

## ‘Considerate Friends’ Report with Recommendations for Brandon Trust 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 4<sup>th</sup> July 2018, a small group of volunteers went to visit the Brandon Trust Cafe and made the following observations and recommendations. All volunteers on this visit were carers.



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

Considerate Friends mostly found the café easy to find. There was parking, although one carer had to park on the street rather than in the car park. The café is near the main entrance and is an open space so not easily missed.

The chairs were quite tightly packed, but can easily be moved if someone needs to come in with a wheelchair.



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

The staff in the café are very friendly and one of the volunteers brought drinks to the table despite this not being the usual service expected. They were also very patient with our multiple orders and dealt well with queries on dietary requirements.



### Were the opening times suitable for carers? Score **6/10**

We would love the café to be open for longer hours, but also do understand that volunteers might not be able to commit for longer and that Brandon Trust has limited resources. 10am-3pm would be appropriate opening times if it was at all possible.



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

The staff seemed to understand the access needs of older people.

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

The food was nice and service friendly. Prices are good.

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



- The accessible toilets are close to the café.
- The food is delicious.
- It is light and airy.
- They support people with learning disabilities to gain experience.

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

- Some chairs with arms that would be easier for older or disabled people to get out of.
- A few less chairs and tables, or more space. They are quite packed together. We realise this is difficult though given the space constraints.
- More gluten-free and vegan options.

**In summary** – The café is a great meeting place for carers, disabled people and older people. It is good that it is open to the local community.