

Frequently asked questions (FAQs) for reopening The Life Rooms in Sefton

Q. When will The Life Rooms be opening and why isn't it already open especially when the shops etc are open?

A. The Life Rooms at Southport and Bootle will open for Pathways Advisor appointments and reduced classroom activity. Learning provision will be focussed on digital enablement and courses that are most needed following the lockdown. As we are the NHS we have to protect the resource that has serviced us all well during a very difficult time. All decisions are based on thorough risk assessments with Mersey Care NHS Foundation Trust Health and Safety team Infection Prevention and Control Team and Estates. All Life Rooms sites and services will recommence when it is safe to do so and we have permission from our Trust.

Q. What about Walton Life Rooms and in particular the library section – why isn't that opening up at the same time?

A. The Life Rooms at Walton was at one point the only site available for our staff to work from. All other sites were closed by the Trust. We have had to make significant changes to the layout to ensure that our teams can support the communities they work in through digital means. In addition, Walton Life Rooms presents many challenges in terms of people entering the site in a controlled safe way. Weekly meetings will take place following the 21 June to consider the re-opening of Walton Life Rooms. Regular communications will be available about updates in this area.

Q. Will we be able to come and use the PC's as we used to do?

A. There will also be some digital learning available to support people to use tech. This is by appointment only and will follow a set lesson structure. Unfortunately, we are unable to offer use of the PC's for general browsing at this time.

Q. Will things be the same as they used to be especially if people need a sit down?

A. Initially no, attendance at Southport and Bootle from 21 June will be appointment only as this forms part of our risk assessments agreed by our own Trust. We will review weekly and re-open services as normal as soon as we are supported to do so.

Q. Will the disabled be allowed to come into the building to use the specialised toilet/shower?

A. Anyone with a pre-arranged appointment will have access to toilet facilities and disabled shower. Unfortunately, this cannot be accessed without an appointment as this will affect our risk assessed numbers in the building at any one time and therefore increasing risk to those in the building.

Q. Will we be able to bring our own food in and will you be supplying drinks?

A. Unfortunately we will not be providing dining areas or café/beverage facilities until our risk assessments support this. This will be considered each week following our re-opening of Bootle and Southport sites in 21 June. We hope to return all previous services and facilities as soon as we are given permission to do so. If you are attending an appointment or learning opportunity, please bring your own drink. Food is not to be consumed on site at this time.

Q. How can I book an appointment?

A. Call 0151 330 6461 or email liferooms@merseycare.nhs.uk to make an appointment. Please note appointments will be limited and will be allocated on a first come first serve basis. The number of appointments will increase as and when the risk assessments support us to do so.

Q. Why is it only going to be appointments only or a maximum amount allowed on a course?

A. The amount of people accessing our sites is determined by those experts within our Trust who work with us to conduct thorough risk assessments. These risk assessments tell us how many people can be in our buildings at any one time and what activity they engage in. These risk assessments are then shared with senior people within the Trust who are then able to make a balanced and informed decision to allow us to open or not. These restrictions will be reviewed weekly following 21 June and we will continue to request the re-opening of all sites and services as soon as it is safe to do so.

Q. Can you come and see someone without an appointment if it's urgent?

A. Unfortunately you will not be able to access our buildings without an appointment. You will however be able to access support over the phone and this can be arranged by calling The Life Rooms in the usual way, please see the [contact us page](#) of our website for more information.

Q. What hours will you be open? Also as it's a difficult time will you open on weekends?

A. Opening times will be determined by the risk assessments and by pre-arranged appointment only. These appointments operate Monday to Friday and will begin at 9:30am and finish at 4pm.

Q. Can we come in and use the Wi-Fi on our phones/tablets when we're open again?

A. Once our buildings are fully open all services will be available to you.

Q. Is it first come first served for the courses?

A. From 21 June most places on courses will be filled through Pathways Advisors or the Wellbeing Team signposting into the Learning offer. Once fully open we will re-establish our enrolment days.

Q. Are any face to face groups taking place (that aren't the recovery courses for example the young dementia group)?

A. These groups will be reintroduced when the risk assessments support us to do so. This will be discussed weekly following the partial reopening of services on 21 June.

Q. Will my carer be able to attend with me?

A: Yes a carer will be able to support you for an appointment or attendance at a course. They will become one of the approved people on site at any one time determined by our risk assessments.

Q. What if I'm exempt from wearing a mask?

A: If you are exempt from wearing a mask then please tell our team when making your appointment and again upon your arrival.

Q. What ventilation is in place?

A: All of our buildings are bright and airy, and we have factored in access to fresh air as part of our risk assessments.