

Mae **Care first** yn darparu cyngor a chefnogaeth cyfrinachol, diduedd 24 awr y dydd, 365 diwrnod y flwyddyn. Mae’r gwasanaeth ar gael i chi yn rhad ac am ddim pryd bynnag bydd ei angen arnoch chi. Does dim angen i chi ofyn am ganiatâd gan eich rheolwr neu’ch sefydliad cyn cysylltu â **Care first**.

Trwy **Care first** gallwch chi gael mynediad at nifer o wasanaethau.

#### Gwybodaeth a chyngor dros y ffôn

Mae ein arbenigwyr Gwybodaeth a Chyngor yma i’ch helpu chi i ganfod ffyrdd ymarferol o symud ymlaen pan fyddwch chi’n teimlo bod problemau’n drech na chi. Weithiau, mae cael y wybodaeth i allu ffurfio cynllun synhwyrol, a chefnogaeth wrth wneud hynny, yn ddigon i chi deimlo’n well.

Mae ein cynghorwyr wedi’u hyfforddi i safon uchel i allu canfod yn sydyn beth sydd ei angen arnoch chi a’ch helpu chi i gael gafael ar eich bywyd unwaith eto.

Dyma rai o’r pynciau sy’n codi’n aml -

**Teulu a Phersonol:** Perthynas, Ysgariad, Cynnal Plant, Trais yn y Cartref, Gofal Plant, Gofal yr Henoed, Gofal yn y Gymuned, Newid Enw

**Dyledion:** Credyd, Dyled, Banciau, Benthyciadau, Cyfuno Dyledion

**Gweithle:** Bwlio ac Aflonyddu, Hawliau/Tâl Mamolaeth, Tâl Salwch, Iechyd a Diogelwch yn y Gwaith

#### Gwasanaethau ar-lein

Mae **Care first Lifestyle** yn adnodd ar-lein sy’n cynnwys gwybodaeth, cyngor ac erthyglau am faterion sy’n codi mewn bywyd pob-dydd.

**Gartref** Mae cadw balans rhwng bywyd y cartref a’r gwaith yn gallu bod yn her, yn enwedig os oes trafferthion yn eich bywyd personol.. Mae ein hadran *Gartref* yn rhoi cymorth ar gyfer materion fel;

Dyledion, Arian, Perthynas, Teulu, Eich Cartref, Profedigaeth a Gofal Plant.

**Yn y Gwaith** Mae llawer o’n cyfeillion, amcanion, uchelgeisiau a phrofiadau yn deillio o’r gweithle. Bydd ymdopi â phwysau sy’n gysylltiedig â gwaith yn eich helpu i gynnal eich llesiant a’r gallu i fod yn gadarnhaol ac yn effeithiol. Mae *Yn y Gwaith* yn cynnwys erthyglau, gwybodaeth, cyngor a chefnogaeth ar gyfer delio â phroblemau fel Straen, Newid, Gwrthdaro, Dyrchafiad, Pwysau, Ymddeol...

**Iechyd** Mae’r adran hon yn cynnwys gwybodaeth a chyngor annibynnol, cytbwys ar Iechyd Corfforol, Straen, Maeth; mae’n rhywle y gallwch droi ato gyda phryderon am iechyd neu i gael ysbrydoliaeth a chefnogaeth ar gyfer arferion iachus.

I gael mynediad at eich gwasanaeth ar-lein, ewch i

[**www.carefirst-lifestyle.co.uk**](http://www.carefirst-lifestyle.co.uk/)

Cysylltwch â’ch sefydliad i gael enw defnyddiwr a chyfrinair.

#### Gwasanaeth cwnsela

Mae ein cwnselwyr yn aelodau, ac wedi’u Hachredu gan Gymdeithas Cwnsela a Seicotherapi Prydain (BACP),

ac mae ganddynt brofiad ac arbenigedd helaeth.

Trafodwch unrhyw beth sy’n eich poeni, boed hynny’n drafferthion personol - er enghraifft, perthynas, materion teuluol, straen, colled, profedigaeth; neu’n faterion sy’n gysylltiedig â’r gwaith fel bod dan bwysau, llwyth gwaith, newidiadau yn y gwaith, bwlio neu aflonyddu.

Beth bynnag yw’ch sefyllfa, byddwch yn sicr o gael ymateb cefnogol ac adeiladol. Dydych chi ddim ar eich pen eich hun.

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#### Cyfrinachedd

Er mai’ch cyflogwr sy’n darparu gwasanaethau **Care first**, maen nhw’n gwbl annibynnol a bydd eich galwad yn cael ei thrin yn gyfrinachol yn unol â Fframwaith Foesegol BACP. Pan fyddwch chi’n cysylltu, bydd gofyn i chi ddweud pwy yw’ch cyflogwr ac mae’n bosib y gofynnir i chi am ragor o wybodaeth hefyd - ar gyfer defnydd ystadegol yn unig y mae hyn.

## Care first

**Cwnsela a Gwybodaeth**

*Cymorth cyfrinachol pan*

*mae ei angen arnoch chi* Llyfrynnau

Mae llyfrynnau cyngor wedi’u printio ar gael o wneud cais, ynglŷn â:

**Gofal Plant Perthnasau hŷn Yfed**

**Dyledion**

**Teulu’n Chwalu**

**Profedigaeth**

**Eich Cyfrinair**

**Care first Lifestyle**

Enw defnyddiwr ...................................................................

Cyfrinair defnyddiwr ...........................................................

Care first 24/7

**Ffôn: 03332129212**

**Ar-lein:** [**www.carefirst-lifestyle.co.uk**](http://www.carefirst-lifestyle.co.uk/)

**Wnaeth ein gwasanaeth helpu?**

**Mewngofnodwch i**

[**www.carefirst-lifestyle.co.uk**](http://www.carefirst-lifestyle.co.uk/)

**i gwblhau gwerthusiad**

Mae modd cael mynediad at wasanaeth **Care first** ar-lein neu dros y ffôn neu Typetalk a minicom i bobl sydd â nam ar y clyw. Mae gennym wasanaeth cyfieithu ar y pryd hefyd ar gyfer 150 o ieithoedd.

Os ydych chi wedi defnyddio gwasanaeth **Care first**, byddem yn falch iawn o gael gwybod a oedd wedi helpu. Mae ffurflen werthuso 2 -funud ar ein gwefan a gallwch ei chyflwyno’n ddienw.

Rydym yn gwerthfawrogi’ch sylwadau a bob amser yn ceisio gwella ein gwasanaeth

[**www.**](http://www/) **carefirst-lifestyle.co.uk**

# Care first

### Gwasanaeth cynghori,

gwybodaeth a chwnsela

*yma i helpu, 24 awr bob dydd ar-lein a thros y ffôn*



#### Counselling service



**Care first** provides confidential, impartial advice and support 24 hours a day, 365 days a

year. The service is free for you to access whenever you need. You don’t need to ask permission from your manager or organisation before contacting **Care first**.

Through **Care first** you can access a number of services.

Telephone information and advice

Online services

Our Information and Advice specialists are here to help you find practical ways forward when you feel overwhelmed by problems. Sometimes, having the information to make a

sensible plan, and some support in doing so, is all it takes to feel better.

Our advisors are highly trained to quickly find what you need and help you get back in control of your life.

Common subjects include -

**Family and Personal:** Relationships, Divorce, Child Support, Domestic Violence, Childcare, Eldercare, Community Care, Changing a Name

**Debt:** Credit, Debt, Banks, Loans, Consolidation

**Workplace:** Bullying and Harassment, Maternity Rights/Pay, Sick Pay, Health and Safety at Work

**Care first Lifestyle** is an online resource containing information, advice and articles for issues occurring in every-day life.

**At Home** Balancing home life with work can be challenging, especially if you are experiencing difficulties in your personal life. Our *At Home* section provides support for issues such as;

Debt, Finances, Relationships, Family, Your Home, Bereavement and Childcare.

**At Work** Many of our friendships, goals, ambitions and experiences stem from the workplace. Coping with work-related pressures will help maintain your wellbeing and the ability to be positive and effective. *At Work* contains articles, information, advice and support to address problems such as Stress, Change, Conflict, Promotion, Pressure, Retirement...

**Health** This section contains balanced, independent information and advice on Physical health, Wellbeing, Stress, Nutrition; a place to check out health worries or to get inspiration and support for healthy habits.

To access your online service visit

[**www.carefirst-lifestyle.co.uk**](http://www.carefirst-lifestyle.co.uk/)

Contact your organisation for a username and password.

All our counsellors are members of, and Accredited to, the British Association for Counselling and Psychotherapy (BACP), with extensive experience and expertise.

Discuss anything that is troubling you, whether it is personal difficulties – for example relationships, family matters, stress, loss or bereavement; or work-related issues such as feeling pressure, work-load, changes at work, bullying or harassment.

Whatever your situation you can be sure of a supportive and constructive response. You are not alone.



#### Confidentiality

Although provided by your employer, **Care first** services are completely independent and your call is treated in confidence in accordance with the BACP Ethical Framework. When you make contact you will be asked to identify your employer and you may also be asked for other information – this is purely for statistical use.

#### Booklets

Printed advice booklets are available on request, covering:

**Childcare Elderly relatives Drinking**

**Debt**

**Family Breakdown Bereavement**

**Your Password**

**Care first Lifestyle**

User name ...................................................................

User password ...........................................................

Care first

advice, information and

counselling service

*here to help, 24 hours every day online and by telephone*

Care first

**Counselling** and **Information**

*Confidential help when you need it*

Care first 24/7

**Tel: 03332129212**

**Online:** [**www.carefirst-lifestyle.co.uk**](http://www.carefirst-lifestyle.co.uk/)

**Did our service help?**

**Log on to** [**www.carefirst-lifestyle.co.uk**](http://www.carefirst-lifestyle.co.uk/) **to complete an evaluation**

The **Care first** service can be accessed online or via telephone or type talk and minicom for people with hearing difficulties. We also have an interpreter service in 150 languages.

If you have used the **Care first** service, we would really like to know whether it was helpful. There is a 2-minute evaluation form on our web site which can be submitted anonymously.

We appreciate your comments and aim to constantly improve our service. [**www.**](http://www/) **carefirst-lifestyle.co.uk**



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