

SUPPORT SERVICES



Information for Families



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Betsi Cadwaladr
University Health Board



What is Derwen?

An Integrated Team for Disabled Children working with children and young people between 0 -18 years of age in Gwynedd. The Team provides information, assessment, intervention and support for disabled children and young people with continuing needs as a result of disabilities or illness. The Team aims to support families, carers and the wider community in order to promote the health and welfare of disabled children and young people in Gwynedd.



Support Services

Derwen Support Service is committed to provide a flexible Support Service for disabled children / young people and children / young people who are ill in Gwynedd by:

- ◆ Working with the child or young person and family to reach a positive outcome.
- ◆ Co-working with professional workers within Derwen on specific and intense schemes to benefit families.
- ◆ Developing children and young people's skills.
- ◆ Enabling children and young people to take part in activities in the community with their peers.
- ◆ Enabling disabled children and young people to be included in mainstream activities.
- ◆ Offering respite to carers.



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- ◆ Caring for a child or young person in their own home.
- ◆ Providing overnight care in the home, where practically possible.
- ◆ Providing activities during school holidays.
- ◆ To provide support for personal care.
- ◆ For safeguarding.
- ◆ Offering support which has been based on specific needs, and the needs that has been assessed, for the child and / or carer.



Home Care Service

A service that is regulated by the Care Inspectorate Wales which provides personal care service within the home of the individuals. Personal care and support is provided with:

Dressing and undressing.

Washing.

Toilet and continence requirements.

Manual handling.

Eating and meals.

Can also provide overnight home care as required.



Community Service

A service that provides sessions for children and young people in the community with a focus on short break, leisure and developing outcome based skills. Support the children and young people by working on active support plans, providing group services and skills development sessions.



Family Support Officers

The role of the Family Support Officers within the Support Service is to offer intense short term intervention through:

- ◆ Supporting with morning routine and sleep.
- ◆ Support with implementing positive behaviour plans.
- ◆ Promote parenting skills.



Parent Support Officers

Provide Incredible Years and Plain Sailing training for parents together with workshops for:

Sleep.

Behaviour.

Sensory.

Anxiety.

As well as the above they also prepare emotional regulation sessions in groups or 1:1.



Qualifications and Training

Support Workers receive general training in topics such as First Aid, Safeguarding Awareness and Manual Handling. Staff will also be required to complete the Level 3 QCF Diploma qualification for Health & Social Care (Children and Young People).



Fees

At present Gwynedd Council do not charge for services to children and young people under 18 years of age.



Medication

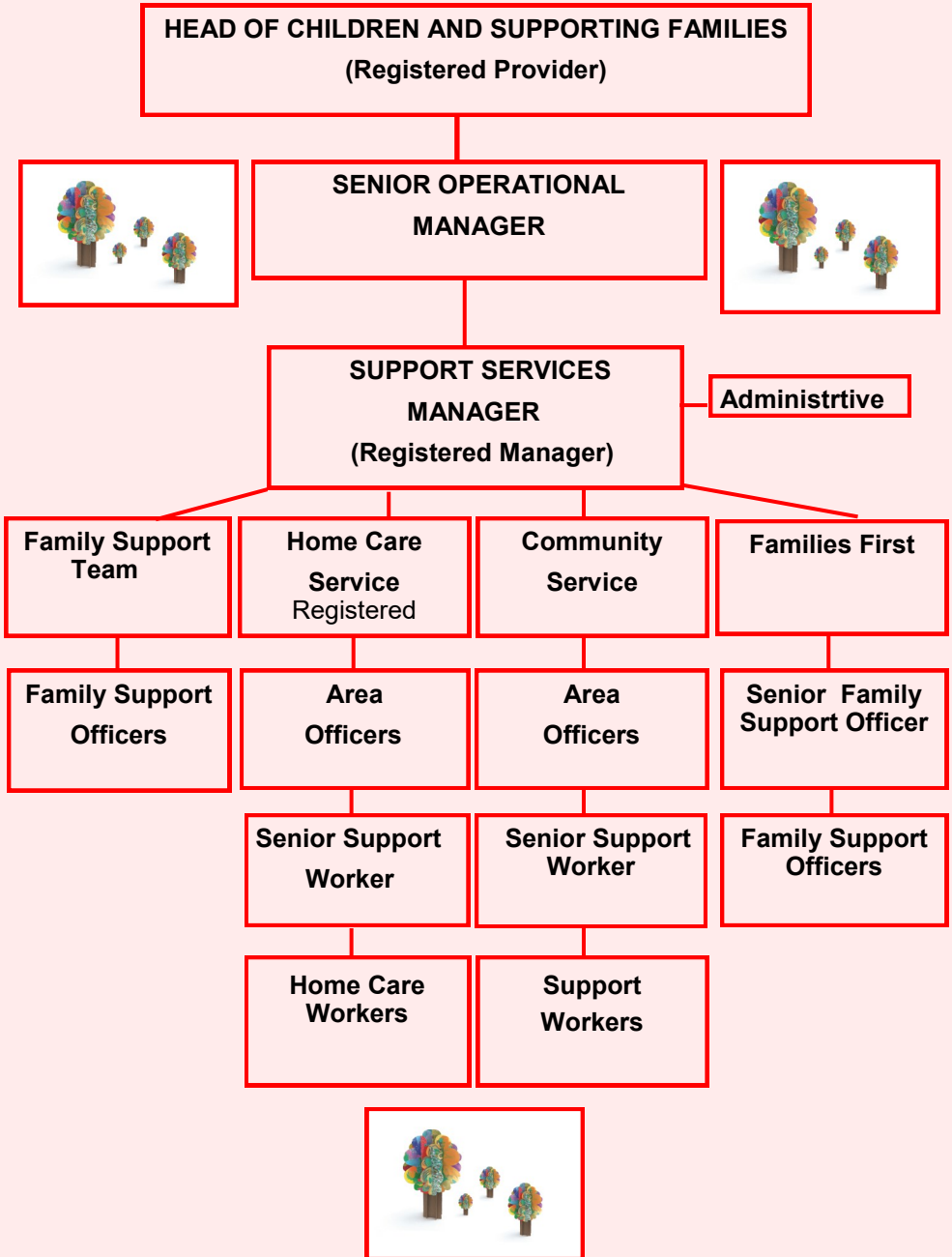
Medication can be administered by the care workers only after medication training has been provided.

Emergency medication can be given (for epilepsy, epi-pen) and may only be given if personal and specific training has been received by the care worker.



Only Support Workers employed by the Children and Supporting Families Department, Gwynedd Council, and who hold an enhanced DBS, provide services through 'Derwen' Support Services.


STRUCTURE OF THE SERVICE



Comments, Complaints and Compliments

- ◆ Service Users and their families can contact any 'Derwen' office to express their views.
- ◆ From time to time a questionnaire will be sent out to Service Users to obtain their views on the service. We would appreciate any feed-back in order to improve the quality of the service.
- ◆ Service Users wishing to make any positive comment or complaint about the service received can contact the Support Services Officer or Derwen Support Services Manager at:

Bron Hendre, South Road,
Caernarfon,
LL55 2HP


 03000 840967

Or with the:

Customer Care Officer,
Gwynedd Social Services Department,
Gwynedd Council Offices, Shirehall Street,
Caernarfon, LL55 1SH.

- ◆ The Care and Social Services Inspectorate Wales are responsible for registering and inspecting agencies providing domiciliary care. They can be contacted at:

CSIW North Wales Region,
Government Offices,
Sarn Mynach,
Llandudno Junction,
LL31 9RZ

 0300 7900 126

How to Contact Us:

- ◆ You can contact us on the telephone numbers noted below. If there is no reply in the area office please contact the Arfon office.
- ◆ In an emergency outside of office hours you can contact the *Emergency Out of Hours Social Service & Homeless Service Team* on 01248 353551.

ARFON

Bron Hendre
South Road
Caernarfon
LL55 2HP



03000 840967

DWYFOR

Dwyfor Area Office
Ffordd y Cob
Pwllheli
LL53 5AA



01758 704425

MEIRONNYDD

Meirionnydd Area
Offices
Cae Penarlâg
Dolgellau
LL40 2YB



01341 424503

Or e-mail: Derwen@gwynedd.llyw.cymru

Sign in to **DERWEN's** Facebook page for the latest information about events and advice for disabled children / young people and their families.



[Facebook.com/Derwen](https://www.facebook.com/Derwen)

