

Gwent Wide Integrated Community Equipment Services

Citizen Charter – Community Equipment

Background

Local Authority Social Services Departments are required by law to determine whether you or your child require an assessment of need. Some queries can be simply answered or you can be signposted on to a more appropriate service.

If you think you or your child need help or support from Social Services you can ask for an assessment. This may be because you or your child have a physical disability, hearing or sight difficulties, a terminal illness, are developing confusion/dementia, are frail, are vulnerable to the risk of neglect or abuse, have a learning disability, have a mental health problem, leaving hospital or are a carer. Those who qualify for an assessment will be contacted by a nominated member of staff who will arrange a time and place to assess your needs.

Assessment

What am I likely to be asked during the assessment?

During the assessment you will be asked various questions about your situation, and the type of support that you think you need. These include:

- What is the nature of your problem(s)?
- How significant is this problem for you or your family/carer(s)?
- How long have you experienced this problem(s)?
- Have you experienced any recent life events or changes relevant to the problem(s)?
- What are the views of your family and carers about the problem(s)?

By talking to you, your assessor will be trying to establish your strengths, and the areas where you could benefit from information or assistance. This may involve signposting you to other services or providers or it may result in you receiving some assistance.

They may ask you about:

- Your health and whether you have any medical conditions or are receiving treatment or taking medication.
- Your mental health, including your memory, your mood and motivation.
- Your mobility around the house and outdoors, including any difficulties with steps and being able to use transport.
- Your hearing, sight and speech.
- Your personal care - how you are managing with washing, dressing, bathing, eating, drinking and toileting.
- Your domestic arrangements - how you are managing with cooking, cleaning, ironing, laundry, shopping, and looking after your finances.
- Your home - is the accommodation suitable for you or does it need adapting?

- Your lifestyle, and the support you receive from other organisations, family and friends or your carer (if you have one).

They will consider your views and wishes and you can have a friend, relative or someone else to help you or speak for you, if you want.

They will arrange for an interpreter if you do not speak English or if you use sign language.

When they have worked with you to find out what it is you hope to achieve and what it is that you need in order to do this, your needs will be considered to determine whether you qualify for support.

Eligibility

To ensure that their response to you is fair, they will use the Welsh Government 'eligibility criteria' which are based upon your situation, the resources that you have available to you, what is important to you and how you can achieve the things that are important to you. This eligibility criteria applies whether you are requesting support or you are a carer who requires support.

They will aim to be fair and open about how decisions are made, directed by the Welsh Government guidance and regulations contained within the Social Services and Wellbeing (Wales) Act 2014.

Condition 1: Your personal outcome relates to age, disability and dependence on alcohol or drugs, other similar circumstances.

Condition 2: your personal outcome relates to the ability to carry out self-care or domestic routines, communication, protection from abuse and neglect, involvement in work or learning, developing social and community relationships or caring for a child.

Condition 3: There is no way of meeting the outcome with the support of family, friends, community or your own resources.

Condition 4: There is no alternative to the local authority providing care and/or support either directly or by means of a direct payment.

Outcome

Account will be taken of both your current situation and any likely changes in the near future. Evidence of eligibility will be recorded within the assessment and explained to you.

Appeal

Your assessment may or may not result in the allocation of a service. The decision to arrange services will depend upon the interpretation of your personal circumstances against eligible needs.

Should you be unhappy with that decision?

- In the first instance discuss the situation with your assessor.

- If you still cannot resolve the matter to your satisfaction, you may appeal to the Team Manager who may bring the matter to the attention of the Head of Service if further clarification is required.
- If the disagreement cannot be resolved through this channel you can consider making a complaint through the Social Services Complaints Procedure.

Care and Support Plan

Care and support plans must cover the following:

- The outcomes which have been identified
- The actions to be taken by the local authority and other persons
- The needs that will be met through the delivery of care and support
- How progress towards achieving those outcomes will be monitored and measured
- The date of the next review of the care plan

You will be given a copy of the care and support plan and of course, will be involved in the review.

Review

If the local authority assists you in meeting your personal outcomes and wellbeing they may review the services you receive to ensure that changing needs can be met and therefore all services that they agree to provide may be time-limited. The review will reassess your needs and eligibility status. As your needs change, so will your services.

Gwasanaethau Cyfarpar Cymunedol Integredig Gwent

Siarter Dinasyddion - Offer Cymunedol

Cefndir

Mae'n ofynnol yn ôl y gyfraith i Adrannau Gwasanaethau Cymdeithasol Awdurdodau Lleol benderfynu a oes angen asesiad o angen arnoch chi neu'ch plentyn. Gellir ateb rhai ymholiadau yn syml neu gellir cyfeirio at wasanaeth mwy priodol.

Os ydych chi'n meddwl bod angen help neu gymorth arnoch chi neu'ch plentyn gan y Gwasanaethau Cymdeithasol, gallwch ofyn am asesiad. Efallai bod hyn oherwydd bod gennych chi neu'ch plentyn anabledd corfforol, anawsterau clyw neu golwg, salwch terfynol, yn datblygu dryswch / dementia, yn fregus, yn agored i'r risg o esgeulustod neu gamdriniaeth, ag anabledd dysgu, ag iechyd meddwl problem, gadael yr ysbyty neu yn ofalwr. Cysylltir ag aelodau sy'n gymwys i gael asesiad gan aelod o staff a enwebir a fydd yn trefnu amser a lle i asesu'ch anghenion.

Asesiad

Beth ydw i'n debygol o gael ei ofyn yn ystod yr asesiad?

Yn ystod yr asesiad, gofynnir i chi gwestiynau amrywiol am eich sefyllfa, a'r math o gefnogaeth rydych chi'n meddwl ei angen arnoch chi. Mae'r rhain yn cynnwys:

- Beth yw natur eich problem (au)?
- Pa mor arwyddocaol yw'r problem hon i chi neu i'ch teulu / gofalwr / gofalwyr?
- Pa mor hir ydych chi wedi profi'r problem (au) yma?
- Ydych chi wedi cael unrhyw ddigwyddiadau neu newidiadau bywyd diweddar sy'n berthnasol i'r problem (au)?
- Beth yw barn eich teulu a'ch gofalwyr am y problem (au)?

Drwy siarad â chi, bydd eich aseswr yn ceisio sefydlu'ch cryfderau, a'r meysydd lle gallech chi gael budd o wybodaeth neu gymorth. Efallai y bydd hyn yn golygu eich bod yn eich postio i wasanaethau neu ddarparwyr eraill neu gall arwain at eich bod chi'n cael rhywfaint o gymorth.

Gallant ofyn ichi am:

- Eich iechyd ac a oes gennych unrhyw gyflyrau meddygol neu os ydych chi'n derbyn triniaeth neu'n cymryd meddyginiaeth.
- Eich iechyd meddwl, gan gynnwys eich cof, eich hwyl a'ch cymhelliant.
- Eich symudedd o gwmpas y tŷ ac yn yr awyr agored, gan gynnwys unrhyw anawsterau gyda champau a gallu defnyddio cludiant.
- Eich gwrandawriad, golwg a lleferydd.
- Eich gofal personol - sut rydych chi'n rheoli gyda golchi, gwisgo, ymolchi, bwyta, yfed a thoiled.
- Eich trefniadau domestig - sut rydych chi'n rheoli gyda choginio, glanhau, smwddio, golchi dillad, siopa, ac edrych ar ôl eich arian.
- Eich cartref - yw'r llety sy'n addas i chi neu a oes angen ei addasu?
- Eich ffordd o fyw, a'r gefnogaeth a gewch gan sefydliadau, teuluoedd a ffrindiau eraill neu eich gofalwr (os oes gennych un).

Byddant yn ystyried eich barn a'ch dymuniadau a gallwch chi gael ffrind, perthynas neu rywun arall i'ch helpu chi neu siarad amdanoch chi, os ydych chi eisiau. Byddant yn trefnu cyfieithydd os nad ydych chi'n siarad Saesneg neu os ydych chi'n defnyddio iaith arwyddion.

Pan fyddant wedi gweithio gyda chi i ddarganfod beth ydych chi'n gobeithio ei gyflawni a beth sydd ei angen arnoch er mwyn gwneud hyn, ystyrir eich anghenion i benderfynu a ydych chi'n gymwys i gael cymorth.

Cymhwyster

Er mwyn sicrhau bod eu hymateb i chi yn deg, byddant yn defnyddio 'meini prawf cymhwyster' Llywodraeth Cymru sy'n seiliedig ar eich sefyllfa, yr adnoddau sydd gennych ar gael i chi, yr hyn sy'n bwysig i chi a sut y gallwch chi gyflawni'r pethau sydd sy'n bwysig i chi. Mae'r meini prawf cymhwyster hwn yn berthnasol p'un a ydych chi'n gofyn am gefnogaeth neu os ydych chi'n ofalwr sy'n gofyn am gymorth.

Byddant yn anelu at fod yn deg ac yn agored ynghylch sut y gwneir penderfyniadau, a gyfarwyddir gan ganllawiau a rheoliadau Llywodraeth Cymru sydd wedi'u cynnwys yn Neddff Gwasanaethau Cymdeithasol a Lles (Cymru) 2014.

Cyflwr 1: Mae eich canlyniad personol yn ymwneud ag oedran, anabledd a dibyniaeth ar alcohol neu gyffuriau, amgylchiadau tebyg eraill.

Cyflwr 2: mae'ch canlyniad personol yn ymwneud â'r gallu i gynnal arferion hunan-ofal neu ddomestig, cyfathrebu, amddiffyn rhag camdriniaeth ac esgeulustod, cymryd rhan mewn gwaith neu ddysgu, datblygu perthnasoedd cymdeithasol a chymunedol neu ofalu am blentyn.

Cyflwr 3: Nid oes ffordd o gwrdd â'r canlyniad gyda chymorth teulu, ffrindiau, cymuned na'ch adnoddau eich hun.

Cyflwr 4: Nid oes dewis arall i'r awdurdod lleol sy'n darparu gofal a / neu gefnogaeth naill ai'n uniongyrchol neu drwy daliad uniongyrchol.

Canlyniad

Cymerir cyfrif o'ch sefyllfa bresennol ac unrhyw newidiadau tebygol yn y dyfodol agos. Bydd tystiolaeth o gymhwyster yn cael ei gofnodi yn yr asesiad ac fe'i eglurir i chi.

Apêl

Efallai na fydd eich asesiad yn arwain at ddyrannu gwasanaeth. Bydd y penderfyniad i drefnu gwasanaethau yn dibynnu ar ddehongli'ch amgylchiadau personol yn erbyn anghenion cymwys.

A ddylech chi fod yn anhapus gyda'r penderfyniad hwnnw?

- Yn y lle cyntaf, trafodwch y sefyllfa gyda'ch aseswr.
- Os na fyddwch yn gallu datrys y mater o hyd i'ch boddhad, gallwch apelio i'r Rheolwr Tîm a allai ddod â'r mater i sylw'r Pennaeth Gwasanaeth os oes angen eglurhad pellach.

- Os na ellir datrys yr anghytundeb drwy'r sianel hon, gallwch ystyried cwyno trwy'r Weithdrefn Gwyno Gwasanaethau Cymdeithasol.

Cynllun Gofal a Chefnogaeth

Rhaid i gynlluniau gofal a chymorth gynnwys y canlynol:

- Y canlyniadau a nodwyd
- Y camau i'w cymryd gan yr awdurdod lleol a phersonau eraill
- Yr anghenion a fydd yn cael eu diwallu trwy ddarparu gofal a chymorth
- Sut y bydd cynnydd tuag at gyflawni'r canlyniadau hynny yn cael ei fonitro a'i fesur
- Dyddiad yr adolygiad nesaf o'r cynllun gofal

Byddwch yn cael copi o'r cynllun gofal a chymorth ac wrth gwrs, bydd yn rhan o'r adolygiad.

Adolygu

Os yw'r awdurdod lleol yn eich cynorthwyo i gwrdd â'ch canlyniadau a'ch lles personol, efallai y byddant yn adolygu'r gwasanaethau a gewch i sicrhau y gellir diwallu anghenion newidiol ac felly mae'n bosibl y bydd pob gwasanaeth y maent yn cytuno i'w ddarparu yn gyfyngedig o amser. Bydd yr adolygiad yn ailasesu eich anghenion a'ch statws cymhwyster. Wrth i'ch anghenion newid, felly bydd eich gwasanaethau.