

## ‘Considerate Friends’ Report with Recommendations for

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 11<sup>th</sup> December 2018, a small group of Considerate Friends visited Fishponds community cafe 1-3pm every Tuesday at the New Place on Fishponds Road and made the following observations and recommendations.



### Did you find the venue easy to access? Score

It was easy to access with a bus stop across the road and parking on nearby streets.



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

Yes. The volunteers were extremely welcoming and easy to talk to. We felt very comfortable in the space.



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

Yes, we thought the open times were appropriate for older people and carers.



### Did you feel understood? Score

**10/10**

Yes.



**Would you go back again?** Score

**10/10**

Yes.



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

It was really welcoming and surprising how many different things happen in the space with different age groups.

The Tuesday cafe was very friendly and particularly good for older people due to the help with IT, arts and crafts and opening times. People were being offered these activities at their own pace, which felt really accessible.

The cafe is a place where people could meet up with other people for a chat, and they could buy cold or hot drinks and snacks there.

It was good to see disabled access toilets on both floors.

We don't think everyone could get up the stair-lift, but it looks like reasonable adjustments have been made. It probably wouldn't be possible to fit a lift. Plus, most activities are on the ground floor, which is completely accessible.

It was made clear by volunteers that everyone is welcome, not just people connected to the Methodist Church.

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

The front doors are heavy. Lighter, if not automatic doors would be ideal if budget allowed or a grant could be found for this.

We thought that there needs to be more publicity so that the space is better used. (Carers Support Centre can try to spread the word and would be happy to hand out flyers). Fishponds Voice is a good magazine to get things listed in. We realise it doesn't reach the houses right by the centre, but it reaches pretty close.

It would be good to have a poster put on the window or outside door so people could take notice of the additional activities provided by the church. It would be easy to walk past and not realise that the Tuesday afternoon café happens.

**In summary** – The Tuesday community café is extremely friendly and a wonderful way for older people to meet others, hence reducing isolation.