

Advice for group leaders visiting Glasgow Museums with older adults



This guide was devised by the Learning and Access and Open Museum team at Glasgow Museums in collaboration with local community partners.

It offers information and advice to group leaders working with older adults who may need additional support to make their way around Glasgow Museum venues and enjoy the collections.





This document provides information to help group leaders when planning a visit to a Glasgow Museum venue with older adults who may need a little more support to enjoy their museum visit. It contains information on services which can address the needs an older person might have to ensure a comfortable visit. Glasgow Museums are committed to being age and dementia friendly. We are dedicated to ensuring that our buildings, programmes and displays are accessible and we invest in staff training to ensure a welcome for all.

If your group members have additional support needs, and you wish to have assistance in planning your visit, or in facilitating the visit, please call the museum you wish to visit in advance, phone numbers can be found at the end of this document.

Plan your visit:

It can help to choose a date when the museum is less busy. Some of our museum venues can be very busy on weekday mornings with school groups arriving between 10am – 11am when we first open.

We would recommend the best visiting time with a group of older adults is from 2pm onwards as museum venues tend to be quieter at the end of the day. School holidays, public holidays, and weekends can be especially busy in some of our larger venues such as Riverside Museum and Kelvingrove Art Gallery and Museum. Please ring the museum venue in advance if you are looking to identify a quieter time to visit. You may also wish to visit the museum independently prior to bringing your group in.

Choose what you want to see

During the visit we would suggest quality over quantity. Group leaders only need to plan to see a couple of galleries or displays to make an enjoyable and worthwhile visit.

Try a ‘pre-visit’ visit on foot

Plan your route and explore the galleries. Check the location of lifts, toilets, accessible toilets, seating, refreshments and other facilities. If group leaders feel their group may be sensitive to particular subject matter, this is an opportunity to plan a route that will avoid any potential issues. It is worth talking to your group about this in advance.



Admission

Glasgow Museums are free to all visitors. A charge may be made for a special exhibition at Kelvingrove Art Gallery and Museum, but concession rates are available for older visitors.

During your visit:

Meeting points There is a staffed Information Desk at the entrance to all our museums. Group leaders can choose these or an alternative to point out to their group as a meeting point in case the group becomes separated during the visit.

Front of house staff

If you are looking for assistance when you first arrive, please ask the Gallery Assistants at the information desk. They are recognisable by their Glasgow Museums purple uniform and badges and are located around the whole museum.

Seating

Cafés and other seating areas are available to provide a welcome break for your group. Seating can be found in many of the galleries and portable folding stools are also available around the Museums. Please ask one of the Gallery Assistants to direct you to the portable folding stools if you cannot find them. If you want some fresh air, seating is also available outside many of our museums.

Wheelchairs

There are wheelchairs available in most of our museums and can be booked in advance by calling the venue, please call with at least 24 hours' notice. There may be some available on the day, please ask the Gallery Assistants at the entrance.

Quiet spaces

Many of our museums have a quiet area, please speak with a member of front of house staff to ask about possible use of this or telephone in advance if you would like to use this space.

Temperature within our museums

This can vary from room to room in the museums. Group leaders should advise their group to bring a light jacket or cardigan. In most of our museums a cloakroom is available to leave jackets free of charge (or £1 at Riverside and Kelvingrove Art Gallery and Museum). You might want to bring a jacket or cardigan for your visit as gallery temperatures can vary.



Reading labels

Please advise group members to bring their glasses. Some galleries and temporary exhibitions have large print guides available; please enquire at the information desk for availability of these on the day.

Feeling unwell

Should anyone become unwell please alert a member of front of house staff who will contact one of the museum's registered First Aiders to assist you.

Lost property

Please contact the information desk at the museum entrance.

Refreshments

We know how important a cup of tea can be! There are several cafes across our museum venues (with the exception

of Scotland Street School Museum and Glasgow Museums Resource Centre) Eating and drinking are not permitted in the galleries, but packed lunch areas can often be pre-booked for your group if you ring in advance. Riverside Museum, Kelvingrove Art Gallery and Museum and the Peoples Palace provide indoor picnic areas.

Photography

Personal photography is permitted in nearly all the museums apart from some special exhibitions.

Parking arrangements

These are different at all our museum venues, so please go to www.glasgowlife.org.uk/museums and check before your visit, or telephone the museum. Blue badge disabled parking is available at all museums that have their own car parks.

Looking at objects

Glasgow Museums are full of interesting objects which can stimulate questions and discussion. In a short visit it is advisable to focus on just a few objects that spark your group's curiosity. Don't feel like you need to see everything in one day. Group leaders are encouraged to let older adults take their time to look and discuss objects. The less rushed the visit, the more relaxed and pleasing the visit is for the whole group. As displays are often changed, please telephone the museum in advance to check if there is a particular object or collection that your group want to see.



You do not need to have a prior knowledge of the collections, as information can be found in the object labels. The following questions can be used as conversation openers with your group when looking at objects in the Museum.

Questions to explore objects;

- What is it? Describe what you see
- Does it remind you of anything?
- What material is it made from?
- How has it been made?
- How has it been decorated? (colours, patterns, markings)?
- Who would have used it?
- What part of the world might it be from? Why do you think that?
- How old might it be?
- Has it been an everyday object or is it precious for a special occasion?
- Do you like this object?
- If you could ask the object one question, what would it be?



All our museums offer a programme of talks, guided tours, practical tailored workshops and events. Many of our venues also offer Dementia friendly tours. You might want to plan your trip around incorporating one of these events into your visit. Visit www.glasgowlife.org.uk/museums to find out what is coming up. Many of our museums also have volunteer guides who will provide guided tours of the museum.

Checklist for group leaders to give to group members on the day of your Museum visit.

Check that you have:

- name and address of museum you are visiting
- your group leader's phone number and your own form of identity
- comfortable shoes
- details of the travel arrangements and travel pass the right clothing – within the Museum temperatures vary from room to room so allow for this by bringing a light jacket or cardigan reading glasses
- spending money for refreshments, postcards, books and novelties
- camera (with batteries) – photography is permitted in most of the museums
- light refreshments
- bottle of water
- any medication needed
- keys – for home



We are happy to talk with group leaders in advance of their visit and offer additional advice. If you would like to discuss any aspect of your visit, or to arrange a visit for your group please telephone or email before visiting and ask to speak with a member of the **Museums Learning and Access team**.

Glasgow Museum Venue	Telephone number	Email
Riverside Museum	0141 287 2720	riversidebookings@glasgowlife.org.uk
Gallery of Modern Art	0141 287 2720	GoMAbookings@glasgowlife.org.uk
Kelvingrove Museum and Art Gallery	0141 276 9599	KGLearning@glasgowlife.org.uk
St Mungo Museum	0141 276 1625	mungobookings@glasgowlife.org.uk
Scotland Street School Museum	0141 287 0504	Scotlandstreetbookings@glasgowlife.org.uk
The Peoples Palace *please note the Winter Gardens are not currently open	0141 276 0788	PalaceBookings@glasgowlife.org.uk
Glasgow Museums Resource Centre (GMRC)	0141 276 9300	GMRCbookings@glasgowlife.org.uk
Kelvin Hall *please ask for the Glasgow Museums team	0141 2761450	kelvinhalltours@glasgowlife.org.uk
The Burrell Collection *currently closed for refurbishment		



Glasgow Museums Website:

www.glasgowlife.org.uk/museums

<http://www.glasgowlife.org.uk/museums/learning>

The Open Museum Outreach Service

If you can't make it out to our museums, then why not have museum objects visit you? Our very popular loans service offers over 80 handling and reminiscence kits full of objects from Glasgow's cherished museum collections. Whether used one-to-one or with a group, the kits can inspire reminiscence, oral history, storytelling and creative activities. Our kits have been used very successfully in care home settings and in dementia care context. Kits can be borrowed free of charge by organizations and groups in Glasgow and can be facilitated by our museum staff if required. For more information about the programme, email: OpenMuseumEnquiries@glasgowlife.org.uk or Phone: 0141 276 9300.

Feedback

We welcome any feedback and would be keen to know how your visit went, so please get in touch and share your experiences and suggestions. We hope you have an enjoyable visit to Glasgow Museums.