by the local authority or independently owned?

- Who runs the Home - is it the owner or manager?
- How many residents are there?
- How many staff are on duty at different times of the day?
- What qualifications and training do staff have?
- Is there a written contract/agreement with the Home?
- How long a trial period can you have?

- What are the terms for keeping your room e.g. if you go into hospital?
- If your health gets worse, can you continue to live in the Home?

### **The Room**

Your room will become your own private place, so you may wish to consider the following:

- Will you have your own room and what is the outlook from it?
- What is included in your room?
- Will the room accommodate your personal possessions or some of your own special small pieces of furniture or a pet?
- Is there an aerial socket for your own television?
- Can you have your own telephone with a separate number?
- How often are the rooms cleaned, and is your bed made for you?

### **Facilities**

Consider what facilities the home needs to offer and the type of care you need, for example:

- Is the accommodation on the ground floor or is there a lift if you need it?
- Do any of the following visit regularly: minister, hairdresser, chiropodist, library etc?
- Can you manage any steps in or around the home, and if you are in a wheelchair, is it a building accessible to all facilities?
- Are there smoking and non-smoking areas?
- What are the arrangements for laundry and dry-cleaning?
- Is there more than one lounge so that you can be quiet if you feel like it?
- Are there regulations about staying in your own room?

- Are there lifts or bath-aids etc. to assist you?
- Is there a garden and can residents use it?
- Is there a facility to secure valuables and are personal possessions covered by insurance?
- Does the home provide facilities for you to pursue your interests or hobbies?
- What communal areas are there?
- Is there access to a telephone in private? Does the telephone have an amplifier on it if you are hard of hearing?

### **Menus**

Look at some sample menus. It is important that you have a good balanced diet chosen from foods enjoyed.

- Is the food interesting and varied?
- Is there a choice of menus?
- Do you like the quality of food?
- Do you have a special diet to be catered for?
- Can meals be taken in your room if you wish?
- Can you have/make a drink or snack whenever you want?
- Can you offer visiting friends or relatives refreshments?

### **Atmosphere**

Try to assess how you would feel in the Home. Do you like the staff and would you feel comfortable with the other residents? Try to meet them and discuss the home.

- Is the atmosphere friendly and homely?
- Is the Home well maintained and does it smell okay?
- Do residents seem active and content?
- Do staff seem caring and attentive towards residents and treat them with dignity?
- Are there residents with whom you can have a conversation?
- Can you influence what happens in the Home?

## **Restrictions**

Does the Home have rules for residents, what are they and could you live with them? These may include:

- Set times for going to bed and getting up or having a bath.
- Visitors may be allowed only at certain times or not in your own room.
- Are there places where residents can spend time in private with their guests, and can relatives or friends help with personal care if you want them to?
- Do staff respect residents' privacy?
- Can you consume alcohol in communal areas or in your own room?
- Will staff give you support to continue to practise your religion?

## **The Cost**

How much are the fees? Be clear of what is included, for example, the cost of any personal hygiene or medical needs and personal laundry. Remember, if you are paying your fees from restricted capital, it may not last forever.

And if it doesn't, will the home accommodate you on Local Authority funding?

- What does the weekly charge cover?
- Are there any additional charges?
- Are fees payable monthly/weekly?
- How often do fees increase?
- What happens if you run out of funds?

Age Concern Advocacy Service offers a fact sheet on `Finding Care Home Accommodation`. A service is also available for you to discuss these issues.

Age Concern Cardiff and the Vale,  
Vale Advocacy Service, 12A Royal Buildings, Stanwell Road,  
Penarth. CF64 3ED. Tel. 029 2070 4626

## Care in a Nursing Home

If you are in need of medical and nursing care, as well as help with personal care, then it may be better to choose a Nursing Home. Here, care by registered nurses is provided 24 hours a day. These are different from Residential Homes and charge higher fees to pay for the higher level of care that they provide. Some Homes provide both residential and nursing care beds.

Whether a person is partially funded by the Local Authority or is paying for their placement in a Nursing Home, the Local Health Board will pay the Nursing element of their care.

### **The Vale Local Health Board is based at:**

West House, 2 Stanwell Road, Penarth CF64 2AA.

**Tel No: 029 2035 0600**

All Nursing Homes in this area, by law, must be registered with The Care Standards Inspectorate and will be inspected at least twice a year. These inspection reports are public documents and are available for you to read. These reports can be obtained by contacting the:

### **Care Standards Inspectorate for Wales Nursing Team,**

4-5 Charnwood Court, Heol Billingsley, Parc Nantgarw,  
Nantgarw, Nr. Cardiff CF15 7QZ **Tel: 01443 848527**

Similarly, if you have any comments or complaints about a particular Home, you should discuss this with the manager in the first instance. If however, you are still not satisfied with the response you get, you should contact the Nursing Team at the Inspectorate.

## **Information about independent Residential and Nursing Homes in the Vale of Glamorgan**

We have established a process to check whether Residential Homes are meeting good quality standards of care and to place them on a register of Homes. A list of the private registered Homes in the Vale of Glamorgan can be provided by the **Commissioning Team**, in the Community Services Department based in: Dock Office, Subway Road, Barry. **Tel. 01446 704741.**

There is also information about these Homes on the website, which is updated on a regular basis. The website address is: **[www.valeofglamorgan.gov.uk](http://www.valeofglamorgan.gov.uk)**

## **The Council's Residential Home Services**

We provide some residential services, and the Homes are the following:

**Southway Residential Home for Older People,**  
Townmill Road, Cowbridge **Tel: 01446 772265**

A purpose built home for 32 residents, including 2 short stay guest rooms. All the rooms are single. The West Vale Meals on Wheels service is also based at Southway.

**Cartref Porthceri Home for Older People,**  
Salisbury Road, Barry **Tel: 01446 739438**

A purpose built Home for 32 residents, including 2 short stay guest rooms, and one emergency bed. All rooms are single and the Home has recently been extensively modernised.

**Bryneithin Home for People with Dementia,**  
Cross Common Road, Dinas Powys **Tel: 029 2051 2218**

Bryneithin is a Home for 23 older people with mental health needs. There is a mixture of single and shared rooms and includes 3 guest beds at this time. The Home has close links with the Community Mental Health Team based locally, and a Day Service which is run in partnership with Penarth & The Vale Crossroads (EMI) Ltd.

As well as the above Homes, we also provide the staffing element in another 2 Homes in partnership with Hafod Housing association at Ty Dewi Sant in Penarth and Ty Dyfan in Barry.

**Rhose Road for People with Learning Disabilities**  
**Tel: 01446 725100 (Community Support Team)**

A short term care house for up to 3 people per night, based in the rural Vale. Referrals for the service are made to the Community Support Team at Ty Jenner.

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

We strive to work closely with all our partners and have established a sound working relationship with the **Vale of Glamorgan Care Homes Association (VoGCHA)** which is representative of both Nursing and Residential Care Homes in the Vale of Glamorgan. The aim is to improve standards and create new initiatives such as joint training programmes. The Association is a member of Care Forum Wales and an Associate Member of the Forum of Private Business. As a result, it receives up to date information about all new legislation and has access to a powerful lobby. On a local basis, VoGCHA is in regular dialogue with Assembly Members.

If you require any further information, please contact the Secretary, Rebecca Watkins on (01446) 747778

## **Paying for care**

The Vale of Glamorgan Council charge for services where appropriate. This is a result of the NHS and Community Care Act 1990. If care services are arranged through the Community Services Department, there may be a charge for those services. Any charge made would be based on an assessment of an individual's financial circumstances.

## **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 & Information Team  
Community Services  
Dock Offices  
Subway Road  
Barry, CF63 4RT  
Tel: 01446 704814

## **Other Organisations that may be able to help**

- Department of Social Security -  
Benefit Enquiry Line - Tel: 0800 882200  
Pension Service - Tel: 0845 606 0265
- Age Concern Welfare Rights Team, contact for information,  
advice and assistance with making welfare benefits claims.  
Tel: 02920 567 883
- The Abbeyfield Society - provides an independent residential  
service Tel: 01446 737887
- NHFA Advice Line - a specialist organisation which offers  
advice about obtaining and funding long-term care.  
Tel: 01865 733000

- Age Concern run an advocacy service for older people and their families which includes listening to their concerns.  
Tel: 029 2070 4626
- Age Concern Counselling Service. Tel: 029 2070 7974

## **Alternatives to a Residential Home**

Before deciding to enter a Residential Home, you may consider more independent options such as care and help at home, or maybe Sheltered Housing schemes. Information about services in the home can be found in the booklet from the Council's Community Services Department **`A Guide to Care in your own home`**. Sheltered Housing accommodation can be rented from the Council. They have wardens who cannot give care but who can help to deal with emergencies and keep a neighbourly watchful eye on a resident. Information about **Sheltered Housing accommodation** can be found from the Housing Department based in:  
2 - 8 Holton Road, Barry CF63 4HD **Tel. 01446 709500**

## **Contacting Community Services Department**

The Contact and Information Centre has been established to provide an efficient and accessible first point of contact for the public for services to 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

**E-Mail:** [CIC@valeofglamorgan.gov.uk](mailto:CIC@valeofglamorgan.gov.uk)

## **How to complain about services provided by the Council**

If Community Services arrange a Residential or Nursing Home for you, or organise care in your own home, and you are not happy with your care, then you should initially discuss the matter with your case manager, who will try to resolve your complaint.

An explanatory 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.

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 tel: 01446 704814 to make arrangements.

ref: CS/31/DEC05



**Adran Gwasanaethau Cymunedol  
GWASANAETHAU CYMDEITHASOL**

# **Canllaw ar gyfer Gofal mewn Cartref Preswyl neu Gartref Nyrsio**



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**Canllaw yw hwn ar gyfer pobl sydd angen gofal neu gefnogaeth eu hunain neu i aelodau o'u teulu, mewn Cartref Preswyl neu Gartref Nyrsio.**

## **Asesiad o Anghenion**

Mae amrywiaeth o wasanaethau ar gael i'ch cynnal naill ai yn eich cartref eich hun neu mewn Cartref Preswyl neu Nyrsio. Er mwyn i'r Gwasanaethau Cymunedol drefnu'r math o ofal sydd angen arnoch, mae'n rhaid iddynt asesu eich anghenion unigol. Fel canlyniad i'r asesiad anghenion hwn, mi feddir trefnu gwasanaethau naill ai gan y Gwasanaethau Cymunedol eu hunain neu gan ddarparwyr gofal sy'n annibynnol o Wasanaethau Cymunedol, ond sydd wedi eu cymeradwyo neu sy'n achrededig gan yr Adran Gwasanaethau Cymunedol. Fe all hyn olygu gofal mewn Cartref Preswyl neu Nyrsio, neu yn eich cartref eich hun.

Mi fyddwch chwithau, neu eich eiriolwr yn hollol ymglymedig yn yr asesiad anghenion ac mi fydd gennych reolaeth lawn dros y penderfyniadau a wneir. Mi fydd rhan ohono yn siwr o gynnwys dewis rhwng y gwahanol fathau o Gartrefi. Mi fydd y llyfryn hwn yn eich cynorthwyo wrth wneud y dewisiadau priodol.

Mae'r Gwasanaethau Cymunedol yn gwerthfawrogi'r ffaith ein bod yn byw mewn cymdeithas amlddiwylliannol lle mai gan bobl gwahanol grefyddau, credau a chefnidiroedd diwylliannol. Fe drafodir yr holl faterion hyn yn sensitif ac fe'u ystyrir wrth benderfynu pa fath o ofal sydd fwyaf addas i chi.

## **Gofal mewn Cartref Preswyl**

Mae Cartrefi Preswyl yn bennaf, yn darparu gofal personol ar gyfer preswylwyr, megis cymorth wrth ymolchi a gwisgo yn ogystal â hyrwyddo annibyniaeth. Mae gwasanaethau arferol y GIG sydd ar gael i berson yn ei gartref ei hun, yn cwrdd ag anghenion iechyd y preswylwyr. Mae hyn yn cynnwys Nyrsys Cymunedol.

Nid yw'r penderfyniad o edrych am le mewn cartref preswyl yn un hawdd, felly mae'n hynod o bwysig eich bod yn dewis y Cartref sy'n briodol i chi. Argymhellir felly eich bod yn edrych ar nifer o Gartrefi cyn gwneud penderfyniad. Efallai yr hoffech ofyn i rywun o'r Cartref i ymweld â chi yn eich cartref. Os penderfynwch fod gennych ddi-ddordeb yn y posibilrwydd o fynd i fyw mewn Cartref penodol, fe allwch drefnu i aros yno am gyfnod i'w dreialu cyn gwneud unrhyw benderfyniadau terfynol ynglyn â'ch dyfodol.

## **Cwrdd â safonau ar gyfer gwasanaethau o ansawdd da**

Mae'r holl Gartrefi Preswyl sydd o fewn yr ardal wedi eu cofrestru gydag Arolygiaeth Safonau Gofal Cymru, ac fe'u arolygir o leiaf dwywaith y flwyddyn. Mae'r adroddiadau arolwg yn ddogfennau cyhoeddus ac os hoffech eu gweld mi allwch gysylltu â:

### **Arolygiaeth Safonau Gofal Cymru,**

4-5 Charnwood Court, Heol Billingsley, Parc Nantgarw, Nantgarw,  
Ger Caerdydd CF15 7QZ

**Ffôn: 01443 848529**

Mae copïau hefyd ar gael ar y wefan ar [www.csiw.wales.gov.uk](http://www.csiw.wales.gov.uk), a dylai pob Cartref fod yn gallu darparu copi o'i harolwg diwethaf.

Os oes gennych unrhyw sylwadau neu gwynion ynglyn â Chartref penodol, mi ddylech eu trafod gyda rheolwr y Cartref yn y lle cyntaf. Fodd bynnag, os byddwch yn parhau i fod yn anfodlon gyda'r ymateb a wnaethoch dderbyn, dylech gysylltu â'r Arolygiaeth Safonau Gofal.

## **Penderfynu beth yn union sydd angen arnoch**

Dyma rai cwestiynau pwysig i chi holi, a fydd o gymorth wrth ddewis Cartref:

### **Lleoliad**

Efallai eich bod am aros yn agos i'ch cartref presennol, i'ch perthnasau a'ch ffrindiau neu eich Meddyg Teulu. Os ydych yn ystyried newid lleoliad:

- A ydych am fyw yn y gymdogaeth neu'r gymuned sy'n gyfarwydd i chi?
- Ydy'r cartref wedi ei leoli mewn man sy'n galluogi teulu a ffrindiau i ymweld â chi?
- A fyddwch yn medru cadw'ch Meddyg Teulu presennol yn eich lleoliad newydd?
- A oes modd i chi ddefnyddio cludiant cyhoeddus?
- A fyddwch yn agos i gyfleusterau lleol sy'n bwysig i chi, e.e. addoldy, swyddfa bost neu siopau?
- Pa gyfleusterau cyhoeddus a fydddech yn dymuno'u defnyddio?

### **Y Cartref**

Mae'n angenrheidiol bod gan bob Cartref, Ganllaw ar gyfer Defnyddwyr Gwasanaethau sy'n eich hysbysu ynglyn â'r Cartrefi a'r gwasanaethau maent yn eu cynnig. Cymerwch ef a'i darllenwch. Mynnwch gopi o unrhyw Delerau ac Amodau preswyl. Ydyw'n cael ei rheoli gan yr awdurdod lleol neu berchennog annibynnol?

- Pwy sy'n rheoli'r Cartref - y perchennog neu reolwr?
- Faint o breswylwyr sydd yno?
- Faint o staff sydd ar ddyletswydd ar wahanol adegau o'r dydd?
- Pa gymwysterau a hyfforddiant sydd gan y staff?
- Oes yna gontract/gytundeb ysgrifenedig gyda'r Cartref?
- Faint o gyfnod prawf sy'n cael ei gynnig?
- Beth yw'r termau ynglyn â chadw'ch ystafell e.e. petai chi'n mynd i mewn i'r ysbyty?

- Petai eich iechyd yn gwaethygu, a fedrech barhau i fyw yn y Cartref?

### **Yr Ystafell**

Mi fydd eich ystafell yn fan sy'n breifat i chi, felly efallai y dylech ystyried y canlynol:

- A fydd gennych eich ystafell eich hun, a sut fath o olygfa fydd gennych?
- Beth fydd wedi ei gynnwys yn eich ystafell?
- A fydd yr ystafell yn addas i gymhwyso eich eiddo personol neu ddarnau bach o gelfi arbennig neu anifail anwes?
- A oes yna soced erial ar gyfer teledu eich hun?
- A fedrwch gael ffôn eich hun, gyda rhif ar wahân?
- Pa mor aml mae'r ystafelloedd yn cael eu glanhau, ac a ydy'r gwely yn cael ei wneud?

### **Cyfleusterau**

Ystyriwch pa gyfleusterau sydd angen i'r Cartref gynnig i chi, yn ogystal â'r math o ofal sydd angen arnoch, er enghraifft:

- A ydy'r ystafell ar y llawr isaf neu a oes lifft a bod angen?
- A ydy'r canlynol yn galw'n rheolaidd : gweinidog, triniwr gwallt, meddyg traed, llyfrgell ayyb?
- A ydych yn medru ymdopi a grisiau o fewn neu o gwmpas y cartref, ac os ydych mewn cadair olwyn, a ydy'r cyfleusterau yn gyraeddadwy?
- A oes manau arbennig ar gyfer ysmegu?
- Beth yw'r trefniadau ar gyfer golchi dillad a sychlanhau?
- Oes yna fwy nag un lolfa fel bod modd cael tawelwch os oes angen?
- Oes yna unrhyw reolau ynglyn ag aros yn eich ystafell eich hun?
- Oes yna lifftiau neu gymorth bath i'ch helpu?
- Oes yna ardd, ac a oes gan breswylwyr yr hawl i'w ddefnyddio?

- Oes yna gyfleuster i ddiogelu pethau gwerthfawr ac a oes ganddynt yswiriant i'w gwarchod?
- Ydy'r cartref yn darparu cyfleusterau er mwyn i chi ddilyn diddordebau neu hobïau?
- Pa fannau cymunedol sydd yno?
- A oes mynediad i ffôn yn breifat? A oes teclyn codi swm ar y ffôn os ydych yn drwm eich clyw ?

### **Bwydlenni**

Edrychwch ar esiamplau o fwydlenni. Mae'n bwysig eich bod yn cael diet cytbwys dda gyda dewis o fwyd yr ydych yn hoff ohono.

- Ydy'r bwyd yn ddiddorol ac yn amrywiol?
- Oes yna ddewis o fwydlenni?
- Ydych ydy ansawdd y bwyd wrth eich bodd?
- A oes gennych ddietau arbennig?
- A fedrwch fynd a phrydau bwyd i'ch ystafell os dymunwch?
- A fedrwch gael/gwneud diod neu fyrbryd pryd bynnag y dewiswch?
- A ydych yn medru cynnig lluniaeth i ymwelwyr megis ffrindiau neu deulu?

### **Awyrgylch**

Ceisiwch asesu sut y byddech yn teimlo yn y Cartref. A ydych yn hoff o'r staff, ac a fyddech yn teimlo'n gysurus gyda'r preswylwyr eraill? Ceisiwch gwrrd â hwy er mwyn trafod y cartref.

- Ydy'r awyrgylch yn gyfeillgar a chartrefol?
- Ydy'r Cartref wedi ei gynnal yn dda, ac ydyw'n aroglu'n iawn?
- A ydy'r preswylwyr yn ymddangos yn fywiog a chysurus?
- Ydy'r staff yn ymddangos yn ofalgar ac astud tuag at breswylwyr ac a ydynt yn eu trin ag urddas?
- A oes yna breswylwyr y gallwch gynnal sgwrs a hwy?
- A ydych yn medru dylanwadu ar yr hyn sy'n digwydd yn y Cartref?

## **Cyfyngiadau**

A oes gan y Cartref rheolau ar gyfer preswylwyr, beth ydynt; ac a fedrwch eu dioddef? Mae'n bosib y byddant yn cynnwys:

- Amserau pendant ar gyfer mynd i'r gwely a chodi, neu i gael bath.
- Mae'n bosib y caniateir ymwelwyr ar adegau penodol yn unig, neu, nid i mewn i'ch ystafell o gwbl.
- A oes yna fannau lle mae preswylwyr yn medru treulio amser yn breifat gyda'u hymwelwyr, ac a oes modd i berthnasau neu ffrindiau helpu gyda gofal personol os ydych am iddynt wneud?
- Ydy'r staff yn parchu angen y preswylwyr am breifatrwydd?
- A fedrwch yfed diod feddwol yn y manau cymunedol neu yn eich ystafell eich hun?
- A fydd y staff yn rhoi cymorth i chi ymarfer eich crefydd?

## **Y Gost**

Faint yw'r ffioedd? Gwnewch yn siwr eich bod yn sicr o'r hyn sydd yn cael ei gynnwys, er enghraifft, cost hylendid personol neu anghenion meddygol, a'r gost o olchi dillad. Cofiwch, os ydych yn talu'ch ffioedd o gyfalaf cyfyngedig, ni fydd yn parhau am byth. Ac os na, a fydd y cartref yn fodlon eich cynnal ar gyllid Awdurdod Lleol?

- Beth mae'r tal wythnosol yn ei gynnig?
- Oes yna dâl/taliadau ychwanegol?
- Ydy'r ffioedd i'w talu'n fisol/wythnosol?
- Pa mor aml mae'r ffioedd yn cynyddu?
- Beth sy'n digwydd petaech yn rhedeg allan o gyllid?

Mae Gwasanaeth Eiriolaeth Age Concern yn cynnig taflen wybodaeth ynglyn â 'Dod o hyd i Gartrefi Gofal Preswyl'. Mae yna wasanaeth hefyd ar gael i'ch galluogi i drafod y materion hyn.

Age Concern Caerdydd a'r Fro,  
Gwasanaeth Eiriolaeth Bro Morgannwg, 12A Royal Buildings, Heol Stanwell, Penarth. CF64 3ED. Ffôn. 029 2070 4626

## **Gofal mewn Cartref Nyrsio**

Os oes angen gofal meddygol neu ofal nyrsio arnoch yn ogystal â chymorth gyda gofal personol, yna, efallai y byddai'n well petaech yn dewis Cartref Nyrsio. Yma, mae nyrsys cofrestredig yn darparu gofal 24 awr y dydd. Mae hyn yn wahanol mewn Cartrefi Preswyl ac maent yn codi mwy o dâl am y lefel uwch o ofal maent yn ei ddarparu. Mae rhai Cartrefi yn darparu gwelyau gofal nyrsio yn ogystal â phreswyl.

P'un ai fod person yn derbyn cyllid rhannol gan yr Awdurdod Lleol neu yn talu am eu lleoliad mewn Cartref Nyrsio, mi fydd y Bwrdd Iechyd Lleol yn talu am yr elfen Nyrsio.

**Lleolir Bwrdd Iechyd Lleol Bro Morgannwg yn:**  
West House, 2 Heol Stanwell, Penarth CF64 2AA.  
**Rhif Ffôn: 029 2035 0600**

Yn ôl y gyfraith mae'n rhaid bod pob Cartref Nyrsio yn yr ardal wedi'u cofrestru gyda'r Arolygiaeth Safonau Gofal, ac fe'u hasesir o leiaf dwywaith y flwyddyn. Mae'r adroddiadau arolwg hyn yn ddogfennau cyhoeddus ac maent ar gael i'w darllen. Mae modd gweld yr adroddiadau hyn drwy gysylltu â

**Tîm Nyrsio Arolygiaeth Safonau Gofal Cymru,**  
4-5 Charnwood Court, Heol Billingsley, Parc Nantgarw,  
Nantgarw, Ger Caerdydd CF15 7QZ **Ffôn: 01443 848527**

Yn yr un modd, os oes gennych unrhyw sylwadau neu gwynion ynglyn â Chartref penodol, fe ddylech eu trafod gyda'r rheolwr yn y lle cyntaf. Os, fodd bynnag y byddwch yn parhau yn anfodlon a'r ymateb a wnaethoch dderbyn, mi ddylech gysylltu â Thîm Nyrsio'r Arolygiaeth.

## **Gwybodaeth ynglyn â Chartrefi Preswyl a Nyrsio annibynnol ym Mro Morgannwg**

Rydym wedi sefydlu proses i weld p'un ai fod Cartrefi Preswyl yn cwrdd â safonau gofal o ansawdd da, a'u gosod ar gofrestr Cartrefi. Mae rhestr o'r Cartrefi cofrestredig preifat ym Mro Morgannwg ar gael gan y Tîm Comisiynu, yn yr Adran Gwasanaethau Cymunedol sydd wedi eu lleoli yn:

Dock Office, Heol Subway, Y Barri. **Ffôn. 01446 704741.**

Hefyd, mae yna wybodaeth ynglyn â'r Cartrefi ar y wefan, sy'n cael ei ddiweddarau'n rheolaidd. Cyfeiriad y wefan yw:

**[www.valeofglamorgan.gov.uk](http://www.valeofglamorgan.gov.uk)**

## **Gwasanaethau Cartrefi Preswyl y Cyngor**

Rydym yn darparu rhai gwasanaethau preswyl, yn y Cartrefi canlynol:

**Cartref Preswyl Southway ar gyfer Pobl Hyn,**  
Heol Townmill, Y Bont Faen **Ffôn: 01446 772265**

Adeilad a godwyd ar bwmpas, ar gyfer 32 o breswylwyr, yn cynnwys 2 ystafell arhosiad byr ar gyfer ymwelwyr ydyw. Mae'r ystafelloedd i gyd yn rhai sengl. Mae gwasanaeth Pryd ar Glyd Gorllewin y Fro, hefyd wedi ei leoli yn Southway.

**Cartref Porthceri - Cartref ar gyfer Pobl Hyn,**  
Heol Salisbury, Y Barri **Ffôn: 01446 739438**

Adeilad a godwyd ar bwmpas ar gyfer 32 o breswylwyr, yn cynnwys 2 ystafell arhosiad byr ar gyfer ymwelwyr, ac un gwely ar gyfer achos brys ydyw. Mae'r ystafelloedd i gyd yn rhai sengl, a chafodd y Cartref ei foderneiddio'n helaeth yn ddiweddar.

**Cartref Bryneithin - Cartref ar gyfer Pobl sy'n dioddef o Demensia,**

Heol Cross Common, Dinas Powys, **Ffôn: 029 2051 2218**

Mae Bryneithin yn Gartref ar gyfer 23 o bobl hyn sydd ag anghenion iechyd meddyliol. Mae yna ddewis o ystafelloedd sengl a ranedig yn cynnwys 3 gwely ar hyn o bryd, ar gyfer ymwelwyr. Mae gan y Cartref gysylltiadau agos gyda'r Tîm Iechyd Meddwl Cymuned a leolir yn lleol, yn ogystal â Gwasanaeth Dydd sy'n cael ei gynnal mewn partneriaeth a Crossroads (EMI)Ltd, Penarth a'r Fro.

Yn ogystal â'r Cartrefi uchod, rydym hefyd yn darparu'r elfen staffio mewn 2 Gartref arall mewn Partneriaeth a chymdeithas Tai Hafod sef Ty Dewi Sant ym Mhenarth a Ty Dyfan yn Y Barri.

**Rhose Road ar gyfer Pobl sydd ag Anableddau Dysgu (Tîm Cymorth Cymunedol) Ffôn: 01446 725100**

Ty sy'n cynnig gofal tymor byr ar gyfer hyd at 3 person y noson, wedi ei leoli yn y Fro wledig ydyw. Gwneir unrhyw atgyfeiriadau ynglyn â'r gwasanaeth, i'r Tîm Gwasanaeth Cymunedol yn Nhy Jenner.

Rydym yn ymroddedig i welliant parhaus ein gwasanaethau mewnol a daliwn ati i fuddsoddi yn natblygiad y gwasanaethau hynny er mwyn cwrdd ag anghenion y Ddeddf Safonau Gofal.

Ymdrechwn i weithio'n agos gyda'n partneriaid ac rydym eisoes wedi sefydlu perthynas waith cadarn gyda Chymdeithas Cartrefi Gofal Bro Morgannwg (CCGBM) sy'n gynrychiadol o Gartrefi Gofal Nyrsio a Phreswyl ym Mro Morgannwg. Y nod yw gwella safonau a chreu mentrau newydd megis rhaglenni hyfforddiant ar y cyd. Mae'r Gymdeithas yn aelod o Fforwm Gofal Cymru ac yn Aelod Cysylltiol o'r Fforwm Busnesau Preifat.

Fel canlyniad, derbynia'r wybodaeth ddiweddaraf ynglyn â phob deddfwriaeth newydd ac mae ganddo fynediad i lobi rymus. Ar sail leol, mae CCGBM mewn trafodaeth gyson gydag Aelodau'r Cynulliad.

Os oes angen unrhyw wybodaeth bellach arnoch, cysylltwch os gwelwch chi'n dda a'r Ysgrifenyddes, Rebecca Watkins ar (01446) 747778

## **Talu am ofal**

Mae Cyngor Bro Morgannwg yn codi tâl am wasanaeth lle'n briodol. Mae hyn o ganlyniad i Ddeddf y GIG a Gofal Cymunedol 1990. Os drefnir gwasanaethau gofal drwy Adran Gwasanaethau'r Gymuned, mae'n bosib y codir tâl am y gwasanaethau hynny. Mi fyddai unrhyw dâl a godir wedi ei seilio ar asesiad o amgylchiadau ariannol yr unigolyn.

## **Taflenni eraill sy'n medru darparu gwybodaeth i chi**

Mae gennym amrywiaeth o daflenni sy'n rhoi mwy o wybodaeth fanwl i chi ynglyn â'r gwasanaethau sydd ar gael. Am restr lawn, cysylltwch â'r:

Tîm Polisi a Gwybodaeth  
Gwasanaethau Cymunedol  
Dock Offices  
Heol Subway  
Y Barri, CF63 4RT  
Ffôn: 01446 704814

## Mudiadau eraill a fydd efallai yn medru helpu

- Adran Nawdd Cymdeithasol -  
Llinell Ymholiadau Budd-daliadau - Ffôn: 0800 882200  
Gwasanaeth Pensiwn - Ffôn: 0845 606 0265
- Tîm Hawliau Lles Age Concern, cysylltwch er mwyn cael gwybodaeth, cyngor a chymorth wrth wneud cais am fudd-daliadau lles. Ffôn: 02920 567 883
- Cymdeithas Abbeyfield - sy'n darparu gwasanaeth breswyl annibynnol Ffôn: 01446 737887
- Llinell Gyngor NHFA - mudiad arbenigol sy'n cynnig cyngor ynglyn â derbyn ac ariannu gofal tymor hir. Ffôn: 01865 733000
- Mae Age Concern yn cynnig gwasanaeth eirioli ar gyfer pobl hyn a'u teuluoedd, sy'n cynnwys gwrando ar eu pryderon. Ffôn: 029 2070 4626
- Gwasanaeth Cyngori Age Concern. Ffôn: 029 2070 7974

## Dewisiadau ac eithrio Cartref Preswyl

Cyn penderfynu mynd i mewn i Gartref Preswyl, mae'n bosib y byddwch am ystyried opsiynau mwy annibynnol megis gofal a chymorth yn eich cartref, neu efallai cynllun Cartrefi Gwarchodol. Mae yna wybodaeth ynglyn â gwasanaethau yn y cartref, yn y llyfryn gan Adran Gwasanaethau Cymunedol y Cyngor sef 'Canllaw ar gyfer Gofal yn eich cartref eich hun'. Mae modd rhentu Cartrefi Gwarchodol oddi wrth y Cyngor. Mae ganddynt wardeniaid sydd ddim yn medru rhoi gofal ond sydd yn medru helpu i ddelio gydag argyfyngau yn ogystal â chadw llygad gwylidwrus, cymdogol ar breswylwyr. Mae gwybodaeth ynglyn â Chartrefi Gwarchodol ar gael gan yr Adran Dai a leolir yn:

2 - 8 Heol Holton, Y Barri CF63 4HD

**Ffôn. 01446 709500**

## **Cysylltu ag Adran Gwasanaethau'r Gymuned**

Sefydlwyd y Ganolfan Wybodaeth a Chyswllt er mwyn darparu cyswllt cyntaf effeithlon a hygyrch i'r cyhoedd yn sgil gwasanaethau i oedolion. Mae'r Ganolfan yn darparu gwybodaeth a chyngor i breswylwyr y Fro, ynglyn â gwasanaethau, a sut i'w cyrchu.

Mae'r Ganolfan Wybodaeth a Chyswllt ar agor :

8.30-16.30 o Dydd Llun i Ddydd Iau  
8.30-16.00 ar Ddydd Gwener

**Ffôn:** 01446 731100  
**Ffôn testun:** 07966026541  
**Minicom :** 01446 742245  
**E-bost:** [CIC@valeofglamorgan.gov.uk](mailto:CIC@valeofglamorgan.gov.uk)

## **Sut i gwyno am y gwasanaethau sy'n cael eu darparu gan y Cyngor**

Os yw'r Gwasanaethau Cymunedol yn trefnu Cartref Breswyl neu Nyrsio ar eich cyfer, neu'n trefnu gofal i chi yn eich cartref, ac nid ydych yn hapus â'r gofal, yna dylech drafod y mater gyda'ch rheolwr achosion yn y lle cyntaf, a fydd yn ceisio datrys eich cwyn.

Mae'r daflen eglurhaol "Sut mai cwyno ynglyn â'n Gwasanaethau " sy'n esbonio'r drefn gwyno, ar gael oddi wrth unrhyw Ganolfan Gwasanaethau Cymunedol. Mi all hefyd gael ei ddarparu mewn Arabeg, Bengali, Tseinëeg, Gujarati, Punjabi, Somali ac Urdu pan wneir cais.

Darperir y wybodaeth hon, pan wneir cais, mewn ieithoedd eraill, mewn print bras, ar dâp, neu mewn fersiwn symledig. Cysylltwch â'r Tîm Polisi a Gwybodaeth os gwelwch chi'n dda ar 01446 704814 i wneud trefniadau.

CS/31/DEC05