

# Un Pwynt Mynediad i Oedolion yn Sir Ddinbych

## Single Point of Access for Adults in Denbighshire

### **Pwy all ddefnyddio Un Pwynt Mynediad?**

Gall unrhyw un ddefnyddio Un Pwynt Mynediad. Mae wedi ei ddatblygu i gefnogi dinasyddion a gweithwyr proffesiynol Sir Ddinbych. Mae'n amhosibl i bawb wybod am yr holl wasanaethau sydd ar gael i gefnogi iechyd a lles pobl yn Sir Ddinbych. Gall Un Pwynt Mynediad ddarparu gwybodaeth, cyngor a chymorth am y gwasanaethau sydd ar gael i sicrhau bod anghenion dinasyddion yn cael eu diwallu'n briodol.

Mae'r Tîm Un Pwynt Mynediad yn cynnwys staff profiadol o faes iechyd, gofal cymdeithasol a'r 3ydd Sector sy'n gallu darparu gwybodaeth, cyngor a chymorth am y gwasanaethau sydd ar gael.

### **Beth yw pwrpas Un Pwynt Mynediad Sir Ddinbych?**

**Gwybodaeth, Cyngor a Chymorth** i helpu pobl i ddod yn ddinasyddion mwy gwybodus, mwy annibynnol a gallu gofalu amdanynt eu hunain. Mae Un Pwynt Mynediad yn ceisio sicrhau canlyniadau iechyd, gofal a lles cadarnhaol ar gyfer unigolion. Gall Un Pwynt Mynediad drafod y gwahanol wasanaethau

### **Who can use the Single Point of Access? (SPoA)**

Anyone can use the SPoA. It has been developed to support the citizens and professionals of Denbighshire. It is impossible for everyone to know about all the services available to support people's health and well-being in Denbighshire. The SPoA can provide information, advice and assistance about the services available to ensure that citizen's needs are met appropriately.

The SPoA Team consists of experienced staff from health, social care, and the 3rd Sector, who are able to provide information, advice and assistance about the services available.

### **What is the purpose of the Denbighshire SPoA**

**Information, Advice & Assistance** helping people to become better informed, more independent and self-caring citizens. The SPoA aims to ensure positive health, care and well-being outcomes for individuals. The SPoA can discuss the different services available in your community and provide you

sydd ar gael yn eich cymuned a rhoi gwybodaeth ddefnyddiol i chi am y gwasanaethau hyn.

**Gwasanaethau wedi eu cydlynu** i gefnogi'r annibyniaeth fwyaf. Mae'r Un Pwynt Mynediad yn gweithredu fel y 'drws i wasanaethau' i sicrhau eich bod yn derbyn y Gofal lawn, yn y Lle lawn gan bobl sydd â'r Sgiliau lawn ar yr Amser lawn - y Tro Cyntaf!

**Gwasanaethau symlach** ar draws gwasanaethau cymunedol iechyd a gofal cymdeithasol. Rydym wedi ymrwymo i alluogi pobl i gael mwy o ddewis a rheolaeth dros eu bywydau i'w galluogi i fyw mor annibynnol ag sy'n bosibl:

- Hyrwyddo gwasanaethau cymunedol ataliol
- Annog agwedd gytbwys tuag at asesu angen
- Sicrhau bod dinasyddion yn rhan ganolog o sgysiau a phenderfyniadau
- Canolbwyntio ar gryfderau'r unigolyn i gynorthwyo i gynnal annibyniaeth
- Gwella cysylltiadau rhwng pobl a'u cymunedau
- Ymatebion cyflymach i anghenion gofal a chefnogaeth pobl

### **Beth sy'n bwysig i chi?**

Bydd ein tîm o Weithredwyr Un Pwynt Mynediad profiadol yn gwrando'n ofalus ar eich barn, dymuniadau a theimladau, gan roi amser i chi egluro beth yw eich anghenion. Rydym yn rhoi pwysigrwydd mawr ar hybu a pharchu eich urddas a byddwn yn gweithio gyda chi i hybu eich annibyniaeth. Ein ffocws yw helpu dinasyddion Sir Ddinbych i sicrhau canlyniadau iechyd, gofal a lles cadarnhaol i gynnal neu wella eu lles.

with useful information about these services.

**Co-ordinated services** to support maximum independence. The SPoA acts as the 'front door to services' to ensure you receive the Right Care, in the Right Place by people who have the Right Skills at the Right Time—First Time!

**Streamlined services** across health and social care community services. We are committed to enabling people to have greater choice and control over their lives to enable them to live as independently as possible:

- Promoting preventative community services
- Encouraging a balanced approach to the assessment of need
- Ensuring that citizens are at the centre of conversations and decisions
- Focusing on the individual's strengths to support to maintain independence
- Improving connections between people and their communities
- Speedier responses to people's care and support needs

### **What matters to you?**

Our Team of experienced SPoA Operators will listen carefully to your views, wishes and feelings giving you the time to explain what your needs are. We place great importance on promoting and respecting your dignity and will work with you to promote your independence. Our focus is to help the citizens of Denbighshire achieve positive health, care and well-being outcomes to maintain or improve their well-being.

Mae dyletswydd ar wasanaethau lechyd a Gofal Cymdeithasol i ddarparu/drefnu gwasanaethau ataliol yn eu maes angen o ran gofal a chefnogaeth ac ystyried beth ellid ei wneud i ddiwallu'r anghenion hynny. Pan fyddwch yn cysylltu â hwy, bydd y Tîm Un Pwynt Mynediad yn casglu gwybodaeth i nodi pa ganlyniadau yr ydych am eu cael, trafod pa atebion a ellid eu canfod a phwy allai eich helpu i sicrhau'r canlyniadau hynny.

### **Sut mae modd cysylltu â ni?**

**Mae'r gwasanaeth hwn ar gael o 8.00 am i 6.00 pm Dydd Llun i ddydd Gwener.**

#### **Tîm Un Pwynt Mynediad**

64 Ffordd Brighton, Y Rhyl, LL18 3HN

**Ffôn:** 0300 456 1000

**Ffacs:** 01824 712 888

**E-bost:** [spoa@denbighshire.gov.uk](mailto:spoa@denbighshire.gov.uk)

**Neu:** [bcu@singlepointofaccess.wales.nhs.uk](mailto:bcu@singlepointofaccess.wales.nhs.uk)

Os oes angen i chi siarad â gweithiwr cymdeithasol ar ddyletswydd mewn argyfwng y tu allan i oriau swyddfa arferol Un Pwynt Mynediad, dylech ffonio'r Tîm Dyletswydd Brys ar 0845 053 3116

Yn yr un modd os ydych angen gofal meddygol ar unwaith, dylech ffonio Gwasanaeth Meddygon Teulu Tu Allan i Oriau Gogledd Cymru ar 0300 123 5566

**Mae'r gwasanaeth yma yn cael ei ddarparu mewn partneriaeth rhwng Cyngor Sir Ddinbych a Bwrdd Iechyd Prifysgol Betsi Cadwaladr.**

**Gallwn ddarparu'r ddogfen hon mewn ieithoedd ac/neu fformatau eraill ar eich cais. Ffoniwch 0800 032 1099 i gael rhagor o fanylion.**

Health and Social Care services have a duty to provide /arrange preventative services in its area of need for care and support and consider what could be done to meet those needs. Upon contact, the SPoA Team will gather information to identify what outcomes you want to achieve; discuss what solutions could be found and who may be able to help you meet those outcomes.

### **How do you contact us?**

**This service is available from 8.00 am to 6.00 pm Monday to Friday.**

#### **SPoA Team**

64 Brighton Road, Rhyl, LL18 3HN

**Phone:** 0300 456 1000

**Fax:** 01824 712 888

**Email:** [spoa@denbighshire.gov.uk](mailto:spoa@denbighshire.gov.uk)

**Or:** [bcu@singlepointofaccess.wales.nhs.uk](mailto:bcu@singlepointofaccess.wales.nhs.uk)

If you need to speak to a duty social worker in an emergency outside normal SPoA office hours, you should call the Emergency Duty Team on 0845 053 3116

Similarly if you need immediate medical care you should ring North Wales GP Out of Hours Service on 0300 123 5566

**This service is delivered in partnership between Denbighshire County Council and Betsi Cadwaldr University Health Board.**

**This document may be available in other languages and/or formats on request. Please call 0800 032 1099 for further details.**