



'Considerate Friends' Report with Recommendations for Beechwood Club in Greater Fishponds

Considerate Friends are a group of unpaid family carers and disabled people who visit local services to suggest recommendations and improvements for disabled people, carers and people aged 50 and over. The project works across the Greater Fishponds area and visits started in January 2018.

The project is under the umbrella of Bristol Ageing Better and run in partnership between The Care Forum and Carers Support Centre. Carers Support Centre supports carers to volunteer for the project and organises the visits.

On 26th March 2018, a small group of volunteers went to visit Beechwood Club and made the following observations and recommendations



Did you find the venue easy to access? Score **9/10**

It was easy to find the club on a map or sat nav and it's helpful that there is a car park next door to the club. It is also near bus routes.

The main door was wide enough for a wheelchair or scooter. In an ideal world, the main door would have been automatic so that people using wheelchairs or scooters could enter without assistance. However, we do understand that the club is on a limited budget in order to keep the room hire costs down for the wider community.

The Club is clearly signposted on the outside and feels inviting due to all of the posters in the window.



Were the staff easy to talk to? Score **10/10**

They were extremely helpful and offered the Considerate Friends a lot of information.



Were the opening times suitable for carers? Score **10/10**

We were impressed at the range of activities at different times of the day and thought that older people, carers and disabled people would find be able to access.



Did you feel understood? Score **8/10**

The staff seemed to understand why Considerate Friends were there and the access needs of carers, disabled people and older people.

Would you go back again? Score **8/10**

Considerate Friends felt very much that they would like to return. The hall is well lit, nicely decorated and has a friendly feel. There also seems to be a lot of interesting activities.

What was the best thing about the club?



- The accessible toilet is very accessible
- Posters at the front of the building
- Variety of activities
- Location – by car park and bus stop
- The main hall is accessible

What would you like to see improved about the club?

- The meeting room off the main hall has a ramp, but the ramp isn't easy to find. It would be good if this could be made accessible so that it could be used if necessary without too much fuss.
- There is a fire exit sign on a door that isn't a fire exit, which we thought could be dangerous and could easily be removed!
- It would be good to get the hearing loop back up and running again so that the space is fully accessible for deaf or hard of hearing people.

In summary - The club is mostly very accessible and well thought out for people who are carers, disabled, or older and the range of activities are a great asset to the local community. There are a few tweaks which Considerate Friends feel could improve this: Namely, an accessible ramp, removal of a fire exit sign, improvement of the hearing loop facilities.