

## ‘Considerate Friends’ Report with Recommendations for IKEA Café (Eastgate 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 18<sup>th</sup> July 2019, a small group of Considerate Friends visited the café in IKEA at the Eastgate Centre and made the following observations and recommendations.



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

There is ample parking including disabled parking bays. There is a large door at the main entrance, which opens automatically. There is an accessible lift. The cafe is well signposted, despite being on the first floor. The door to the café is also large.



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

We met the store manager, who was interested in hearing our feedback and spent time with us to find out more about Considerate Friends.

Another member of staff was very helpful when we had problems with the hot chocolate machine.



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

The cafe opening times are:

Mon-Sat, 10am – 9pm

Sun, 11am-5pm.

We felt these long opening times were suitable for carers.

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

Considerate Friends felt that they would probably return if they were shopping at Eastgate.



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

We felt that a lot of thought had gone into the café area to try to make it accessible to all ages.

Trolleys available to put trays on so that people can push trays rather than carry them.

Spacious and lots of room for wheelchairs to manoeuvre.

Very little chance of arriving and not finding a table as there are so many.

No music – making it easier to hear people.

Nice decorations.

Large sofa and rocking chairs – meaning there is a variety of seats.

Some seats with arms to help people to sit down and stand up (although we thought it would be better for these to be higher chairs, not just the lounge chairs, and to have more of these nearer the entrance).

A microwave for people to heat up food, e.g. for grandchildren.

Nutrition information about the food.

Family cards for people to get discounts.

Reasonably priced food with vegetarian and vegan options.

Free tea top-ups.

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

Discounts for carers?

Community noticeboard in the café.

Menus on the tables and/or a notice board at the entrance so that people can decide what to eat before getting to the buffet area so that they don't feel so rushed with a queue behind them while they are thinking of what to eat.

More of the table chairs to have arms on to make it easier for people with mobility issues to get in and out of them.

**In summary** – In summary, Considerate Friends found the cafe very accessible and well thought out for people who are carers, disabled, and/or older and just had a few minor suggestions (see above).