

‘Considerate Friends’ Report with Recommendations for the Kingfisher Cafe

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 12th March 2018, a small group of volunteers went to visit Kingfisher Cafe in Fishponds.



Did you find the venue easy to access? Score **6/10**

There is limited parking and the nearest disabled parking space often seems taken up by Coop supermarket shoppers. It's near a bus stop though.



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

Yes, the staff were helpful and polite.



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

We thought the opening times were fine, and it's helpful that the cafe stays open until 6pm



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

Considerate Friends felt very much that they would like to return. The cafe is bright and airy.

What was the best thing about the cafe?

- There is an accessible toilet. The seat is raised and it is easy to manouever.
- Easy clean tables.
- Varied menu with additional dietary requests included.
- Can fit a wheelchair under the tables.



- Straws are available for people to use to drink with.
- Community notice board.
- Restful tree memorial.
- Bright and so therefore not claustrophobic.
- The cake!



What would you like to see improved about the cafe?

- Tables could be rearranged so that someone using a wheelchair or scooter could also sit at the side of the cafe with the picture. At the moment, wheelchairs can only really fit on the side of the cafe where the door is. A double table in the middle of the cafe could be changed to a single. We are happy to come back to help demonstrate how this could work if you like.
- The cafe is quite noisy which is challenging for a lot of older people. Could sound tiles be put in the ceiling?
- Could a pull switch be installed in the toilet for some people using wheelchairs as this would be easier to reach than the light switch outside the toilet.
- The toilet bin was close to the toilet and one of us had to move this to use the accessible toilet.
- The front doors would be more accessible for people using wheelchairs if they were automatic.

In summary – Chat mats are a great new initiative to reduce isolation and we thought you might want to have some at Kingfisher Cafe? More info:
<https://www.coffeecompanions.co.uk/get-a-chat-mat.html>