

Produced in conjunction with:



Mersey Care
NHS Foundation Trust

Community and Mental Health Services



Welcome to Liverpool

A Travel Guide for People Living with Dementia



Mersey Care NHS Foundation Trust



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WELCOME TO LIVERPOOL

Welcome to Liverpool! This guide has been co-designed by people living with dementia to help you enjoy your visit to our city. We hope that it will allow you to make the most of your stay and to explore the area with minimal problems.

It is not intended to act as a guide to the best places to see specifically (there are plenty of alternative guides to help with this) but to assist you in navigating your stay whilst living with dementia.

ARRIVING IN LIVERPOOL BY TRAIN

Lime Street Station is the oldest grand terminus station still active in the world, located right in the cultural hub of Liverpool, the view from the front of the station provides an amazing vista of the city. Like many other stations in large cities it is generally busy, it can be loud and a little windy, and as with any station always mind your bags.

If you are arriving into Liverpool via train it is always a good idea to book Passenger Assist in advance. You can use the following number 0800 022 3720 or book it via your train operator when booking the tickets. This will enable you to have support for the whole journey if you require it.

Information is available on the National Rail website: www.nationalrail.co.uk

The Station

Once you get off the train all the platforms are level in the station.

If you need to use toilets these are located to the right of the concourse as you leave the platform (Lord Nelson Street entrance). There are accessible toilets and the RADAR key toilet is located next to the male and female toilets.

If you do not have a key please locate a member of staff and they will provide you with one. If the disabled toilet is closed there is one in Wetherspoons attached to the station.



Leaving the station

There are level access exits on both sides of the station (Lord Nelson Street and Skelhorne Street, where there is a gentle slope to the main street). Be sure to check out the views from the front of the station before you leave but remember there are steps at the front of the station which can be a problem so use the side exits or there is a lift down to street level.



Onward travel

Taxis. There is a taxi rank on the Skelhorne Street side of the station and there are also taxis on the road at the Lord Nelson Street exit. There are accessible cabs available and help points are available for passengers requiring assistance.



By bus

The nearest bus stops are at Queens Square, which is a couple of minutes walk from Lime Street. A free cross city bus service leaves from there. This runs every six minutes from Queens Square to Liverpool One bus stations.

Underground

Merseyrail: the underground rail network can be accessed from Lime Street Station by lift or escalator. It provides onward travel around the city and to Wirral and Southport. For more information, visit the Merseyrail website:

<https://www.merseyrail.org/>



ARRIVING IN LIVERPOOL BY CAR

Many people choose to come to Liverpool by car and there are plenty of car parks within the city centre. One of the main routes into the city is over the Mersey Gateway Bridge.

Mersey Gateway Bridge

If you are using the Mersey Gateway bridge to come into Liverpool you will need to pay the toll before midnight the next day otherwise there is an incremental fine of £60 plus the unpaid toll which increases the longer it remains unpaid.



The fee per crossing is £2.00 but there are no toll booths at the bridge. **The toll must be paid online or by telephone** before midnight on the day following crossing. Many people are caught out by this so make sure you plan ahead. You can also pay in some local shops which have a Paypoint/Payzone.

You can prepay on line by registering at www.merseyflow.co.uk or call 01928 878 878.

Parking availability and cost

In Liverpool parking costs are similar to those in other cities. There are a lot of car parks within the city centre.

The Q-Park car park at Liverpool One houses the shop mobility centre, which can be found on level 3 of the car park and provides manual wheelchairs, mobility powered wheelchairs, scooters and shopmobility for hire.

The details for Liverpool Shopmobility can be found at:

www.liverpool-one.com/plan-your-visit/accessibility/shopmobility/

On street parking is pay and display during the day but is free after 6pm in most places.

Parking is generally cheaper outside the city centre.

There are some free car parks at Merseyrail stations so you could park and take the train into the city centre which is quick and easy.

Before starting a journey, it is always a good idea to make yourself aware of any roadworks or disruption before you travel.

ARRIVING IN LIVERPOOL BY AIR

Liverpool John Lennon airport is not a big airport in comparison to others but there is still a walk from the plane to the terminal.

There are no airbridges so unless you request assistance you will come off the plane down steps onto the tarmac and walk into the terminal. It's worth remembering this and preparing for adverse weather conditions just in case.

Liverpool John Lennon Airport is working with dementia groups and organisations within the region to promote travel for passengers and their friends or family.

They offer pre travel visits on request and welcome your questions before travel by contacting them at customerservices@liverpoolairport.com

There is mobility equipment available and the airport operate a voucher system for hidden disabilities like dementia. Some travellers find the Butterfly Flyer or Sunflower lanyard (which identify that you are living with a hidden disability and may need some assistance) helps when seeking assistance passing through the terminal.

Once you arrive please make your way to the assistance desk located in the centre of the main terminal.

If you require assistance to the terminal then yellow call points are located within the car parks, near to all accessible bays.

The 'Butterfly Flyer' form is a white card with a teal header. The title 'Butterfly Flyer' is in white text on the teal background. Below the title, a teal instruction box reads: 'Please follow the Accessible route at Security. The route is identified by the 'wheelchair' symbol.' To the right of the text is a large yellow sunflower with a white butterfly in its center. Below the instruction box are four light blue input fields labeled 'Name:', 'Date:', 'Flight Number:', and 'Travelling to:'. At the bottom right, there is a blue puzzle piece icon, the hashtag '#FlyLPL', and the Liverpool John Lennon Airport logo with the tagline 'Faster. Easier. Friendlier.'

Alternatively, you can place a call to the assistance desk by phoning 0151 907 1030. Priority is given to those who have pre-booked assistance but the team will get to you as soon as possible.

www.liverpoolairport.com/assisted-travel/booking-assistance

Watch out for the shiny floors around duty free which some people find difficult to navigate. Toilet signage can also be difficult to follow as the symbols on the door are unusual so check you are in the right one! There are accessible toilets as well.

The sinks in the washrooms in the main concourse have the signage in the mirrors above the trough. You place your hands under the sign for soap, water, dryer to operate them and they are automatic.

As with many airports the baggage check is noisy and there are sometimes queues so allow plenty of time. There is also a quiet room available if the environment becomes too much. This is through baggage check and security.

Onward travel

- **Buses:** The airport is well connected by buses which run regularly. Detailed information can be found at <https://www.merseytravel.gov.uk/bus/>
- **Taxi:** There is a taxi rank outside the airport.
- **Car:** Various car hire companies are available at the airport.



ARRIVING IN LIVERPOOL BY COACH

If you are arriving into Liverpool by coach you will arrive into the National Express bus station in Liverpool One.

This is the city's main bus station and you will be in the heart of the shopping district. This is a busy part of the city and can be noisy.



ARRIVING IN LIVERPOOL BY CRUISE LINER

This must be a magnificent way to see Liverpool, the beautiful skyline with the three Graces in full view as you approach the docks.

Assistance will be available through your cruise liner and they will liaise with the terminal staff to ensure you are supported through the terminal. The famous ferries are close by and leave from the Pier Head so why not enjoy a ferry across the Mersey as part of your visit to the city?



There is approximately a 15 minute walk into the city centre from the cruise terminal. The easiest route is to walk along the waterfront past the Pier Head and then up by Mann Island onto the Strand.

If you are walking through the Albert Dock be aware of cobbles which can be difficult for some people. The easiest place to cross from the Strand into Liverpool One is using the crossing by the Albert Dock and the Hilton Hotel.

Hiring a bike

Bicycle hire is available at <https://www.citybikeliverpool.co.uk/>

Bikes are prepaid for online before you ride and you receive a code to put in when you collect the bike



GETTING HELP

Medical attention

For minor ailments there are a number of walk in centres around the city. The most central is Liverpool city centre NHS walk in centre (6 David Lewis Street, Liverpool, L1 4AP).



The walk in centres are all open 8.00am to 8.00pm. No appointment is required to attend one of the walk in centres, which are also open on Christmas Day, Boxing Day and other bank holidays.

The Liverpool city centre walk in centre can be a little tricky to find. If you locate the Tesco and Premier Inn on Hanover street and walk between them, the walk-in centre is located just behind the Premier Inn (see red arrow above).

For emergencies A&E is located at the Royal Liverpool University Hospital (Prescot Street, L7 8XP). As in many emergency departments it can be very busy and loud, particularly on a Friday or Saturday night. If you are living with dementia make this known when you check in at reception as specialist support is available.

If you have a medical emergency and call 999 but cannot speak for whatever reason; dial 55 after you are connected and the emergency services will know it is not a prank call and will respond to the call.

Out and about

The people of Liverpool are world renowned for their friendliness so if you need help when out and about ask and someone will help you.

There are a number of help points located around the city. If you see one you can press it to receive help.



If you are in Liverpool One you may see staff wearing red jackets or ties – they are there to offer help and support. If you are travelling on Mersey Travel all stations have help points if you need support.



If someone gets lost

Liverpool can be a busy city with lots of distractions. Obviously being separated can be distressing but there are a few things that can help. If you get lost in Liverpool One approach a member of the support team and they will take you to the information centre located at 5 Wall Street, which is located close to Debenhams and JD Sports.



The Herbert protocol is a national scheme which involves you registering your information and details that would allow the emergency services to have the best possible information should there be a need for them to become involved in a search for someone with dementia. You should complete the Herbert Missing Person form <https://www.met.police.uk/herbertprotocol> and keep it with you.

If you lose someone in the city centre or get lost you may find that security guards will be able to help you or point you in the direction of appropriate support. If you think that getting lost may be an issue it might be worth considering a tracking device before you travel. There are several available.

Toilets

It is possible to purchase a RADAR key which allows you to open disabled access toilets. You can purchase one from shopmobility or online before you travel. You can get a list of accessible toilets from shopmobility. Most large department stores have accessible toilets as do the Liverpool art galleries and museums. A list of public toilets can be found at www.liverpoolcitysights.co.uk/toilets



FOOD, DRINK AND NIGHTLIFE

Liverpool is a diverse city known for its lively nightlife but this means that some areas can be extremely busy and noisy, particularly on a Friday or Saturday night. Some areas are busier than others and you may want to consider this when booking hotels and restaurants. The following areas tend to be the busiest:

- Matthew Street
- Bold Street
- Concert Square
- Hanover Street
- Victoria Street.

Generally, if you want a quieter evening, you may find that you have a better experience if you go out earlier in the evening or go slightly out of the city centre, for example, Hope Street. There are some areas you may want to ask hotels about when you are booking (bearing in mind that some hotels are in old buildings):

- Availability of lifts
- Accessible rooms
- Shower facilities/size of bathroom
- Does it have a lot of stag and hen parties or other large groups?
- Does it have accessible restaurants and bars?
- Do they serve breakfast?
- Do they have parking?
- How noisy is it?
- Is there good signage?
- Is it manned 24/7?
- Length of walk between the lifts and rooms?

Quiet space

If you want to escape the business of the city centre and take a few minutes in a quiet space you may consider visiting some of the following: cathedrals, Quaker Meeting House, St Luke's Church (bombed out church), waterfront, galleries, Central Library.

Arts and culture

Many of the theatres in Liverpool have discount passes for carers - make enquiries when booking.

Parks

Whilst you are in Liverpool there are beautiful parks to visit including Sefton Park (with the Palm House), Birkenhead Park (first publicly funded civic park in the world) and Chavasse Park (now part of Liverpool One shopping complex).

All the national museums and galleries are free in the Liverpool area to access. The Museum of Liverpool is home to House of Memories and has been named the number one accessible attraction in the UK. They also have accessible toilets.

TOP TIPS FOR VISITING LIVERPOOL

- You can get the best views of the Liverpool skyline from the Wirral – maybe think about taking a ferry across the Mersey to enjoy these views
- In comparison to other major cities Liverpool city centre is fairly compact so for many people walking from one area to another is a good option. The main areas in the city centre are also pedestrianised making this easier
- When walking around, look up, Liverpool has some amazing architecture above eye level
- There is lots to do – take a tour!
- There are many websites that suggest walking routes that take in the best of the city to fit with your physical abilities and time available, such as:

<https://www.gpsmycity.com/gps-tour-guides/liverpool-2632.html>

<https://www.neweuropetours.eu/sandemans-tours/liverpool/free-tour-of-liverpool/>

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