



‘Considerate Friends’ Report with Recommendations for Begbrook Social Club

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 July 2018, a small group of volunteers visited Begbrook Social Club and made the following observations.



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

Considerate Friends mostly found the social centre easy to find. There was ample parking and a clear sign outside.

There is a bus stop just outside.

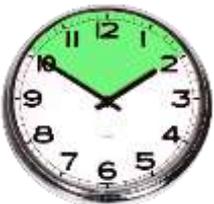
The layout of the rooms was thoughtful, with a lot of space for wheelchairs.

Doors are wide enough for wheelchairs.



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

Val started to show us around and then Pam stepped in for Val. Both were helpful and we found the tour very interesting. They clearly work very hard and voluntarily!



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

The club is open late in the evenings and at day time for various group activities including tea dances, a learning disabilities group, and skittles for people with a brain injury.



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

The staff seemed to understand the access needs of older people, carers and disabled people.

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

Yes. It is good to know that groups can hire the venue.

What was the best thing about the club?



- It is very spacious and clean.
- The skittle ally and how this can help people with their coordination.
- It is a good location
- There is a bus stop nearby
- There is a lot of parking spaces
- There are lots of different activities for a wide range of people in the community
- Air conditioning!
- Lots of room to move around in a wheelchair.

What would you like to see improved about the club?

- The light pull in the toilet was difficult to find. Maybe a bigger tag at the end might make it more visible?
- We really like the poster with information on what is on in the evenings, but thought there was a lot of words on it. Could it be larger, or on two sides?
- It would be lovely to see a printed list also of the daily activities that are also open to the public, e.g. the tea dances.

In summary – Considerate Friends were impressed by the Begbrook Social Club and the range of facilities for people living in Greater Fishponds. We were also inspired by the hard working volunteers, one of who said she is frequently there until midnight.