

cylchlythyr

Wrth y Ffôn

*Asesiad yr un diwrnod:
lleihau amseroedd
aros er mwyn cynnig
gwasanaeth mwy ymatebol*



Erbyn hyn mae cyfle i alwyr gwasanaeth Therapiau Siarad Parabl sydd ar gyfer pobl gyda chyflyrau iechyd meddwl ysgafn i gymedrol fanteisio ar asesiad yr un diwrnod fel rhan o wasanaeth mwy effeithiol ac ymatebol.

Bu i'r cam yn help i leihau amseroedd aros – a bu iddo ofalu cyfle i gannoedd o bobl fanteisio ar therapi addas yn llawer cynt.

Mae'r amser aros ar gyfartaledd ar gyfer asesiad ond ychydig o ddyddiau erbyn hyn, gyda'r rhan fwyaf o gleientiaid yn derbyn asesiad ymhen oriau o'r amser y bu iddyn nhw gysylltu â'r gwasanaeth am y tro cyntaf. Pan fo'n debygol y bydd gofyn i'r unigolion ddisgwyl amser hir i fanteisio ar gwnsela strwythuredig un-i-un neu driniaeth arall, mae cyfle iddyn nhw fanteisio ar ddeunyddiau hunan gymorth a therapiau grŵp yn y cyfamser.

Wedi'u hyfforddi ac yn empathig

Dywedodd rheolwr Parabl, Kim Ellis fod dau aseswr dros y ffôn cymwys ac empathig ar gael erbyn hyn i dderbyn galwadau yn un ai Saesneg neu Gymraeg. Dywedodd hefyd eu bod yn gweithio'n galed yn ateb galwadau gan gleientiaid.

"Yn ystod y 12 mis diwethaf, buom yn canolbwyntio ar gynnis gwasanaeth gwell a mwy effeithiol i'r bobl hynny sy'n dibynnu ar Parabl am gymorth". Dywedodd hefyd, "Ers lansio'r gwasanaeth yn 2013, bu i Parabl ddenu oddeutu dwbl y nifer o gyfeiriadau roedden ni ac ein comisiynwyr yn ei ddisgwyl a hynny yn rheolaidd.

"Mae hynny'n wych, oherwydd mae'n golygu ein bod yn amlwg yn bodloni amlwg a chyfredol ymysg pobl gyda chyflyrau iechyd meddwl ysgafn i gymedrol yng Ngogledd Cymru – a hefyd ein bod wedi prysur ddod yn rhan annatod o'r system gefnogaeth ar gyfer yr unigolion hynny.

"Mae'n dystiolaeth bod ein rhanddeiliaid, gan gynnwys cysylltwyr pwysig yn y sector gofal iechyd, yn ymddiried ynom ni ac ein gwaith. Fodd bynnag, bu'r nifer o gyfeiriadau yn her, felly bu inni gyflawni camau rheoli cyfrifol a chadarnhaol i ofalu bod

modd inni gynnis y gwasanaeth gorau posib i bawb sydd angen ein help a chefnogaeth."

Ynglŷn ag ein hasesiadau

Mae asesiadau fel arfer yn para rhwng 20 a 50 munud a gallwn eu cyflawni'n syth pan fo'n bosib.

Dylai cleientiaid arfaethedig ofalu eu bod mewn man breifat ac â digon o amser i siarad cyn yr alwad. Gall ein haseswyr gynnis asesiadau yn y Gymraeg neu'r Saesneg ond mae'n bosib y bydd angen ail-drefnu ar gyfer amser penodol os bydd angen gwasanaeth cyfleithu ar y cleient arfaethedig.

Gofynnwn yn garedig ichi ein helpu gyda chyfeiriadau anaddas

Mae Parabl yma i gefnogi pobl sy'n byw gyda chyflyrau iechyd meddwl ysgafn i gymedrol ledled Gogledd Cymru. Gofynnwn yn garedig ichi ein helpu i gynnis y gwasanaeth gorau posib drwy gydymffurfio gyda'n meini prawf o ran cymhwysedd.

- Os ydy'r cleient arfaethedig o dan ofal fim Iechyd Meddwl Cymunedol, yn manteisio ar wasanaethau Gofal Cynradd, yn disgwyl am apwyntiad cwnsela, neu therapi neu gwr seicolegol drwy'r GIG yna mae'n debyg fod eu hanghenion wedi eu hasesu'n rhy ddwys i Parabl fedru mynd i'r afael gyda nhw.
- Os ydy cyflwr iechyd meddwl y cleient arfaethedig yn ymwneud â phrofedigaeth, defnydd o alcohol neu gyffuriau, yn sgil cyflwr iechyd hirdymor neu yn gysylltiedig â phrofiadau fel gofalwr, yna mae cefnogaeth arbenigol ar gael gan CRUSE (www.cruse.org.uk), CAIS (www.cais.co.uk) neu EPP Cymru (www.eppwales.org) yn eu tro.

Gallwch weld mwy am y gwasanaethau rydym yn eu cynnis ar adran Ydy Parabl yn addas imi? ar ein gwefan www.parabl.org.uk

Mae gwasanaeth Therapi Siarad Parabl yn cynnis ymyriadau therapiwtig tymor byr ar gyfer unigolion yn wynebu trafferthion iechyd meddwl cyffredin neu ddigwyddiadau bywyd heriol gall effeithio ar eu lles emosiynol

www.parabl.org.uk 0300 777 2257



Cwrdd â'r Rheolwr: Kim Ellis

Rydw i'n falch o waith hanfodol Parabl – ac o'r ffaith mai Parabl ydy'r unig brosiect therapïau siarad o'i fath yng Nghymru. Yn ei lansiad yn 2013, bu i Parabl arddangos arloesedd gwirioneddol, gan ddod â sawl elusen iechyd meddwl ynghyd i gynnig gwasanaeth effeithiol ac ymatebol i bobl gyda chyflyrau iechyd meddwl ysgafn i gymedrol ledled Gogledd Cymru. Mae'r dull ar y cyd hwn yn gyfle inni gynnig gwasanaeth sy'n diwallu anghenion rhanbarth cyfan, ynghyd â blaenoriaethau ein comisiynwyr.

Bu imi gychwyn ar fy ngyrfa fel myfyrwraig nysio a gweithiwr cefnogol gofal iechyd yn uned dadwenwyno Hafan Wen sydd o dan ofal CAIS. Erbyn hyn rydw i'n rheoli gwasanaeth cymunedol a therapiwtig yr elusen – gan gynnwys partneriaeth Parabl. Bu fy ngyrfa yn ymwneud â'r maes camddefnyddio sylweddau, iechyd meddwl, a diagnosis deuol

gan fwyaf. Rydw i hefyd yn meddu ar brofiad helaeth o weithio mewn safleoedd ysbytai iechyd meddwl diogel, yn y gymuned, ar wardiau ysbytai ac mewn ysbyty dydd. Yn ystod fy ngyrfa, bu imi hefyd gwblhau graddau Baglor mewn Nysio a Chamddefnyddio Sylweddau FdA ynghyd â chymhwyster ILM Safon 5 mewn Datblygu Arweinyddiaeth a Rheolaeth.

Rydw i'n ymdrechu i ofalu fy mod yn dangos agwedd gadarnhaol tuag at driniaeth, gwella a goresgyn rhwystrau ac rydw i bob amser yn ceisio rhannu hyn gyda fy nghleientiaid a chydweithwyr.

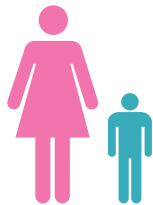
Bu i Parabl dderbyn bron i 20,000 o gyfeiriadau ers ei lansiad ac mae'n wych meddwl fod y cynllun wedi cefnogi cymaint o bobl ledled Gogledd Cymru. Mae'n amlwg gall ymyriad cynnar yn ystod cyfnod cychwynnol iechyd meddwl neu atgwymp newid bywydau unigolion, eu teuluoedd a'u cymunedau. Nod Parabl ydy cynnig yr ymyriadau hyn. Ein gobaith ydy parhau i fynd rhagddi i wella amseroedd aros i bawb a chynnig gwasanaeth proffesiynol o safon i drigolion Gogledd Cymru.

Ein Llwyddiannau?

Ers lansio'r prosiect ym mis Ebrill 2013, bu i Parabl dderbyn bron i **20,000** o gyfeiriadau. Yn ystod y 12 mis hyd at ddiwedd Rhagfyr 2018, bu inni dderbyn **2,374** o gyfeiriadau. O'r hynny roedd:



1,398 yn hunan-gyfeiriadau



1,556 yn ferched 816 yn ddynion



Yr oedran ar gyfartaledd yn 41

Cyfeiriadau fesul ardal

2018

279 Sir Conwy

264 Sir Ddinbych

664 Sir y Fflint

472 Gwynedd

486 Wrecsam

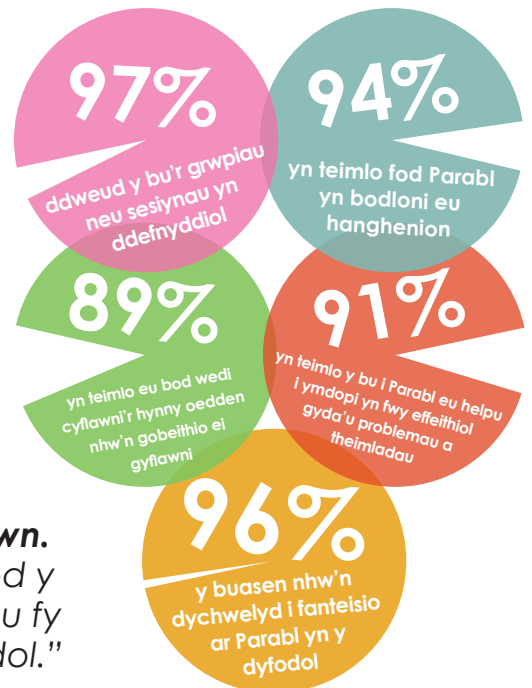
205 Ynys Môn

Allan o ardal: 2

"Diolch yn fawr iawn. Rydw i'n teimlo bod y sesiynau wedi helpu fy hwyliau yn sylweddol."

"Defnyddiol ac addysgiadol. Bu i Parabl fy helpu i barhau gyda fy mywyd o ddydd i ddydd a theimlo'n llawer mwy tawel fy meddwl."

"Bu i'r gwasanaeth fy helpu'n fawr yn ystod amser ingol yn fy mywyd. Roedd y sesiynau yn gyfforddus a bu imi ddysgu technegau ymdopi newydd. Bu i'r cynghorwr wneud imi deimlo'n gartrefol. Heb y gwasanaeth hwn, dydw i ddim yn meddwl y buaswn i'n medru ymdopi gyda fy mhroblemau – mi fedra i ymdopi gyda nhw erbyn hyn."



Bwrdd Iechyd Prifysgol
Betsi Cadwaladr
University Health Board

I wybod mwy am Parabl neu ein partneriaid, mae croeso ichi ymweld â ni ar-lein neu ffonio

www.parabl.org.uk 0300 777 2257



newsletter



Standing by the phones

*Same day assessment:
cutting waiting times for
a more responsive service*

Callers to the Parabl Talking Therapies service for people with mild to moderate mental health conditions are now offered a same day assessment as part of a more streamlined and responsive service.

The measure has helped to cut waiting times – and enabled hundreds of people to begin suitable therapy significantly earlier.

Average wait time for assessment is now just a few days, with most clients being assessed within hours of their first contact with the service. Where beneficiaries are likely to face a wait to access structured one-to-one counselling or other treatment, they are offered access to self-help materials and group therapies in the interim.

Trained and empathetic

Parabl manager Kim Ellis said two fully-trained and empathetic call assessors were now available to handle calls in either English or Welsh, and were working hard to take calls from clients.

“Over the last 12 months, we’ve been really focused on delivering a better and more streamlined service to the people who rely on Parabl for support,” she said. “Since the service launched in 2013, Parabl has routinely attracted around double the number of referrals we and our commissioners expected.

“That’s great, because it means we’re obviously serving a clear and present need amongst people with mild to moderate mental health conditions in North Wales – and that we’ve quickly become embedded as a crucial part of the system of support for those individuals.

“It shows that our stakeholders, including important connectors in the healthcare sector, trust what we do.

“But referral volumes have proven a challenge, so we have taken responsible and positive management steps to ensure that

we can give the best possible service to everyone who needs the help and support we deliver.”

About our assessments

Assessments usually take between 20 and 50 minutes and can be carried out immediately where possible.

Prospective clients should ensure they are in a private area and have time to talk ahead of the call. Our assessors can offer assessments in Welsh or English, but may need to rearrange for a scheduled time if the prospective client requires the services of an interpreter.

Please help us avoid inappropriate referrals

Parabl is here to support people experiencing mild to moderate mental health conditions throughout North Wales. Please help us to deliver the best service we can by following our eligibility criteria.

- If the prospective client is currently under the Community Mental Health or Primary Care services, or waiting for counselling, or a psychological therapy or course through the NHS then their needs are likely to have been assessed as being too high for Parabl.
- If the prospective client's mental health condition is related to bereavement; drinking or drug use; or is a result of long-term health condition or related to experiences as a carer then specialist support is available from CRUSE (www.cruse.org.uk), CAIS (www.cais.co.uk) or EPP Cymru (www.eppwales.org) respectively.

You can find more information about the services we offer at the *Is Parabl for me?* section on our website at www.parabl.org.uk



Parabl Talking Therapy service provides short-term therapeutic interventions for individuals facing common mental health difficulties or challenging life events which may impact their emotional well being

www.parabl.org.uk 0300 777 2257

Meet the manager: Kim Ellis



I am proud of the vital work that Parabl does – and that it is the only talking therapies project of its kind in Wales. At its launch in 2013 Parabl marked a real innovation, bringing together several mental health charities to deliver an effective and responsive service for people with mild-to-moderate mental health conditions throughout North Wales. This coordinated approach allows us to deliver a service which responds to the needs of an entire region, and the priorities of our commissioners.

I started my career as a student nurse and healthcare support worker at the Hafan Wen detoxification unit operated by CAIS, but now manage the charity's community and therapeutic services – including the Parabl partnership. My career has mostly been within the field of mental health, substance misuse and dual diagnosis, and

I have lots of experience working within secure mental health hospital settings, the community, on hospital wards and in a day hospital. During my career, I have also been able to complete Bachelor of Nursing and FdA Substance Misuse degrees and an ILM Level 5 qualification in Leadership and Management Development.

I try to ensure I bring a positive attitude towards treatment, recovery and overcoming challenges, and always aim to share this with my clients and colleagues.

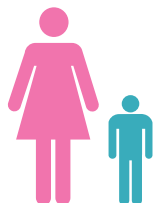
Parabl has received almost 20,000 referrals since it launched, and it's wonderful to think that the programme has supported so many people across North Wales. It's clear that early intervention in the initial stages of mental illness or relapse can have life-changing consequences for individuals, their families and communities. Parabl strives to provide these interventions. We want to continue working to improve waiting times for all and deliver a high-quality, professional service for the people of North Wales.

How are we doing?

Since the project began in April 2013, Parabl has received almost **20,000** referrals. During the 12 months to the end of December 2018, we received **2,374** referrals. Of these:



1,398 were self referrals



1,556 were female
816 were male



The average age was **41**



Referrals by area

2018

279 Conwy

264 Denbighshire

664 Flintshire

472 Gwynedd

486 Wrexham

205 Ynys Môn

Outside area: 2

*"Thank you very much. I feel my sessions have helped my **mood** so much."*

*"**Helpful and informative.** Parabl helped to move on with everyday life and **feel calmer.**"*

*"This service has **really helped me** at a stressful time in my life. The sessions were **comfortable** and have enabled me to learn **new coping techniques**. The counsellor made me feel at **ease**. Without this service I do not believe I could cope with my problems — **now I am now able to do so.**"*



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For more information on Parabl or our partners please visit us online or call

www.parabl.org.uk 0300 777 2257