

‘Considerate Friends’ Report with Recommendations for Brunel Fitness 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 12th September 2019, a small group of volunteers visited Brunel Fitness Centre and made the following observations.



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

There is disabled parking near the entrance. 9

The doors are very wide and automatic.

It is on a bus route.

However, we felt that a sign further down the road (maybe by the petrol station) could be helpful, or a larger sign outside as a couple of people drove past the sports centre.



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

Yes, Carlie and her colleague were very welcoming. She was very encouraging and spent a good amount of time showing us around despite it being the end of her shift. We saw a member of staff supporting someone with limited mobility to walk out of the building.



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

Yes, the times seem reasonable and there are options of peak and off-peak memberships.



Did you feel understood? Score 10/10

Staff seemed to completely understand the access needs of older people, carers and disabled people.

Would you go back again? Score 10/10

Considerate Friends felt that they would recommend the sports centre to other people as it is accessible and people can be referred by their GP.

What was the best thing about the sports centre?



Friendly and welcoming staff.

Full hour inductions for people new to the gym.

Chairs with arms in the entrance area which make them easier to get in and out of.

Home-made tea (not just a machine).

Discount for over 60s or people referred by their GPs.

Toilet with a grab-rail and pull cord.

Spacious changing rooms.

Supervision and follow up for people referred by their GPs.

Suggestion box at the front desk.

Information leaflets on other activities in the local area for older people on the front desk. (Active Ageing leaflets).

What would you like to see improved about the sports centre?

It's quite loud in the gym area.

In summary

Considerate Friends were really impressed by the sports centre and would definitely recommend this to other carers or people they know in the local area.