

‘Considerate Friends’ Report with Recommendations for Cafes in 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 18th January 2018, a small group of volunteers went to visit Coffee #1 on Fishponds Road and made the following observations and recommendations to cafes around their accessibility.

Observations -



Considerate Friends observed the following positive aspects of the cafe:

- There was a ramp to the door, which was welcoming and essential for people using wheelchairs and their carers.
- The doors are wide enough for people using wheelchairs or scooters.
- Access to tables is good.
- There is an accessible toilet.

Suggestions for improvement –

- The door was not automatic and although we recognise that this has a budget implication, it would be more welcoming for people unable to open doors. Two people are currently needed to open the doors.
- The counter is relatively high and so therefore not accessible for people using wheelchairs or scooters that are not height adjustable. It is also a little hard to access because some of the tables are relatively close to the counter.
- Parking is limited near the café. We acknowledge that this is difficult to solve!
- Of the three cafes that we visited, Café Number 1 was by far the loudest. The background noise makes the café less accessible for deaf or hard of hearing. People with dementia are likely to struggle with the volume of background noise, too. Could some noise control tiles be put in the ceiling?



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Many older



the care forum



Carers Support Centre

people experience loneliness. We would like to recommend that you incorporate chat mats in the cafes. <https://www.coffecompanions.co.uk/get-a-chat-mat.html>