

'Considerate Friends' Report with Recommendations for Hillfields Community Hub

Considerate Friends are a group of unpaid family carers 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 9th October 2018, a small group of volunteers visited Hillfields Community Hub and met with George Campbell-Touray and made the following observations.



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

The doors at the venue are wide and accessible and there are no steps, so it is fully accessible for disabled people. We realise that it is beyond the remit of Hillfields Community Hub, but would have found it helpful if Bristol City Council could put a sign up outside so that it was easier to find. We wondered if Hillfields Community Hub

could put a temporary poster up in the mean time?

There is also a ramp outside the venue which isn't painted and therefore not visible. We all missed this, meaning that one person stumbled and another drove a little too quickly over it. Could it be recommended to the council to paint this?



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

Extremely. We found George extremely warm and she spent a lot of time talking to us. She also completely understood the needs of older people and carers. She showed us around the venue and was very engaging. We were all very impressed at the work that

George has done for the community in Hillfields, despite many obstacles including working within conditions set by the local authority and dealing with difficult behaviour of some local teenagers.



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

There is a lot going on at the centre, including sports, lunches and art workshops and it seems to be open a lot happening. Carers Support Centre could help promote some of these things, so please do email through any activities to

carersline@carerssupportcentre.org.uk and these can be circulated to carers.



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

Completely. We were welcomed and supported at the centre and there was a really good understanding of carers.

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

We look forward to hearing how the centre develops.

What was the best thing about the club?



- Friendly staff
- Range of activities
- It's open a lot
- Accessible for disabled people including an accessible lift and toilet.

What would you like to see improved about the centre?

- The accessible toilet needs a sign on it to say it is accessible.
- Better signposting to the centre (although we realise this is a council responsibility)
- Painted ramp outside. (we also realise this is a council responsibility).

In summary – We would recommend the centre and its facilities to carers and older people in the local area.