

'Considerate Friends' Report with Recommendations for Hillfields Community Hub

Considerate Friends are a group of unpaid family carers 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 22nd March 2019, a small group of volunteers visited The Old Library and met with Emily and made the following observations.



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

There is a ramp at the front of the building and the doors are wide and really accessible. There is a lot of room to move around once you enter the building.

We noted that there wasn't much parking, and the parking that is by the building is on the main road, although we are aware that The Old Library volunteers are aiming to work with the council to improve this situation. There are, however, enough spaces by the building (albeit on the main road) for a person using a wheelchair to park and be near the main entrance.

Buses go past the venue, which is good for people using public transport. There are also bike racks.



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

Extremely. Everyone at The Old Library are volunteers. They were all very warm and welcoming. We were extremely inspired by Emily and the team. Emily has a really positive attitude which is infectious and is very knowledgeable. There is clearly a big community spirit.



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

There is a lot going on at the centre, including a café, singing group of people with learning disabilities and autism, children's groups, gardening club and discussion groups at various times. The centre will be opening soon on Saturdays, which will be good for any carers over 50 who are also in paid employment.

could help promote some of these things, so please do email through any activities to carersline@carerssupportcentre.org.uk and these can be circulated to carers.



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

Completely. We were welcomed and supported at the centre and there was a really good understanding of older people and carers.

Would you go back again? Score

10/10

Yes, we all felt we would like to return and may look into future Carers Support Centre activities at the place once the toilet is fully accessible. We look forward to hearing how the centre develops further.

What was the best thing about the club?



- Friendly staff
- Inviting, warm and relaxing
- Cheerful atmosphere
- Range of activities
- It's open a lot
- Accessible ramp at the front
- Lots of room to move around
- Colourful
- Bunting
- All age groups at the venue
- Free use of computers
- Ability to read books
- Photocopier available
- Homely
- Café with lovely looking and smelling food – caters for different dietary needs
- Garden with vegetable beds
- All on one level
- Toilet has grab rails
- The drive and plans to make the centre fully accessible for disabled people



What would you like to see improved about the centre?

- A fully accessible toilet with a pull cord – although we know this is in the pipeline.

In summary – We would wholeheartedly recommend the centre and its facilities to carers and older people in the local area.