



'Considerate Friends' Report with Recommendations for Carers Support Centre

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 4th July 2018, a small group of volunteers went to visit Carers Support Centre and meet the CEO, Keith Sinclair. All volunteers on this particular visit were carers. Considerate Friends made the following observations and recommendations.



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

Considerate Friends thought that Carers Support Centre was well signposted once they arrived at the Vassall Centre and easy to find. There was parking, although one carer had to park on the street rather than in the car park.

Carers Support Centre has been established for over 20 years now and has always been at the Vassall Centre which is very good for disabled access.



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

Considerate Friends found the staff very helpful. A couple of Considerate Friends had come to Carers Support Centre instead of the Brandon Trust Café at the meeting time of 1pm (where the group had arranged to meet first for lunch). Staff at Carers Support Centre had helpfully signposted them in the right direction to the café. Considerate Friends enjoyed meeting with Keith Sinclair and found his talk encouraging and engaging. They have found other staff at Carers Support Centre helpful and friendly at previous visits.



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

Considerate Friends generally find the timings suitable, but did say that they would like to see Carersline open for longer hours, for example an evening a week or a Saturday morning to enable more choice of when to call.



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

The staff seemed to fully understand the needs of carers of older people.

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

Considerate Friends said that they would use Carers Support Centre services again.

What was the best thing about the centre?



- Range of services
- Meeting room pleasant and cool (it was a hot day)
- Friendly and knowledgeable staff
- Being phoned regularly by Carers Support Centre staff and being listened to
- The work that is being done through GP Link volunteers
- Carers groups
- Meeting other carers

What would you like to see improved about the club?

- Further publicity in addition to libraries and GP surgeries. How about an advert on buses?
- More staff resources to visit community groups to talk about Carers Support Centre.
- Get more information out through patient participation groups [NB – this does happen through the Carers Support Centre GP Liaison Team]
- Carersline to be open for longer hours (see above)

In summary – Carers Support Centre is a valuable resource and support for carers in Bristol and South Gloucestershire.