

**TRANSPORT MATTERS!
IMPROVING TRANSPORT FOR PEOPLE LIVING WITH
DEMENTIA & CARERS**

Dementia 2020

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Transport Matters

- A priority for older people generally and for people with dementia
- One of the four Liverpool DAA sub groups
- ‘Getting out and about’
- Getting lost is both a fear and a reality
- Dementia does not feature in transport policies about disability

Why this is a priority for SURF

- People lose confidence after diagnosis and may withdraw
- Lack of transport can make things more difficult
- We want to stay active, healthy and connected
- Some of us need help to use transport so having our carers with us can be essential
- We know there is a lot that can be done to improve transport for people with dementia

What people with dementia and carers told us

- Train timetables are difficult to understand
- Buying train tickets is difficult – pressure to use machines or book on-line. Ticket counters uninviting
- Platform and bus route changes are a nightmare!
- Staff are not always visible to ask for help
- Most bus drivers are helpful but some drive too fast and brake hard
- Seat belts on priority seats would help people feel safer
- Carers who don't qualify for a pass and accompany disabled or older people pay full fare

What the sector told us

- Policies about disabled customers do not include dementia
- Some companies have provided dementia awareness training to staff
- Responses to people in difficulty are limited
- Not everyone identifies themselves as disabled so staff have to be alert to the possibility
- Merseyrail is looking at how to improve signage at stations
- Incidents are rarely logged and no data is routinely collected
- There is scope for contact details to be logged when a Merseytravel pass is issued
- The sector is keen to rise to the challenge

What have we done in Liverpool?

- Consultation with people living with dementia and their carers
- Initial seminar to get feedback and gauge interest from the sector
- Larger event to share learning and get strategic support
- Piloted bespoke training
- Consultation exercise with public during Dementia Awareness Week
- Explored 'safe havens' with British Transport Police, City Council & Merseytravel
- Advised Merseytravel on potential hazards in stations

Working with Virgin Trains

- First company to take up offer of free training session
- Planned content to meet their specific needs
- Attendees wanted to be there – keen to learn
- One day course covering dementia and how to respond better in their job role – wide range of staff
- Seen primarily as a customer care issue
- Used their experiences to illustrate techniques
- Very positive feedback – their evaluation and our own
- They want more!

What have we done nationally?

- Invited to join the national dementia-friendly transport group (PM's Challenge)
- Discussed development of a Charter for the sector
- Raised concerns about Blue Badges – national criteria, difficult for people with dementia to qualify
- Hosted a meeting in Liverpool of the national group – heard directly from SURF about what matters

Next steps

- Exploring carer concessions, emergency contacts, safe havens and staff training with Merseytravel
- Working with Arriva buses to develop dementia training for staff
- Working with Liverpool John Lennon airport to improve passenger experience
- Working with Merseyrail on train design
- Securing project management time – this is a huge but vital agenda!

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