

If they develop coronavirus symptoms

If the person you're supporting develops coronavirus symptoms you can let them know about the information on the NHS Wales 111 website (formerly NHS Direct Wales):

<https://111.wales.nhs.uk/SelfAssessments/symptomcheckers/COVID19.aspx>

Main symptoms are either or both of the following:

- **a high temperature** – this means you feel hot to touch on your chest or back (you do not need to measure your temperature).
- **a new, continuous cough** – this means coughing a lot for more than an hour, or three or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual).
- **a loss of, or change in, your normal sense of taste or smell** (anosmia).

They shouldn't go to places like a GP surgery, pharmacy or hospital if they think they might have coronavirus. They should stay at home, and use the NHS 111 Wales service instead (*unless symptoms are serious – see below*)

There are two methods for doing this:

- Telephone 111 (currently available in the following health board areas - Hywel Dda, Powys, Aneurin Bevan and Swansea Bay - including Bridgend). If they're outside this area, please call 0845 46 47; or
- Use the online coronavirus symptom checker service: <https://111.wales.nhs.uk/SelfAssessments/symptomcheckers/COVID19.aspx>

If you're speaking to someone over the phone who doesn't have internet access, or isn't sure how to use the symptom checker, you could probably go through it for them whilst they're on the phone.

If symptoms are very serious, the person should ring 999. NHS 111 advises:

Call 999 now if you have any life threatening symptoms:

- Severe breathing problems (e.g. can't talk normally, turning blue and gasping).
- Chest pain (e.g. like a tight band or heavy weight in or around the chest).
- Stroke (e.g. unable to raise arm, one sided limb weakness or drooping face).
- Severe injury/heavy bleeding that cannot be stopped.
- Fitting now/unconscious (e.g. can't be woken).

Note: in helping the person to assess the potential seriousness of the issue you may also wish to ask them about any health conditions which they have, or other issues that might make them more vulnerable (for example, being over 70) – see the Welsh Government guidance section above. The NHS 111 symptom checker does also take these factors into account.

If NHS information appears to confirm that it's coronavirus, then the person will need to follow the Welsh Government guidance: <https://gov.wales/protect-yourselfothers-coronavirus>

Os ydynt yn datblygu symptomau'r Coronafeirws

Gallwch roi cyngor i'r unigolyn yn unol â'r wybodaeth ar 111 y GIG (Galw Iechyd Cymru gynt):

<https://111.wales.nhs.uk/SelfAssessments/symptomcheckers/COVID19.aspx>

Mae'r prif symptomau yn cynnwys y naill neu'r ddau beth isod:

- **tymheredd uchel** - mae hyn yn golygu eich bod yn teimlo'n boeth ar eich brest neu gefn (nid oes rhaid i chi fesur eich tymheredd)
- **peswch newydd, parhaus** - mae hyn yn golygu pesychu sawl gwaith am fwy nag awr, neu dri neu fwy o byliau o besychu mewn 24 awr (os oes gennych beswch fel arfer, gall fod yn waeth na'r arfer)
- **colli eich synnwyr blasu neu arogl arferol, neu newid ynddynt** (anosmia)

Ni ddylent fynd i lefydd megis meddygfa, fferyllfa neu'r ysbyty os credant fod ganddynt y coronafeirws. Dylent aros gartref, a defnyddio gwasanaeth 111 y GIG Cymru (ac eithrio os yw'r symptomau yn ddifrifol - gweler isod)

Mae dau ddull o wneud hyn:

- Ffonio 111 (ar gael ar hyn o bryd yn ardaloedd y byrddau iechyd canlynol - Hywel Dda, Powys, Aneurin Bevan a Bae Abertawe - gan gynnwys Pen-y-bont ar Ogwr). Os ydynt y tu allan i'r ardaloedd hyn, ffoniwch 0845 46 47; neu
- Defnyddiwch y gwasanaeth gwirio symptomau'r coronafeirws ar-lein: <https://111.wales.nhs.uk/SelfAssessments/symptomcheckers/COVID19.aspx>

Os ydych yn siarad â rhywun dros y ffôn nad oes ganddynt fynediad at y rhyngwrwyd, neu nad ydynt yn sicr sut i ddefnyddio'r gwiriwr symptomau, mae'n debyg y gallech fynd drwyddo ar eu rhan, tra eu bod ar y ffôn.

Os yw'r symptomau yn ddifrifol iawn, yna dylai'r unigolyn ffonio 999. Cyngor 111 y GIG:

Ffoniwch 999 nawr os oes gennych unrhyw symptomau sy'n peryglu bywyd:

- Problemau anadlu difrifol (e.e. methu â siarad yn iawn, troi'n las ac anadlu'n drwm)
- Poen yn y frest (e.e. fel band tynn neu bwysau trwm yn y frest neu o'i chwmpas)
- Strôc (e.e. methu â chodi'r fraich, gwendid ar un ochr i'r corff neu wyneb yn cwmpo)
- Anaf difrifol/gwaedu trwm na ellir ei stopio
- Yn ffitio nawr/anymwybodol (e.e. ni ellir ei ddefro)

Noder: wrth helpu'r unigolyn i asesu difrifoldeb posibl y mater, gallwch ofyn iddo am unrhyw gyflyrau iechyd sydd ganddo, neu faterion eraill a all ei wneud yn fwy bregus (er enghraifft, bod dros 70 oed) - gweler adran canllawiau Llywodraeth Cymru isod. Yn ogystal, mae gwiriwr symptomau 111 y GIG yn cymryd y ffactorau hyn i ystyriaeth.

Os ymddengys fod gwybodaeth y GIG yn cadarnhau achos o'r coronafeirws, yna bydd angen i'r unigolyn ddilyn canllawiau Llywodraeth Cymru:

<https://gov.wales/protect-yourselfothers-coronavirus>