

Your Assessment



Social Care

*This information can be made
available in other languages and
other formats on request.
Please ask.*

What is an Assessment?

Local councils provide or arrange community care services for adults who need support care or protection, including people leaving hospital.

Community care could include:

- personal or domestic care provided in your home
- supported activities in day centres and other community settings
- residential or nursing home care
- and more.

Local health trusts, which run hospitals and community health services, provide health care services.

Your assessment is to find out if you are entitled to support to meet your needs.

If it appears that you have health and/or social care needs we must offer to assess your needs.

A Nurse, Social worker, Occupational Therapist or any other appropriately trained health or social care related professional could carry out your assessment. They will discuss your concerns and gather information about your situation and your care needs.

Unified Assessment

Health and Social Care professionals will work together assessing and managing your care and sharing information.

This is called Unified Assessment.

There are several types of Unified Assessment. So if your needs are simple you won't need a complicated assessment. You can ask your care coordinator for more information on this.

The assessment will be part of your Unified Assessment record, which you will hold.

Will you talk to the person who cares for me?

Unified Assessment helps us to identify those people who play an important part in helping you live independently in the community by providing you with regular support. They could be relatives, neighbours or friends and may live near or away from you. They are often called informal or unpaid carers. They may need additional support to help you. If you have a relative or friend who cares for you, you might like them to be involved in the discussion.

An unpaid carer is entitled to have an assessment of his or her own needs (as a carer) at any stage of this process

What happens next?

When we have **assessed and agreed** your care needs with you, we can consider how to meet those eligible needs in the best way. We will consider both your needs and your carers' needs. We will discuss with you what we are proposing and agree what it is we should try and achieve. If you have social care or long term health care needs, we will carry out a risk assessment to find out if you are eligible for services.

Demand for services is always heavy and each council has a limited amount of money. We have to make sure that the services that we provide are given to the people with the greatest need. We do this by using eligibility criteria. How we decide is the same for everyone. It also means that we treat everyone fairly and everyone can see and understand how we decide who receives help.

You can ask for more information on who is entitled to community care services.

If you are not eligible for community care services we will offer you advice and information about other ways your needs may be met. This may include services provided in the community by other Council departments or independent and voluntary bodies.

If you are eligible we will then write a 'care plan'.

What is a Care Plan?

A Care Plan explains how your needs will be met - if possible in the ways you would like them to be met.

It will include what the plan sets out to do, details of your needs and any services you will get to meet your eligible needs.

Usually we will be able to arrange all the services you need quickly but, on occasions, you may have to wait.

How do you share and hold my records?

You will hold a copy of your Unified Assessment Record. This is a record of the needs you have identified and what professionals have done to respond to those needs. This record will include a copy of your Care Plan. By allowing visiting Health and Social Care professionals and others involved in your care to see your Unified Assessment Record and by taking it to appointments, you will help all those involved in your care to communicate with each other. This will also keep it up to date.

Will I have to pay?

There is no charge for an assessment or for giving you advice and information.

You may have to pay for your social care services depending on how much service you receive and how much money you have.

If eligible, you will receive free nursing care in your own home or in a care home, although you may have to contribute towards other aspects of care such as personal care, food and accommodation costs.

You can ask for more information on charging for services.

Can I make my own arrangements?

Of course, if you wish to make your own arrangements for social care and pay for them yourself, you can.

If your assessment shows you are entitled to social care services then, you may be able to make your own care arrangements and pay your care staff yourself. If this is possible in your situation we would give you money to do this but would oversee the arrangements to make sure the money is being used properly.

This is called Direct Payments.

Your care coordinator should tell you if you can do this. If you want to know more about Direct Payments ask for a leaflet.

What if my needs or circumstances change?

If there are long term services in your care plan we will check to see if the care plan we've agreed is meeting your needs

- after the first 4-6 weeks
- again at least once a year
- or if you contact us to tell us your needs have changed.

Some people only require social care and health services for a short time while they recover or while they wait for treatment. When we review your care plan or if you contact us to tell us your needs have changed we may assess that you no longer need care.

Appeals, Complaints and Comments

We welcome ALL comments about our services, because we need information from people who use our services to help us improve them.

We try hard to arrange and deliver high quality services, but we may not always get it right. If you are unhappy about the standard of our services, it is important that you let us know. Usually we can put things right quickly.

You can appeal against a decision if you disagree with it.

Examples of the sort of decisions you can appeal against are:

- A decision that you do not appear to need an assessment.
- Following a specialist or comprehensive assessment, a decision that you do not qualify for a service.
- If you think you need more services or different services from those we are proposing to provide or are providing.

You can complain if you think that we have not followed our processes properly, or because the quality of your service is poor. If you are not sure whether you should appeal or complain, just tell us what your concerns are anyway. If you need help to make your appeal or complaint, for example if your disability makes it harder for you to communicate, let us know and we will help you.

To do any of these things contact your care co-ordinator or ask for our leaflet on complaints.

These are the standards you can expect from us:

- We will allocate someone to work with you and tell you their name.
- If the risk to you appears to be critical we will begin your assessment on the same day. If you are then assessed as needing a service we will arrange for the service to start within 24 hours.
- If the risk to you appears to be substantial we will begin your assessment within 5 working days and complete it within 4 weeks. If you are then assessed as needing a service we will arrange for the service to start within 5 working days.

- If the risk to you appears to be moderate or low we will begin your assessment within 6 weeks and complete it within a further 4 weeks.
- When we have finished assessing your needs, we will give you a written copy of the outcome of that assessment and a written statement of any care to be provided, within 7 working days.
- We will offer to assess the needs of anyone who regularly cares for you.
- If you are receiving a package of care we will give you a copy of your care plan.
- We will review your care plan with you within 4 to 6 weeks after the service started.
- We will review your care plan again at least once every year.



Visit us online at...
www.cardiff.gov.uk
www.valeofglamorgan.gov.uk

We are committed to ensuring that services are accessible to all, regardless of racial and ethnic origin, gender, sexuality, disability, age, language or religious beliefs.

This leaflet is a general guide and is not a full and authoritative statement of the law. We believe that this leaflet is correct at the date published.

Changes in the law or Council policy may affect its accuracy.
Last printed: July 2005

Photos from
www.JohnBirdsall.co.uk

Eich Aseiad



Gofal Cymdeithasol

*Mae'r daflen hon ar gael
mewn ieithoedd eraill, a
fformatau eraill.
Dim ond i chi ofyn.*

Beth yw asesiad?

Mae cynghorau lleol yn darparu neu drefnu gwasanaethau gofal cymunedol i oedolion sydd angen cefnogaeth, gofal neu amddiffyniad, yn cynnwys pobl sydd yn gadael ysbyty.

Gall gofal cymunedol yn cynnwys:

- darparu gofal personal neu ddomestig yn eich cartref
- gweithgareddau â chymorth mewn canolfannau dydd a lleoedd cymunedol eraill
- gofal cartref nyrsio neu breswyl
- a mwy.

Mae ymddiriedolaethau iechyd lleol, a reoli ysbytai a gwasanaethau iechyd cymunedol, yn darparu gwasanaethau gofal iechyd.

Diben eich asesiad yw darganfod a ydych chi'n gymwys i gael cefnogaeth i fodloni eich anghenion.

Os ymddengys fod angen gofal iechyd neu gymdeithasol arnoch, mae'n rhaid i ni gynnig asesu eich anghenion.

Gall Nyrs, Gweithiwr Cymdeithasol, Therapydd Galwedigaethol neu unrhyw weithiwr proffesiynol cymwysedig arall gynnal eich asesiad. Byddan nhw yn trafod eich pryderon a chasglu gwybodaeth am eich sefyllfa a'ch anghenion gofal.

Asesu Unedig

Bydd gweithwyr Gofal Iechyd a Chymdeithasol proffesiynol yn cydweithio i asesu a rheoli eich gofal a rhannu gwybodaeth.

Enw ar hyn yw Asesu Unedig.

Mae sawl fath o Asesu Unedig. Felly, os yw eich anghenion yn syml, nad ydych chi angen asesiad cymhleth. Gallech ofyn eich cydgysylltydd gofal am ragor o wybodaeth ar hyn.

Bydd yr asesiad yn rhan o'ch Cofnod Asesu Unedig y byddwch chi yn ei gadw.

Fyddwch chi'n siarad â'r person sydd yn gofalu amdanaf?

Mae Asesu Unedig yn ein helpu i ddod o hyd i'r pobl sydd yn chwarae rhan bwysig ac yn eich helpu chi fyw'n annibynnol gan eich darparu chi cefnogaeth reolaidd. Gallai'r rhain fod yn berthnasau, cymdogion neu ffrindiau sy'n byw'n bell neu'n agos. Fe'u gelwir yn aml yn ofalwyr anffurfiol neu ddi-dâl. Mae hefyd yn bosibl bod angen rhagor o gefnogaeth arnynt er mwyn eich helpu. Os oes gennych chi berthynas neu ffrind sy'n gofalu amdanoch, efallai yr hoffech i'r person hwnnw fod yn rhan o'r drafodaeth.

Mae gyda gofalwr di-dâl hawl i gael asesu eu hanghenion (fel gofalwr) ar unrhyw adeg yn ystod y broses hon.

Beth fydd yn digwydd nesaf?

Pan fyddwn wedi **asesu a chytuno** eich anghenion gofal gyda chi gallwn ystyried sut i fodloni'r anghenion cymwys hynny yn y ffordd orau. Byddwn yn ystyried eich anghenion ac anghenion eich gofalwr. Byddwn yn trafod â chi beth fyddwn ni'n cynnig ac yn cytuno beth ddylen ni geisio cyflawni.

Os oes gyda chi anghenion gofal cymdeithasol, neu anghenion gofal iechyd tymor hir, byddwn yn cyflawni asesiad risg i ddarganfod a ydych chi'n gymwys i gael gwasanaethau.

Mae galw mawr am y gwasanaethau hyn, ond hyn a hyn o arian yn unig sydd gan bob cyngor i'w wario. Mae rhaid i ni felly sicrhau bod ein gwasanaethau'n cyrraedd y bobl fwyaf anghenus. Gwnawn hyn drwy ddefnyddio *meini prawf cymhwys*. Mae'r ffordd yr ydym yn penderfynu'r un peth i bawb. Mae'n golygu hefyd yr ydym yn trin pawb yn deg a gall pawb weld a deall sut yr ydym yn penderfynu pwy sydd yn derbyn help.

Cewch ofyn am fwy o wybodaeth am bwy sy'n gymwys i gael gwasanaethau gofal cymunedol.

Os nad ydych yn gymwys i gael gwasanaethau gofal yn y gymuned cewch gyngor a gwybodaeth i'ch helpu i ddod o hyd i ffyrdd eraill o fodloni'ch anghenion. Er enghraifft, bydd y Cyngor a chyrrff annibynnol a gwirfoddol yn darparu gwasanaethau yn y gymuned y gallech o bosibl fanteisio arnynt.

Os ydych yn gymwys yna ysgrifennwn ni 'cynllun gofal'.

Beth yw Cynllun Gofal?

Mae Cynllun Gofal yn dangos sut y bwriadwn fynd ati i fodloni'ch anghenion drwy weithredu yn y ffordd sydd orau gennych chi ble bynnag y gallwn.

Mae'n cynnwys nodau'r cynllun a manylion am eich anghenion ac am unrhyw wasanaethau y bwriadwn eu cynnig i chi er mwyn bodloni'ch anghenion cymwys.

Fel arfer, gallwn drefnu'r holl wasanaethau sydd eu hangen arnoch yn gyflym ond weithiau bydd yn rhaid i chi aros.

Sut byddwch yn rhannu a chadw eich cofnodion?

Cewch gopi o'ch Cofnod Asesu Unedig i'w gadw. Cofnod o'r anghenion yr ydych wedi'u nodi a'r hyn a wnaeth y gweithwyr proffesiynol i'w bodloni yw hwn. Bydd y cofnod hwn yn cynnwys copi o'ch Cynllun Gofal. Drwy ddangos eich Cofnod Gofal Asesu Unedig i'r gweithwyr Gofal Iechyd a Chymdeithasol proffesiynol sy'n ymweld â chi, a mynd â'r cofnod pan fyddwch yn ymweld â hwythau, byddwch yn helpu'r holl weithwyr proffesiynol sy'n gofalu amdanoch i gysylltu â'i gilydd. Bydd hyn hefyd yn sicrhau bod eich cofnod bob amser yn gyfredol.

A fydd yn rhaid i fi dalu?

Ni chodir tâl am asesiad nag am roi cyngor a gwybodaeth i chi.

Mae'n bosibl y bydd yn rhaid i chi dalu am eich gwasanaethau gan ddibynnu ar faint o wasanaeth a gewch a faint o arian sydd gennych.

Os byddwch yn gymwys, cewch ofal nyrsio am ddim un ai yn eich cartref eich hun neu mewn cartref gofal, er ei bod yn bosibl y bydd yn rhaid i chi dalu rhan o'r gost o gynnal agweddau eraill ar eich gofal megis gofal personol, a bwyd a llety.

Cewch ofyn am fwy o wybodaeth am dalu am wasanaethau.

A gaf i wneud fy nhrefniadau fy hun?

Wrth gwrs, os ydych am drefnu'ch gofal cymdeithasol eich hun, ac yn talu amdany'n nhw eich hun, cewch.

Os dengys eich asesiad eich bod yn gymwys i fanteisio ar wasanaethau, mae'n bosibl y cewch wneud eich trefniadau eich hun a thalu i'ch staff gofal eich hun. Os yw hyn yn bosibl yn eich sefyllfa, rhoddwn ni arian i chi i wneud hynny, ond bydd yn rhaid i ni gadw golwg ar eich trefniadau er mwyn sicrhau bod yr arian yn cael ei wario'n briodol.

Gelwir y drefn hon yn drefn Taliadau Uniongyrchol.

Dylai eich cyd-gysylltydd gofal ddweud wrthych a ydych yn gwneud hyn. Os ydych eisiau gwybod mwy am Taliadau Uniongyrchol gofynnwch am daflen.

Beth petai fy anghenion neu amgylchiadau'n newid?

Os yw eich cynllun gofal yn cynnwys gwasanaethau tymor hir, byddwn yn sicrhau bod y cynllun a gytunwyd ar eich cyfer yn bodloni'ch anghenion

- ar ôl y 4 - 6 wythnos gyntaf
- o leiaf unwaith y flwyddyn
- neu bryd bynnag y soniwyd fod eich anghenion wedi newid.

Bydd rhai pobl angen gwasanaethau gofal cymdeithasol ac iechyd dros dro'n unig, tra eu bod yn gwella o afiechyd neu'n aros am driniaeth. Mae'n bosibl, pan awn ati i adolygu eich cynllun gofal, neu os ydych wedi ein hysbysu bod eich anghenion wedi newid, y deugn i'r casgliad nad oes angen rhagor o ofal arnoch.

Apeliadau, Cwynion a Sylwadau

Byddwn yn croesawu'r HOLL sylwadau sy'n dod i law am ein gwasanaethau, am fod gwybodaeth oddi bobl sy'n defnyddio ein gwasanaethau yn ein helpu i wella'r gwasanaethau hynny.

Er ein bod yn ymdrechu'n galed i drefnu a darparu gwasanaethau o safon uchel, byddwn yn methu â gwneud hynny o bryd i'w gilydd. Os ydych yn anfodlon ar safon ein gwasanaethau, mae'n

bwysig i chi roi gwybod i ni. Ni fyddwn fawr o dro fel arfer yn datrys unrhyw broblemau.

Os nad ydych yn cytuno â phenderfyniad, mae pob hawl i chi apelio'n ei erbyn.

Dyma'r math o benderfyniadau y cewch apelio'n eu herbyn:

- Penderfyniad sy'n gwadu bod angen eich asesu o gwbl.
- Penderfyniad yn sgîl asesiad arbenigol neu holl gynhwysfawr sy'n gwadu eich bod yn gymwys i gael gwasanaeth gofal yn y gymuned.
- Penderfyniad a fydd yn eich barn chi'n eich gadael heb y gwasanaethau sydd eu hangen arnoch neu heb ddigon o wasanaethau.

Gellwch gwyno os teimlwch fod y Cyngor wedi methu â dilyn ei bolisiâu a'i brosesau yn y ffordd briodol, neu os yw safon ei wasanaeth yn wael. Os na wyddoch yn iawn sut i ymateb a'ch bod yn cloffi rhwng apelio a chwyno, gadewch i ni wybod beth sy'n eich blino o leiaf. Os oes angen help arnoch i apelio neu leisio cwyn, am fod gennych anabledd sy'n eich rhwystro rhag cyfathrebu'n hawdd, er enghraifft, rhowch wybod i ni a byddwn yn eich cefnogi.

Cysylltwch â'ch cydgysylltydd gofal neu ofyn am ein taflen gwynion os ydych am weithredu yn unrhyw un o'r ffyrdd uchod.

Dyma'r safonau y gellwch eu disgwyl oddi wrthym ni:

- Byddwn yn penodi rhywun i weithio gyda chi ac yn rhoi ei (h)enw i chi.
- Os ymddengys eich bod mewn perygl difrifol, byddwn yn dechrau eich asesu ar yr un diwrnod. Os gwelwn ar ôl eich asesu fod angen gwasanaeth arnoch, byddwn yn ei drefnu cyn pen 24 awr.
- os ymddengys eich bod mewn perygl sylweddol, byddwn yn dechrau eich asesu cyn pen 5 niwrnod gwaith ac yn dod i ben cyn pen 4 wythnos. Os gwelwn wedyn fod angen gwasanaeth arnoch, byddwn yn trefnu i'r gwasanaeth hwnnw ddechrau cyn pen 5 niwrnod gwaith.



Ymwelwch â ni ar...
www.caerdydd.gov.uk
www.valeofglamorgan.co.uk

Canllaw cyffredinol yw'r daflen hon ac nid yw'n ddatganiad llawn ac awdurdodol o'r gyfraith. Credwn fod y daflen hon yn gywir ar ddyddiad ei chyhoeddi. Gall newidiadau yn y gyfraith neu ym mholisi'r Cyngor effeithio ar ei chywirdeb.

Rydym yn ymrwymedig i sicrhau bod y gwasanaethau hyn ar gael i bawb, ar waethaf cefndir hiliol neu ethnig, rhyw, rhywioldeb, anabledd, oedran, iaith neu gredoau crefyddol.
Cyhoeddwyd: Gorffennaf 2005

Mae'r Ffotograffau gan
www.JohnBirdsall.co.uk