



LOTTERY FUNDED



the care forum



Carers Support Centre

'Considerate Friends' with Recommendations for Park One Cafe

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 8th October 2019, a small group of volunteers went to visit Park One Cafe in Stapleton. This is a summary of the visit.

Did you find the venue easy to access? (score – 3/5)

The door is a good width for wheelchairs. Bus routes go past the cafe. Taxis can drop off outside the cafe.

There is limited parking and a bit of a walk from the nearest parking spaces.

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Were the staff easy to talk to? (score – 10/10)

Yes, the staff member we met was helpful, friendly and polite.

Were the opening times suitable for carers? (score – 10/10)

We were impressed at the long open times (7.30am – 5pm Mon – Fri, 9am – 2pm Sat).

Would you go back again? (10/10)

Considerate Friends felt very much that they would like to return.

What was the best thing about the activity/service/facility?

- There is an accessible toilet. The seat is raised and it is easy to manoeuvre. There is a pull cord and grab rail, plus changing facilities. There is also a sensory light.
- Varied menu with additional dietary requests included.
- Can fit a wheelchair under the tables.
- Welcoming atmosphere.
- The music is at a low volume, making it much easier to hear each other than at some cafes.
- Children's toys available for older people bringing grandchildren.
- Friendly staff.
- Eco-friendly packaging for takeaways.

What would you like to see improved about the cafe?

In an ideal world, there would be a dropped curb so that people with a wheelchair being dropped off could access the cafe a little easier. We would recommend the cafe gets a

ramp to put out over the steps to the cafe when needed.