

If you're concerned about someone

If you have a non-emergency concern for someone aged 50 or over you're supporting you can contact Age Cymru Advice for support on 08000 223 444

If the person is aged under 50 you can call Citizen's Advice on 03444 77 20 20

If you're worried about someone's **physical health** contact the NHS:

- Online: <https://111.wales.nhs.uk/> (for help and advice)
- Phone: 111 (if symptoms get worse)
- Phone: 999 (if someone's life is at risk)

If you're worried about someone's **mental health**, you can encourage them to get help and support from [Every Mind Matters](#).

They can also get support from:

C.A.L.L. Helpline (Community Advice & Listening Line)

The C.A.L.L. Helpline is a dedicated mental health helpline for Wales. It provides confidential listening and emotional support and can help them contact support in their local area, including voluntary and charitable organisations.

It's available on **0800 132 737**, or by texting **'help'** to 81066.

Alternatively, they can visit the [C.A.L.L. website](#).

Or

If people are experiencing severe distress:

The Samaritans service provides emotional support for people who are experiencing feelings of distress or despair, including those that may lead to suicide.

Confidential Samaritans helpline: 116 123

Available free of charge on any phone and is available 24 hours a day, 365 days a year.

Welsh Language Line: 0808 164 0123

E-mail: jo@samaritans.org

Website: www.samaritans.org

They have a specific section about mental health during the coronavirus outbreak at: <https://www.samaritans.org/how-we-can-help/support-and-information/if-youre-having-difficult-time/if-youre-worried-about-your-mental-health-during-coronavirus-outbreak/>

Concerns about abuse

Abuse and neglect is when an adult who needs care and support is harmed, exploited or neglected through the action or inaction of others. The main forms of abuse are physical, financial, neglect, psychological, sexual and discriminatory. Sometimes an adult who needs care and support can be affected by more than one type of abuse.

If the adult who needs care and support can get support themselves if you give them the right information, advise them to:

Contact the following

Police - if a crime may have been committed, or if the adult who needs care and support or other members of the public may be at risk, dial 999 (emergency) or 101 (non-emergency).

Adult social services - at the local council for the area where the abuse has happened (via main council number).

Care Inspectorate Wales - for concerns about health and social care services 0300 790 0126.

Age Cymru Advice - for other local and national sources of support 08000 223 444.

If the adult who needs care and support cannot get support themselves if you give them the right information, and there is an immediate and significant risk to their safety and health, or that of others; call the emergency services on their behalf on 999.

If the adult who needs care and support cannot get support themselves if you give them the right information, and there is no immediate and significant risk to their safety and health, or that of others; offer to get in touch with support services on their behalf, as stated above.

Domestic abuse

If you're worried that the person you're supporting is experiencing domestic abuse and sexual violence whilst staying at home there is a free helpline. The helpline can advise women, men, children and people worried about a friend or relative.

They can also visit [Live Fear Free](#) for advice (including online chat). Or they can call the helpline on 0808 80 10 800. This service is available 24/7.

Anyone in immediate danger should call 999. They can also make a silent call to the police – dial 999 – then [55 if they can't talk](#)

If the person you're supporting needs further help and is aged 50 or over they can contact Age Cymru Advice on **08000 223 444**, available 9:30am to 4:30pm, Monday to Friday, or email **advice@agecymru.org.uk** Please note, this is not an emergency support line.

If the person you're supporting needs further help and is aged under 50, they can call Citizens Advice on **03444 77 20 20**, available 9am to 5pm, Monday to Friday, or visit **www.citizensadvice.org.uk/wales/** Please note, this is not an emergency support line.

Beth i'w wneud os ydych yn pryderu am rywun

Os oes gennych bryder nad yw'n frys am rywun yr ydych chi'n ei gefnogi sy'n 50 oed neu hŷn, gallwch gysylltu ag Age Cymru Advice am gefnogaeth ar 08000 223 444

Os yw'r unigolyn yr ydych chi'n ei gefnogi dan 50 oed, gallwch ffonio Cyngor ar Bopeth ar 03444 77 20 20

Os ydych yn poeni am **iechyd corfforol** rhywun, cysylltwch â'r GIG:

- Ar-lein: <https://111.wales.nhs.uk/> (am gymorth a chyngor)
- Ffôn: 111 (os yw'r symptomau'n gwaethygu)
- Ffôn: 999 (os yw bywyd rhywun mewn perygl)

Os ydych yn poeni am **iechyd meddwl** rhywun, gallwch ei annog i geisio cymorth a chefnogaeth gan [Every Mind Matters](#).

Yn ogystal, gall yr unigolyn gael cefnogaeth gan:

Llinell Gymorth C.A.L.L. (Llinell Gyngori a Gwrando Gymunedol)

Mae'r Llinell Gymorth C.A.L.L. yn llinell gymorth wedi'i neilltuo i Gymru. Mae'n darparu gwasanaeth gwrando cyfrinachol a chefnogaeth emosiynol ac yn gallu helpu unigolion i geisio cefnogaeth yn eu hardal leol, gan gynnwys sefydliadau gwirfoddol ac elusennol.

Mae'r gwasanaeth ar gael ar **0800 132 737**, neu drwy anfon neges destun gyda'r gair **'help'** i 81066.

Fel arall, gellir mynd ar [wefan C.A.L.L.](#)

Neu

Os yw pobl yn profi trallod difrifol:

Mae gwasanaeth y Samariaid yn darparu cefnogaeth emosiynol i bobl sy'n profi teimladau o drallod neu anobaith, gan gynnwys y rheiny sy'n arwain at hunanladdiad.

Llinell Gymorth Gyfrinachol y Samariaid: 116 123

Mae'r gwasanaeth ar gael am ddim ar unrhyw ffôn ac ar gael 24 awr y dydd, 365 diwrnod y flwyddyn.

Llinell Gymraeg: 0808 164 0123

E-bost: jo@samaritans.org

Gwefan: www.samaritans.org

Mae ganddynt adran benodol ynglŷn ag iechyd meddwl yn ystod yr argyfwng coronafeirws yn: <https://www.samaritans.org/how-we-can-help/support-and-information/if-youre-having-difficult-time/if-youre-worried-about-your-mental-health-during-coronavirus-outbreak/>

Pryderon ynglŷn â cham-drin

Cam-drin ac esgeulustod yw pan mae oedolyn sydd angen gofal a chefnogaeth yn cael ei niweidio, ecsbloetio neu esgeuluso drwy weithredoedd neu ddiffyg gweithredoedd eraill. Y prif ffurfiau ar gam-drin yw corfforol, ariannol, esgeulustod, seicolegol, rhywiol a gwahaniaethol. Weithiau, gall oedolyn sydd angen gofal a chefnogaeth gael ei effeithio gan fwy nag un math o gamdriniaeth.

Gall yr oedolyn sydd angen gofal a chefnogaeth geisio cefnogaeth ei hun os ydych chi'n rhoi'r wybodaeth gywir iddo, cynghorwch yr unigolyn i:

Gysylltu â'r canlynol

Heddlu - os yw trosedd yn cael ei chyflawni neu os yw'r unigolyn sydd angen gofal a chefnogaeth neu aelodau'r cyhoedd mewn perygl, 999 (brys) neu 101 (ddim yn frys)

Gwasanaethau cymdeithasol i oedolion -

Yn y cyngor lleol yn yr ardal lle mae'r cam-drin wedi digwydd (drwy brif rif y cyngor).

Arolygiaeth Gofal Cymru - am bryderon am

wasanaethau iechyd a gofal cymdeithasol 0300 790 0126

Age Cymru Advice - am ffynonellau eraill

o gefnogaeth leol a chenedlaethol 08000 223 444

Os nad yw'r unigolyn sydd angen gofal a chefnogaeth yn gallu ceisio cefnogaeth ei hun os ydych chi'n rhoi'r wybodaeth gywir iddo, ac mae risg uniongyrchol a sylweddol i'w ddiogelwch a'i iechyd, neu ddiogelwch ac iechyd eraill; ffoniwch y gwasanaethau brys ar ei ran ar 999.

Os nad yw'r unigolyn sydd angen gofal a chefnogaeth yn gallu ceisio cefnogaeth ei hun os ydych chi'n rhoi'r wybodaeth gywir iddo, ac mae risg uniongyrchol a sylweddol i'w ddiogelwch a'i iechyd, neu ddiogelwch ac iechyd eraill; cynigiwch gysylltu â'r gwasanaethau cefnogi ar ei ran, fel y nodwyd uchod.

Cam-drin domestig

Os ydych yn poeni bod yr unigolyn yr ydych yn ei gefnogi yn profi camdriniaeth ddomestig a thrais rhywiol wrth aros gartref, yna mae llinell gymorth am ddim. Gall y llinell gymorth gynghori merched, dynion, plant a phobl sy'n poeni am gyfaill neu berthynas.

Yn ogystal, gellir ymweld â [Byw Heb Ofn](#) am gyngor (gan gynnwys sgwrs ar-lein). Neu gellir ffonio'r llinell gymorth ar 0808 80 10 800. Mae'r gwasanaeth hwn ar gael 24/7.

Dylai unrhyw un sydd mewn perygl uniongyrchol ffonio 999. Gellir hefyd gwneud galwad mud i'r heddlu - ffoniwch 999 - ac yna pwyswch [55 os na all yr unigolyn siarad](#)

Os yw'r unigolyn yr ydych chi'n ei gefnogi angen rhagor o gymorth ac yn 50 oed neu'n hŷn, gall gysylltu ag Age Cymru Advice ar **08000 223 444**, rhwng 9:30am a 4:30pm, ddydd Llun i ddydd Gwener, neu e-bost advice@agecymru.org.uk Noder nad yw hon yn llinell gymorth frys.

Os yw'r unigolyn yr ydych chi'n ei gefnogi angen rhagor o gymorth a dan 50 oed, gall gysylltu â Cyngor ar Bopeth ar **03444 77 20 20**, rhwng 9am a 5pm, ddydd Llun i ddydd Gwener, neu fynd i www.citizensadvice.org.uk/wales/ Noder nad yw hon yn llinell gymorth frys.