

GALW GOFAL

24/7 CARE CALL

**Teleofal nawr ac yn y dyfodol: Gwella
Gofal Cymdeithasol yng Ngogledd Cymru
Telecare Now and in the Future:
Enhancing Social Care in North Wales**



A partnership between



Conwy - Sir flaengar sy'n creu cyfleoedd

Conwy - a progressive County creating opportunity



Yr hyn y byddwn yn ei drafod heddiw:

- Teleofal cyfredol yng Ngogledd Cymru
- Rôl Canolfan Derbyn Lawrm Galw Gofal
- Y Prosiect Moderneiddiol o Analog i Digidol
- Technolegau Newydd a Dyfodol Teleofal
- Sut gall rhanddeiliaid helpu i hyrwyddo Teleofal

What We Will Cover Today:

- Current Telecare in North Wales
- The role of Galw Gofal Alarm Receiving Centre
- The Analogue to Digital Modernisation Project
- New Technologies and the future of Telecare
- How Stakeholders can help promote Telecare

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Cyflwr Teleofal yng Ngogledd Cymru ar hyn o bryd

- Beth yw Teleofal?
- Mathau o ddyfeisiau Teleofal sydd ar gael
- Sut mae Cynghorau Gogledd Cymru yn darparu Teleofal

The current state of Telecare in North Wales

- What is Telecare?
- Types of Telecare Devices Available
- How North Wales Councils provide Telecare

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Rôl Canolfan Derbyn Larwm Galw Gofal

Wedi'i sefydlu yn 2011, fodd bynnag, dros 20 mlynedd cyn hyn sefydlwyd fel Cyswllt Gofal.

Mae'r bartneriaeth bresennol rhwng Cyngor Conwy, Gwynedd a Môn a gynhelir gan Gonwy o Ganolfan Derbyn Larwm o'r radd flaenaf ym Mae Colwyn. Unwaith y bydd dyfeisiau gan dîm teleofal y Cyngor Galw Gofal wedyn yn cymryd drosodd y monitro.

Dros 30 o staff sy'n cymryd Teleofal, y Tu Allan i Oriau (Cymdeithasau Cyngor a Thai – Atgyweiriadau, Gwasanaethau Cymdeithasol, Digartrefedd, Sefyllfaoedd Brys, Priffyrdd ac ati) a galwadau cymorth i weithwyr unigol 24/7, 365. Gwasanaeth dwyieithog llawn.

Tua 500,000 o alwadau'r flwyddyn a gymerir o bob cwr o Gymru ar gyfer defnyddwyr gwasanaeth. Mae gennym dros 35 o gontractau sy'n dod ag amrywiaeth enfawr yn y math o alwadau a dderbyniwn.

Monitro tua 16,000 o ddyfeisiau teleofal. Cysylltiadau uniongyrchol ag aelodau o'r teulu, timau gofal a'r gwasanaethau brys. Yn ogystal â galwadau sydd wedi'u rhwymo yn darparu galwadau prawf lles dyddiol allan.

Achrededig i TSA (Cymdeithas Gwasanaethau Teleofal) a NSI (Arolygiaeth Diogelwch Cenedlaethol) safonau.

Mae gennym brosesau parhad Busnes ac adfer Trychineb ar waith i sicrhau, beth bynnag fo'r amgylchiadau, ein bod yn gallu ateb galwadau brys bob amser.

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Role of Galw Gofal Alarm Centre

- Established in 2011, however over 20 years prior to this was set up as Care Connect.
- Current partnership is between Conwy, Gwynedd and Anglesey Council's hosted by Conwy from a state of the art Alarm Receiving Centre in Colwyn Bay. Once Devices by the Council telecare team Galw Gofal then takes over the monitoring.
- Over 30 staff taking Telecare, Out of Hours (Council & Housing Associations – Repairs, Social Services, Homelessness, Emergency situations, Highways etc.) and Lone worker support calls 24/7, 365. Fully Bilingual service.
- Approx. 500,000 calls a year taken from around Wales for service users. We have over 35 contracts which bring huge variety in the type of calls we receive.
- Monitor approx. 16,000 telecare devices. Direct links to family members, care teams, and emergency services. As well as in-bound calls provide outbound daily welfare check calls.
- Accredited to TSA (Telecare Services Association) and NSI (National Security Inspectorate) standards.
- We have Business continuity and Disaster recovery processes in place to ensure regardless of the circumstances we are able to always answer emergency calls.



Rôl Canolfan Derbyn Lawrm Galw Gofal

Beth sy'n digwydd pan fydd rhybudd yn cael ei dderbyn?

Effaith Galw Gofal nawr ac yn y dyfodol

www.galwgofal.gov.uk

The role of Galw Gofal Alarm Receiving Centre

What Happens When an Alert is Received?

The impact of Galw Gofal Now and in the Future

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Y Prosiect Moderneiddio Analog i Digidol The Analogue to Digital Modernisation Project

- Pam mae Teleofal yn newid?
- Gwahaniaethau allweddol rhwng teleofal analog a digidol

- Why is Telecare Changing?
- Key Differences Between Analogue and Digital Telecare

Feature	Analogue Telecare	Digital Telecare
Connectivity	Landline-based	Internet-based (WiFi/4G)
Call Quality	Can be unclear, prone to faults	High quality, faster response
Reliability	Can fail if phone lines are down	More reliable, with automatic alerts and SIM roaming, plus Ethernet connectivity on some devices in very rural areas
Smart features	Basic alerts only	Can integrate with AI, health monitoring, and GPS tracking.

- Beth mae cyngorau Gogledd Cymru yn ei wneud?
- Beth sydd angen i randdeiliaid ei wneud?

- What North Wales Councils Are Doing?
- What Stakeholders Need to Do?



Datblygiadau Teleofal a Datblygiadau yn y Dyfodol

- Y tu hwnt i fonitro yn y cartref: Dyfodol Teleofal
- Teleofal a Gofal Ataliol: Cadw pobl yn annibynnol am fwy o amser
- Mentrau Newydd yng Ngogledd Cymru

Telecare Advancements and Future Developments

- Beyond Home-Based Monitoring: The Future of Telecare
- Telecare & Preventative Care: Keeping People Independent for Longer
- New Initiatives in North Wales

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Sut gall rhanddeiliaid helpu i hyrwyddo Teleofal

- Pwy yw'r prif rhanddeiliaid?

Awdurdodau Lleol a Gweithwyr Cymdeithasol – Helpu teleofal mynediad defnyddwyr gwasanaeth.

GIG, meddygfeydd a Gwasanaethau Ambiwylans – Annog gofal sy'n seiliedig ar atal.

Cartrefi Gofal a Grwpiau Cymunedol – Hyrwyddo ymwybyddiaeth o deofal digidol.

Teuluoedd a Gofalwyr – Cefnogi anwyliaid i ddefnyddio teleofal.

Sut i godi ymwybyddiaeth?

How Stakeholders Can Help Promote Telecare

- Who are the Key Stakeholders?

Local Authorities & Social Workers – Helping service user's access telecare.

NHS, GP surgeries & Ambulance Services – Encouraging prevention based care.

Care Homes & Community Groups – Promoting awareness of digital telecare.

Families & Carers – Supporting loved ones to use telecare.

- How to Raise Awareness?

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Casgliad a CacA

Prif sylwadau i gymryd i ffwrdd

Mae Teleofal yng Ngogledd Cymru yn esblygu - mae dyfeisiau a gwasanaethau newydd yn cefnogi byw'n annibynnol.

Mae Galw Gofal yn chwarae rhan hanfodol – Ymateb cyflym i rybuddion i achub bywydau.

Mae'r Analog i Drosglwyddo Digidol yn FRYS – Rhaid uwchraddio pob dyfais erbyn 2027.

Mae technoleg yn datblygu'n gyflym – bydd AI, GPS a gwisgadwys yn trawsnewid teleofal.

Mae ymgysylltu â rhanddeiliaid yn hanfodol - Mae codi ymwybyddiaeth yn helpu teuluoedd, y gwasanaeth ambiwlans, ysbytai, a'r gwasanaethau cymdeithasol.

Sesiwn Holi ac Ateb Trafodaeth

www.galwgofal.gov.uk

nick.mccavish@conwy.gov.uk

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Conclusion & Q&A

Key Takeaways

Telecare in North Wales is evolving – New devices and services support independent living.

Galw Gofal plays a critical role – Fast response to alerts to save lives.

The Analogue to Digital Transition is URGENT – All devices must be upgraded by 2027.

Technology is advancing fast – AI, GPS and wearables will transform telecare.

Stakeholder engagement is crucial – Raising awareness helps families, ambulance service, hospitals, and social services.

Q&A Discussion

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