

# Canllaw i ofalwyr: a fydddech yn gallu ymdopi mewn argyfwng?



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# Canllaw i ofalwyr

## Cynnwys

## Tudalen

|   |    |
|---|----|
| Cyflwyniad  | 1  |
| Cael cymorth ar frys  | 2  |
| Beth y gall y gwasanaethau cymdeithasol ei wneud mewn argyfwng? | 3  |
| Beth fyddai'n digwydd petai gofalwr yn sâl?                     | 4  |
| Poeni nad fyddai neb arall yn gallu gwneud y gwaith?            | 4  |
| Beth sydd angen ei ystyried wrth gynllunio o flaen llaw?        | 5  |
| Beth ydy argyfwng?  | 7  |
| Rhoi gwybod i'r meddyg teulu                                    | 8  |
| Problemau cyffredin a sut mae eu hosgoi                         | 9  |
| Beth i'w wneud wedi codwm                                       | 11 |
| Cathetr wedi blocio   | 11 |
| Mae rhywun sy'n ddryslyd wedi cerdded allan o'r tŷ              | 12 |
| Awgrymiadau ymarferol eraill                                    | 13 |
| Argyfwng fel llifogydd neu dân                                  | 17 |
| Cysylltiadau defnyddiol   | 22 |

### Ymwrthodiad

*Er y gwnaed pob ymdrech i wneud yn siwr bod cynnwys y llyfryn hwn yn gywir pan gafodd ei gyhoeddi, ni all Cyngor Gwynedd dderbyn unrhyw gyfrifoldeb am wallau, diffygion, safon y wybodaeth neu'r gwasanaethau a ddarperir gan gyrrff eraill; ni allwn chwaith argymhell cynhyrchion neu wasanaethau.*

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## Cyflwyniad

Efallai na allwn ragweld pa bryd bydd argyfwng yn codi ond drwy feddwl a pharatoi o flaen llaw gallwch fod un cam ar y blaen ac ymdopi yn well os yw'r gwaethaf yn digwydd.

Mae hyn yn wir mewn amryw o sefyllfaoedd - o orfod gadael eich cartref ar frys oherwydd llifogydd i wynebu gwaieidd neu brofedigaeth.

Bwriad y llyfryn hwn yw eich helpu i feddwl sut gallwch wneud paratoadau ymarferol a syml fyddai'n addas ar gyfer pob math o sefyllfaoedd.



## A ydych yn edrych ar ôl rywun sâl, bregus neu anabl?

Mae'r daflen hon wedi ei hanelu at bobl sy'n rhoi gofal i rywun arall, heb dderbyn tâl am wneud hynny. Yn aml iawn, mae'r bobl hyn yn cynnwys gwyr a gwragedd, meibion a merched ac aelodau eraill y teulu.

Efallai nad ydych yn meddwl eich bod yn gwneud rhywbeth eithriadol, ond heb eich gofal byddai bywyd yr unigolyn yn wahanol iawn. Mae gofalu am rhywun yn gallu rhoi boddhad mawr, ond mae hefyd yn waith caled. Dyma pam fod Gwasanaethau Cymdeithasol Cyngor Gwynedd roi cymorth, cefnogaeth, gwybodaeth a chynghor i ofalwyr.

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## Cynllunio o flaen llaw

Pan fo rhywbeth allan o'r cyffredin yn digwydd, er enghraifft eira trwm neu gyfnod heb drydan, y mae'r rhan fwyaf o bobl yn ei chael yn anodd. Ond fel gofalwr, mae gennych y pwysau ychwanegol o orfod meddwl am y person sy'n ddibynnol arnoch am gymorth a chefnogaeth hanfodol.

Drwy baratoi o flaen llaw, a dilyn rhai o'r awgrymiadau yn y llyfryn hwn, byddwch mewn gwell sefyllfa i wybod beth i'w wneud pe byddai argyfwng yn codi - a hynny yn y dydd, yn ystod y nos, ar benwythnos neu ar ŵyl y banc.

Fel gofalwr, gall cynllunio o flaen llaw hefyd helpu atal rhywbeth digon dinod, fel colli allwedd y tŷ neu orfod treulio noson yn yr ysbyty, rhag troi yn argyfwng neu drychineb hyd yn oed. Gall roi tawelwch meddwl i chi a'ch teulu.

## Cael cymorth ar frys

Mewn argyfwng ffoniwch **999** neu **112** (ambiwlans, heddlu, tân)

**Yr Heddlu** - pan nad yw'n argyfwng, ffoniwch **101**

## Gwasanaeth meddygol tu allan i oriau

Gwasanaeth meddygol brys dros nos, rhwng 6:30pm - 8:00am ddyddiau'r wythnos a thrwy'r dydd ar benwythnosau a gŵyl y banc - **0300 123 5566**

# Canllaw i ofalwyr

## Galw Iechyd Cymru

Gwasanaeth ffôn 24 awr sy'n darparu cyngor a gwybodaeth - **0845 46 47**

## Tîm Argyfwng Tu Allan i Oriau (Gwasanaethau Cymdeithasol)

Darparu gwasanaeth ar gyfer argyfyngau gwaith cymdeithasol sy'n digwydd y tu allan i oriau swyddfa arferol - **01248 353551**

## Beth y gall y gwasanaethau cymdeithasol ei wneud mewn argyfwng?

Os cysylltwch ag Gwasanaethau Cymdeithasol Oedolion Gwynedd, gallant

- Rhoi cyngor ynglŷn â lle mae modd cael cymorth, a threfnu cymorth yn unol â'r gofyn
- Rhoi cymorth i chi gysylltu â'ch perthnasau a ffynonellau cymorth eraill
- Trefnu gofal brys, er enghraifft gofal preswyl neu gofal cartref mewn argyfwng, os oes angen
- Os ydych wedi cael asesiad gan y gwasanaeth yn y gorffennol, bydd gwybodaeth am eich anghenion chi, ac anghenion y person rydych yn gofalu amdanynt, ar ffeil
- Trefnu ymweliad â'r cartref a sicrhau bod rhywun yn ddiogel, os oes angen. Trefnu ymweliad, wedi hynny, gan y tîm cymunedol er mwyn sicrhau bod trefniadau hirdymor ar waith - er enghraifft, os bydd yn rhaid i ofalwr fynd i'r ysbyty
- Bydd Tîm Cyngori ac Asesu (01286 682888) yn gwneud trefniadau i'r tîm cymunedol priodol fod yn rhan o'r broses, yn unol â'r angen.

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**3**

### Beth fyddai'n digwydd petai gofalwr yn sâl?

Ceisiwch feddwl o flaen llaw pwy fyddai'n gallu eich helpu pe byddech yn sâl neu'n gorfod treulio cyfnod yn yr ysbyty:

- Pa help fyddwch chi ei angen?
- Fyddai rhywun yn gallu ysgwyddo'r gyfrifoldeb i gyd?
- Fyddai teulu neu ffrindiau yn gallu rhannu'r gwaith?
- Fyddai pobl eraill yn gwybod beth i'w wneud?
- Ydych yn gwybod pa gefnogaeth sydd ar gael drwy wasanaethau cymdeithasol neu'r gwasanaeth iechyd?



### Poeni na fyddai neb arall yn gallu gwneud y gwaith?

Os oes rhai tasgau yr ydych yn eu gwneud fel gofalwr rydych yn teimlo na fyddai rhywun arall yn gallu ei wneud, megis helpu i ymolchi a gwisgo'r person rydych yn gofalu amdano, cysylltwch â Gwasanaethau Cymdeithasol y Cyngor i drafod pa help sydd ar gael, a hynny cyn fod problem yn codi.

Efallai na fyddwch byth angen yr help hwn, ond yn aml mae'n well cael y tawelwch meddwl o wybod bydd cymorth ar gael petai angen.

# Canllaw i ofalwyr

Mae'n syniad da i chi a'r person rydych yn gofalu amdano i ddod i arfer cael rhywun arall i wneud y gwaith o dro i dro. Gall hyn eich helpu chi a'r person rydych yn gofalu amdano ymdopi petai problem yn codi.

Byddwch chi yn poeni llai am y person rydych yn gofalu amdano a bydd y person rydych yn gofalu amdanynt yn gyfarwydd â gofalwyr eraill a threfniadau dros dro. Mae'n debyg y byddai llai o straen ar y sefyllfa petai argyfwng yn codi.

Dylech ystyried trafod hyn gyda'r unigolyn yr ydych yn gofalu amdano.

Mae'r un peth yn wir am ofal seibiant. Os yw'r unigolyn yr ydych yn gofalu amdano wedi bod am arhosiad byr mewn cartref preswyl lleol o'r blaen, bydd yn haws iddo fynd yno mewn argyfwng. Mae rhai cartrefi hefyd yn cynnig gofal dydd.

## Beth sydd angen ei ystyried wrth gynllunio o flaen llaw?

**Asesiad gofalwyr** - Mae gan ofalwyr sy'n darparu gofal rheolaidd neu sylweddol hawl gyfreithiol i gael Asesiad Gofalwr. Os ydych yn rhoi cymorth hanfodol i'r sawl yr ydych yn gofalu amdano, gofynnwch am gael cynnwys cynllun wrth gefn yn eich cynllun gofal. Os ydych yn cysylltu a'r Gwasanaethau Cymdeithasol mewn argyfwng, gall y gweithwyr gyfeirio at eich asesiad a gweld yn union beth yw eich anghenion a'ch trefniadau wrth gefn.

**Rhifau ffôn defnyddiol** - Ysgrifennwch restr o rifau cyswllt y bobl a fyddai'n gallu eich help a sicrhewch fod y rhestr hon yn cael ei chadw mewn man amlwg.

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**Trafod o flaen llaw** - Os ydych yn dibynnu ar aelodau'r teulu neu ffrindiau i'ch helpu mewn argyfwng, gwnewch yn siŵr eich bod yn trafod o flaen llaw beth fydd angen iddynt ei wneud.

**Paratoi gwybodaeth** - Dylech baratoi gwybodaeth ysgrifenedig ar gyfer y sawl fydd yn cymryd eich cyfrifoldebau dros dro. Gall hyn gynnwys:

- Rhif cyswllt y gwasanaethau cymdeithasol ar gyfer argyfyngau y tu allan i oriau
- Rhif cyswllt y Gwasanaeth Meddyg Teulu ar gyfer argyfyngau y tu allan i oriau
- Manylion meddyginiaeth, gan nodi beth ydynt a ble mae'n cael ei gadw (cofiwch nodi os oes gan yr unigolyn gerdyn Warffarin ac ati)
- Manylion am afiechyd yr unigolyn, anabledd neu batrymau ymddygiad
- Hoff bethau a chas bethau'r unigolyn, ei ddiddordebau, pynciau i'w hosgoi
- Anghenion iaith, y defnydd a wneir o arwyddion, signalau, y defnydd a wneir o eiriau (mae hyn yn bwysig yn nghyswllt rhywun sy'n anghofus)
- Manylion am eu hanghenion gofal, lleoliad y cynllun gofal
- Pwy arall sy'n gysylltiedig â'u gofal - canolfannau dydd, asiantaethau gofal, gwasanaethau prydau ac ati. Nodwch eu manylion cyswllt a/neu fanylion y Tîm Cynghori ac Asesu a fydd yn gallu eich rhoi ar ben ffordd.
- Gwybodaeth bwysig ynglŷn â'r cartref, er enghraifft y system wresogi, y golau, tapiau atal y cyflenwad dŵr; rhifau cyswllt defnyddiol fel y Cyngor, plymwr ayb



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# Canllaw i ofalwyr

- Manylion cyswllt y deintydd/yr ysbyty rhag ofn bod angen canslo apwyntiadau
- Efallai bydd gofyn i'r person sy'n cymryd eich gwaith gofalu dros dro ofalu am anifeiliaid anwes hefyd. Ysgrifennwch gyfarwyddiadau am eu patrymau bwydo ac ymarfer, manylion cyswllt y milfeddyg, a manylion unrhyw feddyginiaeth sydd ei angen arnynt.

## Beth ydy argyfwng?

Mae'n syniad da i ofalwyr gymryd ychydig o amser i feddwl am y gwahanol sefyllfaoedd allasai godi, beth fyddai eu heffeithiau, a pa gamau y gallwch eu cymryd rwan i atal problem rhag troi yn argyfwng.

Dyma restr o sefyllfaoedd posib a pethau i'w hystyried. Cofiwch mae amgylchiadau pawb yn wahanol a bydd rhai sefyllfaoedd nad ydynt wedi eu rhestru yma sy'n berthnasol i chi:

- **Y prif ofalwr yn methu cynnig gofal** - er enghraifft rydych yn hwyr yn cyrraedd gartref oherwydd tagfeydd traffig neu apwyntiad yn rhedeg yn hwyr; rydych yn cael ei taro yn wael; eich bod yn gorfod cael triniaeth ysbyty; salwch aelod arall o'r teulu neu brofedigaeth. Ystyriwch pa mor ddifrifol fyddai'r sefyllfaoedd hyn a beth fyddech yn ei wneud i ymdopi.
- **Problem efo'r cynllun wrth gefn** - Os mai ffrindiau ac aelodau'r teulu sy'n rhoi cefnogaeth i chi, beth fyddai'n digwydd os bydden nhw yn sâl neu os na fyddech yn gallu cysylltu efo nhw? Efallai gall rhywun arall eich helpu o bryd i'w gilydd?

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- **Ymdopi am gyfnod byr** - Fyddai'r person rydych yn gofalu amdano yn gallu bod ar ei ben ei hun am gyfnod byr? Fyddden nhw'n ymdopi? Fyddden nhw'n ddiogel? Efallai y byddai offer arbenigol fel teclynnau Teleofal o help?
- **Cartref preswyl** - Ydych wedi cysidro trefnu i fod y person rydych yn gofalu amdano yn treulio cyfnod mewn cartref preswyl neu gartref nyrsio, petai rhywbeth yn eich atal rhag gofalu amdanynt. Fyddai angen trefnu trafndiaeth? Fyddden nhw yn cynhyrfu neu'n bryderus? Ystyriwch siarad efo nhw am y mater.

## Rhoi gwybod i'r meddyg teulu

Ydy'ch meddyg teulu yn gwybod eich bod yn ofalwr?

- Gofynnwch yn eich meddygfa am ffurflen gofrestru. Drwy roi gwybod i'r meddyg teulu bydd yn egluro pam eich bod angen apwyntiad ar adeg benodol neu ymweliad cartref, er enghraifft. Mae gennych yr hawl i gael ymweliad cartref os nad ydych yn gallu mynd i'r feddygfa. Fel gofalwr mae gennych hawl i frechiad blynyddol rhag y ffliw; dylai hyn gael ei gynnig yn awtomatig ar ôl i chi gofrestru fel gofalwr.
- Cofiwch ddweud wrth y feddygfa beth yw eich trefniadau gofalu wrth gefn, hynny yw beth ddylai ddigwydd mewn argyfwng neu os nad ydych yn gallu gofalu.

# Canllaw i ofalwyr

## Problemau cyffredin a sut mae eu hosgoi

Fel y gwyddoch, oherwydd natur y gyfrifoldeb rydych yn ei ysgwyddo, mae peryg i broblemau bychan droi i fod yn argyfwng yn sydyn iawn. Ond drwy gymryd camau ymarferol, a chynllunio o flaen llaw, mae modd osgoi nifer o sefyllfaoedd anodd:



## Cloi eich hunain allan o'r tŷ

Mae'n syniad da gadael allwedd sbâr efo ffrind neu berthynas sy'n byw gerllaw neu gymydog, rhag ofn i chi golli goriad neu gloi eich hun allan - yn enwedig os nad oes neb arall heblaw y person rydych yn gofalu amdano yn byw gyda chi. Ystyriwch adael goriadau efo mwy nag un person, er mwyn cynyddu eich siawns o gael help petai sefyllfa o'r fath yn codi.

Os nad oes gennych gyfaill / cymydog / aelod o'r teulu yn byw gerllaw rydych yn ymddiried ynddynt, dylech ystyried gosod bocs **Keysafe** neu debyg ar wal y tŷ. Mae'r blwch metel cryf yn agor efo rhif cod unigryw. Am fwy o wybodaeth, ffoniwch Gofal a Thrwsio Gwynedd ar **01766 510160**, neu holwch yn eich siop nwyddau haearn neu siop torri goriadau lleol. Mae'n bosib bydd angen cyflogi crefftwr lleol i osod y blwch ar eich cartref a gwnewch yn siŵr eich bod yn dewis bocs sydd ddigon mawr i ddal allwedd y drws.

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# Canllaw i ofalwyr

## Galw am help

Os oes problem yn codi mae'n hanfodol eich bod chi neu gwasanaethau gofal yn cael gwybod cyn gynted â phosib, er mwyn helpu.

Mae technoleg yn gallu helpu yn y maes hwn, er enghraifft system Teleofal sef cyfuniad o sensoriaid a botymau o gwmpas yr aelwyd. Mae'r system yn rhoi gwybod am bob math o sefyllfaoedd a phroblemau posib, gan gynnwys:

- os ydy person bregus yn crwydro o'r tŷ
- tân neu llifogydd
- tymheredd eithafol, er enghraifft os yw'r popty wedi ei adael ymlaen
- person wedi eu taro yn wael neu wedi cael codwm.

Mae'r system yn gallu rhoi tawelwch meddwl i'r gofalwr os nad ydynt yn gallu bod gartref drwy'r adeg gan fod y sensor neu'r botwm yn cysylltu efo canolfan fonitro sy'n weithredol ddydd a nos. Bydd staff y ganolfan fonitro wedyn yn cysylltu efo chi fel prif ofalwr i roi gwybod beth yw'r broblem. Gellir hefyd cysylltu efo cyfaill os nad ydych chi ar gael neu'r gwasanaethau brys.

Bydd eich pecyn Teleofal yn ateb eich gofynion penodol chi. Cysylltwch â Chyngor Gwynedd am fwy o wybodaeth - **01286 682888**.



# Canllaw i ofalwyr

## Beth i'w wneud wedi codwm

Os yw'r unigolyn yr ydych yn gofalu amdano wedi syrthio a'ch bod yn credu ei fod wedi anafu ei hunan, ffoniwch y Gwasanaeth Ambiwlans ar **999**.

Os ydynt wedi cael codwm a heb frifo, ond yn teimlo'n sigledig, dylech sicrhau eu bod yn gynnes ac yn gyfforddus drwy ddefnyddio clustog a blancedi / duvet a gadewch iddynt godi yn eu hamser eu hunain. Neu galwch am help gan gyfaill / aelod o'r teulu cyn ceisio eu codi. Byddwch yn ofalus i beidio anafu eich hun drwy geisio codi person o'r llawr.

Gall codymau fod yn arwydd fod rhywbeth o'i le felly mae wastad yn syniad da dweud wrth weithiwr iechyd megis meddyg teulu neu nyrs ardal fel y gallant roi cyngor i chi.

## Cathetr wedi blocio

Os oes gan yr unigolyn rydych yn gofalu amdano gathetr sydd wedi blocio mae'r sefyllfa yn argyfwng a dylech geisio cymorth yn syth.

Yn ystod oriau swyddfa, cysylltwch â'ch meddygfa arferol - dywedwch yn syth wrth y derbynnydd beth sydd wedi digwydd a gofynnwch am gael siarad â'r nyrs ardal.

Os ydy hyn yn digwydd gyda'r nos, ar benwythnos neu ar ŵyl y banc, ffoniwch **Gwasanaeth Meddygon Teulu y Tu Allan i Oriau 0300 123 5566**. Bydd yr un rhif i'w glywed ar beiriant ateb eich meddyg teulu pan fo'r feddygfa ar gau.

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### Mae rhywun sy'n ddryslyd wedi cerdded allan o'r tŷ

Os gallwch, ewch allan i chwilio yn y gymdogaeth leol. Peidiwch ag oedi cyn rhoi gwybod i'r heddlu - ffoniwch **101** yn syth os ydych yn bryderus. Dyma rif yr heddlu lleol ble bynnag yr ydych yng Ngwledydd Prydain ar gyfer achosion nad ydynt yn fater brys.

Pan rydych yn siarad efo'r heddlu, pwysleiswch fod yr unigolyn yn ddryslyd yn feddyliol ac yn agored i niwed.

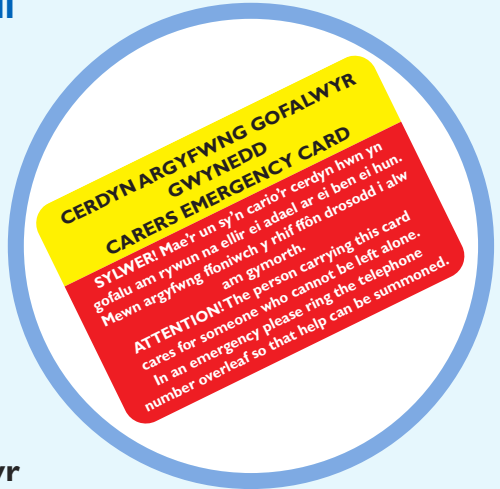
Os ydy'r person rydych yn gofalu amdanynt yn crwydro dro ar ôl tro, dylech siarad â meddyg teulu'r unigolyn ynglŷn â'r mater hwn. Mae cymorth a chefnogaeth ar gael a gallant eich cynghori ar hyn. Peidiwch ag aros hyd nes y bydd wedi mynd i'r pen arnoch cyn gofyn am help. Gofynnwch am help yn fuan yn hytrach na hwyrach.



# Canllaw i ofalwyr

## Awgrymiadau ymarferol eraill

Ystyriwch ffyrdd o sicrhau nad yw'r person rydych yn gofalu amdano yn cael eu rhoi mewn perygl petai chi'n cael eich taro'n yn wael neu'n cael eich anafu mewn damwain. Dyma syniadau ymarferol er mwyn rhoi gwybod i bobl fyddai'n gallu helpu fod rhywbeth wedi mynd o chwith, ac i roi tawelwch meddwl i chi.



## Cynllun Cerdyn Argyfwng Gofalwyr

**Gwynedd** - Mae'r gwasanaethau brys a staff ysbytai

yn gwybod beth yw arwyddocâd y cerdyn, o weld eich bod yn cario'r cerdyn gwyddant fod rhywun sy'n llwyr ddibynnod arnoch ar gyfer gofal sylfaenol yn cael eu rhoi mewn sefyllfa anodd oherwydd eich absenoldeb.

Mae rhif ffôn 24-awr Gwasanaethau Cymdeithasol ar y cerdyn a gallant roi gwybod beth sydd wedi digwydd i chi. Bydd staff Gwasanaethau Cymdeithasol wedyn yn gweithredu eich cynllun gofal argyfwng / cynllun wrth gefn, ac yn sicrhau fod y person rydych yn gofalu amdano yn ddiogel.

Mae'r cynllun yn rhad ac am ddim a byddwch yn derbyn cerdyn bychan sydd yr un maint a cherdyn credyd i'w gario yn eich pwrs neu waled. Cewch fwy o wybodaeth a chofrestru drwy'r Asesiad Anghenion Gofalwr.

**Defnyddiwch eich ffôn symudol** - Storiwch fanylion cyswllt eich teulu neu gyfeillion agosaf yn eich ffôn symudol (mobile) o dan yr enw 'ICE'.

Cefnogi pobl i fyw yn annibynnol a diogel

☎ 01286 682888 • ✉ [cgc@gwynedd.gov.uk](mailto:cgc@gwynedd.gov.uk)

🌐 [www.gwynedd.gov.uk](http://www.gwynedd.gov.uk)

## Canllaw i ofalwyr

Mae'r cynllun ICE (In Case of Emergency / Mewn Achos Brys) yn cael ei gydnabod drwy Wledydd Prydain, Ewrop a rhannau eraill o'r byd fel un ffordd gall y gwasanaethau brys neu staff mewn ysbyty gysylltu â'ch teulu os ydych wedi cael eich anafu mewn damwain neu eich taro'n ddifrifol wael. Dylech hefyd ystyried cadw'r un wybodaeth wedi ei ysgrifennu yn eich poced, pwrs neu waled, rhag ofn nad ydy'ch ffôn yn gweithio neu fod y sgrin wedi cloi.

I wneud hyn, crëwch gofnod newydd yn llyfr ffôn eich ffôn symudol o'r enw ICE ac enw'r person fydddech am i'r staff gwasanaethau brys gysylltu a nhw, a'r rhif ffôn cywir. Gallwch greu mwy nag un cyswllt ICE, er enghraifft ICE1 – Dafydd a'r rhif ffôn cywir; ICE2 – Mam a'r rhif ffôn cywir.

Gwnewch yn siŵr bod eich bod yn dewis rhif rhywun y bydd modd cysylltu â nhw yn sydyn, er enghraifft ystyriwch gynnwys rhif ffôn symudol rhywun sy'n gweithio llawn amser.

Gwnewch yn siŵr bod yr unigolyn yr ydych yn rhoi ei enw a'i rif ffôn wedi cytuno i fod yn bartner 'ICE'. Dylech hefyd sicrhau bod gan eich partner ICE restr o bobl y gellir cysylltu â hwy ar eich rhan, er enghraifft eich lleoliad gwaith. Yn ogystal, dylent gael gwybod am unrhyw gyflwr meddygol a allai effeithio ar eich triniaeth frys, gan gynnwys alergeddau neu feddyginiaeth.

Os ydych o dan 18 oed, dylech ddewis eich rhiant, gwarcheidwad neu aelod agos o'r teulu sydd ag awdurdod i wneud penderfyniadau ar eich rhan os bydd rhaid i chi fynd i'r ysbyty.



# Canllaw i ofalwyr

**Os nad ydych yn berchen ar ffôn symudol**, ystyriwch brynu un fel un ffordd o gadw meddwl tawel. Byddai modd cysylltu â chi pan fyddwch allan a os oes problem yn y cartref a gallwch chithau gysylltu â theulu neu ffrindiau os ydych yn gweld y byddwch yn hwyr adref neu angen cymorth.

Gallwch brynu **ffôn symudol 'talu wrth siarad'** sy'n golygu nad ydych ond yn talu am y galwadau yr ydych yn eu gwneud. Nid oes tâl am rentu na llogi'r ffôn.

Mae'r rhain yn ddelfrydol ar gyfer pobl nad ydynt ond am ddefnyddio'r ffôn ar gyfer achosion brys, ac gallwch storio'r holl rifau ffôn fydd eu hangen arnoch mewn argyfwng, ar y ffôn.

**Neges mewn potel** - Dyma ymgyrch genedlaethol i annog pobl i gadw manylion am gyflyrau meddygol a meddyginiaethau mewn lle cyffredin ym mhob cartref, fel bo gweithwyr y gwasanaethau brys yn dod o hyd i'r wybodaeth yn hawdd os ydych yn cael eich taro'n wael neu yn cael damwain ddifrifol.

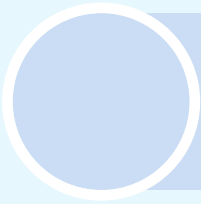
Rhowch y manylion, a rhestr o bobl y gellir cysylltu â hwy mewn argyfwng, mewn potel blastig gyda croes werdd arni yn yr oergell. Rhowch arwydd croes werdd ar ddrws yr oergell ac ar y wal tu mewn i'r drws allan eich cartref, i dynnu sylw parafeddygon neu'r heddlu os ydynt yn cael eu galw i'ch tŷ.



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## Canllaw i ofalwyr

Mae poteli pwrpasol ar gael gan feddygon teulu, fferyllfeydd lleol, y gwasanaeth ambiwlans ac elusennau fel y Clwb Rotary a'r Lions. Neu ffoniwch Gwasanaeth Cynnal Gofalwyr **01248 370797 / 01766 772956**

### Gofal anifeiliaid anwes mewn argyfwng

Mae'r ymddiriedolaeth The Cinnamon Trust yn elusen genedlaethol sy'n helpu pobl hŷn a bregus a'u hanifeiliaid anwes. Mae'r elusen yn deall pa mor bwysig yw ci, cath neu aderyn i hapusrwydd a lles person ac yn gwybod pa mor anodd mae'n gallu fod iddynt edrych ar eu hol yn iawn. Gall yr ymddiriedolaeth gynnig help ymarferol fel mynd â'r ci am dro neu nôl bwyd i'r gath, a chynnig llety os ydy person yn gorfod mynd i ysbyty neu gartref preswyl am gyfnod. Gellir hefyd wneud trefniadau iddynt ofalu am anifail wedi marwolaeth perchennog. Mae'r gwasanaeth yn rhad ac am ddim, ond maent yn gwerthfawrogi'n fawr iawn cyfraniadau tuag at eu costau. Gellir cysylltu â hwy drwy ffonio **01736 757900**.

### Yma i Helpu - cynllun Dŵr Cymru.

Mae'r gwasanaeth hwn yn helpu cwsmeriaid sy'n anabl, yn oedrannus, sy'n dioddef anhwylderau meddygol neu sydd ag anawsterau dysgu. Cewch gofrestru am ddim ar gyfer y gwasanaeth 'Yma i Helpu' a theilwra'r gwasanaeth at eich anghenion penodol chi, gan gynnwys rhoi gwybodaeth i chi os oes cynlluniau i ddiffodd eich cyflenwad dŵr a gwneud trefniadau eraill ar eich gyfer e.e. darparu dŵr potel, **os oes gan rhywun anhwylder meddygol ac na all fod heb ddŵr**

# Canllaw i ofalwyr

Cofrestrwch ar gyfer y gwasanaeth ar lein drwy fynd i **www.DwrCymru.com** a dewis 'Fy Nghyfrif' ar y dudalen gartref ac yna clicio 'Yma i Helpu'. Neu ffoniwch **0800 052 0145** i ofyn am ffurflen gais (llinellau ar agor Llun-Gwener, 9am-5pm).

## Rhwydweithiau Ynni SP (SP Energy Networks)

Mae gan Rhwydweithiau Ynni SP gofrestr ar gyfer eu cwsmeriaid mwyaf bregus, hynny yw pobl sy'n dibynnu ar drydan ar gyfer offer meddygol neu bod ganddynt anghenion arbennig eraill. Enw'r cofrestr hwn yw Priority Services Register. Gallwch fod ar y cofrestr os oes rhywun yn eich tŷ yn dibynnu ar offer meddygol, yn anabl, neu fod ganddynt salwch cronig neu anghenion arbennig eraill.

Mae'n rhad ac am ddim ac gallwch ymuno naill ai ar-lein **www.spenergynetworks.co.uk/PriorityServices** neu drwy ffonio **0300 1010 444**

## Argyfwng fel llifogydd neu dân

Mae'n syniad da i bawb roi ystyriaeth i beth ddylai ddigwydd petai tân, llifogydd neu argyfwng arall yn effeithio eu cartref. Mae hyn yn arbennig o wir mewn teuluoedd ble mae person bregus yn byw. Mae'r llyfryn hwn yn cynnwys rhestr o awgrymiadau i'ch arwain chi fel gofalwr i wneud cynlluniau ar gyfer digwyddiadau o'r fath.

## Pethau cyffredinol i'w ystyried mewn argyfwng o'r fath:

- Gwnewch gynllun gweithredu fel bod pawb yn eich cartref yn gwybod sut i ddianc mewn argyfwng fel tân neu ddifrod sylweddol i'r tŷ

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## Canllaw i ofalwyr

- Cadwch y ffyrdd allan yn glir fel y gall pobl ddianc a gwnewch yn siŵr fod pawb yn eich tŷ yn gallu dod o hyd i oriadau'r drysau a'r ffenestri yn hawdd
- Ystyriwch os byddwch yn gallu mynd â meddyginiaeth gyda chi petai rhaid dianc o'r tŷ
- Ystyriwch gadw unrhyw offer neu nwyddau holl bwysig mewn bag i'w gipio'n sydyn petai tân, er enghraifft padiau ymatal, offer bwyta/yfed arbenigol, blanced. Mae mwy o fanylion am sut i greu bag argyfwng yn y llyfryn hwn.
- Os oes gennych fag argyfwng, cofiwch gynnwys rhestr o rifau ffôn defnyddiol ynddo.



## Llifogydd

Yma yng Nghymru, mae un o bob chwech cartref mewn peryg o ddioddef llifogydd. Mae camau ymarferol gallwch eu cymryd i leihau'r peryg i chi, y person rydych yn gofalu amdano a'ch cartref:

- Holwch Cyfoeth Naturiol Cymru (Asiantaeth yr Amgylchedd gynt) os ydy eich cartref mewn peryg o ddioddef llifogydd
- Gofynnwch i dderbyn rhybuddion llifogydd - dros y ffôn, neges testun neu e-bost

# Canllaw i ofalwyr

- Gwnewch yn siŵr eich bod yn deall beth mae'r gwahanol rybuddion yn ei feddwl
- Gwnewch baratoadau rhag ofn llifogydd, er enghraifft ystyriwch gael bagiau tywod yn barod neu fagiau plastig ar gyfer eich eiddo/dogfennau pwysig
- Gwnewch gynllun argyfwng - mae ffurflen arbennig i'w chael gan Cyfoeth Naturiol Cymru efo lle i chi lenwi manylion defnyddiol
- Manylion cyswllt Floodline - **0845 988 1188**  
**cyfoethnaturiolcymru.gov.uk** neu ebst  
**floodawareness.wales@cyfoethnaturiolcymru.gov.uk**

## Yr hyn y gallwch ei wneud i baratoi

Cymerwch amser i ddarganfod:

- Lle a sut i droi'r cyflenwadau dŵr, nwy a thrydan i ffwrdd yn eich cartref
- Sut fydd eich teulu'n cadw cysylltiad
- A oes rywle y gallwch fynd mewn argyfwng yn hytrach na'r ganolfan argyfwng?
- Sut i diwnio i mewn i'ch gorsaf radio leol

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🌐 [www.gwynedd.gov.uk](http://www.gwynedd.gov.uk)

## Bag Argyfwng

Dyma rai syniadau o'r pethau i'w cynnwys mewn bag argyfwng, yn ogystal â phethau penodol y gwyddoch y byddwch chi a'r person rydych yn gofalu amdano eu hangen:

- Pecyn cymorth cyntaf
- Radio, tortsh a batriau dros ben
- Canhwyllau a matsis
- Dŵr potel
- Bwyd tun am 3 diwrnod ac agorwr tuniau
- Tameidiau i'w bwyta
- Unrhyw bethau sy'n hanfodol i bwy bynnag yn derbyn eich gofal, er enghraifft padiau ymatal
- Bwyd anifeiliaid anwes a rhywbeth i gludo'r anifeiliaid (os yn berthnasol)
- Pethau ymolchi a meddyginiaeth reolaidd
- Goriadau sbâr
- Copïau o ddogfennau pwysig, er enghraifft yswiriant adeiledd a chynnwys y tŷ, pasbort, trwydded yrru.



# Canllaw i ofalwyr

## Os ydych yn gorfod gadael eich cartref ar frys:

- Casglwch eich bag argyfwng
- Casglu arian parod, ffôn symudol, cardiau credyd a goriadau

## Os oes amser:

- Mynd â dillad cynnes i bawb
- Sicrhau diffodd tanau a holl daclau ac offer trydanol
- Cau holl ffenestri a chloi eich eiddo

## Os bydd argyfwng yn digwydd, cofiwch:

- Peidiwch â chynhyrfu
- Meddwl cyn gweithredu
- Mewn achosion o lifogydd neu dywydd garw gwrandewch ar eich gorsaf radio a theledu lleol
- Gwrandewch ar gyngor y gwasanaethau brys

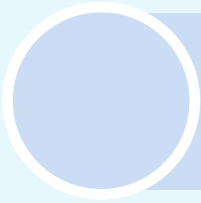
## COFIWCH

Ni allwn ragweld pa bryd bydd argyfwng yn codi nag eu atal rhag digwydd. Ond gall meddwl a pharatoi o flaen llaw wneud gwahaniaeth mawr i sut rydych chi - a'r person rydych yn gofalu amdano - yn ymdopi.

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 **www.gwynedd.gov.uk**



## Cysylltiadau defnyddiol

### **Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru (AGGCC)**

Mae Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru yn rheoleiddio gwasanaethau gofal cymdeithasol yng Nghymru, gan gynnwys cartrefi gofal a darparwyr gofal eraill (yn ogystal â gwasanaethau cymdeithasol).

☎ 0300 062 5609

✉ [CSSIW.North@wales.gsi.gov.uk](mailto:CSSIW.North@wales.gsi.gov.uk)

### **Asesiad Anghenion Gofalwyr**

I ofyn am Asesiad Anghenion Gofalwyr, cysylltwch â:

### **Tîm Cyngori ac Asesu Oedolion**

☎ 01286 682888

✉ [cao@gwynedd.gov.uk](mailto:cao@gwynedd.gov.uk)

### **Tîm Cyfeirio a Derbyn Plant**

☎ 01758 704455

✉ [cyfeiriadauplant@gwynedd.gov.uk](mailto:cyfeiriadauplant@gwynedd.gov.uk)

### **Sefydliadau Cefnogi Gofalwyr Gweithredu Dros Blant (Gofalwyr ifanc)**

☎ 01248 364614

✉ [gwyneddyoungcarers@actionforchildren.org.uk](mailto:gwyneddyoungcarers@actionforchildren.org.uk)

🌐 [www.actionforchildren.org.uk](http://www.actionforchildren.org.uk)



# Canllaw i ofalwyr

## Gwasanaeth Cynnal Gofalwyr

☎ 01248 370797

✉ [help@carersoutreach.org.uk](mailto:help@carersoutreach.org.uk)

🌐 [www.carersoutreach.org.uk](http://www.carersoutreach.org.uk)

## Carers Wales

☎ 02920 811 370

✉ [info@carerswales.org](mailto:info@carerswales.org)

🌐 [www.carersuk.org/wales](http://www.carersuk.org/wales)

## Hafal (rhai sy'n gofalu am bobl sydd â phroblemau iechyd meddwl)

☎ 01766 512756

✉ [gwyneddarosfa@hafal.org](mailto:gwyneddarosfa@hafal.org)

🌐 [www.hafal.org](http://www.hafal.org)

## Mewn Argyfwng

Rhif argyfwng Cartrefi Cymunedol Gwynedd

☎ 0300 123 8082

## Gwasanaeth meddygon teulu tu allan i oriau

☎ 0300123 5566

## Tîm Tu allan i Oriau Gwasanaethau Cymdeithasol Gwynedd a Môn

☎ 01248 353551

## Galw Iechyd Cymru

☎ 0845 46 47

🌐 [www.galwiechydymru.wales.nhs.uk](http://www.galwiechydymru.wales.nhs.uk)

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🌐 [www.gwynedd.gov.uk](http://www.gwynedd.gov.uk)

## Y Samariaid

☎ 08457 90 90 90

🌐 [www.samaritans.org](http://www.samaritans.org)

## Cyngor Gwynedd

Ffoniwch Galw Gwynedd, canolfan gyswilt y Cyngor,  
a gofyn am yr adran / person perthnasol.

☎ 01766 771000

🌐 [www.gwynedd.gov.uk](http://www.gwynedd.gov.uk)

Yn ystod cyfnodau argyfwng (er enghraifft rhew ac eira neu lifogydd), mae gwybodaeth bwysig yn cael ei rannu drwy ffrwd newyddion Twitter a Facebook y Cyngor. Dilynwch Cyngor Gwynedd ar Twitter ar [www.twitter.com/CyngorGwynedd](http://www.twitter.com/CyngorGwynedd) a hoffwch ni ar Facebook ar [www.facebook.com/CyngorGwyneddCouncil](http://www.facebook.com/CyngorGwyneddCouncil)

## Iechyd

Bwrdd Iechyd Prifysgol Betsi Cadwaladr

🌐 [www.bcu.wales.nhs.uk](http://www.bcu.wales.nhs.uk)

Swyddfa Gwynedd

☎ 01286 672451

## Galw Iechyd Cymru

☎ 0845 46 47

🌐 [www.galwiechydymru.wales.nhs.uk](http://www.galwiechydymru.wales.nhs.uk)

## Cludiant ysbyty

☎ 0845 607 6181

# Canllaw i ofalwyr

## Llifogydd

Cyfoeth Naturiol Cymru

📄 [www.naturalresourceswales.gov.uk](http://www.naturalresourceswales.gov.uk)

Linc i ffurflen cynllun llifogydd personol

<http://naturalresourceswales.gov.uk/content/docs/pdfs/flooding-and-alerts-pdfs/cynllun-llifogydd-personol.pdf?lang=cy>

## Tai, addasiadau ac offer

Gofal a Thrwsio

☎ 01766 510160

✉ [gofalathrwsio@gofalathrwsio.org](mailto:gofalathrwsio@gofalathrwsio.org)

📄 [www.careandrepair.org.uk/care-and-repair-agencies/gwynedd/](http://www.careandrepair.org.uk/care-and-repair-agencies/gwynedd/)

## Gwiriad Diogelwch Tân a Larymau Mwg yn y Cartref Am Ddim

☎ 0800 169 1234

📄 [www.freSmokealarm.co.uk](http://www.freSmokealarm.co.uk)

## Canolfan Cyngtori Effeithlonrwydd Ynni Gogledd Cymru

☎ 0800 954 0658

📄 [www.neeac.org.uk](http://www.neeac.org.uk)

# Guide for carers: could you cope in an emergency?



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# Guide for carers

## Contents

## Page

|  |    |
|--|----|
| Introduction                                       | 1  |
| Getting urgent help                                | 2  |
| What social services can do in an emergency?       | 3  |
| What would happen should the carer be ill?         | 4  |
| Worried that no one else could do the work?        | 4  |
| What needs to be considered when forward planning? | 5  |
| What is an emergency?                              | 7  |
| Informing the GP                                   | 8  |
| Common problems and how to avoid them              | 9  |
| What do do in the event of a fall                  | 11 |
| Blocked catheter                                   | 11 |
| Someone who is confused walks out of the house     | 12 |
| Other practical suggestion                         | 13 |
| Emergency such as floods or fire                   | 17 |
| Useful contacts                                    | 22 |

### Disclaimer

*Whilst every effort has been made to ensure that the contents of this booklet are correct at the time of going to press, Gwynedd Council cannot accept any liability for errors, omissions, quality of information or services provided by other organisations; nor can we recommend products or services.*

**Supporting people to live independent and safe**

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# Guide for carers

## Introduction

We may not be able to foresee when an emergency will happen but by thinking and preparing beforehand, you can be one step ahead and cope better if the worse comes to worst.

This is true in various situations – from having to leave your home in a hurry because of flooding to facing illness or bereavement. The aim of this booklet is to help you think how you can make simple, practical preparations which would be appropriate for all sorts of situations.



## Do you look after someone who is ill, frail or disabled?

This booklet is aimed at people who care for someone else, without being paid to do this. Frequently these people include husbands and wives, sons and daughters and other family members.

Perhaps you do not think that you are doing anything exceptional. But the individual's life would be very different without your care. Caring for someone can give great satisfaction, but it is also hard work. This is why Gwynedd Council Social Services give help, support, information and advice to carers.

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## Forward planning

When something out of the ordinary happens, for example a heavy snowfall or a power cut, most people find it difficult. But as a carer, you have the extra weight of having to think about the person who is dependent on you for essential help and support.

Through forward planning, and following some of the suggestions in this booklet, you will be in a better position to know what to do should an emergency arise – be it daytime, during nighttime, at the weekend or on a bank holiday.

As a carer, forward planning can also help prevent something sufficiently insignificant, such as losing the house key or having to spend a night in hospital, from turning into an emergency or even a disaster. It can give peace of mind to you and your family.

## Getting urgent help

In an emergency 'phone **999** or **112** (ambulance, police, fire)

**Police** - when it is not an emergency, 'phone **101**

## GP out of hours service

Emergency doctor night time service, at night between 6:30pm-8:00am weekdays and all day at weekends and bank holidays - **0300 123 5566**

# Guide for carers

## NHS Direct Wales

24 hours telephone service which provides advice and information - **0845 46 47**

## Emergency Out of Hours Team (Social Services)

Provide a service for social work emergencies which happen outside of normal office hours - **01248 353551**

## What can social services do in an emergency?

If you contact Gwynedd Adult Social Services, they can

- Give advice as to where to get help, and arrange help according to the need
- Help you contact relatives and other sources of help
- Arrange emergency care, for example, emergency residential care or home care, if needed
- If you have had an assessment in the past, the information about your needs, and the needs of the person you care for, will be on file
- Arrange a home visit to ensure that someone is safe, if needed. Arrange a follow-up visit by the community team to ensure that long term arrangements are working - for example, if the carer has to go into hospital
- The Advice and Assessment Team (**01286 682888**) will make arrangements with the community team as part of the process, according to the need.

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### What would happen should the carer be ill?

Try to think beforehand who would be able to help you if you were ill or had to spend a period of time in hospital:

- What help would you need?
- Would someone be able to shoulder the whole responsibility?
- Would family or friends be able to share the work?
- Would other people know what to do?
- Do you know what support is available through social services or the health service?



### Worried that no one else could do the work?

If there are some tasks you do as a carer which you think that no one else could do, such as helping to wash and dress the person you care for, contact the Council Social Services to discuss what help is available, and this before a problem arises.

Perhaps you will never need this help, but it's often better to have the peace of mind knowing that help is available if needed.

## Guide for carers

It's a good idea for you and the person you care for to become used to someone else doing the work occasionally. This can help you and the person you care for cope if a problem should arise.

You will worry less about the person you care for and the person you care for will be familiar with other carers and temporary arrangements. This would mean less of an upheaval should an emergency arise.

You should consider discussing this with the person you care for.

The same thing is true for respite care. If the individual you care for has previously had a short stay in a local residential home, it will be easier for them to go there in an emergency. Some homes also offer day care.

### What needs to be considered when forward planning?

**Carers' assessment** - Carers who provide regular or substantial care have a legal right to a Carer's Assessment. If you provide essential help to the person you care for, ask for a back up plan to be included in your care plan. If you contact the Social Services in an emergency, the worker can refer to your assessment and see exactly what are your needs and your back up plans.

**Useful telephone numbers** - Write a list of contact numbers of the people who could help you and ensure that this list is kept somewhere obvious.

**Discussion beforehand** - if you are depending on family members or friends to help you in an emergency, make sure that you have discussed

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## Guide for carers

beforehand what they will need to do.

**Prepare information** - You should prepare written information for those who will be taking on your responsibilities temporarily. This can include:

- Social services contact number for out of hours emergencies
- GP out of hours emergency service contact number
- Medication details, noting what it is and where it is kept (remember to note if the individual has a Warfarin card etc.)
- Details of the individual's illness, disability or behaviour patterns
- The individual's likes and dislikes, their interests, subjects to avoid
- Language needs, use of signs, signals, word use (important for someone with memory loss)
- Details of their care needs, location of the care plan
- Who else is connected with their care – day centres, care agencies, meal providers etc. Note their contact details and/or details for the Advice and Assessment Team who may be able to signpost.
- Important information about the house, for example the heating system, the lights, the stop tap, useful contact numbers like the Council, plumber etc.
- Contact details for the dentist/ hospital in case appointments need to be cancelled
- Perhaps the person taking on your caring role temporarily will need to look after pets as well. Write down instructions about their exercise



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# Guide for carers

and feeding routine, the vet's contact details and details of any medication they need.

## What is an emergency?

It's a good idea for carers to take a bit of time to think about different situations which could arise, what their effect might be, and what steps you can take now to prevent a problem turning into an emergency.

Here is a list of possible situations and things to consider. Remember everyone's circumstances are different and there will be some situations not listed here which are relevant to you:

- **The main carer cannot offer care** - for example you are late arriving home because of traffic jams or an appointment is running late; you've been taken ill; you have got to have hospital treatment; illness of another family member or a bereavement. Consider how serious these situations would be and what you could do to cope.
- **Problem with the back up plan** - If it is friends and family members who are supporting you, what would happen if they were ill or if you weren't able to contact them? Perhaps some one else could help you occasionally?
- **Coping for a short time** - Would the person you care for be able to be left on their own for a short time? Would they cope? Would they be safe? Perhaps special equipment such as Telecare appliances might be of help?

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- **Residential home** - Have you considered arranging for the person you care for to spend some time in a residential home or nursing home, if something should happen to prevent you caring for them? Would transport need arranging? Would they panic or be anxious? Consider talking with them about the matter.

### Informing the GP

Does your GP know you are a carer?

- Ask in your surgery for a registration form. By informing your GP it will explain why you need appointments at a particular time or a home visit, for example. You have the right to a home visit if you are not able to get to the surgery. As a carer you have a right to an annual flu vaccination; this should be offered to you automatically after you have registered as a carer.
- Remember to tell the surgery what are your back-up plans, that is what will happen in an emergency or if you are not able to care.

### Common problems and how to avoid them

As you know, because of the nature of the responsibility which you are carrying, there's a risk that small problems can quickly turn into emergency situations. But through taking practical actions, and some forward planning, it is possible to avoid a number of difficult situations:

# Guide for carers

## Locking yourself out of the house

It is a good idea to leave a spare key with a friend or relative who lives nearby, or a neighbour, in case you lose your key or lock yourself out – particularly if no one else but the person you care for lives in the house. Consider leaving keys with more than one person, in order to increase the chances of your getting help should this sort of situation arise.



If you have not got a friend / neighbour / family member living nearby whom you trust, you should consider fixing a **Keysafe** box or something similar on the wall of the house. This is a strong metal box which is opened by a unique code. For more information, 'phone Gwynedd Care and Repair on **01766 510160**, or ask in your local ironmongers or key-cutting shop. You may need to employ a local handyman to fix the box at your home, and make sure that you chose a box which is big enough to hold the house key.

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## Calling for help

If a problem arises, it is essential that you or the care services know as soon as possible, in order to be able to help.

Technology can help in this field, for example the Telecare system which is a combination of sensors and buttons around the house. The system reports on all sorts of situations and possible problems, including:

- If a vulnerable person wanders from the house
- fire or flood
- extreme temperature, for example if the cooker has been left on
- a person has been taken ill or had a fall.

The system can give the carer peace of mind if they cannot be at home all the time because the sensor or button is connected to a monitoring centre which operates day and night. The monitoring centre staff will then contact you as the main carer to report as to what the problem is. A friend, or the emergency services, can also be consulted if you are not available.

Your Telecare package will meet your particular requirements. Contact Gwynedd Council for more information - **01286 682888**.



# Guide for carers

## What to do in the event of a fall

If the person you are caring for has a fall and you think they have injured themselves, 'phone the Ambulance Service on **999**.

If they have had a fall and are not injured, but feeling shaken, you should ensure that they are warm and comfortable through using a cushion and blankets / duvet and leave them to get up in their own time. Or call for help from a friend / family member before trying to get them up. Be careful not to injure yourself by trying to get the person up off the floor.

Falls can be a sign that something is wrong so it is always a good idea to tell a health worker such as a GP or district nurse so that they can give you advice.

## Blocked catheter

If the person you are caring for has a blocked catheter the situation is an emergency and you should try to get help immediately.

During office hours, contact your normal surgery - tell the receptionist straightaway what has happened and ask to speak to the district nurse.

If it happens during the night, at a weekend or on a bank holiday, 'phone the **Out of Hours GP Service 0300 123 5566**. The same number will be heard on your GP's answering machine when the surgery is closed.

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### Someone who is confused walks out of the house

If you can, go and look for them in the immediate neighbourhood. Do not delay in letting the police know – ‘phone **101** straightaway if you are worried. This is the local number for the police anywhere in Britain for matters which are not an emergency.



When you talk to the police, stress that the individual is mentally confused and open to harm.

If the person you are caring for wanders time after time, you should talk to their GP about this matter. There is help and support available and they can advise you about this. Do not wait until you are at your wits' end before asking for help. Ask for help sooner rather than later.

# Guide for carers

## Other practical suggestions

Consider ways of ensuring that the person you are caring for is not put in danger if you should be taken ill or be injured in an accident. Here are some practical ideas as to how let people who could help know if something has gone wrong, and to give you peace of mind.

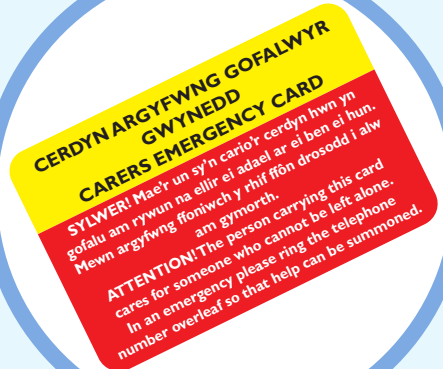
### Gwynedd Carers Emergency Card

**Scheme** - The emergency services and hospital staff know the significance of the card; from seeing that you are carrying the card they know that someone who is completely dependent on you for basic care will be in a difficult situation because of your absence.

There are 24 hour Social Services numbers on the card and they can be told what has happened to you. The Social Services staff will then instigate your back up plan / emergency care, and ensure that the person you care for is safe.

The scheme is free and you will receive a small card the size of a credit card to carry in your purse or wallet. You can get more information and register through a Carer's Needs Assessment.

**Use your mobile 'phone** - Store your family's or closest friends' contact details on your mobile 'phone under the name 'ICE'. The ICE (In Case of



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Emergency) scheme is recognised throughout the British Isles, Europe and other parts of the world as a way that the emergency services or hospital staff can contact your family if you are hurt in an accident or if you are taken seriously ill. You should also consider carrying the same information in written form in your pocket, purse or wallet, in case your 'phone does not work or the screen is locked.

To do this, create a new contact in your mobile 'phone's 'phone book with the name ICE and the name of the person whom the emergency services staff should consult, and the right 'phone number. You can create more than one ICE contact, for example ICE1 – David and the right 'phone number, ICE2 – Mum and the right 'phone number.

Make sure that you have chosen someone's number that can be used to contact them straightaway, for example consider including someone's mobile 'phone number if they work full time.

Make sure that the person whose name and 'phone number you are using, has agreed to be an 'ICE' partner. You should also ensure that your ICE partner has a list of people they can contact on your behalf, for example your work place. Moreover, they should know about any medical condition which could affect your emergency treatment, including allergies and medication.

If you are under 18 years of age, you should choose your parent, guardian or a close family member who has the authority to make decisions on your behalf if you have to go to hospital.

## Guide for carers

**If you do not own a mobile 'phone,** consider buying one as a way of having peace of mind. There would be means of contacting you when you are out and if there is a problem at home and you can contact family or friends if you see that you will be late home or need help.

You can buy a **'pay as you go'** mobile 'phone which means that you only pay for the calls you make. There is no charge for 'phone rental or hire.

These are useful for people who only want to use the 'phone in emergencies, and you can store on the 'phone all the numbers that you need in an emergency.

**Message in a bottle** - This is a national campaign to encourage people to keep details about their medical conditions and medication in a common space in every home, so that the emergency services will find the information easily if you are taken ill or have a serious accident.

Put the details, and a list of the people who should be consulted in an emergency, in a plastic bottle with a green cross on it in the fridge. Put a green cross sign on the fridge door and on the inside wall by your house door, to attract the attention of the paramedics or police if they are called to your house.



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## Guide for carers

The appropriate bottles are available from GP surgeries, local pharmacists, the ambulance service or charities like the Rotary Club and the Lions. Or 'phone Carers Outreach Service **01248 370797 / 01766 772956**

### Care of pets in an emergency

The Cinnamon Trust is a national charity which helps old and frail people and their pets. The charity understands just how important a dog, cat or bird is for a person's happiness and wellbeing and knows how hard it can be for them to look after them properly. The trust can offer practical help such as taking the dog for a walk or feeding the cat, and offering accommodation if the person has to go into hospital or a residential home for a while. It is also possible to make arrangements for them to care for an animal after the owner dies. The service is free but they are very appreciative of contributions towards their costs. They can be contacted by phoning **01736 757900**.

### Here to Help - Welsh Water scheme

This service helps customers who are disabled, elderly, have a medical condition or have learning difficulties. You can sign up to 'Here to Help' for free and tailor the services to your individual needs, including receiving information if there are plans to turn off your water supply and to make alternative arrangements for you e.g. provide bottled water, **if someone has a medical condition and cannot be without water.**

## Guide for carers

Register for the service online by going to **www.DwrCymru.com** and choosing 'My Account' on the home page and then clicking on 'Here to Help'. Or 'phone **0800 052 0145** for an application form (lines are open Monday-Friday, 9am-5pm)

### SP Energy Networks

SP Energy Networks has a register for their most vulnerable customers, that is people who are dependent on medical equipment or have some other special needs. The name of this register is the Priority Services Register. You can be included on the register if someone in your house is dependent on medical equipment, or disabled, or has a chronic illness or other special needs.

It's free and you can join online at **www.spenergynetworks.co.uk/PriorityServices** or by phoning **0300 1010 444**

### Emergency such as floods or a fire

It is a good idea for people to consider what would happen if fire, floods or another emergency affected their home. This is particularly true in families where a vulnerable person is living. This booklet includes a list of suggestions to guide you as a carer to make plans against such events.

#### General things to consider in such an emergency:

- Make an operational plan so that everyone in your home knows how to escape in an emergency such as a fire or significant damage to the

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building

- Keep the exit route clear so that people can escape and make sure that everyone in your house can easily find door and window keys
- Consider if you would be able to take medication with you should you have to escape from the house
- Consider keeping any important goods or equipment in a bag to grab quickly should there be a fire, for example incontinence pads, special feeding/drinking equipment, blanket. There are more details about how to create an emergency grab bag in this booklet.
- If you have an emergency grab bag, remember to include a list of useful 'phone numbers in it.



### Floods

Here in Wales, one out of every six homes is in danger of flooding. You can take practical steps to reduce the danger to you, the person you care for and your home:

- Ask Natural Resources Wales (formerly the Environment Agency) if your home is in danger of flooding
- Ask to receive flood warnings - over the 'phone, by text message or e-mail.

# Guide for carers

- Make sure you understand what the different warnings mean
- Make preparations in case of flooding, for example consider having sand bags ready or plastic bags for your important documents/ possessions
- Make an emergency plan – there is a special form available from Natural Resources Wales with room for you to fill in useful details
- Floodline contact details - **0845 988 1188**  
naturalresourceswales.gov.uk or e-mail  
**floodawareness.wales@naturalresourceswales.gov.uk**

## What you can do in preparation

Take time to find out:

- Where and how to turn off water, gas and electricity supplies at home
- How your family will stay in contact
- Is there somewhere you can go in an emergency rather than to the emergency centre?
- How to tune in to your local radio station

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## Emergency Grab Bag

Here are some ideas of things to include in an emergency grab bag, as well as specific things you know you and the person you care for will need:

- First Aid kit
- Radio, torch and spare batteries
- Candles and matches
- Bottled water
- Tinned food for 3 days and tin opener
- Snacks
- Anything that is essential for whomever you care for, for example incontinence pads
- Pet food and carrier (if relevant)
- Toiletries and regularly prescribed medication
- Spare keys
- Copies of important documents e.g. house and content insurance passport, driving licence



# Guide for carers

## If you are evacuated:

- Pick up your emergency grab bag
- Gather cash, mobile 'phone, credit cards and keys

## If there is time:

- Take warm clothing for everyone
- Make sure fires are out and all appliances and equipment are switched off
- Shut all windows and lock your property

## If an emergency happens, remember:

- Keep calm
- Think before you act
- In cases of floods or severe weather tune into your local radio and television station
- Listen to the advice of the emergency services

## REMEMBER

We cannot foresee when an emergency will happen or prevent it from happening. But thinking and preparing beforehand can make a big difference to how you – and the person you care for - cope.

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## Useful contacts

### Care and Social Services Inspectorate in Wales (CSSIW)

The Care and Social Services Inspectorate in Wales regulate social care services in Wales, including care homes and other care providers (as well as social services).

☎ 0300 062 5609

✉ [CSSIW.North@wales.gsi.gov.uk](mailto:CSSIW.North@wales.gsi.gov.uk)

### Carer's Needs Assessment

To ask for a Carer's Needs Assessment, contact:

Adult Advice and Assessment Team

☎ 01286 682888

✉ [cao@gwynedd.gov.uk](mailto:cao@gwynedd.gov.uk)

### Children's Referral and Intake Team

☎ 01758 704455

✉ [cyfeiriadauplant@gwynedd.gov.uk](mailto:cyfeiriadauplant@gwynedd.gov.uk)

### Carers Support Organisations

Action for Children (Young carers)

☎ 01248 364614

✉ [gwyneddyoungcarers@actionforchildren.org.uk](mailto:gwyneddyoungcarers@actionforchildren.org.uk)

🌐 [www.actionforchildren.org.uk](http://www.actionforchildren.org.uk)

### Carers Outreach Service

☎ 01248 370797

✉ [help@carersoutreach.org.uk](mailto:help@carersoutreach.org.uk)

🌐 [www.carersoutreach.org.uk](http://www.carersoutreach.org.uk)

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## Carers Wales

☎ 02920 811 370

✉ info@carerswales.org

🌐 www.carersuk.org/wales

## Hafal (carers of people with mental health problems)

☎ 01766 512756

✉ gwyneddarosfa@hafal.org

🌐 www.hafal.org

## Emergencies

Cartrefi Cymunedol Gwynedd Emergency number

☎ 0300 123 8082

## GP out of hours service

☎ 0300123 5566.

## Gwynedd a Môn Social Services Out of Hours Team

☎ 01248 353551

## NHS Direct Wales

☎ 0845 46 47

🌐 www.nhsdirect.wales.nhs.uk

## Samaritans

☎ 08457 90 90 90

🌐 www.samaritans.org

## Gwynedd Council

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Telephone Galw Gwynedd and they will put you in touch with the relevant department/person.

 01766 771000

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During times of Emergency (for example snow and ice or floods), important information is shared on the Council's Twitter and Facebook news streams. Follow Gwynedd Council on Twitter at [www.twitter.com/CyngorGwynedd](https://www.twitter.com/CyngorGwynedd) and like us on Facebook at [www.facebook.com/CyngorGwyneddCouncil](https://www.facebook.com/CyngorGwyneddCouncil)

## Health

Betsi Cadwaladr University Health Board

 [www.bcu.wales.nhs.uk](http://www.bcu.wales.nhs.uk)

Gwynedd office

 01286 672451

## NHS Direct Wales

 0845 46 47


 [www.nhsdirect.wales.nhs.uk](http://www.nhsdirect.wales.nhs.uk)

## Hospital transport

 0845 607 6181

## Llifogydd

Cyfoeth Naturiol Cymru

 [www.naturalresourceswales.gov.uk](http://www.naturalresourceswales.gov.uk)

Linc i ffurflen cynllun llifogydd personol


<http://naturalresourceswales.gov.uk/content/docs/pdfs/flooding-and-alerts-pdfs/cynllun-llifogydd-personol.pdf?lang=cy>

## Housing, adaptations and equipment

Care and Repair


 01766 510160

 [gofalathrwsio@gofalathrwsio.org](mailto:gofalathrwsio@gofalathrwsio.org)


 [www.careandrepair.org.uk/care-and-repair-agencies/gwynedd/](http://www.careandrepair.org.uk/care-and-repair-agencies/gwynedd/)


## Free Home Fire Safety Check and Smoke Alarms

 0800 169 1234

 [www.freSmokealarm.co.uk](http://www.freSmokealarm.co.uk)

## North Wales Energy Advice Centre

 0800 954 0658

 [www.neeac.org.uk](http://www.neeac.org.uk)