

‘Considerate Friends’ Report with Recommendations for Cosy 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 4 December 2019, a group of Considerate Friends visited Cosy Café in Staple Hill and made the following observations and recommendations.



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

There are bus stops nearby and a number of bus routes. However, it was hard to find parking within close walking distance of the café.



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

Yes, the café manager was extremely friendly and welcoming to the group.



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

The cafe opening times are Monday – Saturday, 9am – 5pm which are relatively long opening hours for a café. There are occasionally weekend events.

Would you go back again? Score: 8/10

Most of the Considerate Friends felt that they would like to return to the café, especially if they lived nearer to it.



What was the best thing about the cafe?

Friendly staff.

Accessible toilet with an automatic light and emergency alarm.

High tables suitable for people using wheelchairs to wheel under.

Ramp.

Dietary requests welcomed.

An outdoors area for children in the Spring and Summer.

It is cosy!

Cakes!

The music is very low, making it easier to hear.

What would you like to see improved about the cafe?

Some chairs with arms, other than the lounge type chairs to make it easier for older people to get in and out of the chairs.

The front door is stiff, although we acknowledge this would be expensive to change.

In summary – In summary, Considerate Friends found the cafe very accessible and well thought out for people who are carers, disabled, and/or older and just had a few minor suggestions around accessibility (see above).