



## ‘Considerate Friends’ Report with Recommendations for Salvation Army

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 12<sup>th</sup> September 2018, a small group of volunteers went to visit Salvation Army in Staplehill and made the following observations and recommendations



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

There is a ramp for wheelchairs with non-slick floor, plus handrails.

It is on a main road, which makes it easy to find.

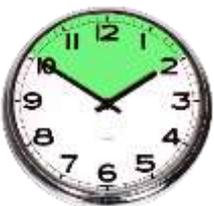
It's near Tesco and so it is easy to park there, but there is also disabled parking nearby.

There are a number of bus routes nearby.



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

Colin who showed us around was extremely welcoming and concerned about people's needs. It was lovely to be given a hot drink. Thank you!



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

We were impressed at the range of activities at various times and that the centre is open throughout the day for anyone to drop into.



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

Considerate Friends very much felt that the manager, Colin, understood their needs and the issues that come up for carers, older people and disabled people.

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

One Considerate Friend might investigate the gardening group if she has time.

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



- The large range of activities for different age groups.
- The weekly community lunches.
- The accessible toilet.
- The accessible kitchen and the chance for people to volunteer in

it.

- Hand rails by the entrance.
- Food bags for people at a time of need.

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

- It would be good if some of the chairs could have arms on, as some people find it difficult to get out of chairs, especially older people with limited mobility.
- We wondered if the carpet in the entrance was even more non-slip than the non-slip floor and thought this could be a recommendation for future flooring, although we acknowledge that the non-slip floor is probably easier to clean!

**In summary** – We were extremely impressed by the Salvation Army and the amount of energy and work that has gone into making the building fully accessible and organising such a range of activities for the local community. Our main recommendation would be to fundraise for some chairs with arms on.