

Case Study

Here for You

Area 43

Background

Here For You, was a 2 year pilot project by the Ceredigion Youth Charity – Area 43, which aimed to support all young people aged 16 - 30 within Ceredigion. Many young people in rural communities find it difficult to access existing support services for a range of reasons, therefore Here For You offered a free, universal online counselling service to support those aged 16-30 years, without judgement.

Delivery

Delivery was through using Zoom meeting rooms, this included video, audio and real time text. Some service users preferred phone counselling and were accommodated where possible. For some service users it was difficult, if not impossible, to engage face to face so adapting to their needs allowed them to receive counselling where they would not have otherwise. The timing of counselling varied dependant on the needs of the service user, including both daytime and evening counselling.



Impact

The engagement from service users was positive and provided strong testimony to the positive impact that the service has had, this led to several users recommending the service to their peers.

Engagement

Total number of referrals - 98

Total number of counselling relationships - 72

"I am so glad I found this service, I really needed counselling, and I have been on the NHS waiting list for one and a half years"

"I have come out of a dark place since having counselling and can manage my life much better"

"I would not have access to counselling otherwise"

"I used this service on two different times to talk to (councillor) as I relapsed with my mental health and it was so nice to be able to pick up where we left off. I would really recommend this service and I'm glad it exists"



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Post Pilot Project

The service has been able to continue post pilot with direct commissioning from both North and South Ceredigion Primary Care Clusters. The positive impact, feedback and experience of the service users being a key factor in the commissioning.

As a result of the Here for You pilot project, the mental health services available free of charge in Ceredigion has expanded. This provides an opportunity for any young person to access a talking therapy service quickly and confidentially within the county.

Ryan Davies, General Manager of Area 43, says "The recognition from Primary Care professionals is a very rewarding approval for all of the staff, and highlights that the work Area 43 do is valued and has a positive impact for the young people who engage with it."



Area 43 has also received commissions from the Primary Care and Education sectors in Pembrokeshire as a result of the pilot, enabling the organisation to expand its geographical impact and further develop partnerships regionally.

The above outcomes although not monitored as part of the pilot are the legacy of the project and will have a lasting impact on the health and wellbeing of young people in Ceredigion. Area 43 has been able to grow and diversify its service offer to commissioners and has provided future potential stability.

To view the full report on the results of this pilot project visit

<https://www.cynnalycardi.org.uk/activities/theme-5-projects/here-for-you-area-43/>



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Cefndir

Roedd Yma i Chi, yn brosiect peilot 2 flynedd gan Elusen leuenctid Ceredigion - Area 43, a oedd â'r nod o gefnogi pob person ifanc rhwng 16 a 30 oed yng Ngheredigion. Mae llawer o bobl ifanc mewn cymunedau gwledig yn ei chael hi'n anodd cael mynediad at wasanaethau cymorth presennol am amryw o resymau, felly cynigiodd Yma i Chi wasanaeth cwnsela ar-lein cyffredinol am ddim i gefnogi'r rheini rhwng 16 a 30 oed, heb farn.

Cyflwyno

Dosbarthwyd trwy ddefnyddio ystafelloedd cyfarfod Zoom, roedd hyn yn cynnwys fideo, sain a tecstio amser iawn.

Roedd yn well gan rai defnyddwyr gwasanaeth gwnsela ffôn ac roeddent yn cael cymhwysol lle bo hynny'n bosibl. I rai defnyddwyr gwasanaeth roedd yn anodd, os nad yn amhosibl, ymgysylltu wyneb yn wyneb felly roedd addasu i'w hanghenion yn caniatáu iddynt dderbyn cwnsela lle na fyddent fel arall. Roedd amseriad cwnsela yn amrywio yn dibynnu ar anghenion y defnyddiwr gwasanaeth, gan gynnwys cwnsela yn ystod y dydd a gyda'r nos.



Effaith

Roedd yr ymgysylltiad gan ddefnyddwyr y gwasanaeth yn gadarnhaol ac yn dystiolaeth gref o'r effaith gadarnhaol y mae'r gwasanaeth wedi'i chael, arweiniodd hyn at sawl defnyddiwr yn argymhell y gwasanaeth i'w cyfoedion.

Ymgysylltiad

Cyfanswm o atgyfeiriadau - 98

Cyfanswm y perthnasoedd cwnsela - 72

"Rwyf mor falch fy mod wedi dod o hyd i'r gwasanaeth hwn, roeddwn i wir angen cwnsela, ac rwyf wedi bod ar restr aros y GIG am flwyddyn a hanner"

"Rwyf wedi dod allan o fan tywyll ers cael cwnsela a gallaf reoli fy mywyd yn llawer gwell"

"Ni fyddai gennyf fynediad at cwnsela fel arall"

"Defnyddiais y gwasanaeth hwn ar ddu achlysur gwahanol i siarad â (cynghorydd) wrth i mi gael ail-bwl gyda fy iechyd meddwl ac roedd hi mor braf gallu ailgydio lle wnaethon ni adael. Byddwn wir yn argymhell y gwasanaeth hwn ac rwy'n falch ei fod yn bodoli"



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Prosiect Ol-beilot

Mae'r gwasanaeth Yma i Chi wedi gallu parhau ar ol y peilot gyda chomisiynu uniongyrchol o Glystyrau Gofal Sylfaenol gogledd a de Ceredigion. Roedd yr effaith gadarnhaol a phrofiad cyfranogwyr yn ffactor allweddol yn y comisiynu.

O ganlyniad i'r prosiect peilot Yma i Chi, mae'r gwasanaethau iechyd meddwl sydd ar gael am ddim yng Ngheredigion wedi ehangu. Mae hyn yn rhoi cyfle i unrhyw berson ifanc gael mynediad at wasanaeth therapi siarad yn gyflym ac yn gyfrinachol o fewn y sir.

Dyweddodd Ryan Davies, Rheolwr Cyffredinol Area 43 "Mae'r gydnabyddiaeth gan weithwyr proffesiynol Gofal Sylfaenol yn gymeradwyaeth werth chweil i'n holl staff bod y gwaith a wnawn yn cael ei werthfawrogi ac yn cael effaith gadarnhaol ar y bobl ifan sy'n ymgysylltu ag ef."



Mae Area 43 hefyd wedi derbyn comisiynau gan y sectorau Gofal Sylfaenol ac Addysg yn Sir Benfro o ganlyniad i'r peilot, gan alluogi'r sefydliad i ehangu ei effaith ddaearyddol a datblygu partneriaethau yn rhanbarthol ymhellach.

Y Canlyniad uchod er na chant eu monitro fel rhan o'r peilot yw etifeddiaeth y prosiect a byddant yn cael effaith barhaol ar iechyd a lles pobl ifan yng Ngheredigion. Mae Area 43 wedi gallu tyfu ac arallgyfeirio ei gynnig gwasanaeth i gomisiynwyr ac wedi darparu sefydlogrwydd posibl yn y dyfodol.

I weld yr adroddiad llawn a chanlyniadau'r prosiect peilot yma, ymwelwch <https://www.cynnalycardi.org.uk/gweithgareddau/prosiectau-thema-5/yma-i-chi-area-43/>



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