

'Considerate Friends' Report with Recommendations for Tesco Café (Eastgate)

Considerate Friends is a group of unpaid carers over 50 who are supported by Carers Support Centre to visit services and activities in Greater Fishponds to find out more about what is available for carers locally and to make recommendations about how services can be more carer friendly.

The project is funded by Bristol Ageing Better and fits under the umbrella of Community Champions, which is led by The Care Forum.

On Tuesday 25th June 2019, Considerate Friends visited Tesco Café in Eastgate and made the following observations.



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

The main doors are wide and automatic. There is a lot of parking, including disabled parking. The signs to the café are clear. There is a large lift, plus the option of using escalator.

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



We asked the staff for advice on who to send the report to, plus reported the toilet seat missing on one of the toilets. Staff were polite, friendly and efficient.



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

The café is open from 8am – 7pm most days, and these long opening times mean that more people (including carers) can access the café.

Would you go back again? Score: 8/10

Considerate Friends felt very much that they would like to return if they were shopping at Tesco's.

What was the best thing about the cafe?



- The café is well lit.
- It is comfortable.
- There are chairs with arms, some of which are easy to get in and out of as the seat is a good height.
- The counter is a good level for people using wheelchairs.



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There is a lift.



the care forum



Carers Support Centre

- The café is airy, and easy to manoeuvre around in and the colour scheme is attractive.
- There isn't any music, making it easier to hear each other.
- The prices are accessible.
- The accessible toilet has an emergency cord, grab rails and is spacious. The sink is at a lower level, making it more accessible for anyone using a wheelchair.

What would you like to see improved about the cafe?

- The seat was wobbly in the accessible toilet and the toilet roll holder was broken. There are two metal bits sticking out of the wall in the accessible toilet.
- The floor was wet in the accessible toilet.
- There is no toilet seat on one of the non-accessible toilets. Another customer commented that it had been like that for days.
- We would like to recommend a system where toilets are checked at regular intervals throughout the day.
- There is a sofa in the café which needs repairing or replacing as the surface is ripped.
- Could there be discounts for carers?
- It would be great to have a notice board with community events in the café (we are aware there is one in the main shop).

In summary – In summary, Considerate Friends found the cafe comfortable and accessible.