

Annwyl Gyngorydd,

PWYLLGOR CRAFFU GOFAL CYMDEITHASOL AC IECHYD - DYDD IAU, 21AIN TACHWEDD, 2019

Gweler yn amgaaedig, gopi o'r Cyflwyniad i Arolygiaeth Gofal Cymru ac Arolygiaeth Iechyd Cymru / Pwyllgor Craffu Gofal Cymdeithasol ac Iechyd Mai 2019. Dylid bod hwn wedi'i hanfon allan gyda'r agenda.

Rhif ar yr Agenda	Eitem
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| 4. | <u>AROLYGIAD AROLYGIAETH GOFAL CYMRU O WASANAETHAU OEDOLION HYN CYNGOR SIR CAERFYRDDIN</u> (Tudalennau 3 - 38) |
|----|---|

Yn gywir,

Wendy Walters

Prif Weithredwr

Amg.

Mae'r dudalen hon yn wag yn fwriadol

Yr Adran Cymunedau / Department for Communities

Neil Edwards

Pennaeth Dros Dro y Gwasanaethau Integredig /
Interim Head of Integrated Services

Avril Bracey

Pennaeth Anableddau Dysgu, Iechyd Meddwl a Diogelu/DOLS /
Head of Learning Disabilities, Mental Health Safeguarding/DOLS

Chris Harrison

Pennaeth Comisiynu Strategol ar y Cyd /
Head of Strategic Joint Commissioning

Jonathan Morgan

Pennaeth Cartrefi a Chymunedau Mwy Diogel / Head of Homes and
Safer Communities



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**Cyflwyniad i Arolygiaeth Gofal Cymru ac
Arolygiaeth Iechyd Cymru / Pwyllgor Craffu
Gofal Cymdeithasol ac Iechyd:**

“Siwrnai ddi-dor o’r cyswllt cyntaf i’r canlyniad”

20 Mai 2019

**Presentation to Care Inspectorate Wales and
Health Inspectorate Wales / Social Care and
Health Scrutiny Committee:**

“A seamless journey from contact to outcome”

20 May 2019



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Beth fyddwn yn ei gwmpasu

- Cyd-destun Polisi
- Deall y safon ddi-dor
- Pedwar cwestiwn allweddol Arolygu
- Y Nod Pedwarplyg a sut ydym yn cyrraedd y safon ddi-dor (“Cymru Iachach” 2018)
- Astudiaethau achos

What we will cover

- Policy Context
- Understanding the seamless standard
- Four key questions of Inspection
- The Quadruple Aim and how we meet the seamless standard (“A Healthier Wales” 2018)
- Case studies

Cyd-destun

- Adolygiad Seneddol o Iechyd a Gofal Cymdeithasol yng Nghymru: Chwyldro o'r Tu Mewn: Trawsnewid Iechyd a Gofal yng Nghymru (2018)
- Cymru Iachach (2018)
- Deddf Gwasanaethau Cymdeithasol a Llesiant (2014)

Policy Context

- The Parliamentary Review of Health and Social Care in Wales: A Revolution from Within: Transforming Health and Care in Wales (2018)
- A Healthier Wales (2018)
- Social Services and Well-being Act (2014)

Cyd-destun Polisi

- Deddf Llesiant Cenedlaethau'r Dyfodol (2015)
- Gofal Iechyd Darbodus (2015)
- Comisiynydd y Gymraeg: Fy Iaith, Fy Iechyd (2015)

Policy Context

- Well-being of Future Generations Act (2015)
- Prudent Healthcare (2015)
- Welsh Language Commissioner: My Language, My Health (2015)

Cyd-destun Polisi Lleol

- Cynllun Gwasanaethau Cymdeithasol Cynaliadwy am yr henoed 2014
- Atal, Ymyrraeth Gynnar a Hyrwyddo Annibyniaeth (PEIPIL) 2015
- Strategaeth Tai Fforddiadwy 2015
- Cynllun Comisiynu â Strategaeth Gyflawni 2019/20 (ar waith)

Local Policy Context

- Sustainable Social Services Plan for Older People 2014
- Prevention, Early Intervention and Promoting Independence (PEIPIL) 2015
- Affordable Housing Strategy 2015
- Commissioning Plan with Delivery Strategy 2019/20 (in development)

Y Weledigaeth

Dylai'r weledigaeth fod yn un o “drefnu gofal o amgylch **yr unigolyn a theulu'r unigolyn**, mor agos â phosibl at y cartref, ac y dylai fod yn ataliol, yn hygyrch ac o ansawdd uchel. Dylai gael ei alluogi'n rhannol gan dechnoleg ddigidol a dylai ddarparu'r hyn sy'n bwysig iawn i ddefnyddwyr a'r cyhoedd. Dylai gofal a chymorth fod yn **ddi-dor**, heb unrhyw rwystrau artiffisial rhwng iechyd corfforol ac iechyd meddwl, gofal sylfaenol a gofal eilaidd, neu iechyd a gofal cymdeithasol” (Adolygiad Seneddol 2018)

The Vision

The vision should be “of care organised around the **individual and their family** as close as home as possible, be preventative with easy access and of high quality, in part enabled via digital technology, delivering what users and the wider public say really matters to them. Care and support should be **seamless**, without artificial barriers between physical and mental health, primary and secondary care, or health and social care” (Parliamentary Review 2018)

Y Safon Ddi-dor (Cymru Iachach)

- Rydym am **system gyfan ddi-dor ar gyfer iechyd a gofal cymdeithasol** (tud. 1)
- I gyflawni'r weledigaeth hon, "byddwn yn datblygu **modelau newydd o iechyd a gofal cymdeithasol di-dor**" (tud. 3)
- **Gwerthoedd system gyfan:** Cydlynu gwasanaethau iechyd a gofal cymdeithasol yn ddi-dor o amgylch anghenion a dewisiadau'r unigolyn, fel nad oes gwahaniaeth pwy sy'n darparu'r gwasanaethau unigol (tud. 5)

The Seamless Standard (A Healthier Wales)

- We want a **seamless whole system approach to health and social care** (pg1)
- To achieve this vision, "we will develop **new models of seamless** local health and social care" (pg3)
- **Whole system values:** Co-ordinating health and social care seamlessly, wrapped around the needs and preferences of the individual, so that it makes no difference who is providing individual services (pg5)

Y Safon Ddi-dor (Cymru Iachach)

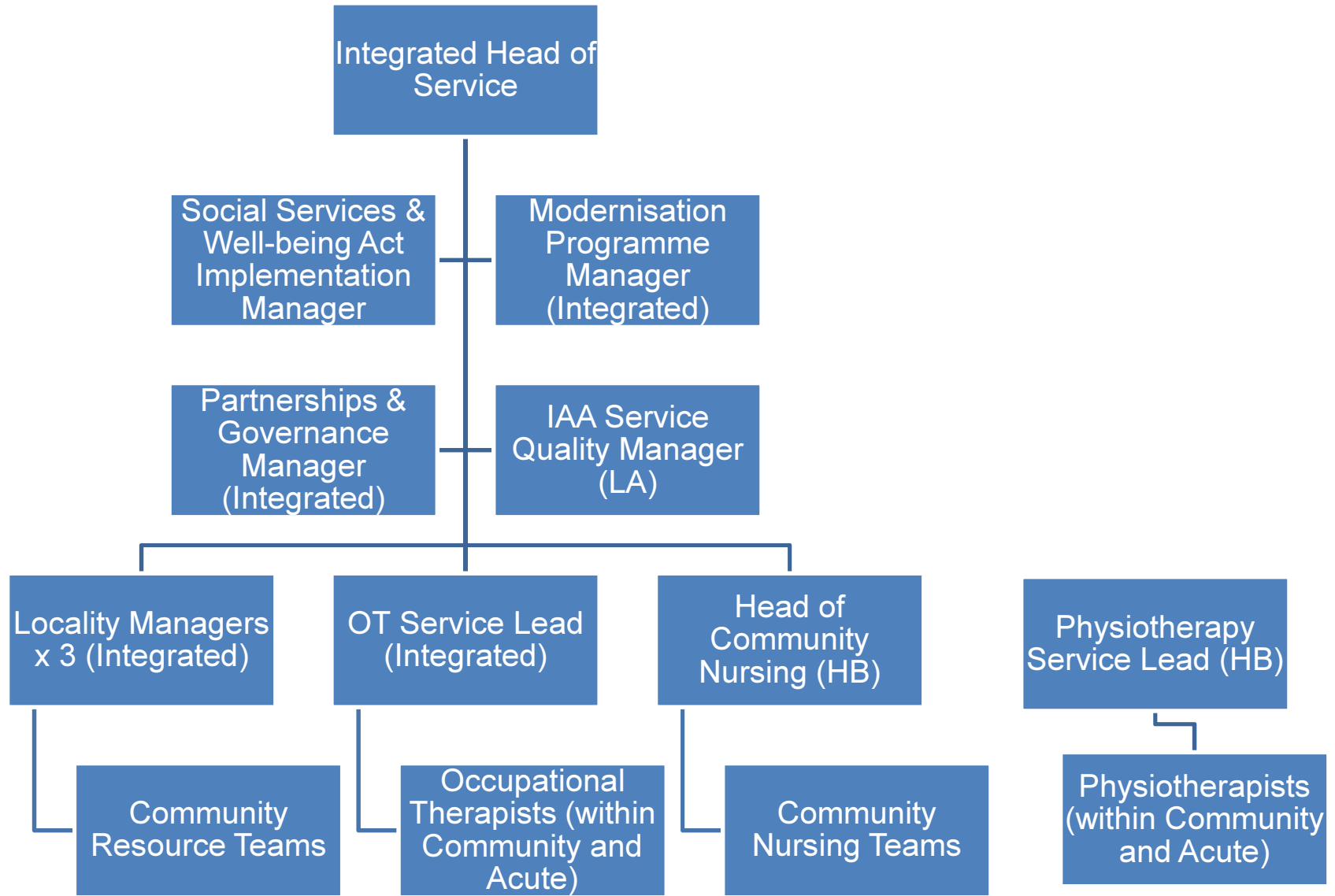
Dyma'r deg egwyddor cynllunio cenedlaethol ac enghreifftiau o'r ffyrdd o'u defnyddio:

Di-dor – gwasanaethau a gwybodaeth **llai cymhleth** ac wedi'u **cydlynu'n well** i'r unigolyn; **integreiddio proffesiynol**, **cydweithio a rhannu gwybodaeth rhwng gwasanaethau a darparwyr** i osgoi trosglwyddiadau rhwng gwasanaethau sy'n creu ansicrwydd i'r unigolyn. (tud.17)

The Seamless Standard (A Healthier Wales)

The ten national design principle to drive change and transformation:

Seamless – services and information which are **less complex** and **better co-ordinated** for the individual; **close professional integration, joint working and information sharing between services and providers** to avoid transitions between services which create uncertainty for the individual. (pg17)



Yr Adran Cymunedau a gweithio'n ddi-dor

- Timau Adnoddau Cymunedol wedi'u cyd-leoli, yn cynnwys gwaith cymdeithasol, therapi galwedigaethol, nyrsio ardal cymunedol
- Ysbytai cymunedol ac uned gofal lliniarol arbenigol
- Wedi sefydlu'r drefn o glystyrau o Feddygfeydd Teulu ac ardaloedd lleol yn gweithio'n dda
- Strwythur yn rhoi cyfle i gael trafodaethau cydweithredol yn ffurfiol ac yn anffurfiol

Department of Communities and seamless working

- Co-located Community Resources Teams including social work, occupational therapy, community district nursing,
- Community hospitals and specialist palliative care unit
- GP clusters and locality working well embedded
- Structure enables opportunity for collaborative discussions formally and informally

Yr Adran Cymunedau a gweithio'n ddi-dor

- Is-adran Iechyd Meddwl, Anableddau Dysgu, Diogelu a DOLS
- Cartrefi a Chymunedau Mwy Diogel (Darparwr Gofal Mewnol, Tai, Diogelu'r Cyhoedd, Safonau Masnach (dolenni Diogelu), Iechyd yr Amgylchedd)
- Comisiynu (gweithio ar y cyd ar fodolau gwasanaeth gofal cartref, gweithio gyda diogelu a gwaith partneriaeth gyda darparwyr gofal)
- Hamdden (Atal - Cynllun Cenedlaethol i Atgyfeirio Cleifion i Wneud Ymarfer Corff/cysylltiadau Cymunedol)

Department of Communities and seamless working

- Mental Health, Learning Disabilities, Safeguarding and DOLS Division
- Homes and Safer Communities (In House Care provider, Housing, Public Protection, Trading Standards (Sg links), Environmental Health)
- Commissioning (joint working on domiciliary care service models, working with safeguarding and partnership working with care providers)
- Leisure (Prevention NERS/Community connections)

Pedwar cwestiwn allweddol Arolygu

- Llesiant
- Pobl
- Partneriaethau ac Integreiddio
- Atal

Four key questions of Inspection

- Wellbeing
- People
- Partnerships and
Integration
- Prevention

Llesiant

- Rhagdybieth mai'r defnyddwyr gwasanaeth sydd yn y sefyllfa orau i farnu eu llesiant – Ffeiliau achos/ “Just Asc”/hyfforddiant Deddf Gwasanaethau Cymdeithasol a Llesiant/ defnyddwyr gwasanaeth/arolwg gofalwyr.
- Hyrwyddo llesiant (newid diwylliant, ymyrraeth gynnar, rheoli risg yn bositif, Gwybodaeth, Cyngor a Chymorth cynnar) – PEIPIL, cais Trawsnewid, model gwasanaeth Gwybodaeth, Cyngor a Chymorth, Cynlluniau gofal sy'n canolbwyntio ar ganlyniadau, trothwy/model Diogelu, Cynllun Busnes, rhaglen hyfforddiant Gwaith Cymdeithasol.

Wellbeing

- Presumption that Service users are best placed to judge their well being – Case files/ “Just Asc”/SSWBA training/ service users/carers survey.
- Promoting well being (culture change, early intervention, positive management of risk, early IAA) – PEIPIL, Transformation bid, IAA service model, Outcome focussed care plans, Safeguarding model/threshold, Business Plan, SW training programme.

Pobl

- Sylwadau, dymuniadau a theimladau unigolyn (gallu meddyliol, effaith diogelu a chanlyniadau) – archwilio asesiadau gallu meddyliol, gwasanaeth diogelu.
- Cymorth priodol i gymryd rhan mewn penderfyniadau (eiriolaeth, diwylliant, gofalwyr) – strategaeth eiriolaeth, parhau i sefydlu diwylliant yn y gweithlu drwy weledigaeth/cyfathrebiadau. Hyfforddiant/ arolwg defnyddwyr gwasanaeth a gofalwyr/ 16 ffeil achos, arolwg sgiliau Cymraeg.

People

- Individual's views, wishes and feelings (mental capacity, safeguarding impact and outcomes) – audit of mental capacity assessments, safeguarding service.
- Appropriate support to participate in decisions (advocacy, culture, carers) – advocacy strategy, continuing to embed culture in workforce via vision/communications. Training/ service users and carers survey/16 case files, Welsh Language skills survey.

Partneriaethau ac Integreiddio

- Cydweithredu rhwng partneriaid perthnasol (cyllidebau cyfun, asesiadau anghenion y boblogaeth) – cydweithredu ac integreiddio wedi hen sefydlu, gwaith asesiadau anghenion y boblogaeth wedi'i ddiweddarau ar lefel Leol (clwstwr).
- Hyrwyddo cwmnïau cydweithredol, gwasanaethau a arweinir gan ddefnyddwyr a'r trydydd sector (ymateb y gymuned/gweithgareddau, gofal canolraddol) – adroddiad rhagnodi cymdeithasol, digwyddiad cysylltiadau cymunedol, CUSP.

Partnerships and Integration

- Co-operation between relevant partners (pooled budgets, population needs assessments) – collaboration and integration well established, PNA work updated at Locality (cluster) level.
- Promoting co-operatives, user led services and third sector (community response/activities, intermediate care) – social prescribing report, community connections event, CUSP.

Atal

- Hyrwyddo annibyniaeth mewn cynllunio a darparu gwasanaethau (asesiadau unigol a chynlluniau gofal, diogelu amserol, ailalluogi) – PEIPIL, unol â Deddf Gwasanaethau Cymdeithasol a Llesiant, diogelu data ar ganlyniadau, gwella perfformiad Ailalluogi.
- Atal datblygu anghenion pobl o ran gofal a chymorth (datgloi creadigrwydd, gwneud gwell defnydd o'r adnoddau sydd ar gael) – Gwybodaeth, Cyngor a Chymorth, rhagnodi Cymdeithasol, cydweithredu â'r trydydd sector.

Prevention

- Promoting independence in planning and delivery of services (individual assessments and care plans. timely safeguarding, reablement) – PEIPIL, SSWBA compliant, safeguarding data on outcomes, improving Reablement performance.
- Preventing the development of people's needs for care and support (unlocking creativity, making better use of available resources) – IAA, Social prescribing, third sector collaboration.

Cymru Iachach, y nod Pedwarplyg a'r safon ddi-dor

- Poblogaeth â gwell iechyd a llesiant
- Gwasanaethau iechyd a gofal cymdeithasol mwy hygyrch ac o well ansawdd
- Iechyd a gofal cymdeithasol o werth uwch
- Gweithlu iechyd a gofal cymdeithasol ysbrydoledig a chynaliadwy

A Healthier Wales, the Quadruple aim and the seamless standard

- Improved population health and well being
- Better quality and more accessible health and social care services
- Higher value health and social care
- A motivated and sustainable health and social care workforce

Poblogaeth â gwell iechyd a llesiant (Atal)

- Model Gwasanaeth Gwybodaeth, Cyngor a Chymorth
- Cwmni Masnachu Awdurdod Lleol (LATC)
- Un pwynt mynediad/dwyieithog
- Ymgynghorwyr Ateb Galwadau
- Tîm Amlddisgyblaeth (Therapi Galwedigaethol/ Gwaith Cymdeithasol/Nyrs/ Cydgysylltwyr Diogelu)
- Cynlluniau'r dyfodol ar gyfer ffisiotherapi/trydydd sector

Improved population health and wellbeing (Prevention)

- Information, Advice and Assistance (IAA) Service Model
- Local Authority Trading Company (LATC)
- Single point of access/bilingual
- Call Handling Advisers
- MDT support (OT/SW/Nurse/Safeguarding Co-ordinators)
- Future plans re physiotherapy/Third sector

Poblogaeth â gwell iechyd a llesiant (Atal)

- Y gwasanaeth yn canolbwyntio ar ganlyniadau ataliol
- Sgwrs Beth sy'n bwysig (papur yr Athro John Bolton 2019)
- 1000 y mis
- Cyfartaledd o 12% o ran canlyniadau ataliol
- Targed yw cyrraedd 20% erbyn 19/20

Improved population health and wellbeing (Prevention)

- Focus of the service is to achieve preventative outcomes
- What matters conversation (Prof John Bolton paper 2019)
- 1000 per month
- Average 12% preventative outcomes
- Target to improve 19/20 to 20%

Atal: Diogelu

- Diogelu wrth y drws ffrynt
- Proses ymholi newydd
- Cynllun Diogelu rhag Camfanteisio Ariannol a Diogelu

Prevention: Safeguarding

- Safeguarding at the front door
- New enquiry process
- FESS and Safeguarding

Poblogaeth â gwell iechyd a llesiant (Atal)

- Cefnogir y Gwasanaeth Gwybodaeth, Cyngor a Chymorth gan:
- Buddsoddiad positif yn y gwasanaethau trydydd sector (CUSP)
- Just Asc – llyfrgell o'r wybodaeth ddiweddaraf am Ddeddf 2014 (Dewis)
- Hyfforddiant cyson a rheolaidd

Improved population health and wellbeing (Prevention)

- IAA Service is supported by:
- Positive investment in third sector services (CUSP)
- Just Asc – library of up to date information on the 2014 Act (Dewis)
- Consistent and regular training

Atal

- Rhagnodi Cymdeithasol (cysylltiadau cryf â chlystyrau meddygon teulu)
- Cysylltwyr Cymunedol
- “Mae Sir Gaerfyrddin yn Garedig”
- Cymunedau sy’n Cefnogi Pobl â Dementia
- Cynllun Cenedlaethol i Atgyfeirio Cleifion i wneud ymarfer corff
- Cynllun Diogelu rhag Camfanteisio Ariannol a Diogelu

Prevention

- Social Prescribing (strong links with GP clusters)
- Community Connectors
- “Carmarthenshire is Kind”
- Dementia Friendly Communities (DFC)
- National exercise referral scheme
- FESS and Safeguarding

Gwasanaethau iechyd a gofal cymdeithasol mwy hygyrch ac o well ansawdd

- Timau Adnoddau Cymunedol wedi eu cyd-leoli, integreiddio proffesiynol agos, a chydweithio
- Gofal cartref yr ALI a gofal wedi'i gomisiynu (perthnasoedd agos ac adeiladol rhwng y comisiynydd a'r darparwr, rhannu gwybodaeth yn dda)
- Adroddiad Ansawdd a Diogelwch Nyrsio Cymunedol – “Kings Fund”
- Diogelu – darparu gwasanaeth o safon dda

Better quality and more accessible health and social care services

- CRT are co-located, close professional integration and joint working
- LA and Commissioned domiciliary care (close and constructive relationships between commissioner and provider, good information sharing)
- Community Nursing Quality and Safety report – “Kings Fund”
- Safeguarding - providing good standard of service

Gwasanaethau iechyd a gofal cymdeithasol mwy hygyrch ac o well ansawdd

- Ymagwedd ymyrraeth gynnar drwy gydweithio wrth ddrws ffrynt yr ysbyty (TOCALs)
- Ystod o weithgareddau ffisiotherapi (yn cynnwys Gweithwyr Cymorth Gofal Canolraddol) Ailalluogi (Arweinir gan Therapi Galwedigaethol a darperir gan staff mewnol yr ALI)
- Cydweithio ym mhob Tîm Adnoddau Cymunedol o ran elfen llwybr tymor byr ymagwedd ymyrraeth gynnar i sicrhau'r canlyniad gorau, mwyaf ymatebol ar gyfer yr unigolyn.

Better quality and more accessible health and social care services

- Early intervention approach through joint working at hospital front door (TOCALs)
- Physiotherapy range of activities (incl. Intermediate Care Support Workers) Reablement (OT led provided by LA in-house staff)
- Joint working within each CRT of short term pathway part of early intervention approach to achieve best, most responsive outcome for individual)

Gwasanaethau iechyd a gofal cymdeithasol mwy hygrych ac o well ansawdd

- Cynllunio Gofal a Chymorth (CRT)
- Yn unol â Deddf Gwasanaethau Cymdeithasol a Llesiant – y pum elfen – gyda phwyslais ar y “sgwrs beth sy’n bwysig”
- Cynlluniau gofal a chymorth sy’n canolbwyntio ar ganlyniadau (datblygol)
- Cynlluniau darparu gwasanaeth sy’n canolbwyntio ar ganlyniadau ers 2016/17 (darparwyr gofal cartref drwy fframwaith comisiynu)

Better quality and more accessible health and social care services

- Care and Support Planning (CRT)
- SSWBA compliant – the five elements - with emphasis on “what matters conversation”
- Outcome focussed care and support plans (evolving)
- Outcome focussed service delivery plans since 2016/17 (domiciliary care providers via commissioning framework)

Gwasanaethau iechyd a gofal cymdeithasol mwy hygrych ac o well ansawdd: Astudiaethau achos

- 82 oed, yn byw ar ei ben ei hun
- Dim cymorth teuluol heblaw cefnder 86 oed
- Diffyg hyder
- Mewn/mas o'r ysbyty am 5 wythnos
- Atgyfeiriwyd gan TOCALs i'r Groes Goch Brydeinig
- Cymorth ddwywaith y dydd gan y Groes Goch Brydeinig: gofal, paratoi prydau, gwagio'r comôd
- 4 wythnos, defnyddiwr gwasanaeth wedi adennill hyder/annibyniaeth
- Dim angen cymorth mwyach
- Gwasanaeth wedi'i ganmol

Better quality and more accessible health and social care services: Case studies

- 82 years old, living alone
- No family support bar 86yrs old cousin
- Lacking confidence
- In/out of hospital for 5 weeks
- Referred by TOCALs to British Red Cross
- BRC 2x a day support: care, meal prep, emptying commode
- 4 weeks, SU regained confidence/independence
- No longer required support
- Complimented service

Gwasanaethau iechyd a gofal cymdeithasol mwy hygyrch ac o well ansawdd: Astudiaethau achos

- **Bywydau bodlon** : Defnyddiwr Gwasanaeth yn Rhydaman
- Cam un (hyd at 5 awr)
- Beth oedd yn bwysig: coginio
- Adennill hyder/annibyniaeth
- Adborth cadarnhaol gan y gŵr
- **CUSP**: 84 oed ac yn byw ar ei ben ei hun, symudedd gwael, cael anhawster gadael y cartref
- Wedi atgyfeirio'i hun at CUSP
- Cymorth gan y Groes Goch Brydeinig ac Age Cymru Sir Gâr
- Dysgu digidol/Cyfeillio
- Hapus ac wedi'i ailgysylltu

Better quality and more accessible health and social care services: Case studies

- **Fulfilled Lives** : Service user in Ammanford
- Stage one ((up to five hours)
- What mattered: cooking
- Regained confidence/independence
- Positive feedback from husband
- **CUSP**: 84 years old living alone, poor mobility, struggling to leave home
- Self referred to CUSP
- BRC and Age Cymru Sir Gar support
- Digital learning/Befriending
- Happy and reconnected

Iechyd a gofal cymdeithasol o werth uwch (a gweithio mewn partneriaeth)

- Modelau gwasanaeth wedi'u cyllido gan y Gronfa Gofal Inetgredig
- Cais Trawsnewid a Gofal drwy Gymorth Technoleg
- Gwasanaeth Ymateb i Argyfwng
- Model Dementia (Bywydau bodlon)
- Model gofal cartref datblygol
- Dogfen Trothwy Diogelu Rhanbarthol
- Polisi a gweithdrefnau Diogelu Cenedlaethol

Higher value health and social care (and partnership working)

- Integrated Care Funded service models
- Transformation Bid and Technology Enabled Care
- Crisis Response service
- Dementia (Fulfilled Lives) model
- Emerging domiciliary care model
- Regional Safeguarding Threshold document
- National Safeguarding policy and procedures

Gweithlu iechyd a gofal cymdeithasol ysbrydoledig a chynaliadwy

- Strwythur ar y cyd ac integreiddio proffesiynol
- Un sector un gweithlu
- Newid diwylliant
- Rhaglen Dysgu a Datblygu
- Recriwtio a chadw

A motivated and sustainable health and social care workforce

- Joint structure and professional integration
- One sector one workforce
- Culture change
- Learning and Development programme
- Recruitment and retention

Gweithlu iechyd a gofal cymdeithasol ysbrydoledig a chynaliadwy

- Gweithiwr Iechyd a Gofal Cymdeithasol Cyffredinol (Gofal Cymdeithasol Cymru ac Addysg a Gwella Iechyd Cymru)
- Absenoldeb salwch
- Arolygon staff
- Grŵp Iaith Gymraeg
- Grŵp Adolygu'r Gweithlu

A motivated and sustainable health and social care workforce

- Generic Health and Social Care worker (SCW and HEIC)
- Sickness absence
- Staff surveys
- Welsh Language Group
- Workforce Review group

Y Safon Ddi-dor (Cymru Iachach)

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- I gyflawni'r weledigaeth hon, "byddwn yn datblygu **modelau newydd o iechyd a gofal cymdeithasol di-dor**" (tud. 3)
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The Seamless Standard (A Healthier Wales)

- We want a **seamless whole system approach to health and social care** (pg1)
- To achieve this vision, "we will develop **new models of seamless** local health and social care" (pg3)
- **Whole system values:** Coordinating health and social care seamlessly, wrapped around the needs and preferences of the individual, so that it makes no difference who is providing individual services (pg5)

Y Safon Ddi-dor – (Cymru Iachach)

Dyma'r deg egwyddor cynllunio cenedlaethol ac enghreifftiau o'r ffyrdd o'u defnyddio:

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Crynodeb y safon ddi-dor

- Mabwysiadu ymagwedd system gyfan
- Integreiddio proffesiynol
- Un pwynt mynediad/dwyieithrwydd
- Cydweithio yn y Tîm Adnoddau Cymunedol
- Rhoi egwyddorion y Ddeddf ar waith gyda phwyslais ar ganlyniadau
- Ceisio lleihau cymhlethod a sicrhau cydlyniad
- Asesiad amlbroffesiynol, amlddisgyblaeth a chynllunio gofal yn rhedeg drwy'r gwasanaeth
- Wedi ymrwymo i'r Weledigaeth ac i Gymru Iachach
- Datblygu'n barhaus

Summary the seamless standard

- Adopt a whole systems approach
- Professional integration
- Single point of access/bilingual
- Joint working at CRT
- Apply the principles of the Act with emphasis on outcomes
- Seeking to reduce complexity and ensure co-ordination
- Multi professional, multi disciplinary assessment and care planning running throughout the service
- Committed to the Vision and A Healthier Wales
- Continually evolving

**Unrhyw Gwestiynau?
Diolch am eich amser**



**Any Questions?
Thank you for your time**



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Mae'r dudalen hon yn wag yn fwriadol