



Yr Ymarferydd Gwasanaethau Cymdeithasol

Deall deddfwriaeth yng nghyd-destun
rôl yr Ymarferydd Gwasanaethau
Cymdeithasol

Deall Deddf Rheoleiddio ac Arolygu
Gofal Cymdeithasol (Cymru) 2016

Social Services Practitioner

Understanding legislation in the
context of the Social Services
Practitioner role

Understand the Regulation and
Inspection of Social Care (Wales) Act
2016



Facilitator notes

WELSH

Cyn mynychu, mae'n ofynnol i ddysgwyr gael mynediad at gopi digidol neu gopi caled o'u Cod Ymarfer/Ymddygiad perthnasol gan gynnwys fersiwn 'i Gyflogwyr', rheoliadau RISCA a swydd ddisgrifiad, ac unrhyw ganllawiau ymarfer perthnasol eraill.

ENGLISH

Prior to attending, learners are required to have access to a digital or hard copy of their relevant Code of Practice/Conduct including 'for Employers' version, RISCA regulations and job description, and any other relevant practice guidance.

Mae'r adnodd hwn wedi'i ddatblygu mewn partneriaeth â'r Consortiwm Ymarferwyr Gwasanaethau Cymdeithasol (SSP) ar ran Gofal Cymdeithasol Cymru. Mae'r consortiwm yn cynnwys y partneriaid canlynol:

This resource has been developed in partnership by the Social Services Practitioner (SSP) Consortium on behalf of Social Care Wales. The consortium is made up of the following partners:



Gofal Cymdeithasol Cymru a'i gyngorwyr penodedig sy'n berchen ar hawlfraint y deunyddiau hyn. Gall darparwyr dysgu, awdurdodau lleol a darparwyr gwasanaethau gofal yng Nghymru gopïo, atgynhyrchu, dosbarthu neu drefnu bod y Rhaglen Ddysgu Ymarferwyr Gwasanaethau Cymdeithasol (SSP) ar gael fel arall i unrhyw drydydd parti arall ar sail ddielw yn unig. Rhaid i unrhyw bartïon eraill sy'n dymuno copïo, atgynhyrchu, dosbarthu neu fel arall wneud y Rhaglen Ymarferwyr Gwasanaethau Cymdeithasol (SSP) ar gael i unrhyw drydydd parti arall geisio caniatâd ysgrifenedig Gofal Cymdeithasol Cymru ymlaen llaw.

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Sgiliau Astudio / Study Skills



Cyfeirnod / Referencing



Darllen / Reading



Ysgrifenu / Writing



Myfyrdod Beirniadol /
Critical Reflection



Cyfathrebiad /
Communication



Gwaith Grŵp / Group Work



Cyflwyniad / Presentation



Ymchwil / Research



Sgiliau rhyngpersonol /
Interpersonal Skills

Sgiliau Astudio Cudd / Hidden Study Skills

Peidiwch ag anghofio bod amrywiaeth o sgiliau wedi'u gwreiddio, gan gynnwys...

Trefniadaeth

Cadw amser

Cynllunio

Cymryd nodyn

Cynllunio Traethawd

Gwrandawriad

Datrys problemau

Penderfyniadau

Cwestiynu

Siarad yn effeithiol

Cyfathrebu llafar

Efallai y bydd rhai o'r rhain yn rhan o'ch sgiliau rhyngpersonol hefyd.

Don't forget there are a range of skills embedded including...

Organisation

Time keeping

Planning

Note taking

Essay planning

Listening

Problem solving

Decision making

Questioning

Effective speaking

Verbal communication

Some of these may form part of your Interpersonal Skills too.

Contract dysgu

- A wnewch chi gadw eich camerâu ymlaen os gwelwch yn dda
- A wnewch chi ddiffodd eich meicroffonau os gwelwch yn dda os oes sŵn cefndir. Click to add text
- A wnewch chi godi eich llaw os ydych am ofyn cwestiwn
- Cyfrinachedd
- Parch
- Ffonau symudol
- Amser egwyl
- Gwerthusiad

Learning contract

- Can you keep your cameras on please
- Can you turn off your microphones please if there is background noise.
- Can you raise your hand if you want to ask a question
- Confidentiality
- Respect
- Mobile phones
- Breaktime
- Evaluation



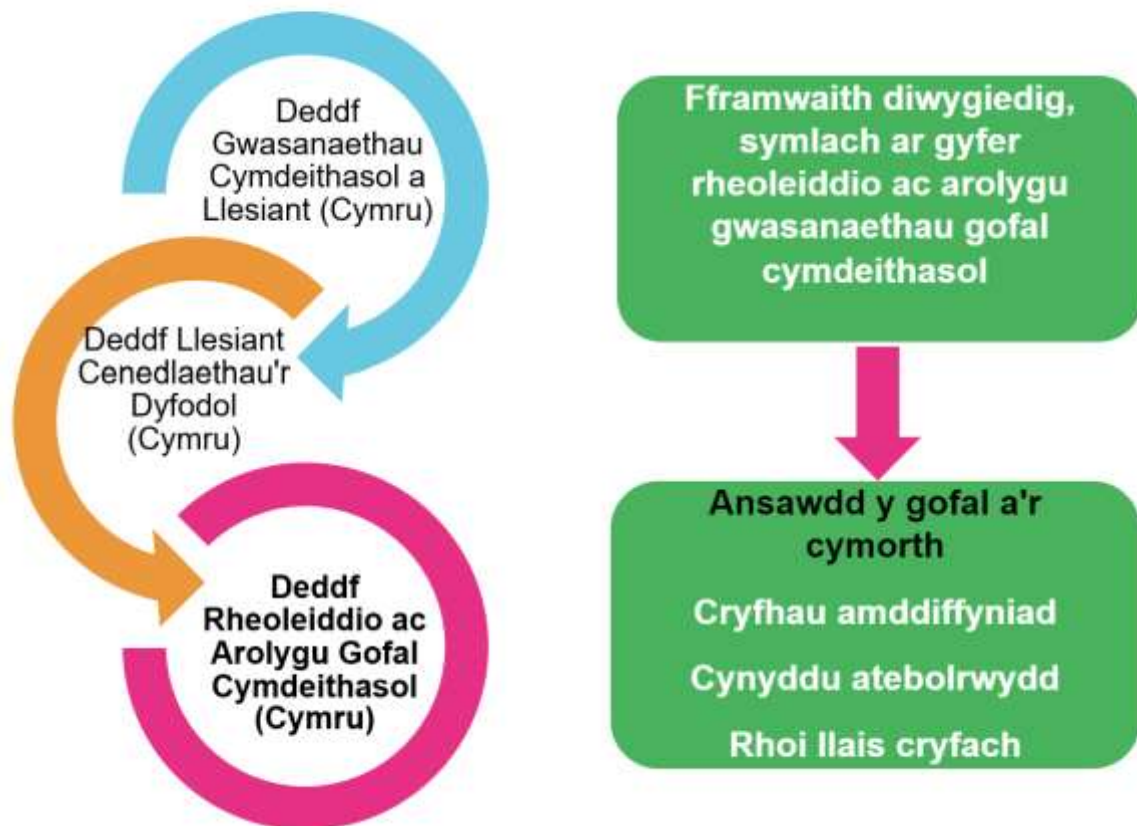
Deilliant dysgu

- Deall nodau a diben Deddf Rheoleiddio ac Arolygu Gofal Cymdeithasol (Cymru).
- Dysgu sut i ddefnyddio Deddf Rheoleiddio ac Arolygu Gofal Cymdeithasol (Cymru) yn eich rôl

Learning outcome

- Understand the aims and purpose of the Regulation and Inspection of Social Care (Wales) Act
- Learn how to use the Regulation and Inspection of Social Care (Wales) Act in your role

Mae'n ymwneud â Llesiant...



5

Facilitator notes

Welsh

Mae **Deddf Rheoleiddio ac Arolygu Gofal Cymdeithasol (Cymru) 2016** yn darparu fframwaith diwygiedig, symlach ar gyfer rheoleiddio ac arolygu gwasanaethau gofal cymdeithasol yng Nghymru.

Mae'r Ddeddf yn cael ei chyflwyno i wella **ansawdd gofal a chymorth** yng Nghymru. Bydd yn gwneud hyn drwy **gryfhau amddiffyniad**, cynyddu **atebolrwydd** y rhai sy'n darparu gwasanaethau a rhoi **llais cryfach** i bobl sy'n defnyddio gwasanaethau gofal a chymorth.

Mae hefyd yn ymgorffori amcanion **Deddf Gwasanaethau Cymdeithasol a Llesiant (Cymru) 2014** a **Deddf Llesiant Cenedlaethau'r Dyfodol (Cymru) 2015** fel eu bod yn cynhyrchu system gyfan gyda'r nod o wella **llesiant** pobl Cymru.

Gyda'i gilydd, disgrifiwyd y tri darn hyn o ddeddfwriaeth fel y newid cyfreithiol mwyaf arwyddocaol i ofal cymdeithasol yng Nghymru ers datganoli.

English

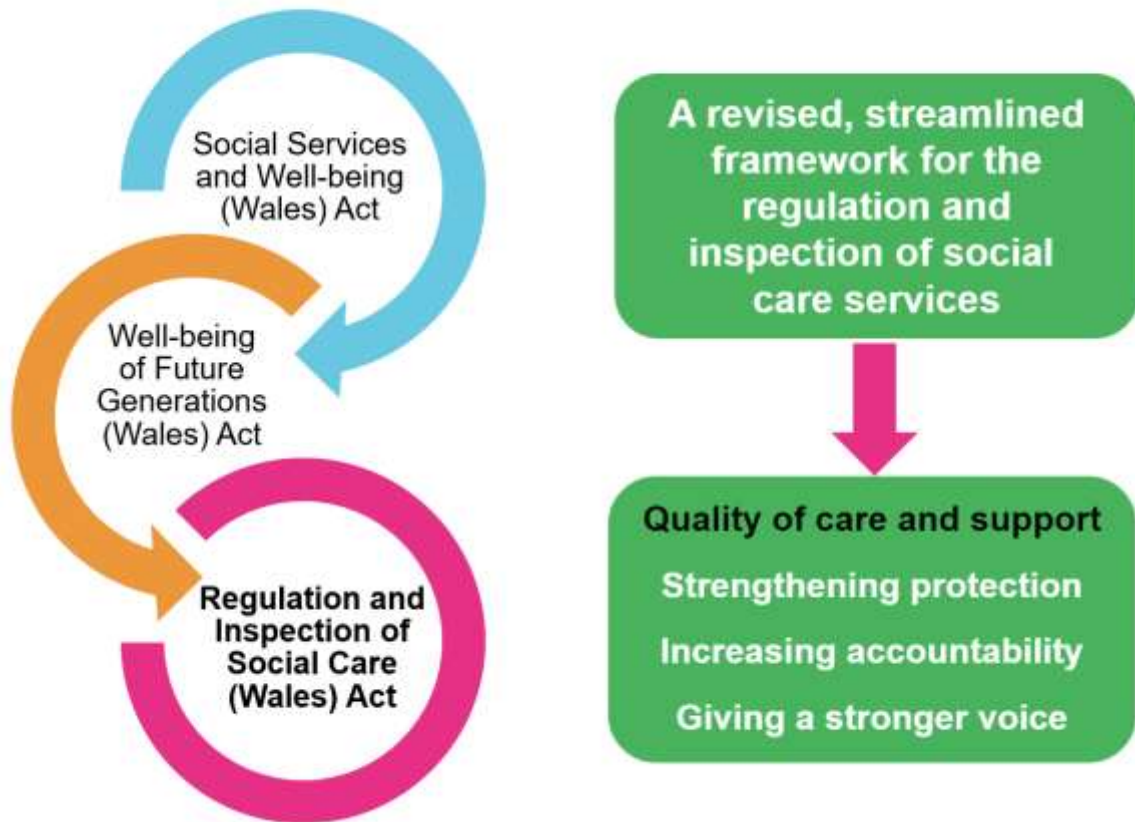
The **Regulation and Inspection of Social Care (Wales) Act 2016** provides a revised, streamlined framework for the regulation and inspection of social care services in Wales.

The Act is being introduced to improve the **quality of care and support** in Wales. It will do this by **strengthening protection**, increasing **accountability** of those who provide services and giving a **stronger voice** to people who use care and support services.

It also embeds the aims of the **Social Services and Well-being (Wales) Act 2014** and the **Well-being of Future Generations (Wales) Act 2015** so they produce a whole system with the aim of improving the **well-being** of the people of Wales.

Taken together, these three pieces of legislation have been described as the most significant legal change to social care in Wales since devolution.

It's all about well-being...



Facilitator notes

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Rheoleiddio i lwyddo



Regulating for success

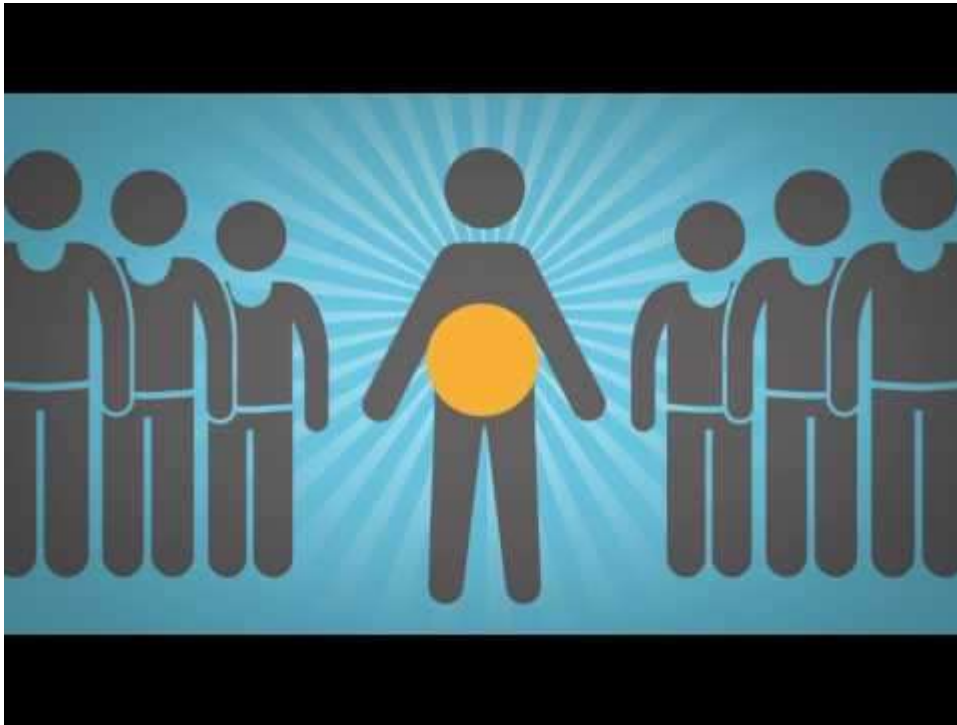
Facilitator notes

Welsh

Ymarfer beth ydych chi'n ei wybod am RISCA?
Disgrifiwch ffyrdd y gallwch gymhwyso'r ddeddfwriaeth hon yn ymarferol

English

Exercise what do you know about RISCA?
Describe ways you may apply this legislation to practice



Facilitator notes

Dim ond yn Saesneg mae'r fideo hwn ar gael.

This video is only available in English.

Welsh

Cyswllt Fideo - <https://youtu.be/Qvm7ojok9U>

Gwylwch y fideo

Parhewch i drafod sut mae myfyrwyr yn defnyddio'r ddeddfwriaeth hon

English

Video Link - <https://youtu.be/Qvm7ojok9U>

Watch video

Continue to discuss how students use this legislation

Ar bwy mae'n effeithio?



Welsh

Bydd y Ddeddf yn effeithio ar y sector gofal a chymorth cyfan: ystod eang o sefydliadau, rheolwyr, staff a phobl sy'n defnyddio gwasanaethau gofal a chymorth **rheoleiddiedig**.

Gwasanaethau rheoleiddiedig yw'r rhai a ddangosir yn y sleid hon: gwasanaeth cartref gofal; gwasanaeth llety diogel; gwasanaeth canolfan breswyl i deuluoedd; gwasanaeth mabwysiadu; gwasanaeth maethu; cynllun lleoli oedolion; gwasanaeth eiriolaeth neu wasanaeth cymorth cartref.

Sylwch y bydd cartrefi gofal plant yn cael eu dosbarthu fel cartrefi gofal o dan y rheoliadau gwasanaeth newydd. Sylwch fod gwasanaeth cartref gofal yn cynnwys cartrefi preswyl, yn ogystal â chartrefi nyrsio.

Bydd y Ddeddf yn effeithio ar ddarparwyr o bob math – awdurdodau lleol, darparwyr yn y sector gwirfoddol a chymunedol, sefydliadau neu unigolion sy'n ddarparwyr di-elw a phreifat – gan ddarparu gwasanaethau rheoleiddiedig ar gyfer pob math o grwpiau gofal megis pobl ag anableddau dysgu, gwasanaethau iechyd meddwl, gwasanaethau plant, gwasanaethau pobl hŷn, ac ati.

English

The Act will affect the whole care and support sector: a wide range of organisations, managers, staff and people who use **regulated** care and support services.

Regulated services are the ones shown in this slide: a care home service; a secure accommodation service; a residential family centre service; an adoption service; a fostering service; an adult placement scheme; an advocacy service or a domiciliary support service.

Note that childcare homes will be classed as care homes under the new service regulations. Note that a care home service includes residential homes, as well as nursing homes.

The Act will affect providers of all types – local authorities, voluntary and community sector providers, not-for-profit and private sector provider organisations or individuals – providing regulated services for all types of care groups such as people with learning disabilities, mental health services, children's services, older people's services, etc.

Who does it affect?



Facilitator notes

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Beth mae'r Ddeddf yn ei newid?



What does the Act change?



Facilitator notes

Welsh

Beth mae'r Ddeddf yn ymwneud ag ef? Mae pum prif elfen y mae'r Ddeddf yn eu newid:

1. Mae'r Ddeddf yn sefydlu Gofal Cymdeithasol Cymru
2. Rheoleiddio'r gweithlu ar draws yr holl ddarpariaeth gofal a chymorth yng Nghymru
3. Rheoleiddio darparwyr gwasanaethau gofal cymdeithasol: cartrefi gofal, asiantaethau gofal cartref, ac ati (gwasanaethau rheoleiddiedig)
4. Arolygu ac adrodd gan awdurdodau lleol
5. Adroddiadau sefydlogrwydd y farchnad a throsolwg o'r farchnad
- 6.

Mae'r Ddeddf hefyd yn ymwneud â:

- Sut mae sefydliadau'n rhannu gwybodaeth ac yn gweithio gyda'i gilydd
- Bod yn gyson â newidiadau a ddarperir gan Ddeddf Gwasanaethau Cymdeithasol a Llesiant (Cymru) 2014

English

What is the Act concerned with? There are five main elements that the Act changes:

1. The Act establishes Social Care Wales
2. Regulation of the workforce across all care and support provision in Wales
3. Regulation of social care service providers: care homes, domiciliary care agencies, etc (regulated services)
4. Inspection of and reporting by local authorities
5. Market stability reports and market oversight
- 6.

The Act is also concerned with:

- How organisations share information and work together
- Being consistent with changes delivered by the Social Services and Well-being (Wales) Act 2014

Hen gofrestrriad gwasanaeth Model seiliedig ar sefydliad

AGC

Suncare Ltd
Gofal cartref
RhCT

Suncare Ltd
Gofal cartref
Merthyr

Suncare Ltd
Cartref Gofal
Pen-y-Bont

Suncare Ltd
Cartref gofal
Caerdydd

- Cofrestru pob sefydliad ac asiantaeth ar wahân
- Mae gan bob gwasanaeth reolwr cofrestredig gydag AGC a GCC
- Unigolyn cyfrifol wedi'i enwebu ond heb ei gofrestru

Old service registration Establishment based model

CIW

Suncare Ltd
Domiciliary
care RCT

Suncare Ltd
Domiciliary
care Merthyr

Suncare Ltd
Care home
Bridgend

Suncare Ltd
Care home
Cardiff

- Registration of each separate establishment and agency
- Each service has a registered manager with CIW and SCW
- Responsible individual nominated but not registered

Facilitator notes

Welsh

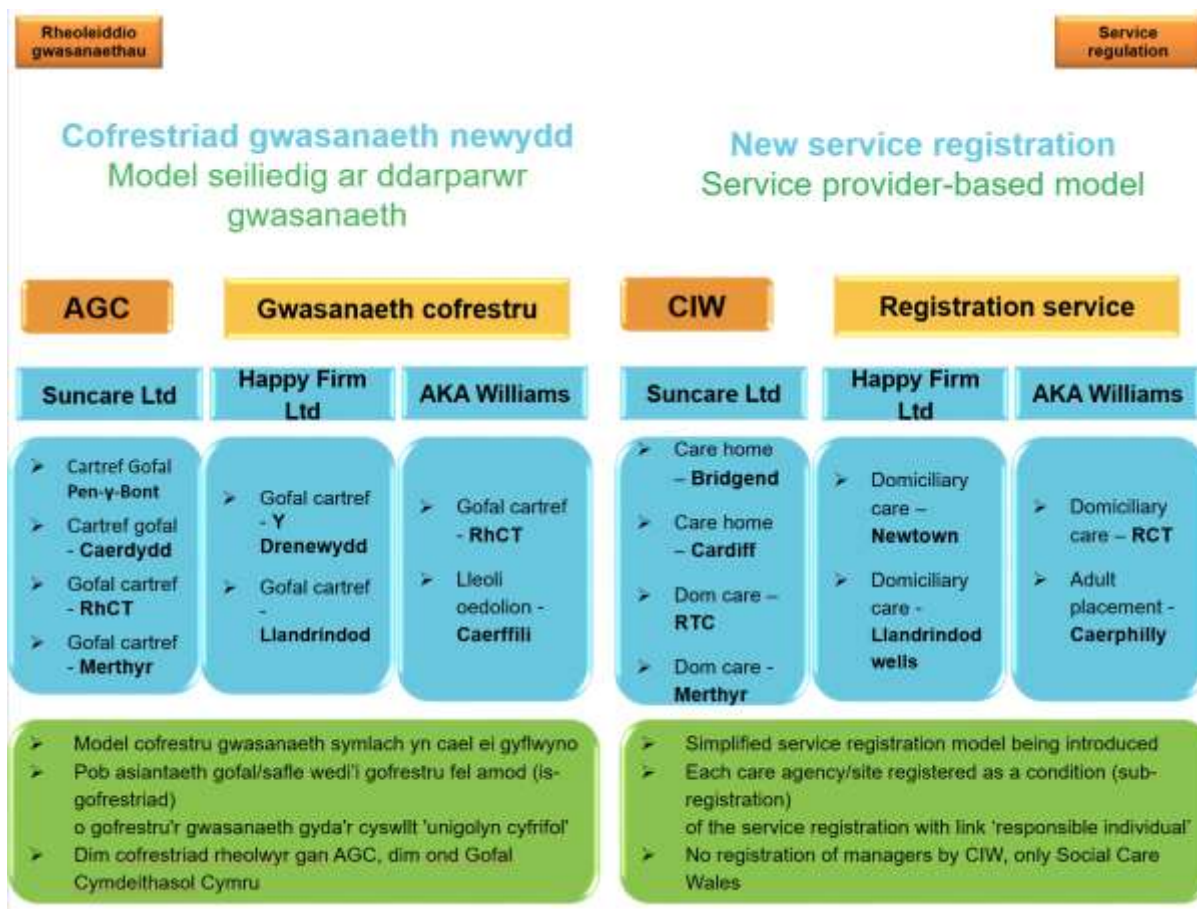
Dyma'r system cofrestru darparwyr gwasanaeth cyn gweithredu'r Ddeddf – mae darparwyr yn cofrestru fesul sefydliad ac asiantaeth, ac mae gan bob gwasanaeth reolwr cofrestredig gydag AGC (a'r Gofal Cymdeithasol Cymru). Yn yr enghraifft a ddangosir ar y sleid mae gan y darparwr Suncare Ltd bedwar cofrestrriad ar wahân gan fod ganddo bedwar sefydliad.

Mae'r model sy'n seiliedig ar sefydliad yn dibynnu ar ddiffiniadau caeth o fathau o wasanaeth ee ni all cartref gofal gael preswlydd ag anabledau dysgu oni bai ei fod wedi'i gofrestru fel sefydliad anabledd dysgu. Nod y dull newydd o gofrestru gwasanaethau yw caniatáu mwy o hyblygrwydd wrth gofrestru er mwyn sicrhau, er enghraifft, nad oes rhaid i breswlydd symud i ddarpariaeth wahanol oherwydd nad yw ei ddarparwr wedi'i gofrestru i ddiwallu ei anghenion newidiol hyd yn oed os yw'r darparwr yn gallu gwneud hynny. Bydd darparwyr yn disgrifio yn eu datganiad o ddiben y gwasanaethau y maent yn eu darparu a'r staff, yr hyfforddiant neu'r cyfleusterau sydd ganddynt sy'n eu galluogi i ddiwallu anghenion llesiant y bobl sy'n defnyddio eu gwasanaeth.

English

This is the service provider registration system prior to the Act's implementation – providers register by establishment and agency, and each service has a registered manager with CIW (and Social Care Wales). In the example shown on the slide the provider Suncare Ltd has four separate registrations as it has four establishments.

The establishment-based model relies on tight definitions of service types e.g. a care home cannot have a resident with learning disabilities unless it is registered as a learning disability establishment. The aim of the new approach to service registration is to allow greater flexibility of registration to ensure that, for example, a resident does not have to move to different provision because their provider is not registered to meet their changing needs even if the provider is able to do so. Providers will describe within their statement of purpose the services they provide and the staff, training or facilities they have that enable them to meet the well-being needs of people who use their service.



Facilitator notes

Welsh

Bydd y Ddeddf yn cyflwyno model newydd o reoleiddio gwasanaethau, fel y dangosir yn y sleid hon, lle mae cofrestru fesul darparwr gwasanaeth yn hytrach na sefydliad. Er y bydd yn ofynnol o hyd i ddarparwyr nodi'r lle(oedd) y mae gwasanaeth yn cael ei ddarparu ynddynt, ohono neu mewn perthynas ag ef, dim ond unwaith y bydd y system newydd yn ei gwneud yn ofynnol i unigolion neu sefydliadau gofrestru gyda'r rheoleiddiwr. Yn yr enghraifft a ddangosir ar y sleid, mae gan y darparwr Suncare Ltd un cofrestriad gan ei fod yn un busnes er ei fod yn darparu'r gwasanaeth mewn pedwar lleoliad. Mae gan Happy Firm Ltd un cofrestriad a dau sefydliad fel sydd gan AKA Williams.

Bydd yn rhaid i ddarparwyr ddynodi 'unigolyn cyfrifol' ar gyfer pob lleoliad (gweler y sleid nesaf).

Os yw darparwr yn dymuno darparu gwasanaethau pellach neu'r un gwasanaeth o fannau gwahanol, yna bydd yn gwneud cais i amrywio ei gofrestriad cychwynnol. Mae hyn yn golygu na fydd angen i ddarparwr sydd â mwy nag un gwasanaeth ar hyn o bryd gael cofrestriadau ar wahân ar gyfer pob gwasanaeth mwyach. O dan y ddeddfwriaeth newydd, dim ond un cofrestriad fydd gan y darparwr ar gyfer ei holl

wasanaethau – gan gynnwys hyblygrwydd i ddarparwyr gofrestru gwasanaethau ac ehangu gweithrediadau drwy broses lai beichus.

Bydd asiantaethau maethu a mabwysiadu awdurdodau lleol yn parhau i fod yn eithriad. Nid oes angen iddynt gofrestru gan eu bod yn wasanaethau statudol.

Y nod yw symud o reoleiddio lleoliadau ac asiantaethau i sut mae gwasanaethau yn **effeithio ar fywydau** a llesiant. Mae'r model newydd yn caniatáu i reoleiddwyr bwysu am welliant ar draws un lleoliad gofal, neu ar draws ystod gyfan o wasanaethau darparwr os bernir bod angen hynny. Bydd yn ei gwneud hi'n haws i'r rheoleiddwr weithredu pan fo gofal yn cael ei ystyried y tu hwnt i'w drwsio ac, os oes angen, i ganslo cofrestriad y darparwyr, gwasanaethau a lleoliadau hynny sy'n methu â gweithredu gwelliannau. Mae hefyd yn cynnwys cosbau cryfach am rai troseddau.

Mae'r Ddeddf hefyd yn darparu'r pŵer i godi tâl am weithgareddau rheoleiddio ee codi ffi am wneud neu amrywio cais i gofrestru. Mae hyn yn golygu y bydd Cymru yn unol â gweddill y DU. Sylwch nad yw'r pŵer hwn yn cael ei ddwyn ymlaen ar hyn o bryd hyd nid oes unrhyw gynlluniau i godi ffioedd pan ddaw rheoleiddio gwasanaethau o dan y Ddeddf i rym ym mis Ebrill 2018.

English

The Act will introduce a new model of service regulation, illustrated in this slide, whereby registration is by service provider rather than establishment. While providers will still be required to identify the place(s) at, from or in relation to which a service is being provided, the new system will only require individuals or organisations to register once with the regulator. In the example shown on the slide, the provider Suncare Ltd has one registration as it is one business even though it is delivering the service at four locations. Happy Firm Ltd has one registration and two establishments as does AKA Williams.

Providers will have to designate a 'responsible individual' for each location (see next slide).

If a provider wishes to provide further services or the same service from different places then they will apply to vary their initial registration. This means that a provider who currently has more than one service will no longer need to have separate registrations for each service. Under the new legislation, the provider will have just one registration that covers all its services – building in flexibility for providers to register services and expand operations through a less burdensome process.

Local authority fostering and adoption agencies will remain the exception. They do not need to register as they are statutory services.

The aim is to move from regulation of settings and agencies to how services **impact on lives** and well-being. The new model allows regulators to press for improvement across one care setting site, or across a provider's entire range of services if deemed necessary. It will make it easier for the regulator to act where care is considered beyond repair and, if

necessary, cancel the registration of those providers, services and settings which fail to implement improvements. It also includes stronger penalties for certain offences.

The Act also provides the power to charge for regulatory activities e.g. charging a fee for making or varying an application to register. This brings Wales into line with the rest of the UK. Note that this power is not being brought forward at the moment i.e. there are no plans to charge fees when service regulation under the Act comes into force in April 2018.

Gwell atebolrwydd

- **Unigolyn cyfrifol** wedi'i ddynodi fel rhan o'r cofrestriad gwasanaeth
- Uwch gynrychiolydd ee perchennog, partner, aelod bwrdd neu uwch swyddog awdurdod lleol
- Dyletswydd i oruchwyllo a sicrhau ansawdd y gwasanaeth



- Sicrhau atebolrwydd am ansawdd gwasanaeth a chydymffurfiaeth ar lefel briodol
- Darparu cyfathrebu a throsolwg cliriach i wasanaethau rheng flaen

Better accountability

- **Responsible individual** designated in line with Regulations and Statutory Guidance
- Senior representative e.g. owner, partner, board member or local authority senior officer



- Ensures accountability for service quality and compliance at an appropriate level
- Provides clearer communication and oversight to frontline services

Facilitator notes

Welsh

Mae'r Ddeddf yn ail-gydbwyso atebolrwydd yn y system gofal cymdeithasol, i ffwrdd o'r rhai sy'n gweithio ar y rheng flaen yn unig i sicrhau bod cyflogwyr, perchnogion cwmnïau a chyfarwyddwyr yn atebol yn ôl y gyfraith. O fis Ebrill 2018, rhaid i ddarparwyr gwasanaethau ddynodi uwch gynrychiolydd – perchennog, partner, aelod bwrdd neu uwch swyddog awdurdod lleol – yn 'unigolyn cyfrifol' fel rhan o'u cofrestriad.

Nid yw'r cysyniad o unigolyn cyfrifol (UC) yn un newydd. Fodd bynnag, cyn y Ddeddf nid oedd yn ofyniad rheoleiddiol penodol ar gyfer cofrestriad darparwr gwasanaeth. Bydd yn rhaid i ddarparwyr ddynodi unigolion cyfrifol o dan y ddeddfwriaeth newydd, ond nid yw'n ofynnol i UCau gofrestru gyda Gofal Cymdeithasol Cymru. Bydd yn rhaid i UCau fodloni prawf 'person addas a phriodol' a chyflawni'r dyletswyddau statudol a osodir arnynt o dan reoliadau.

Bydd UCau yn atebol am greu diwylliant lle gellir mesur effaith y gwasanaeth ar lesiant y person sy'n derbyn y gofal. Mae UCau yn debygol o fod yn atebol am:

- Ansawdd gofal ym mhob gwasanaeth
- Cywirdeb y wybodaeth yn natganiadau blynyddol y darparwr
- Penodi rheolwr cofrestredig addas a phriodol

- Cynnwys datganiadau blynyddol y darparwr

Er y bydd y rhestr derfynol o ddyletswyddau UCau yn cael ei chadarnhau yn y rheoliadau.

English

The Act rebalances accountability in the social care system, away from just those working on the frontline to ensure employers, company owners and directors are accountable in law. From April 2018, service providers must designate a senior representative – an owner, partner, board member or local authority senior officer – as a ‘responsible individual’ as part of their registration.

The concept of a responsible individual (RI) is not a new one. However, prior to the Act it was not a specific regulatory requirement of a service provider’s registration. Providers will have to designate responsible individuals under the new legislation, but RIs are not required to register with Social Care Wales. RIs will have to meet a ‘fit and proper person’ test and fulfil statutory duties placed on them under regulations.

RIs will be accountable for creating a culture where the impact of the service can be measured on the well-being of the person receiving the care. RIs are likely to be accountable for:

- Quality of care in each service
- Accuracy of information in the provider’s annual returns
- Appointment of a suitable and fit registered manager
- Content of the provider’s annual returns

Although the final list of RI duties will be confirmed in the regulations. Please guide students to the learning hub- [Responsible Individuals | Social Care Wales](#)

Sicrhau gwelliant

➤ Hysbysiadau gwella newydd yn cael eu cyflwyno gan roi amserlenni penodol i ddarparwyr wneud gwelliannau



➤ Cryfhau amddiffyniad i bobl sy'n defnyddio gwasanaethau
➤ Mwy o hyblygrwydd i'r rheoleiddwr wrth ymdrin â diffyg cydymffurfio parhaus

Securing improvement

➤ New **improvement notices** introduced giving providers specific time frames to make improvements



➤ Strengthen protection for people who use services
➤ More flexibility for the regulator in dealing with continued non-compliance

Facilitator notes

Welsh

Mae'r ddeddfwriaeth newydd yn rhoi pwyslais ar wella yn sgil cyflwyno hysbysiadau gwella, ac yn rhoi pwerau cryfach i AGC i weithredu gyda gwasanaethau a darparwyr o ansawdd gwael.

Mae hyn yn sicrhau y bydd pobl sy'n defnyddio gwasanaethau yn cael mwy o amddiffyniad.

Bydd gan AGC

y pŵer i roi hysbysiadau cosb benodedig a dwyn darparwyr gwasanaethau ac unigolion cyfrifol i gyfrif yn haws.

Mae'r rhain yn darparu opsiwn amgen i ganslo cofrestriad ar

unwaith. Mae'r ddeddfwriaeth yn cadw'r sefyllfa flaenorol lle gall

AGC, mewn amgylchiadau eithriadol, symud i derfynu gwasanaeth ac atal niwed sylweddol.

Bydd cosbau cryfach hefyd am faterion cydymffurfio megis methu â chyflwyno ffurflen

flynyddol neu rwystro arolygydd, yn ogystal â throseddau newydd megis rhoi gwybodaeth anwir neu gamarweiniol.

English

The new legislation places an emphasis on improvement with the introduction of improvement notices, and gives CIW strengthened powers to take action with poor quality services and providers. This ensures that people using services will have increased protection.

CIW will have the power to issue fixed penalty notices and more easily hold service providers and responsible individuals to account.

These provide an alternative option to immediate cancellation of registration. The legislation maintains the previous position whereby, in extreme circumstances, CIW can move to end a service and stop significant harm.

There will also be stronger penalties for compliance issues such as failure to submit an annual return or obstructing an inspector, as well as new offences such as giving false or misleading information.

Mwy o dryloywder

- Darparwyr i baratoi **ffurflenni blynyddol** yn amlinellu eu perfformiad
- Wedi'i chyhoeddi ar wefan AGC ochr yn ochr â'r adroddiad arolygu
- Yn cynnwys cadw, hyfforddi a datblygiad staff, ac ati



- Mwy o dryloywder a chymaroldeb i ddefnyddwyr gwasanaethau
- Ei gwneud yn haws i bobl wneud dewisiadau gwybodus am eu gofal

Greater transparency

- Providers to prepare **annual returns** outlining their performance
- Published on the CIW website alongside the inspection report
- Includes staff retention, training and development, etc



- More transparency and comparability for service users
- Makes it easier for people to make well-informed choices about their care

Facilitator notes

Welsh

Mae'r Ddeddf yn sicrhau am y tro cyntaf bod **ffurflenni blynyddol** yn cael eu paratoi gan bob darparwr gofal cymdeithasol a reoleiddir yng Nghymru (darparwyr statudol, preifat a thrydydd sector) fel y gellir craffu ar berfformiad a'i gymharu. Mae'r ffurflenni yn amlinellu sut mae gofal yn gwella llesiant, datblygiad staff a chwynion, ac ati.

Y nod yw symud i berthynas newydd rhwng rheoleiddiwr a darparwyr, gan symud o gydymffurfiaeth i un sy'n gwella ansawdd. Bydd darparwyr yn fwy atebol am eu safonau eu hunain a gwella'n barhaus eu hansawdd eu hunain a'r effaith ar lesiant eu defnyddwyr gwasanaeth.

Bydd ffurflenni blynyddol yn rhoi mwy o dryloywder i bobl gymharu gwasanaethau a dewis y rhai sydd orau ar eu cyfer. Cânt eu cyhoeddi ar wefan AGC ochr yn ochr â'r adroddiad arolygu.

Mae darparu gwasanaeth gwybodaeth, cyngor ac arweiniad yn ganolog i Wasanaethau Cymdeithasol Cynaliadwy a Deddf Gwasanaethau Cymdeithasol a Llesiant (Cymru) 2014. Yr uchelgais yw y bydd dinasyddion yn cymryd mwy a mwy o gyfrifoldeb am ddiwallu eu

hanghenion eu hunain a chyflawni eu canlyniadau eu hunain, ond er mwyn cyflawni hyn, rhaid iddynt gael mynediad parod at wybodaeth o ansawdd uchel, gan gynnwys gwybodaeth dryloyw a chymaradwy am wasanaethau. Mae'n galluogi pobl i gymryd rheolaeth a gwneud dewisiadau gwybodus ac mae'n elfen hanfodol o ddull ataliol.

English

The Act ensures for the first time that **annual returns** are prepared by all regulated providers of social care in Wales (statutory, private and third sector providers) so performance can be scrutinised and compared. The returns outline how care improves well-being, staff development and complaints, etc.

The aim is to move to a new relationship between regulator and providers, moving from compliance to one that drives up quality. Providers will be more accountable for their own standards and continuously improving their own quality and impact on their service users' well-being.

Annual returns will provide greater transparency for people to compare services and choose those which are best for them. They will be published on the CIW website alongside the inspection report.

The provision of an information, advice and guidance service is central to Sustainable Social Services and the Social Services and Well-being (Wales) Act 2014. The ambition is that citizens will increasingly take responsibility for meeting their own needs and achieving their own outcomes, but to achieve this, they must have ready access to high-quality information, including transparent and comparable information about services. It enables people to take control and make well-informed choices and is a vital component of a preventative approach.

Rheoleiddio
gwasanaeth
au

Gwasanaethau
cymdeithasol
awdurdod lleol

Service
regulation

Local authority
Social
Services

Arolygu deilliannau

Inspecting for outcomes

- Arolygiadau i gynnwys asesiad o ba mor dda y mae gwasanaethau yn bodloni **deilliannau llesiant** y bobl sy'n eu defnyddio

- Inspections to include assessment of how well services are meeting the **well-being outcomes** of the people who use them



- Yn cefnogi ac yn ysbrydoli gwelliannau
- Rhoi darlun cliriach i ddinasyddion o ansawdd gwasanaethau

- Supports and inspires improvements
- Provides citizens with a clearer view of the quality of services

Facilitator notes

Welsh

Y bwriad eang yw rhoi'r un ystod o bwerau i arolygwyr sydd ar gael ar hyn o bryd, er mwyn iddynt allu sicrhau eu bod yn gallu cael gafael ar yr holl wybodaeth sydd ei hangen arnynt yn eu gwaith. Fodd bynnag, y newid mwyaf arwyddocaol a ddaw yn sgil y dull newydd fydd cynnwys mewn arolygiadau asesiad o ba mor dda y mae gwasanaethau yn bodloni deilliannau llesiant y bobl sy'n defnyddio'r gwasanaethau hynny. Mae hyn yn cyd-fynd â'r dulliau gofal a chymorth a amlinellwyd yn Neddff Gwasanaethau Cymdeithasol a Llesiant (Cymru) 2014 a bydd yn arwain at well dealltwriaeth o effaith ac ansawdd gwasanaethau.

Bydd y ffocws hwn ar ganlyniadau llesiant yn berthnasol i arolygiadau o ddarparwyr gwasanaethau, gan gynnwys y rheini a ddarperir gan awdurdodau lleol, yn ogystal ag arolygiadau o swyddogaethau gwasanaethau cymdeithasol ehangach awdurdodau lleol.

Yn ganolog i bob gweithgaredd arolygu mae ymrwymiad i gynnwys barn a lleisiau pobl sydd angen gofal a chymorth.

Mae'r Ddeddf hefyd yn rhoi'r pŵer, drwy reoliadau, i Weinidogion Cymru gymhwyso sgorau ansawdd i wasanaethau ac awdurdodau lleol yn dilyn arolygiadau. Sylwch nad yw'r pŵer hwn yn cael ei ddwyn ymlaen ar hyn o bryd hy nid oes unrhyw gynlluniau i bennu

graddfeydd ansawdd pan ddaw rheoleiddio gwasanaethau o dan y Ddeddf i rym ym mis Ebrill 2018.

English

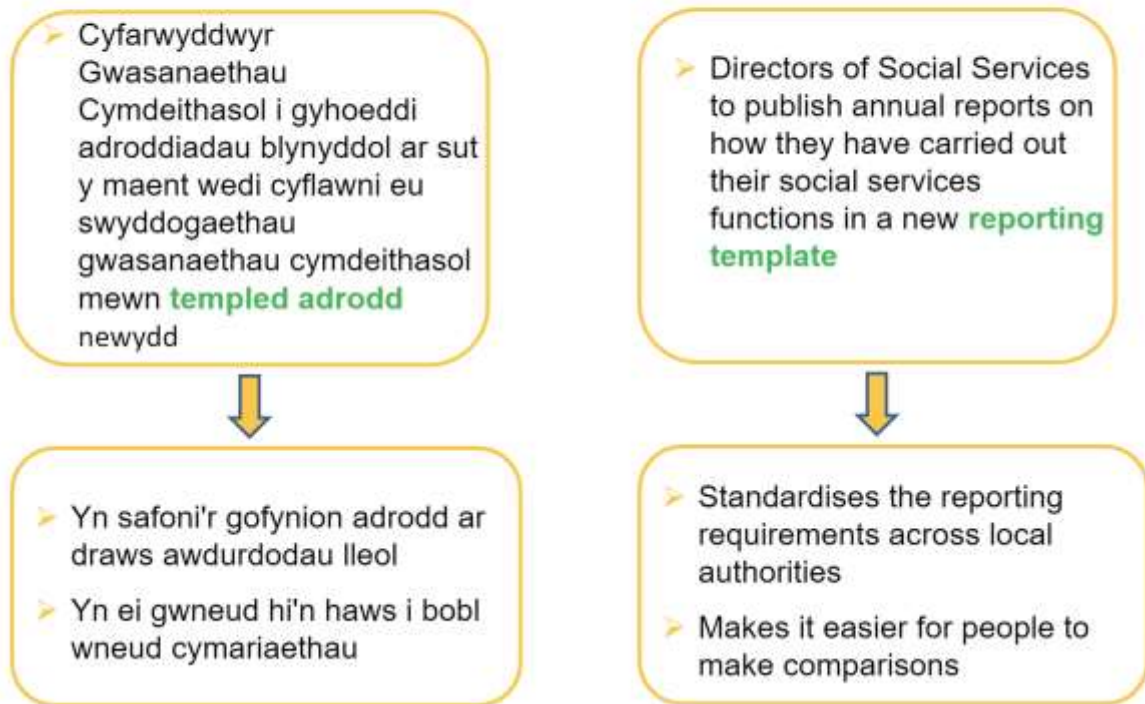
The broad intent is to provide inspectors with the same range of powers currently available, so that they can ensure they have access to all the information they require in their work. However, the most significant change the new approach will bring about will be the inclusion in inspections of an assessment of how well services are meeting the well-being outcomes of the people who use those services. This aligns with approaches to care and support outlined in the Social Services and Well-being (Wales) Act 2014 and will lead to a better understanding of impact and quality of services.

This focus on well-being outcomes will apply to inspections of service providers, including those provided by local authorities, as well as inspections of the broader local authority social services functions.

Central to all inspection activity is a commitment to including the views and voices of people needing care and support.

The Act also provides the power, through regulations, for Welsh Ministers to apply quality ratings to services and local authorities following inspections. Note that this power is not being brought forward at moment i.e. there are no plans to assign quality ratings when service regulation under the Act comes into force in April 2018.

Adroddiadau safonol Standardised report



Facilitator notes

Welsh

Fel yr ydym wedi archwilio dros y chwe sleid diwethaf, bydd newidiadau i ddarparwyr gwasanaethau rheoleiddiedig. Os yw awdurdodau lleol yn darparu gwasanaethau rheoleiddiedig, bydd newidiadau yn y ffordd y mae'r gwasanaethau hynny'n cael eu cofrestru a'u harolygu.

Fodd bynnag, mae newidiadau eraill a fydd yn effeithio ar awdurdodau lleol ni waeth a ydynt yn darparu gwasanaethau rheoleiddiedig ai peidio. Mae'r rhain yn cynnwys adroddiadau safonol, yn ogystal ag adroddiadau sefydlogrwydd y farchnad (gweler y sleid nesaf).

Er ei bod eisoes yn ofynnol i Gyfarwyddwyr Gwasanaethau Cymdeithasol adrodd ar ystod benodol o bynciau, nid oes templed adrodd penodedig. Mae hyn yn ei gwneud yn anodd i bobl sy'n defnyddio gwasanaethau, a'r cyhoedd yn gyffredinol, gymharu canlyniadau ac effaith ar draws awdurdodau lleol.

Mewn adolygiad o ddarpariaeth gofal cymdeithasol a chymorth mewn ardaloedd awdurdodau lleol ledled Cymru gan ddefnyddio adroddiadau Cyfarwyddwyr Gwasanaethau Cymdeithasol, nododd Garthwaite et al (2011), er enghraifft, fod defnyddio'r adroddiadau

fel ffynhonnell ddata ar gyfer eu dadansoddi wedi creu heriau sylweddol o ran ymchwil gan ei fod yn cynnwys dadansoddi mwy na 700 o dudalennau o destun rhydd.

Bydd dull safonol o adrodd yn ei gwneud hi'n haws i reoleiddiwr y gwasanaeth ac i bobl sy'n defnyddio gwasanaethau gymharu awdurdodau lleol.

English

As we have explored over the last six slides, there will be changes for providers of regulated services. If local authorities provide regulated services, there will be changes in the way those services are registered and inspected.

However, there are other changes that will affect local authorities regardless of whether they provide regulated services. These include standardised reporting, as well as market stability reports (see next slide).

While Directors of Social Services are already required to report on a set range of subjects, there is no prescribed reporting template. This makes it difficult for people who use services, and the public generally, to make comparisons of outcomes and impact across local authorities.

In a review of social care and support provision in local authority areas across Wales using the reports of Directors of Social Services, Garthwaite et al (2011), for example, noted that the use of the reports as the data source for their analysis created significant challenges in research terms as it involved the analysis of more than 700 pages of free text.

A standard approach to reporting will make comparability across local authorities easier for both the service regulator and for people who use services.

Sefydlogrwydd y farchnad

Sefydlogrwydd y farchnad

- Awdurdodau lleol i gyhoeddi **adroddiadau sefydlogrwydd y farchnad**
- Rhaid i'r rhain gymryd i ystyriaeth **asesiad o'r boblogaeth** a bwydo i mewn i **adroddiad sefydlogrwydd cenedlaethol**
- Goruchwyllo'r farchnad o ran darparwyr pwysig er mwyn osgoi achosion o adael y farchnad yn annisgwyl



- Pawb yn y sector yn gallu ymateb i newidiadau yn y farchnad

Sefydlogrwydd y farchnad

Market stability

- Local authorities to publish **market stability reports**
- These must take account of the **population assessment** and feed into a **national stability report**
- Market oversight of important providers to avoid unexpected market exits



- Everyone in the sector able to respond to market changes

Facilitator notes

Welsh

Mae'r Ddeddf yn cyflwyno gofyniad newydd i awdurdodau lleol gyhoeddi **adroddiadau sefydlogrwydd y farchnad** i ddigonolrwydd y ddarpariaeth gofal a chymorth mewn ardal awdurdod lleol, yn y presennol ac yn y dyfodol. Mae hyn yn debyg i'r datganiadau presennol o sefyllfa'r farchnad (MPS) y mae llawer o awdurdodau lleol yn eu cynhyrchu (sylwer nad yw MPSs yn statudol).

O dan Ddeddf Gwasanaethau Cymdeithasol a Llesiant (Cymru) 2014, mae'n ofynnol i awdurdodau lleol lunio asesiad poblogaeth, unwaith bob cylch etholiadol llywodraeth leol ac yn seiliedig ar ôl troed byrddau iechyd lleol. Bydd angen i'r adroddiadau ar sefydlogrwydd y farchnad leol ystyried yr asesiadau poblogaeth hyn, neu efallai y bydd gwaith yn cael ei ddyblygu.

Bydd adroddiadau sefydlogrwydd y farchnad leol yn bwydo i mewn i adroddiad cenedlaethol gan AGGCC (CIW) a Gofal Cymdeithasol Cymru.

Cyn y Ddeddf, nid oedd unrhyw ofyniad a oedd yn caniatáu i'r rheoleiddiwr sefydlu system effeithiol o oruchwyllo'r farchnad gofal cymdeithasol yng Nghymru. O dan y Ddeddf, bydd y

rheoleiddiwr yn gallu ymgymryd â diwydrwydd dyladwy ar ddarparwyr pwysig a/neu fawr i roi rhybudd cynnar o fethiant gwasanaeth posibl. Mae'r rhesymeg dros y gofyniad am adroddiad o'r fath yn deillio'n rhannol o fethiant darparwr mawr, Southern Cross, yn 2011, a amlygodd yr heriau sy'n gysylltiedig â monitro a rheoli pontio a pharhad gwasanaeth os yw darparwr sy'n gweithredu ledled y wlad â strwythurau ariannol cymhleth yn methu.

Trwy'r dulliau hyn y gobaith yw y bydd pawb yn y sector yn gallu ymateb i newidiadau yn y farchnad.

English

The Act introduces a new requirement for local authorities to publish **market stability reports** into the sufficiency of care and support provision in a local authority area, in the present and in the future. This is similar to the current market position statements (MPS) that many local authorities are producing (note MPSs are not statutory).

Under the Social Services and Well-being (Wales) Act 2014, local authorities are required to produce a population assessment, once every local government electoral cycle and based on the local health board footprint. The local market stability reports will need to take account of these population assessments, otherwise work may be duplicated.

Local market stability reports will feed into a national report by CSSIW (CIW) and Social Care Wales.

Before the Act, there was no requirement that allowed the regulator to establish an effective system of oversight on the social care market in Wales. Under the Act, the regulator will be able to undertake due diligence on important and/or large providers to give an early warning of possible service failure. The rationale for the requirement for such a report stems partly from the failure of a large provider, Southern Cross, in 2011, which highlighted the challenges associated with monitoring and managing transition and continuity of service if a provider that operates across the country with complex financial structures fails.

By these means it is hoped that everyone in the sector is able to respond to market changes.

I grynhoi



- > Newidiadau i **gofrestru** gwasanaeth AGC
- > Gwell **atebolrwydd** drwy unigolion cyfrifol
- > **Ffurfienni darparwr** newydd blynyddol
- > Arolygiadau darparwr yn canolbwyntio ar **effaith** a llesiant
- > **Adroddiadau sefydlogrwydd y farchnad** lleol a chenedlaethol yn gysylltiedig ag asesiadau poblogaeth
- > Gwell **goruchwyliaeth o'r farchnad** o ran darparwr pwysig
- > Cofrestru gweithlu gyda **Gofal Cymdeithasol Cymru**
- > Rheoleiddio **hyfforddiant** gweithwyr gofal, yn ogystal â gweithwyr cymdeithasol
- > **Cofrestru gorfodol** ystod ehangach o staff
- > Arolygiadau awurdodau lleol yn canolbwyntio ar **effaith** a llesiant
- > **Adroddiadau** safonol ar draws awurdodau lleol
- > **Gofal Cymdeithasol Cymru** asiant ar gyfer newid a gwelliant yn y sector
- > Dyletswydd i gydweithredu ag AGC

In Summary



- > Changes to CIW service **registration**
- > Better **accountability** through responsible individuals
- > New annual **provider returns**
- > Provider inspections focus on **impact** and well-being
- > Better **market oversight** of important providers
- > Local and national **market stability reports** linked to population assessments
- > Regulation of care worker, as well as social worker **training**
- > **Mandatory registration** of wider range of staff
- > Workforce registration with **Social Care Wales**
- > Standardised **reporting** across local authorities
- > Local authority inspections focus on **impact** and well-being
- > **Social Care Wales** an agent for change and improvement in the sector
- > **Duty to co-operate** with CIW

Facilitator notes

Welsh

I grynhoi, mae'r Ddeddf yn cael ei chyflwyno i wella'n barhaus **ansawdd gofal a chymorth** yng Nghymru. Mae'n Ddeddf sydd â phwyslais ar:

- **Gwella llesiant** drwy asesu effaith gwasanaethau ar fywydau pobl
- **Rhoi llais cryfach** i bobl sy'n defnyddio gwasanaethau
- **Cryfhau amddiffyniad** drwy bwerau rheoleiddio a mwy o dryloywder a chymaroldeb ar draws gwasanaethau yng Nghymru
- **Cynyddu atebolrwydd** darparwyr gwasanaethau drwy sicrhau aliniad clir rhwng arweinyddiaeth, diwylliant a llesiant
-
-

English

In summary, the Act is being introduced to continuously improve the **quality of care and support** in Wales. It's an Act with an emphasis on:

- **Improving well-being** by assessing the impact of services on people's lives
- **Giving a stronger voice** to people who use services
- **Strengthening protection** through regulatory powers and greater transparency and comparability across services in Wales

- **Increasing accountability** of service providers by ensuring a clear alignment between leadership, culture and well-being

Ymarferydd gwasanaethau cymdeithasol

- Yn gweithio mewn partneriaeth â gweithwyr proffesiynol ac asiantaethau eraill i hyrwyddo canlyniadau sy'n canolbwyntio ar yr unigolyn i unigolion
- Darparu gwybodaeth am gyrchu gwasanaethau
- Cyfrannu at asesu, cynllunio, cyflwyno ac adolygu.

Social services practitioner

- Works in partnership with other professionals and agencies to promote person-centred outcomes for individuals
- Providing information about accessing services
- Contribute to assessment, planning, delivery and review.

Rôl yr Ymarferydd Gwasanaethau Cymdeithasol

The role of Social Services Practitioner



N.B. Welsh image to follow.

Facilitator notes

Welsh

[Translation for above: Well-being = Llesiant. 'Protection...' = Amdiffyniad rhag camdriniaeth ac esgeulustod. 'Education...' = Addysg, hyfforddiant a hamdden. 'Domestic...' = Perthnasoedd domestig, teuluol a phersonol. 'Being...' = Gallu cymryd rhan a chyfrannu at gymdeithas. 'Respecting...' = Parchu a sicrhau hawliau. 'Achieving...' = Cyflawni llesiant cymdeithasol ac economaidd. 'Having...' = Cael llety addas i fyw ynddo. 'Physical...' = Llesiant corfforol ac iechyd meddwl ac emosiynol.

Sut mae Deddf Rheoleiddio ac Arolygu Gofal Cymdeithasol (Cymru) yn berthnasol i rôl Ymarferwyr Gwasanaethau Cymdeithasol

Ymarfer; Meysydd allweddol i'w hystyried wrth gynnal asesiadau, gan gysylltu â'r pum egwyddor. Myfyriwch ar achos cyfredol neu ddiweddar ac ystyriwch pa mor dda y cafodd y meysydd allweddol eu nodi a'u bodloni yn ystod yr asesiad a chymorth parhaus.

English

How the Regulation and Inspection of Social Care (Wales) Act applies to the role of Social Services Practitioners

Exercise; Key areas to consider when carrying out assessments, linking with the five principles. Reflect on a current or recent case and consider how well the key areas were identified and met during the assessment and on going support.

Deilliant dysgu

Learning outcome

- Nod a diben Deddf Rheoleiddio ac Arolygu Gofal Cymdeithasol (Cymru)
- Sut mae Deddf Rheoleiddio ac Arolygu Gofal Cymdeithasol (Cymru) yn berthnasol i rôl Ymarferwyr Gwasanaethau Cymdeithasol

- The aim and purpose of the Regulation and Inspection of Social Care (Wales) Act
- How the Regulation and Inspection of Social Care (Wales) Act applies to the role of Social Services Practitioners

Facilitator notes

Welsh

Cymhwyso pum egwyddor y Ddeddf

- Adlewyrchu'r newidiadau a ddaeth yn sgil Deddf Gwasanaethau Cymdeithasol a Llesiant (Cymru) 2014
- Rhoi pobl wrth wraidd eu gofal a'u cymorth
- Datblygu dull Cymreig cydlynol a chyson
- Mynd i'r afael â methiant darparwr
- Ymateb yn gyflym ac yn effeithiol i fodolau gwasanaeth newydd ac unrhyw bryd eron ynghylch ansawdd gofal a chymorth.

Mae'r Ddeddf yn darparu'r fframwaith statudol ar gyfer rheoleiddio ac arolygu gofal cymdeithasol yng Nghymru.

- Diwygio'r broses o reoleiddio gofal cymdeithasol yng Nghymru drwy roi lle canolog i bobl sy'n cael gofal a chymorth
- Diwygio'r broses o reoleiddio'r gweithlu gofal cymdeithasol
- Ailenwi Cyngor Gofal Cymru a'r Asiantaeth Gwella Gwasanaethau Cymdeithasol yn Gofal Cymdeithasol Cymru, gan roi pwerau newydd iddynt o fis Ebrill 2017
- Diwygio'r broses o arolygu swyddogaethau gwasanaethau cymdeithasol awdurdodau lleol
- Darparu ymateb cadarn i'r gwersi a ddysgwyd o fethiannau blaenorol yn y system.
-

English

In summary, the Act is being introduced to continuously improve the **quality of care and support** in Wales. It's an Act with an emphasis on:

- **Improving well-being** by assessing the impact of services on people's lives
- **Giving a stronger voice** to people who use services
- **Strengthening protection** through regulatory powers and greater transparency and comparability across services in Wales
- **Increasing accountability** of service providers by ensuring a clear alignment between leadership, culture and well-being

Welsh

Atgoffwch y myfyrwyr y bydd angen y wybodaeth hon arnynt
 TASG B – Disgrifiad o'r ddeddfwriaeth. Mae'n ofynnol i chi gynhyrchu disgrifiad sy'n dangos ac yn manylu ar sut mae deddfwriaeth yn sail i rôl yr Ymarferydd Gwasanaethau Cymdeithasol ac yn cael ei defnyddio i lywio eich ymarfer. Dylech ystyried: • Yr ystod o wahanol ddeddfwriaethau sy'n llywio rôl Ymarferydd Gwasanaethau Cymdeithasol • Pwysigrwydd deall ystod eang o ddeddfwriaeth fel Ymarferydd Gwasanaethau Cymdeithasol • Sut mae eich ymarfer wedi'i lywio gan gymhwyso dealltwriaeth o ddeddfwriaeth. Sylwch, rhaid i'ch ymateb gyfeirio at yr holl ddeddfwriaeth yr ydych wedi dysgu amdani fel rhan o'ch rhaglen ddysgu wrth ystyried sut mae deddfwriaeth yn sail i rôl Ymarferydd Gwasanaethau Cymdeithasol.

English

Remind students they will need this information for
 TASK B – Account of legislation You are required to produce an account that demonstrates and details how legislation underpins the role of Social Services Practitioner and is used to inform your practice. You should consider: • The range of different legislation that informs the role of a Social Services Practitioner • The importance of understanding a wide range of legislation as a Social Services Practitioner • How your practice has been informed by application of understanding of legislation. Note, your response must reference all of the

legislation that you have learnt about as part of your learning programme when considering how legislation underpins the role of Social Services Practitioner

Cyfeiriadau

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Diolch
Thank you



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