

## **‘Considerate Friends’ Report with Recommendations for Frenchay Village Museum**

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 Wednesday 5<sup>th</sup> February 2020, Considerate Friends visited Frenchay Village Museum and made the following observations.



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

There is very good parking and there are bus stops nearby. However, it is not easy to get there from Fishponds as you need to take two buses.

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

We met two volunteers who were very welcoming and friendly and told us about local history and about the different exhibitions within the museum. They answered our questions very knowledgably. They were very enthusiastic and showed us the information leaflets.



### **Are the opening times suitable for carers? Score: 10/10**



The surgery is open from 8am - 6.30pm, Monday to Friday, allowing a range of appointment times to suit carers with varying needs.

### **Would you go back again?**

Yes, we all felt we would go back again if we had the opportunity to.

### **What was the best thing about the museum?**



LOTTERY FUNDED



the care forum



Carers Support Centre



That they are applying for an extension to enable them to have a fully accessible toilet

Volunteers are enthusiastic and knowledgeable.

The exhibitions are varied and interesting.

It is well heated.

The main door is wide and there is no step.

There is a stair lift and wheelchair upstairs.

### What would you like to see improved about the museum?

It would be good to have seats to sit on upstairs for people who find it hard to stand for too long.

There was no key to the toilet, which could be very problematic.

As far as we could understand, the toilet is not fully accessible. However, we hear that there is an application in for a potential extension to solve this problem.

Audio/visual equipment (maybe with headphones) could make the exhibition more interactive, especially for people with learning disabilities or autism.

### In summary:

Considerate Friends found the museum fascinating and friendly but felt there are some improvements that could be made around accessibility.