

‘Considerate Friends’ Report with Recommendations for Xercise4Less

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 Monday 20th May 2019, Considerate Friends visited Xercise4Less in Fishponds and made the following observations.



Did you find the venue easy to access? Score: 6/10

The doors are wide and there is a ramp into the venue. There is enough parking, including disabled parking and bus stops nearby on Fishponds Road. However, the doors are very heavy and difficult to push. We feel automatic doors would be more appropriate for older people and disabled people.

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



Georgia was very friendly and clear when she showed us around. She was generous with her time and answered our questions. Kasia (Membership Manager) was knowledgeable and gave us options for off-peak memberships.



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

The centre is open from 6am – 10pm. These opening times are good for carers, to give them more of a chance to fit exercise in, which can be challenging when also caring.

There is also an off-peak membership option for people to just use the centre at day time.



What was the best thing about the centre?

Ramp outside the venue.

Disabled parking nearby.

Lift for people using a wheelchair.

Toilet and showers for people using wheelchairs.

Carers' discounts for carers with a Carers Emergency Card.

Accessible prices.

Ability for wheelchairs to manoeuvre around machines (spaces around the edges).



What would you like to see improved about the club?

An automatic door at the front entrance. This would be much more accessible for most disabled people and older people.

Let older people know that they have the option of booking classes at reception if they struggle to download apps or book online.

Have a programme and timetable downstairs for people to look at.

Quieter music!

We would love to see an over 50s specific exercise class on the timetable!

In summary – In summary, Considerate Friends are impressed by the sports centre and the range of activities, plus the attempts being made to accommodate older and disabled people. We have a few suggestions for improvement, as outlined above.

