



## ‘Considerate Friends’ Report with Recommendations for Colliers Gardens

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 4<sup>th</sup> April 2018, a small group of volunteers went to visit Colliers Gardens and made the following observations and recommendations



### Did you find the venue easy to access? Score **8/10**

The venue was easy to access, although it wasn't clear that there were guest parking spaces and so one person visiting parked further up along the road. Another person had to ask a member of staff for clarity around this.

Apart from that, the main entrance was very accessible with wide automatic doors and no steps.



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

Julie was incredibly helpful, clear and friendly and took time out of a very busy afternoon to make us feel welcome.



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

The extra activities including Linkage's games, arts and crafts and hairdressers that the public can access are open at times that would be suitable. The café is open daily in the middle of the day which would work for most carers, older people and disabled people.



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

There was a lovely welcoming vibe to the centre and we all felt that we would want to return.

### What was the best thing about the club?



- The accessibility, including ramps and wide corridors.
- The accessible toilet.
- The variety of activities including intergenerational work.
- Integration of residents with wider community.
- Garden.
- The warm staff.

### What would you like to see improved about the club?

Signage to make it clear that there is visitor parking (unless we missed this?)

More space between tables and one of the doors into the dining area to enable a wheelchair or scooter to easily manoeuvre into the space.

We thought the café could be more open to the general public. For example, for more hours and more widely promoted.

We also thought the general activities could be more widely promoted to the local community.