

Dewis Cymru is THE place for well-being information in Wales

APPENDIX D



Cardiff Scrutiny Committee

2 October 2019

Sharon Miller

Regional Coordinator Sustainable Social Services

Jessica Player

Regional Dewis Project Manager (Acting)



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Dewis Cymru - the national context



Dewis Cymru forms part of the local government response to the **Social Services and Well-being (Wales) Act**

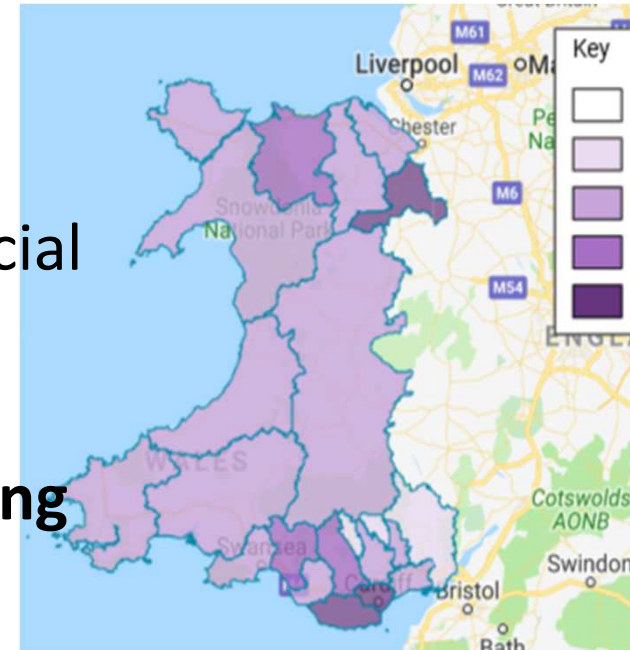
Duty to provide information about the **range** of locally available services

Formally **endorsed** by the Association of Directors of Social Services in Wales

Adopted by **ALL 22** local authorities

Dewis Cymru is developed and hosted centrally – **reducing costs and avoiding duplication**

Dewis Cymru is **free to use** - owned and funded by local authorities across Wales



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What is Dewis Cymru?

- Dewis Cymru is **THE** place to find information about well-being services in Wales
- Dewis Cymru gives citizens **choice** and **control** over the services they engage with
- Helping people find practical sources of help and support



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What do we mean by 'Well-being'?

When we talk about *well-being*, we don't just mean our health. We mean things like **where you live**, how **safe and secure** you feel, **getting out and about**, **keeping in touch** with family and friends, and being **part of your community**.

No two people are the same and well-being means different things to different people. So Dewis Cymru is here to help people find out more **about what matters to them**.



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Helping people find practical help



A Resource Directory containing national and local

resources:

Services – social care, housing, leisure, libraries, education, waste etc.

3rd sector organisations

Community Groups

Commercial companies

Events

Videos/Books

Your results
You searched for Support for carers near LL13 7YH
Displaying results 1-170 of 170

Resources you can visit (110) | Resources within your search area (160)

Printable View | Email this page | Export to Adobe PDF

The following resources can be visited within your search area (ordered by distance):

- Macmillan Cancer Information and Support Centre, Wrexham Maelor Hospital, LL13 7TD (0.32 miles)**
The Macmillan Cancer Information and Support Service (MCISS) provides support for anyone affected by Cancer - patients, relatives, carers, (general public - anyone wishing to find out more about local services or the work of Macmillan Cancer Support). The Centre operates weekdays only and offers a...
☎ 01978 726188
- Wrexham Carers Service (0.71 miles)**
Provides information, advice and emotional support to Adult Carers, we provide: Regular newsletters 1:1 support Support Groups Discounted Leisure Cards Counselling Telephone Befriending Financial Assistance Signposting & referrals to other agencies...
☎ 01978 318812
☎ 07854052574
- Carers Discounted Leisure Cards (0.71 miles)**
Provides Adult Carers with an opportunity to access sports and leisure facilities within Wrexham County Borough Council Leisure Centres at a reduced rate...
☎ 01978 318812
- YAC Support Group (0.71 miles)**



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Helping people consider What Matters...



Nationally developed and maintained **information pages** to help citizens think about What Matters to them



The screenshot shows the Dewis Cymru website. The header includes the logo and navigation links. The main content area is titled 'Support for carers' and contains text about the challenges of caring for someone. On the right, there is a sidebar with a search bar and a 'More information' section with links to 'Taking care of yourself' and 'Getting support for the cared-for person'.

Dewis Cymru
Have choice and take control

Home / About Dewis / Events / Contact Us / Manage resources / Manage roles / Reports / Members

Home / Looking after friends and family / Support for carers

Support for carers

Looking after someone - even somebody you love dearly - can be extremely demanding. Whether you are caring for your husband or wife, a disabled child, an elderly parent or a close friend, there are bound to be times when you feel tired, angry, depressed and even resentful.

If you also have family and career responsibilities, are caring from a distance or you are a young carer still in education, you may sometimes wonder what you have taken on.

Whatever your situation, it is not reasonable for anyone to expect you to care for someone without support. In fact, the Social Services and Well-being (Wales) Act 2014 says that local councils must ensure they meet their duty to promote the well-being of carers who need support.

Taking care of you both

First and foremost, it's important that you **take care of yourself** because if you become physically or mentally unwell you will be unable to continue in your caring role.

Make sure the person you are looking after is getting all the **support** they need. This might not always mean social care services - there is now much more emphasis on preventative services and giving people the

Find resources that can help you

More information

- Taking care of yourself
- Getting support for the cared-for person



A reliable source of information?



Up to date

- Information has a ‘shelf life’
- System notifications prompt for updates
- Out of date information is hidden from the public

Assurance

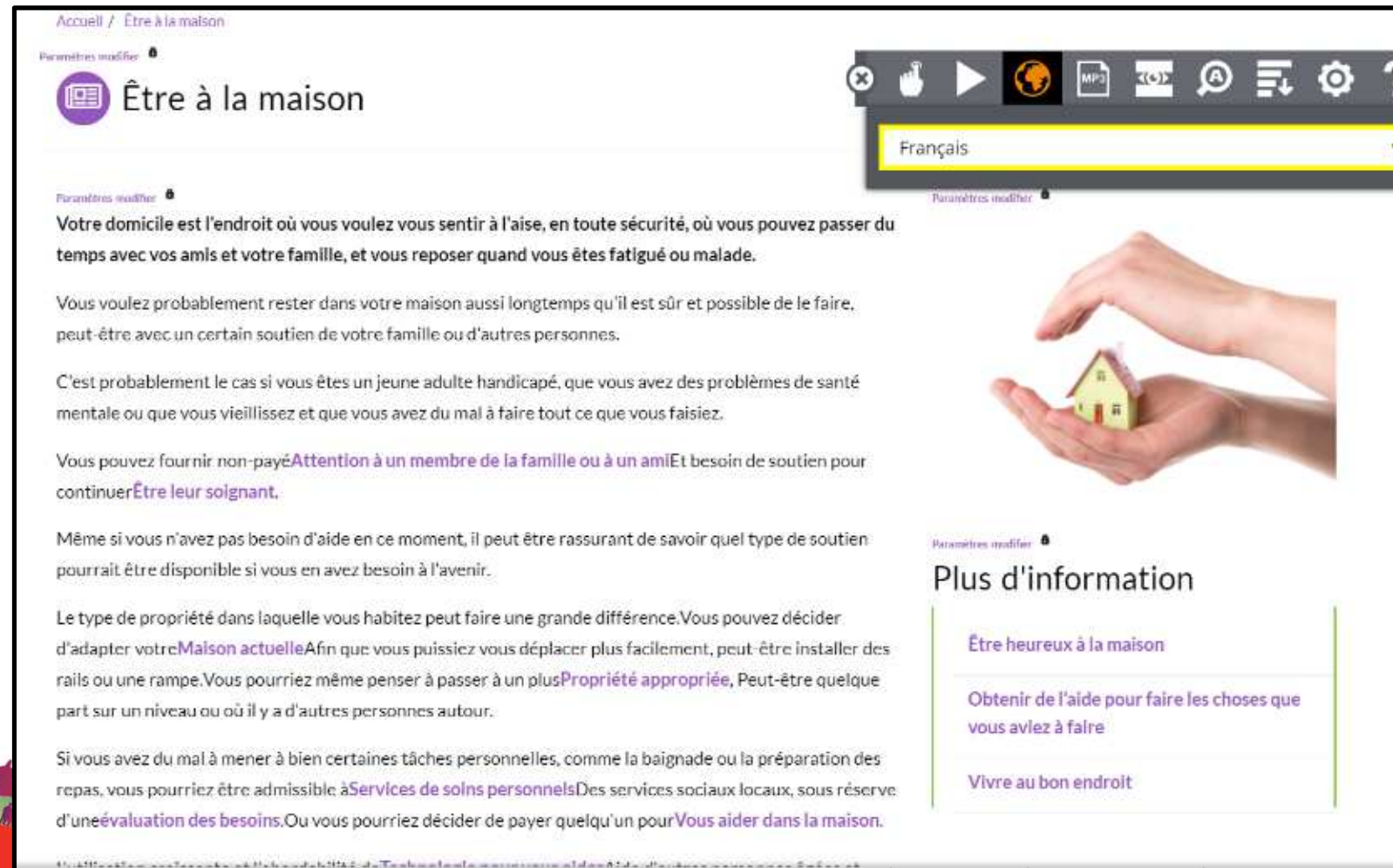
- Entries have to be reviewed by a local ‘Editor’ prior to publication and after each ‘edit’
- Users can provide feedback on listed resources
- ‘Editors’ have the ability to hide information where concerns are raised
- Central Dewis ‘team’ see all feedback and can act where necessary



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Some unique features...

'Browsealoud' functionality will translate content into over 40 languages and can read site content to the user – here's the 'Being at home' page in French!



The screenshot shows a web page titled "Être à la maison" (Being at home) in French. A "Browsealoud" overlay is visible at the top right, displaying navigation icons and the text "Français". The page content includes several paragraphs of text and a section titled "Plus d'information" (More information) with three links: "Être heureux à la maison", "Obtenir de l'aide pour faire les choses que vous aviez à faire", and "Vivre au bon endroit".

Accueil / Être à la maison

Paramètres modifier

Être à la maison

Paramètres modifier

Votre domicile est l'endroit où vous voulez vous sentir à l'aise, en toute sécurité, où vous pouvez passer du temps avec vos amis et votre famille, et vous reposer quand vous êtes fatigué ou malade.

Vous voulez probablement rester dans votre maison aussi longtemps qu'il est sûr et possible de le faire, peut-être avec un certain soutien de votre famille ou d'autres personnes.

C'est probablement le cas si vous êtes un jeune adulte handicapé, que vous avez des problèmes de santé mentale ou que vous vieillissez et que vous avez du mal à faire tout ce que vous faisiez.

Vous pouvez fournir non-payé **Attention à un membre de la famille ou à un ami** et besoin de soutien pour continuer **Être leur soignant**.

Même si vous n'avez pas besoin d'aide en ce moment, il peut être rassurant de savoir quel type de soutien pourrait être disponible si vous en avez besoin à l'avenir.

Le type de propriété dans laquelle vous habitez peut faire une grande différence. Vous pouvez décider d'adapter votre **Maison actuelle** afin que vous puissiez vous déplacer plus facilement, peut-être installer des rails ou une rampe. Vous pourriez même penser à passer à un plus **Propriété appropriée**, peut-être quelque part sur un niveau ou où il y a d'autres personnes autour.

Si vous avez du mal à mener à bien certaines tâches personnelles, comme la baignade ou la préparation des repas, vous pourriez être admissible à **Services de soins personnels**. Des services sociaux locaux, sous réserve d'une **évaluation des besoins**. Ou vous pourriez décider de payer quelqu'un pour **Vous aider dans la maison**.

Paramètres modifier

Plus d'information

- Être heureux à la maison
- Obtenir de l'aide pour faire les choses que vous aviez à faire
- Vivre au bon endroit



How to get there....



h In Mae'r wefan hon ar gael yn y Gymraeg

Dewis Cymru

speakers, trips and meals out. At 12.00, prior to the Friendship Club starting , there is a pre-club 3 course luncheon for only £3.00.
Contact Pearl Criddle on 029 2091 4126.

Who do we support

Older people

Is there a charge to use this

Yes - £1 per meeting which includes tea and a pre-club 3 course meal.

Can anyone use this service

Any older person can use this resource

Website

<http://whitchurchmethodistchurch-cardiffchurches.php>

Address

Church Hall
Copleston Road
Llandaff North
Cardiff
Cardiff
CF14 2JF

Contact methods

029 2091 4126

Opening times

Friday, once every three weeks, 12.00 - 4pm

Accessibility



CF5 2DZ Public tran

Walking directions are in beta. Use caution – This route may be missing pavements or pedestrian paths.

High St, Cardiff CF5 2DZ, UK

1.0 mi. About 10 mins

Walk to Black Lion
About 2 mins

Black Lion
 25 Bus towards Gabalfa Interchange via Whitchurch
07:38–07:41 (3 mins, 3 stops)
Service run by [Cardiff Bus](#)

Ysgol Glantaf
 Walk to Copleston Rd, Cardiff CF14 2JF, UK
About 5 mins

Copleston Rd, Cardiff CF14 2JF, UK



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Advanced search functionality



I'm looking for...

Everything

- Search for ALL of these words
- Search for ANY of these words

Order my results by...

- Relevance
- Alphabetically

- Hide National Resources
- Hide National Information pages

Show me results from...

All categories

Show me results in...

All counties

- Accessible toilets
- Accessible parking
- Hearing loop
- Lift
- Automatic doors
- Access by ramps/level access

What matters to me is...

All outcomes

Where?

Nationally

Of

Postcode

Search now

[Basic search options...](#)

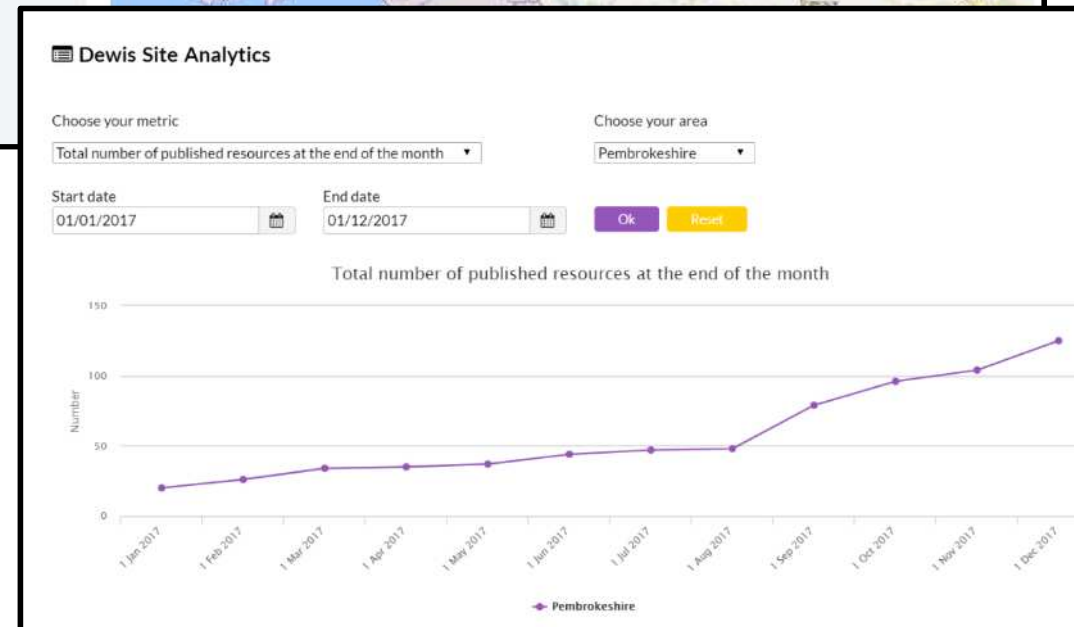
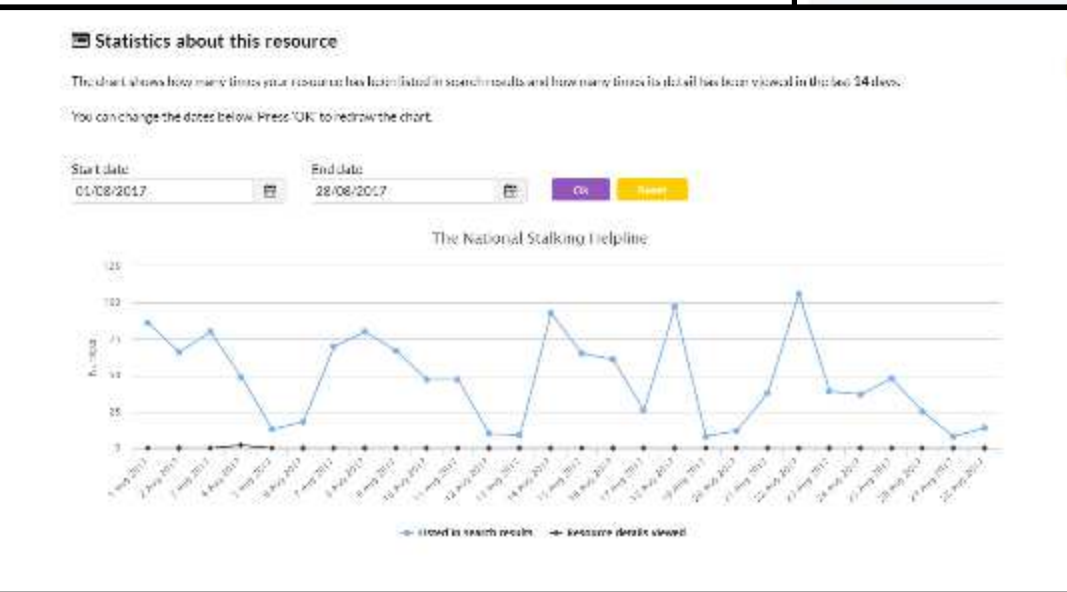
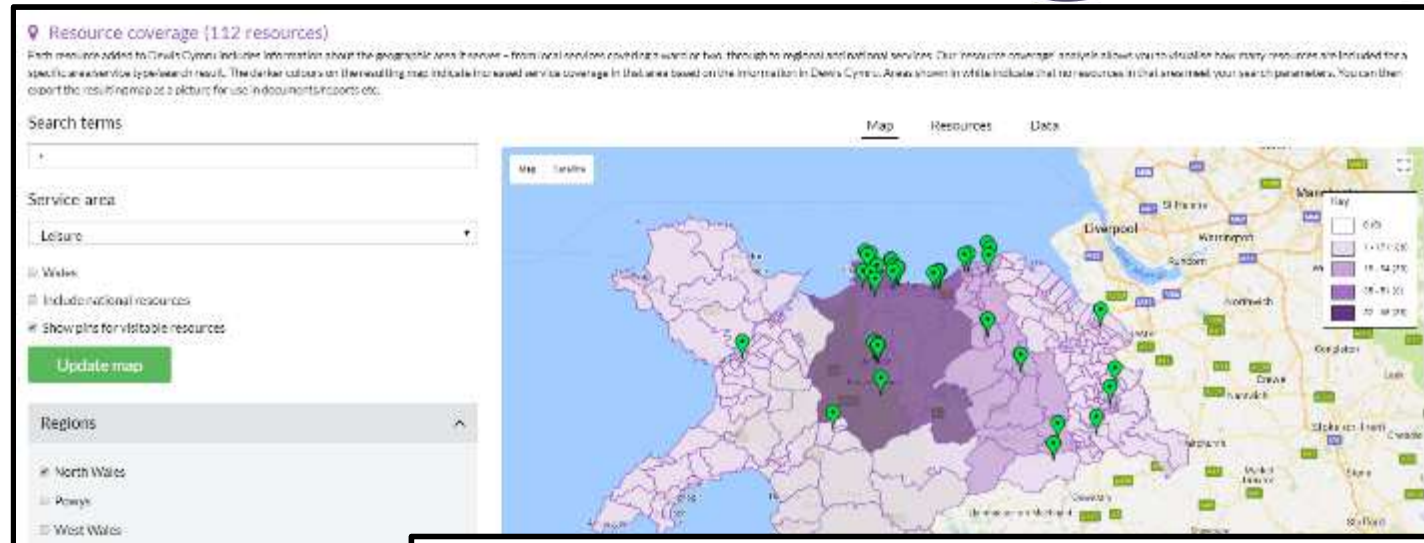


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Supporting better understanding...

Analytics

- Help services understand how their entries are being viewed
- Allow authorities to understand the progress of their implementation
- Allow authorities and their partners to understand service coverage



Information where people need it...



- Not everyone will go to www.dewis.wales
- Dewis Cymru acts as an information store for use by local authorities, their partners and others
- ‘Embedded search’ allows you to present branded Dewis search results from **ANY** website
- The embedded results benefit from Dewis functionality



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Vale Council Care Services



Home > living > social_care > adult_services > Residential Homes

Residential Homes

Care in your own home and nursing homes.



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Have choice and take control

[About this site](#) [What matters to you?](#) [Events](#)

[Q Your search results](#)

[⚙️ Refine your search](#)

☎ 02920701271

✉ cliffhavencarehome@yahoo.co.uk



Dan Y Bryn House Care Home - Residential care

Residential care home in the Vale of Glamorgan, We are on the Council's Approved Provider List.

☎ 01446 406204



Island View Care Home - Residential care

Residential care home in the Vale of Glamorgan, on the Council's Approved Provider List. Facilities & Services: Day Care • Respite Care • Convalescent Care • Separate Dementia Care Unit • Own GP if required • Own Furniture if required • Close to Local shops • Near Public Transport • Minibus or...

☎ 01446 734462

✉ islandview89@yahoo.co.uk



Kington House Care Home - Residential care

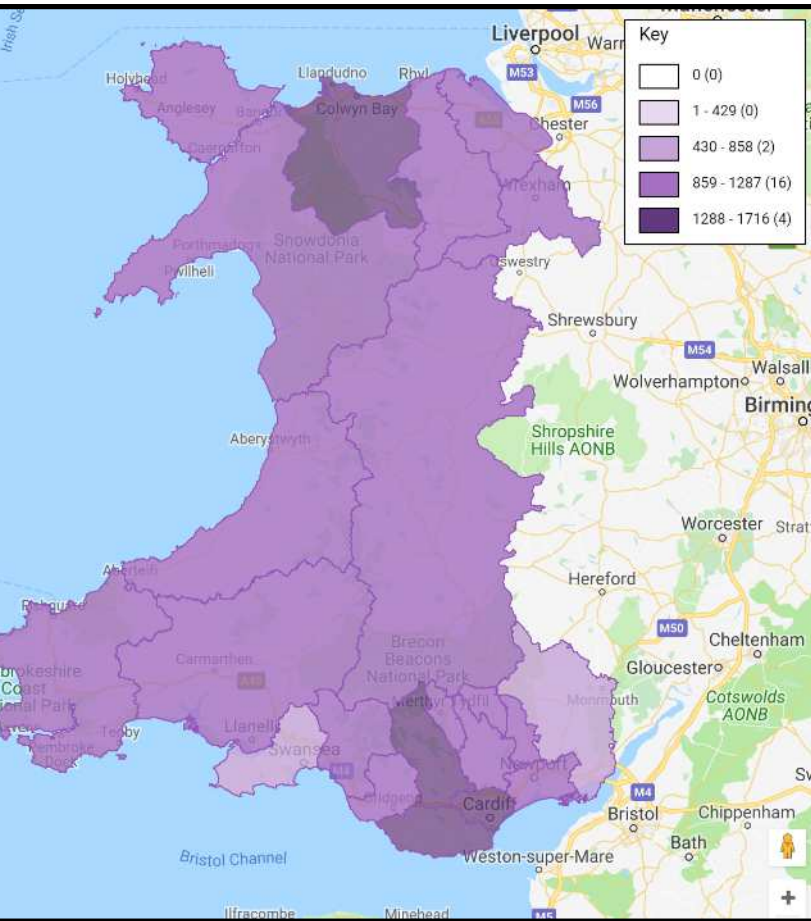
Residential care home in the Vale of Glamorgan, on the Council's Approved Provider List. Kington House is a bespoke specialist service for individuals with Mental Health and Acquired Brain Injuries. We focus on improving independent life skills and community rehabilitation. The friendly...

☎ 01446 736137

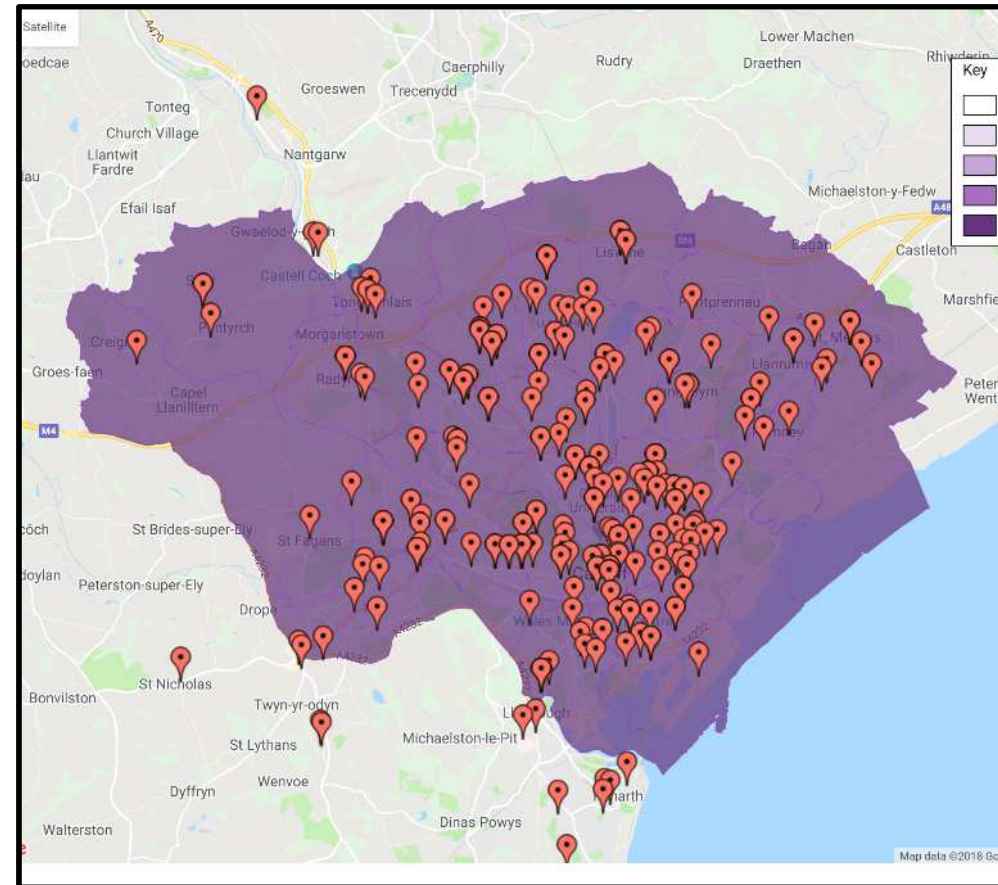


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Lewis Cymru in Cardiff



- 1210 local resources currently 'live' in Cardiff plus almost 1000 National services listed



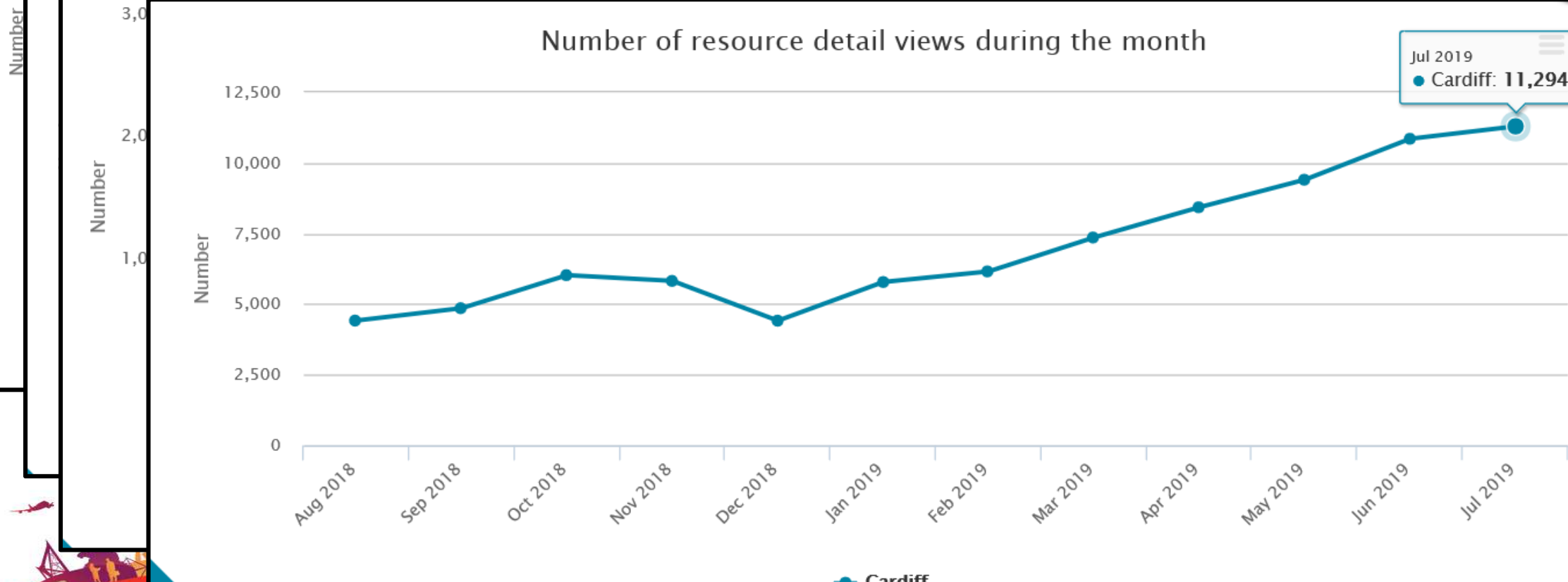
Usage in Cardiff...

Total number of published resources at the end of the month

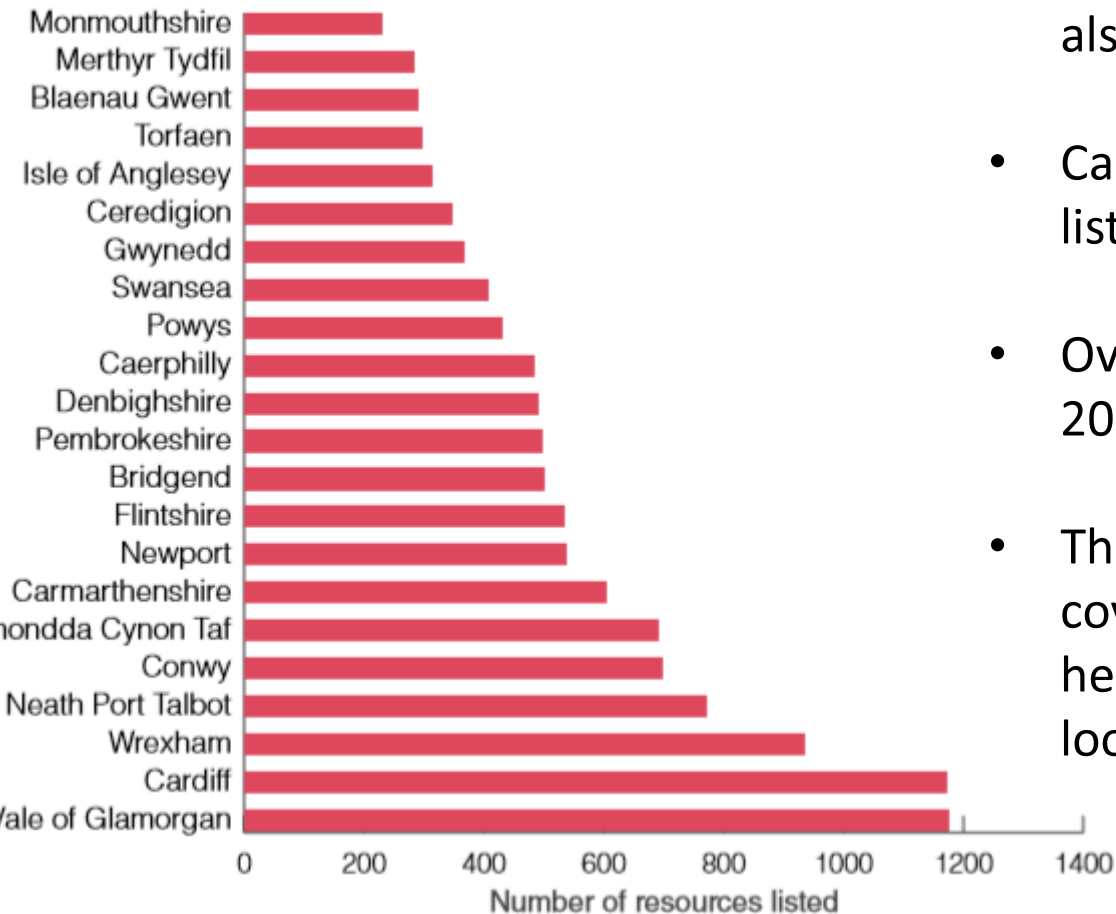
Total number of registered users

Number of resources listed in search results during the month

Number of resource detail views during the month



Across Wales



- Dewis Cymru holds details of over 10,000 local and also almost 1,000 national resources listed.
- Cardiff and the Vale of Glamorgan have the most listings with over 1,200 local resources listed.
- Over 25 million search results presented in March 2019.
- There are over 250 National Information Pages covering issues such as being well, social activities, help at home, being safe, managing your money and looking after someone.



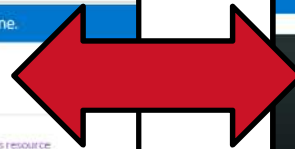
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Avoiding duplication



Information already shared between Dewis Cymru, Infoengine (with appropriate consent) and NHS Direct resource directories.

The screenshot shows the Dewis Cymru website interface. At the top, there is a navigation bar with links for Home, About Dewis, Events, Contact Us, Manage resources, FIS, Reports, and Members. Below this, a blue banner reads "infoengine Information provided by our partner, Infoengine. Click here to view the information in Infoengine." The main content area features the "Powys County Council Money Advice Team" resource, last updated on 03/08/2018. It includes a "What we do" section, a "Where do we provide our service?" section with a map of Wales, and contact information such as website URL, address, and phone number.



The screenshot shows the infoengine website interface. At the top, there is a navigation bar with links for Short list and Recent. Below this, a blue banner reads "Dewis Cymru Information provided by our partner Dewis. Click here to view the information in Dewis." The main content area features the "Hafal Gwynedd Resource Centre" resource, presented by Dewis Cymru. It includes a "Location" section with a map of the resource center and a "Visible Address" section with contact information.



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'Health & Well-being Wales APP

Information in the hands of front-line staff...

- Available to registered users with 'whitelisted' e-mail addresses*.
- Service details and contact information for over 10,000 local and national organisations, community groups and services on local mobile devices.
- No internet connection required for day-to-day use.
- Prompts user to update information periodically – required for ongoing use of the App.



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Supporting Older People

Together with our partners in the 3rd sector we are:

- **Attending outreach sessions specifically for older people**, for example '50+ Active Body Healthy Mind Festival' ; 'Knit and Natter' sessions; Chair Yoga sessions for the elderly; Goldies (older persons singing groups)
- **Informally collecting information from older people on whether they use the internet** and if they do how.
- **Talking to people about Dewis** at outreach events; conducting searches on Dewis with them, writing down different options and contact details for them and making some initial phone calls to resources help get the ball rolling.
- **Working with the Cardiff Independent living team and Day Opportunities teams** who are now using Dewis when they go out on their visits to older people, and use Dewis to find activities and services suitable for them.
- **Undertaking a social media campaign** with targeted facebook adds and tweets, specifically aimed at older people



Going forward.....



- Continue to develop local ownership and lead on the co-ordination and editing of local information published on Dewis
- Work with other service arrears to further develop Dewis and link information on the website to Dewis
- Produce learning videos to help people use and update Dewis
- Increase our presence on social media
- Continue attending outreach events and supporting older people to use Dewis.



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