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Ymchwil i Brofiadau Siaradwyr Cymraeg yn y Gwasanaethau Iechyd a Gofal Cymdeithasol

Mae Llywodraeth y Cynulliad a Chyngor Gofal Cymru yn awyddus i glywed gan siaradwyr Cymraeg am eu profiad wrth dderbyn gwasanaethau iechyd a gofal cymdeithasol yn Gymraeg. Ac maen nhw wedi comisiynu tîm o ymchwilwyr o *IAITH: y Ganolfan Cynllunio Iaith* i wneud y gwaith.

"Bydd canlyniadau'r gwaith ymchwil pwysig hwn yn cael eu defnyddio i nodi blaenoriaethau," meddai Gwenda Thomas AC, y Dirprwy Weinidog dros Wasanaethau Cymdeithasol. *"Byddan nhw'n gyrru gwelliannau i'r gwasanaethau erbyn diwedd y flwyddyn eleni."*

Mae ymchwilwyr o'r Ganolfan yn awyddus i siarad â chleifion, defnyddwyr gwasanaeth a gofalwyr a ffeindio sut brofiad gawson nhw. A oedd hi'n hawdd derbyn gwasanaeth yn Gymraeg neu a oedd rhwystrau? Pa effaith gafodd hynny arnyn nhw? A oedden nhw'n hapus â'r gwasanaeth, neu, a oes ganddyn nhw negeseuon am y ffordd y gellid gwella pethe?

"I nifer o bobl megis plant, pobl hŷn, defnyddwyr gwasanaethau iechyd meddwl ac eraill, mae cael gwasanaethau yn y Gymraeg yn fater o angen yn hytrach na dewis," meddai'r Dirprwy Weinidog. *"Yn aml iawn, dim ond trwy gyfrwng eu hiaith gyntaf y gallan nhw gael eu trin yn effeithiol."*

A dyna pam fod yr ymchwilwyr yn awyddus i glywed am brofiadau sy'n ymwneud â phlant (yn cynnwys therapi iaith a lleferydd), pobl hŷn, pobl â phroblemau iechyd meddwl (yn cynnwys dementia), a phobl ag anableddau dysgu.

"Rydyn ni'n awyddus iawn i ddefnyddwyr neu ofalwyr yn y meysydd hynny gysylltu â ni," meddai Elaine Davies, sy'n arwain y tîm ymchwil. *"Bydd cyfle i bobl gymryd rhan yn yr ymchwil trwy gyfweliad wyneb yn wyneb neu gyfweliad dros y ffôn, ac mae croeso iddyn nhw hefyd gyflwyno tystiolaeth ysgrifenedig – beth bynnag sydd fwyaf hwylus iddyn nhw. Rydyn*

ni'n gobeithio'n fawr y cawn ni ymateb gan bobl ledled Cymru. Bydd yr holl wybodaeth yn cael ei thrin yn hollol gyfrinachol."

Mae hwn yn gyfle pwysig i ddylanwadu ar bolisi a chryfhau'r gwasanaethau Cymraeg sydd ar gael ym maes iechyd a gofal. *"Rwy'n croesawu'r gwaith ymchwil yma ac rwy'n annog Cymry Cymraeg i gymryd rhan,"* meddai Gwenda Thomas. *"Mae'n bwysig iawn ein bod ni'n gwrando ar lais defnyddwyr y gwasanaethau iechyd a gofal a deall eu gofynion am wasanaethau Cymraeg."*

Y bwriad yw gwahodd pobl i gymryd rhan yn yr ymchwil yn ystod y cyfnod 17eg Ionawr tan 4ydd Chwefror a chynnal cyfweliadau gydag unigolion rhwng 7fed Chwefror 4 a'r 11eg Mawrth.

Am wybodaeth bellach, cysylltwch naill ai ag Elaine Davies (elaine.davies@iaith.eu) neu ag Elin Mair (elin.mair@iaith.eu) neu ffoniwch ar 01239 711668.

Y DIWEDD

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The Experience of Welsh Speakers in Health and Social Care Services

The Welsh Assembly Government and the Care Council for Wales are keen to hear from Welsh speakers about their experience of health and social care services through the medium of Welsh. And they have commissioned a team of researchers from the Welsh Centre for Language Planning to do the work.

"The results of this important research will be used to identify priorities," says Gwenda Thomas AM, Deputy Minister for Social Services, *"They will drive forward improvements to services by the end of this year."*

Researchers are keen to speak with patients, service users and carers to find out more about their experience. Was it easy to receive a Welsh-medium service or were there obstacles? What effect did this have? Were they happy with the service they received or do they have suggestions about ways of improving services?

"For many people such as children, older people, users of mental health services and others, Welsh language services are a matter of need rather than choice," says the Deputy Minister. *"Very often, it's only through the medium of their first language that they can be treated effectively."*

And this is why researchers are keen to hear about experiences relating to children (including speech and language therapy), older people, people with mental health problems (including dementia), and people with learning disabilities.

"We wish to hear from users and carers in these areas and hope very much that they will contact us," says Elaine Davies, who leads the research team. *"People will be able to take part in the research through face to face interviews or through pre-arranged phone interviews and they are also welcome to submit written evidence – whatever suits them best.*

We hope very much to have responses from people right across Wales. All information will be handled with complete confidentiality."

This is an important opportunity to influence policy and to strengthen Welsh medium health and social care services. *"I welcome this research and I urge Welsh speakers to take part",* says Gwenda Thomas. *"It's very important that we listen to the voice of health and social care service users and that we understand their need for Welsh medium services."*

The intention is to encourage individuals to take part in the research between 17th January and 4th February and to conduct research interviews between 7th February and 11th March 2011.

For further information, please contact either Elaine Davies (elaine.davies@iaith.eu) or Elin Mair (elin.mair@iaith.eu) or telephone on 01239 711668.

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