

## 'Considerate Friends' Report with Recommendations for Eastgate Centre M&S Café

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 8<sup>th</sup> May 2019, a small group of Considerate Friends visited M&S Cafe and made the following observations and recommendations.



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

There is ample parking. There is a large door, which opens automatically. There is a wide walkway to the accessible toilet.



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

The member of staff running the cafe was helpful and volunteered information to us about a wheelchair, which could be made available.



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

The store and cafe is open from 8am – 7.30pm. The times are suitable

### Would you go back again? Score: 8/10

Considerate Friends felt that they would probably return if they were shopping at Eastgate. The cream teas look inviting.



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



The accessible toilet is very accessible and large, with a rail and an alarm cord. The basin and hand dryer are low, making them accessible. There are chairs with arms, making it easy for people to get in and out of them. There is a lot of space for people using wheelchairs to manoeuvre. There is a trolley that can connect to a wheelchair, and a wheelchair available to borrow.

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

We would like to see a community notice board.  
Paper towels had run out in the toilet.  
Cheaper drinks – or discounts for carers.

**In summary –** In summary, Considerate Friends found the cafe very accessible and well thought out for people who are carers, disabled, and/or older.

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