

User Guide for the Live Well Directory

www.thelivewelldirectory.com

Live Well is an online directory designed to provide easy access to information and services that are available in your local authority area or elsewhere in the wider Liverpool City Region (LCR) area. The LCR is a council partnership which includes Knowsley, Liverpool, Sefton, St Helens and Wirral.

This User Guide explains the different features of the Live Well Directory and how to find your way around the site.

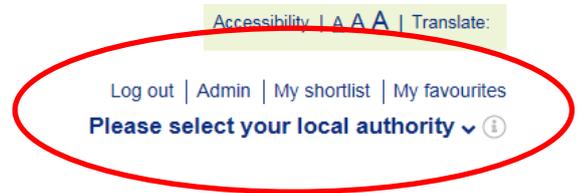
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Setting your local authority

The first thing to do prior to searching is decide if you want to search across the region or just in your Local Authority area. Select LCR or your Local Authority area on the drop down menu.



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Welcome to the Live Well Directory

Live Well is a directory of local care and support services, information and activities for the Liverpool City Region (LCR).

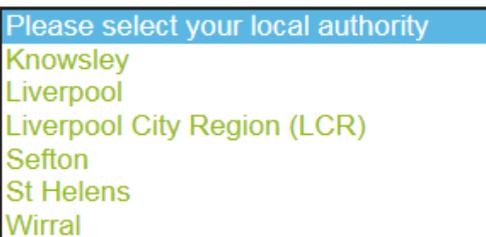
You can search across the wider city region from this page, or you can search just one area by choosing a local authority from the drop-down menu.

Search using the icons below or find out what's close to where you live by entering the service you're interested in and your postcode.

Search for...	within	miles of
support / facility	5 10	postcode / area



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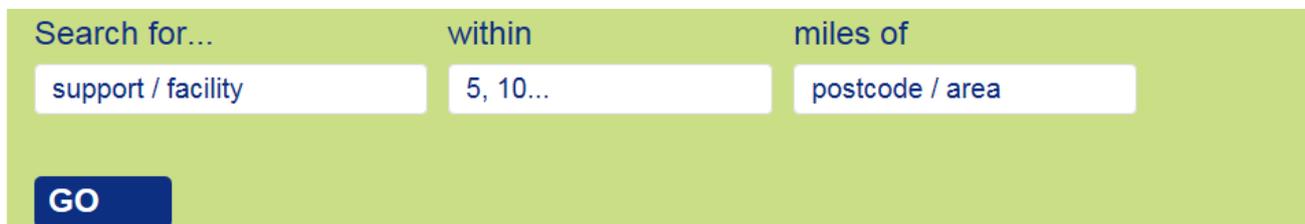


The location you select will then be applied to any searches you carry out. In addition to this the news stories that appear on the homepage are specific to the selected Local Authority.

How to search for services in the Live Well Directory

There are two ways to find the information you need on Live Well. You can use a “Keyword” search or select one of our nine categories:

- 1) **Using the keyword search** - If you already know the type of service that you’re looking for, or even the name of the service provider that you want, you can use search box on the home page to search for key words.



The screenshot shows a search interface with three input fields: "Search for..." containing "support / facility", "within" containing "5, 10...", and "miles of" containing "postcode / area". A blue "GO" button is located below the fields.

You can add a post code and define the distance from that post code in miles, or just enter the keyword to search the area selected from the Local Authority dropdown.

E.g. a search for a *care home* within *5 miles* of *Bebington* would be entered as follows:



The screenshot shows a search interface with three input fields: "Search for..." containing "care home", "within" containing "5", and "miles of" containing "Bebington". A blue "GO" button is located below the fields.

Once you hit ‘go’, it will return all of the services that match your key word.

- 2) **Searching by category** - If you are unsure of what services you want to find, or if you just want to explore what’s available, you can browse by looking at the different categories.

On the home page there are a set of categories such as ‘Living Independently’ and “Getting Active”. If you click on these icons, they will take you to another a set of sub-categories that will help you narrow down the services to something of interest to you.



If you do not know where to start to search for services yourself, you might want to start with our advice and guidance category where you will find organisations you can call or visit.

How to filter your search results

There are times when you complete a search that it returns a high number of results. In the example below, 251 search results were returned. Refining your search in the green box on the left can help to narrow down your results:

The image shows a search results page with a sidebar on the left and a map on the right. The sidebar has a green box titled "Refine your search" with the following fields: Keywords: residential; Location: L3 1AH; Distance (miles): 20; Results per page: 10 (dropdown menu); and a Go button. Below this is a "Filter your results" section with "Category" and "Service Type" filters. The main content area shows a map of Liverpool with several red location pins. Below the map are tabs for "Services" and "Information". A red circle highlights the text "Showing results 1 to 10 of 251". Below this is a pagination bar with numbers 1 through 11 and a "next" button. The first result is "Autism Initiatives - Small Residential Homes" with an "Add to shortlist" button. The second result is "Crompton Court Residential Care Home" with a "View on map" link and an "Add to shortlist" button.

You can determine how many results appear on each page (10, 15, 20, 25 etc.) and consequently how many appear on the map.

You can also filter your results by selecting a Category, Service Type or Postcode Area:

Filter your results

Category

- Housing and accomodation with care (235)
- Health conditions (32)
- Life events (21)
- Health services (12)
- Keeping well (10)

Show full list...

Service Type

- Residential / Nursing Home (209)
- Accommodation and accommodation with support (21)
- Health services in the community (6)
- Support services (5)
- Care at home (4)

Show full list...

Postcode Area

- CH43 (18)
- CH45 (18)
- CH42 (16)
- L36 (16)
- CH47 (10)

Show full list...

Please note that due the limited space available not all the post codes with results may appear.

You can click on “**show full list**” if the post code you are interested in does not appear.

As you select more ‘filters’, the search results will narrow down to those which match the information you have entered. This is a really helpful way to limit the results to those that provide what’s really important for you. We recommend using your post code to localise your results.



You can change how your search results are ordered by clicking on either “distance” or “relevance”:

Distance – when selected, this will show the services closest to the location you entered *first*.

Relevance – when selected, this will show the services which contain your key word most frequently in its directory page *first*. It will also prioritise those services with more detailed content on its directory page.



What information will you find about services?

When you find a service that is of interest to you, you can click on it to find out more information. Every page will be different, but will typically show you the following information:

- A description of the service provided
- Who the service is for
- A map of where the service is located
- Contact details for the service, such as their website, email address and phone number



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Please select your local authority  

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You are here: [Home](#) > [Search Results](#) > [Merseytravel- Free Travel](#)

Merseytravel- Free Travel



Description

Merseytravel offers free travel on buses, trains and Mersey Ferries if you live in Merseyside and:

- You are aged 60 or over; or
- You have certain disabilities.

For further details please visit Merseytravel's website or give them a call.

Service Details

Locations:

Concessions Customer Delivery Team, Merseytravel, PO Box 1976, Liverpool, L69 3HN (directions displayed on map)

Organisation:

Merseytravel

Service Type:

Mobility / Getting Around

Website:

<http://www.merseytravel.gov.uk/tickets/concessions/pages/disabled.aspx>

Disabled access:

Yes

How much will it cost me?:

Free

What groups of people is this for?:

- Older people
- People who are physically disabled
- People with mental health issues
- People with a brain injury
- People with a sensory disability
- People with a learning disability
- People with accessibility requirements

This page was last updated on 05 January 2017

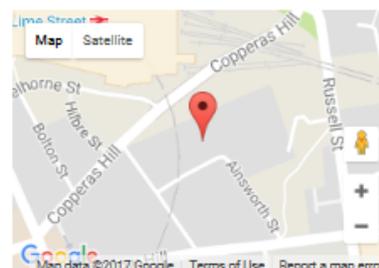
[< Back to search results](#)

Leave feedback

Add to shortlist

Add to favourites

View in admin area



Enquire about this service

Contact Details

Telephone:

0151 236 6056

Email:

concession@merseytravel.gov.uk

People who viewed this service also viewed

- Mersey Tunnels- Free Travel Concession
- Merseycare Transport Services
- National Rail- Accessible Travel and the Disabled Persons Rail Card
- Merseytravel- Accessibility
- Bradbury Fields - Information and Support Services

For some services, there will be additional information available. For example, care home services will include a link to the Care Quality Commissions latest inspection report and may give details of whether they allow pets or offer different languages.

How can I contact a service?

We've asked services to provide their contact details so that you can contact them directly. Most services have these contact details on the right hand of their service profile pages. This will typically be their email address and telephone number. You can use any of these contact details to contact the service provider directly:

Wirral Tennis and Leisure Centre

Description

We offer the following facilities:

- 6 indoor tennis courts
- fitness suite
- sports hall
- i-zone studios
- café
- vending machines
- grass football pitches
- 2 outdoor tennis courts
- 5 or 7-a-side football pitches
- free parking

Service Details

Locations:

Valley Road, Birkenhead, Wirral, CH41 7EJ (directions displayed on map)

Organisation:

Wirral Council

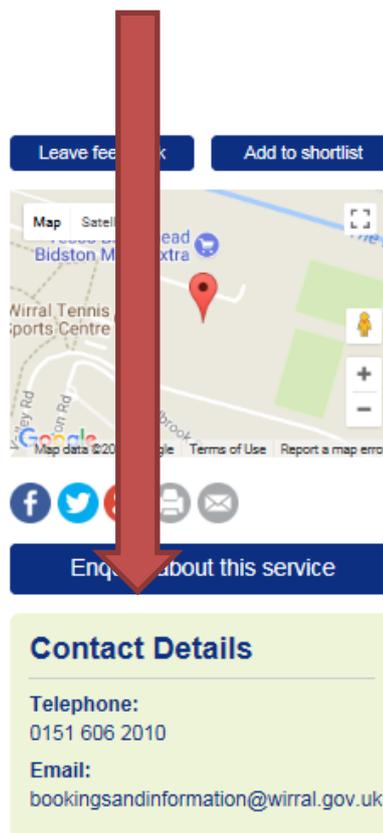
Service Type:

Sport & fitness

Website:

<http://www.wirral.gov.uk/invigor8>

What age groups is this for?:



Want to leave feedback about a service?

Leave feedback

For each service, there is an option to leave feedback. To do this, click on the button 'leave feedback' located just above the map.

When you click on that button, a box will pop up asking you for your name, email address and the feedback you would like to provide. Select the type of feedback you would like to provide from the dropdown.

When you complete this and select 'send feedback', this will be sent to the Live Well Support Team and will not be published on the Live Well site.

Information that you enter on this form will be sent directly to this website's administration team by email. Please ensure that you do not include personal, confidential or sensitive information in your feedback.

How to use shortlists

Add to shortlist

If you want to create a shortlist of services you're interested in for later reference, you can use the 'add to shortlist' button on the search results and service profile pages. When you click that button, the service will be added to your shortlist.

You do need to have cookies enabled for this to work.

You can view your shortlist at any time by clicking on '**My shortlist**' at the top of the page:

[Log in](#) | [My shortlist](#)

Liverpool ▼ ⓘ

How to use favourites

To save services as "**My favourites**", you will need to register as a user of the site and log in.

To register, click on "**Log in**" at the top of the home screen, and then click on "**Register**" and follow the instructions on screen:

[Home](#) [About us](#) [Help to use this site](#) [Feedback](#) [Suggest a service](#) [News](#) [Contact](#)

You are here: [Home](#) > [Log in](#)

Log in

Enter your user name and password to log in

User name *

Password *

Log in

Cancel

[Forgotten your password?](#)

[Forgotten your user name?](#)

Are you a member of the public and don't have an account?
[Register](#)

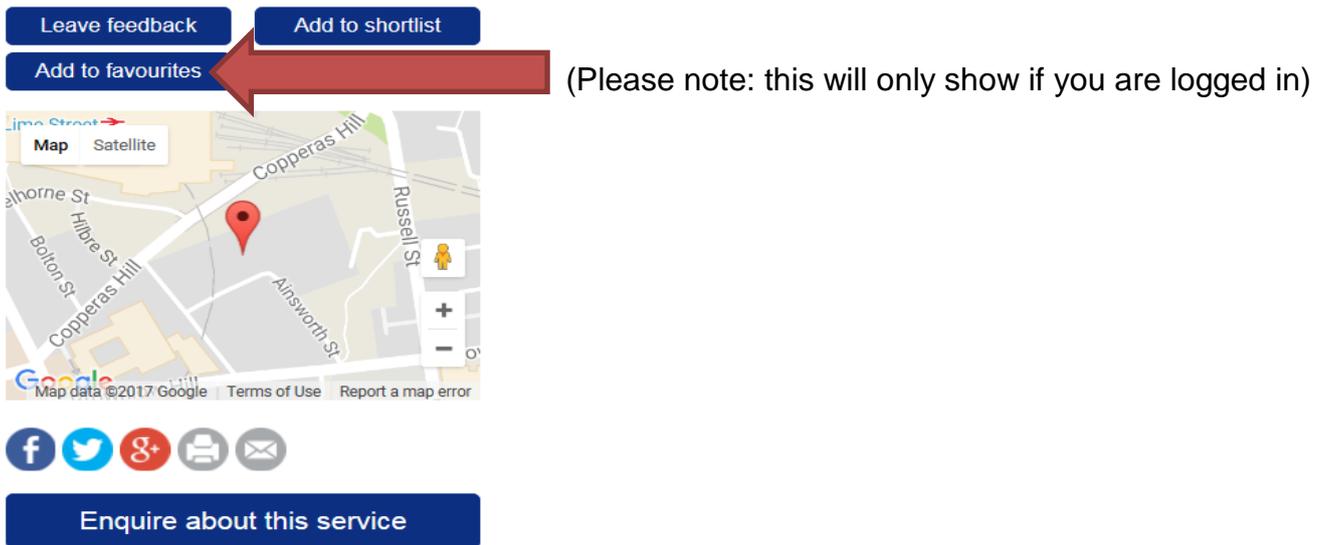
If you are a service provider but don't yet have an account
[request a login](#)

Once you have registered you can log in and will be able to save services for later reference by clicking on "**Add to favourites**". This is similar to creating a short-list, but it is permanent and you can add/remove services as you wish from your "**My favourites**" list at any time.

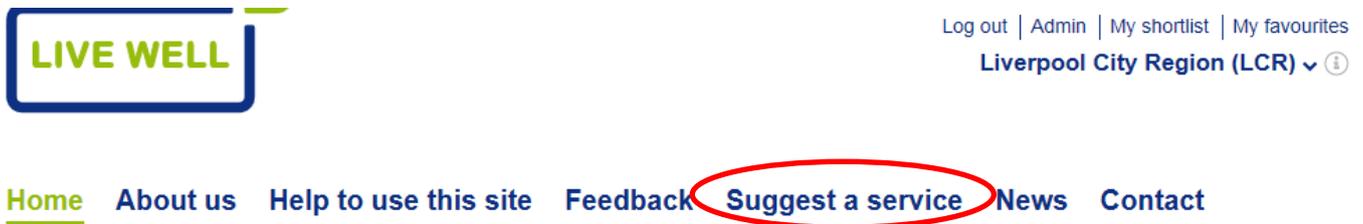
[Log out](#) | [Admin](#) | [My shortlist](#) | [My favourites](#)

LCR ▼ ⓘ

The “Add to favourites” button is located above the Google Map image on a service page:



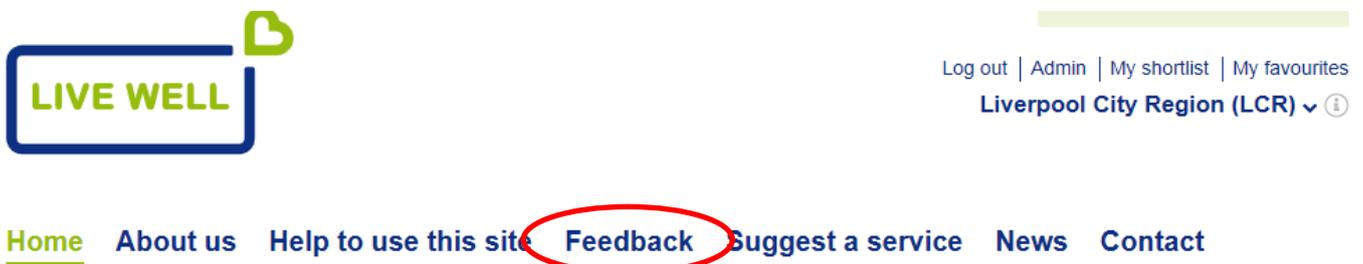
Do you want to suggest a service that should be in the Live Well Directory?



While we have made every effort to make Live Well as comprehensive as possible, there will be services out there which are not on the site, or could have more information. We welcome suggestions for new services so that we can make the site as inclusive as possible.

If you know of a service and would like us to add it to Live Well you can go to “**Suggest a service**” on the home page and complete the form on screen. Once we’ve received this, we’ll gather all the information we need to add that service to the site.

Website or User Guide feedback



We hope you find the Live Well Directory useful. If you would like to provide feedback about the site, or would like to help us make this User Guide better, then please click on “**Feedback**” on the home screen and follow the instructions. We welcome your comments and suggestions.

Thank you for using **thelivewelldirectory.com**