

Deaf and New in Merseyside?

MSDP can help



Watch the welcome video



msdp
MERSEYSIDE SOCIETY *for*
DEAF PEOPLE

msdp.org.uk

Welcome to Merseyside!

...and a warm welcome from MSDP

Merseyside Society for Deaf People (MSDP) have been supporting Deaf people and people with all levels of hearing loss in Liverpool, Sefton and the Wirral **since 1864**.

We run lots of services for Deaf people in Merseyside and the majority of our staff are Deaf, and all of the people who work with clients can speak British Sign Language. We also run one of the biggest Deaf clubs in the UK. Find out more in this welcome pack!

Who are MSDP?

Our mission is to address the many barriers and inequalities experienced by Deaf People, Deaf-Blind people and the Hard of Hearing and to serve as an Ambassador for change.

We want to help people with hearing loss to achieve a full, active and influencing role in mainstream society. In particular we want to help them access the services they need and the career prospects they desire, without obstacles to hinder their development and contribution to society.



Our Services

In this welcome pack we will tell you about some of the key services we run at MSDP. On each page you will also find a video about the service and a link to the relevant page on our website.

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We also provide a variety of other services, including interpreting, Deaf Awareness and training for companies.

Our staff can communicate in British Sign Language (BSL), Sign Supported English (SSE), Deaf Blind Hands-on / Manual, International Sign Language. They also have experience of working with people who speak other languages.

Duty Advice Sessions

What is the Duty service?

We provide advice and guidance to help people make their own decisions. We cannot advocate (take action) for clients, but we will make sure they get the support they need to solve any problems - if we can't help, we will find someone who can.



Mark with a client

Who do we support?

We can help if you are aged over 16, have hearing loss and live in Wirral, Sefton or Liverpool.

Do you live in Knowsley?

Our Knowsley Deaf Service can help. Get in touch to find out drop-in times.

What type of things can we help with?

- Housing related support
- Accessing welfare benefits
- Translation of letters
- Accessing health services / appointments
- Managing finances and household bills
- Making phone calls or making complaints

Who runs the Duty Service?

Advice & Support Service
Manager: **Mark Hart**



Scan the QR code to find out more about the Duty Service.



How do I arrange a 1:1 session?

Text / WhatsApp or video call the team on **07592 370 355** to book an appointment. Or come to a drop-in session (no appointment needed).

Duty timetable

- Liverpool

*MSDP, Queens Drive Retail Park,
West Derby, Liverpool, L13 0DJ*

Day	AM	PM
<i>Monday</i>	9:30 - 11:00	1:30 - 3:00
<i>Tuesday</i>	9:30 - 11:00	1:30 - 3:00
<i>Wednesday</i>	9:30 - 11:00	1:30 - 3:00
<i>Thursday</i>	9:30 - 11:00	1:30 - 3:00
<i>Friday</i>	9:30 - 11:00	1:30 - 3:00

- Wirral

*WSBPS, Ashville Lodge, Ashville Road,
Birkenhead, Wirral, CH41 8AU*

Day	AM	PM
<i>Monday</i>	9:30 - 11:00	1:30 - 3:00
<i>Tuesday</i>	Drop in centre	1:30 - 3:00
<i>Wednesday</i>	✗ No duty ✗	
<i>Thursday</i>	9:30 - 11:00	1:30 - 3:00
<i>Friday</i>	9:30 - 11:00	1:30 - 3:00

Live in Sefton?

Drop-in sessions are held **every Wednesday** morning (9:30am - 11:00am) at *The Life Rooms, 68 Merton Road, Bootle, L20 7AT*

Support Services

Who do we support?

We support people with hearing loss in Merseyside.
We help them to **live independently** and give them the confidence to **access the local community** - from going shopping to joining a football team.

What type of things can we help with?

Our packages of support vary from client to client. Here are some of the things we can help with:

- Communication support (BSL, SSE, Deaf-Blind Tactile Communication Methods)
- Support with everyday activities i.e. shopping, appointments, travel
- Support to enjoy hobbies (playing board games, watching sport etc)
- Health and wellbeing advice
- Connection with wider hearing loss communities and Deaf culture to reduce social isolation and improve physical and mental wellbeing

How do I access this service?

Fill in a form on the MSDP website to refer yourself or someone you know:
msdp.org.uk/support-work-referral-form

Need help with the form?
Get in touch: **0151 228 0888** or email
reception@msdp.org.uk

Scan the QR code to find out more about the Support Service.



Equipment

What is the Equipment Service?

We help people live independently at home by providing them with the sensory equipment they need. Our equipment service is **free** for people living in Liverpool or the Wirral who are Deaf, DeafBlind and Hard of Hearing.



Who do we support?

If you have any level of hearing loss and live in Liverpool or the Wirral, we can help you.

What type of things can we help with?

All of our equipment services including assessment, installation and repair is free of charge.

We offer a wide variety of equipment such as:

- Flashing light doorbells
- Telephone amplifiers
- Room Loops
- TV aids
- Baby monitors
- Vibrating alarms
- Personal pages
- Fall mats and sensors
- Window alarms
- Door alarms
- Advice on apps and technology

How do I get help with equipment?

Fill in a form on the MSDP website to refer yourself or someone you know:
msdp.org.uk/equipment-referral-form

Need help with the form?

Get in touch: **0151 228 0888** or email
equipment@msdp.org.uk

Scan the QR code to find out more about the Equipment Service



Training

British Sign Language (BSL) Courses

If you would like to learn BSL or if you already speak a little but would like to improve your skills then we can help! We run BSL courses from **level 1** (beginner) to **level 6** (advanced).

Our courses are accredited by Signature and our tutors are fully qualified and experienced.



Why should I learn BSL?

If you are new to the UK then learning BSL can be a great way to meet new people and make friends. It is estimated that BSL is the preferred language for around **90,000 people** in UK. Learning BSL will also make it easier to access information and services.



BSL became a legally recognised language in 2022 with the passing of the BSL Act.

Public bodies (NHS, councils, police, etc.) must ensure BSL users can access services on an equal basis. This includes providing interpreters.

How do I join a course?

Our BSL courses get very full so it is a good idea to join the waiting list. To do this please send a message to: trainingone@msdp.org.uk

Scan the QR code to find out more about our Training



Community

We run lots of groups and events for people with **all levels of hearing loss** and their **families** in Merseyside.



Our **Deaf Club** runs activities every week:

- **Hard of Hearing group** - Tuesday , 1pm to 4pm
- **Wirral Deaf Community** - Tuesday, 10am to 4pm
- **EPC** - Wednesday, 11am to 4pm
- **Craft group** (Knit, Crochet and Sew) - Thursday, 12 to 4pm
- **Sports and Family night** - Friday, 6:30pm to late
- **BSL Walking Group** - Dates and times vary

We also regularly run **yoga courses** and **talks** on different topics. Find out more on Facebook: facebook.com/MerseysideSocietyForDeafPeople

Find out more:

msdp.org.uk/deaf-community-and-social-activities

Or get in touch with our **Janice Connolly**, our Community Engagement Manager: jconnolly@msdp.org.uk

Scan the QR code to find out more about our events:



Getting to know the local area

How do I access benefits?

You may be entitled to financial support like University Credit. How much you get will depend on your situation. MSDP can help you find the right person to speak to about benefits, or your local [Citizens Advice](#) office will be able to help.

Where do I go to post a letter or parcel?

You will need to go to a Post Office. There are many all over Merseyside.

You can also book cheaper deliveries using a service like

[parcel2go.com](https://www.parcel2go.com)

Where should I go to buy food?

It is cheaper to buy food from big supermarkets rather than the smaller shops. There are many supermarkets across Merseyside. Generally Lidl and Aldi are the best value.

Can I access emergency food?

A food bank can provide emergency food with at least 3 days of meals. To get help from a food bank you need a **Foodbank Voucher** from somewhere like **Citizens Advice**.

Contact the **Trussell Trust** to find out where you can get a voucher:

www.trussell.org.uk/emergency-food

Religious organisations for Deaf people in the North West

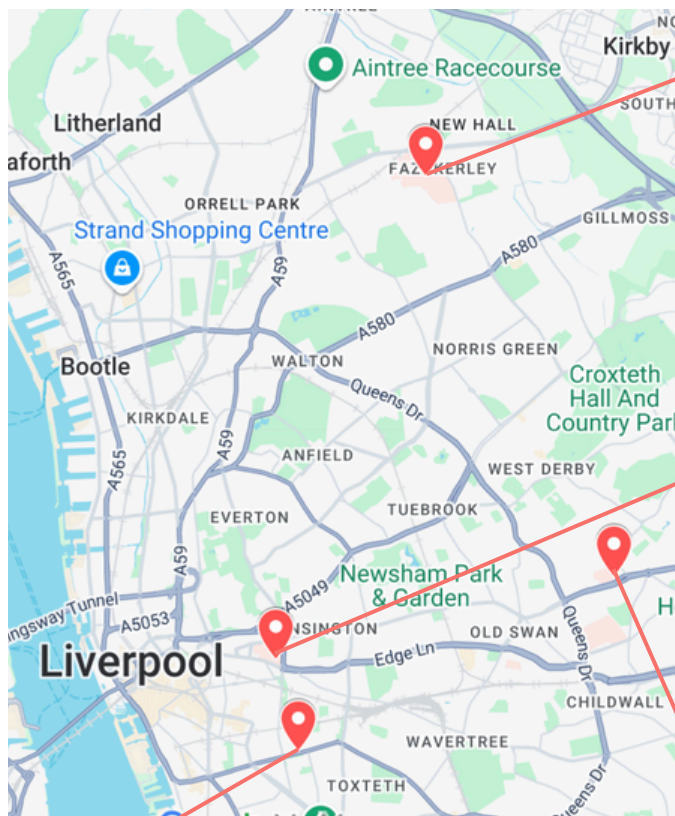
- **Liverpool Cathedral** - Some Holy Communion Services are in British Sign Language: liverpoolcathedral.org.uk/events/bsl-services
- **Muslim Youth Foundation:** Deaf project in Manchester - myf.org.uk/myf-projects/deaf-childrens-project
- **St Joseph's Mission to Deaf People:** caritassalford.org.uk/service/st-josephs-mission-to-deaf-people

Accessing health care services

How do I see a doctor in an emergency?



- If it is an emergency then call **999** or visit a hospital with an Accident & Emergency department (A&E).
There are **4 hospitals** in Liverpool with **A&E departments**:



Aintree University Hospital

Lower Lane, Fazakerley, Liverpool L9 7AL



Royal Liverpool University Hospital

Mount Vernon Street, Liverpool L7 8YE



Liverpool Women's Hospital

Crown Street, Liverpool L8 7SS



This is a specialist A&E unit for women who need emergency care of an acute gynaecological problem or problems in early pregnancy.

Alder Hey Children's Hospital

E Prescot Road, Liverpool L14 5AB



They only offer treatment to people under the age of 16.

Pictures courtesy of [Rodhullandemu](#) on Wikimedia. Shared under CC 4.0 creativecommons.org/licenses/by-sa/4.0/deed.en

- You can also use the **BSL999** service. You can go on the website: www.999bsl.co.uk or use the **mobile phone App**. Install the BSL999 app now so you have it if you need it.



BSL999 will put you in touch with a BSL interpreter through a live video call. The interpreter will translate your messages to the emergency services.

How do I see a doctor for a routine appointment?



- For routine appointments you will need to see a General Practitioner (GP). You can find your nearest GP on the NHS website: www.nhs.uk/service-search/find-a-gp/
- The GP is normally only open from Monday to Friday, usually from about **8am - 6:30pm**. They are not open at the weekend.
- If the GP is closed, and it is not an emergency, you can call **111** and to get advice from a doctor or nurse.

Where else can I get medical advice?



- Your local pharmacy can give general health advice and help with things like colds, coughs, sore throats, and skin conditions.
- They can also provide pregnancy tests and give advice on contraception and sexual health.

If I have a problem with my teeth, how do I see a dentist?



- If you have a dental emergency then call **111**
- If it is not an emergency, then make an appointment with an NHS dentist. You will need to join an NHS dentist first. You can find a dentist on the NHS website: www.nhs.uk/service-search/find-a-dentist

Who do I contact if I have a problem with my eyesight?



- You will need to visit an opticians. There are lots of Opticians across Merseyside. Some of the more popular ones are Vision Express, Specsavers and Boots.
- You may be entitled to a **free eye** test and a NHS optical voucher towards the cost of glasses or contact lenses. Find out more:
www.nhs.uk/nhs-services/opticians/free-nhs-eye-tests-and-optical-vouchers

Interpreting Services

Remember, that you can ask the doctor, GP, dentist etc to call MSDP to arrange a **BSL interpreter** to help you with your appointments. You can ask them to call MSDP on: **0151 228 0888**.

How do I contact the police?



- If you are in danger or see a crime happening, contact the police. **In an emergency, call 999** or use the **BSL999 app**.
- If it is **not an emergency**, you can contact the police by calling **101**, or by using textphone **18001 101**.

Can I get help as a victim of crime?

- Yes you can. If you are a victim of crime in Merseyside, Victim Care Merseyside can help you. Their support is free and private. They can give you someone to talk to, help you feel safe, and connect you to other services. You can contact them for help even if you have not reported the crime to the police. You can phone them or ask for help on their website:
www.victimcaremerseyside.org

How do I contact the fire brigade?

- If there is a fire or if someone needs rescuing, call the fire brigade by dialling **999**, or use the **BSL999 app**.



Information on hate crime

We hope you'll find Merseyside to be a friendly and welcoming place. But if you ever experience hate or discrimination, it's important to know that support is available and you are not alone.

What is a hate crime?

A hate crime is when someone targets you or your property because of who you are. This may be due to:

- a disability
- your race or ethnicity
- your religion or beliefs
- your sexuality
- your gender identity

Hate crime can include:

- being bullied or threatened
- having your property damaged / stolen
- being called offensive names
- being physically hurt

What to do if you experience hate crime

Report it to Stop Hate UK:

- Freephone: 0800 138 1625
- Text Relay: 18001 0800 138 1625
- Text: 07717 989 025
- Email: talk@stophateuk.org
- Web chat / Online form: stophateuk.org

Report it to the police:

- Call **101** at any time
- Call **999** in an emergency

Need help reporting?

There are over 70 third party reporting centres across Merseyside. Staff at these centres are trained to offer advice and support in a safe, welcoming space. They can help you report hate incidents or abuse to the police, or to Stop Hate UK.

Find your nearest centre by going to:

www.merseyside.police.uk/SysSiteAssets/media/downloads/central/advice/hate-crime/merseyside/merseyside-third-party-hate-crime-reporting-centres.pdf

Rubbish disposal & recycling

In Liverpool, different coloured bins are used for different types of rubbish:



Blue bin or bag – Recycling

Use this for clean paper, cardboard, glass bottles, cans, and some plastic bottles. Do not put plastic bags, food, or dirty items in this bin.



Purple bin – Household rubbish

This is for general rubbish, including food waste and anything that can't be recycled. Do not put electrical items in this bin.



Green bin – Garden waste

Use this for grass, leaves, and small branches. Do not put soil, plant pots, or rubbish in this bin.

If you're not sure what goes in your bin, you can check on the Liverpool City Council website: liverpool.gov.uk

Bulky items

You can also ask the council to collect large items (like furniture), or take them to a recycling centre. There may be a cost for this service.

Recycling Centres

For items not suitable for regular bins, such as electrical goods or hazardous materials, visit a local recycling centre.

Communicating

You could cut out the cards below to help you communicate with people.



Hello, I am Deaf.
Please communicate with me in
writing or using gestures.



Hello, I am Deaf.
I require a sign language
interpreter.



Hello, I am Deaf.
I require a one way ticket to:

.....



Hello, I am Deaf.
I would like a day ticket please.

MSDP are here to help

If you are Deaf and need help in Merseyside, then MSDP can be there for you. Just get in touch.

Head Office

Merseyside Society for Deaf People
Queens Drive Retail Park
West Derby
Liverpool
L13 0D

Telephone: 0151 228 0888

Email: reception@msdp.org.uk

Wirral Office

Wirral Society of the Blind & Partially Sighted,
Ashville Lodge
Ashville Road
Birkenhead
Wirral
CH41 8AU

Telephone: 0151 652 8877



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