

‘Considerate Friends’ Report with Recommendations for Beehive Café

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 March 2020, a group of Considerate Friends visited Beehive Café in Downend and made the following observations and recommendations.



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

There is a bus stop just outside the café which many bus routes stop at. There is a carpark within easy reach of the café at the Co-op Supermarket across the road, which accepts non-customers.



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

Yes, the café staff were friendly and kindly let us reserve a table, which they don't usually do.



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

The café opening times are Monday – Saturday, 8.30am – 4.30pm which are relatively long opening hours for a café.

Would you go back again? Score: 10/10

Considerate Friends felt that they would like to return to the café.



What was the best thing about the café?

The music is very low, making it easier to hear than some other cafés.

Bright colours.

Chairs of a reasonable height available with arms, making it easier for some older people, or people with less mobility to get in and out of

them.

Wide front door with no step, making it an accessible entrance.

Spacious café, making it easy for wheelchairs to manoeuvre.

Balloons and other decorations lift the mood, which might be particularly good for people with anxiety or depression.

What would you like to see improved about the café?

Considerate Friends welcome the fact that the café has an accessible toilet. However, it would be good to have some grab rails by the toilet, a lower-level hand-drier and an alarm, in line with regulations:

<https://toiletaccess.files.wordpress.com/2015/08/guide-to-accessible-toilet-standards-and-equality-act-requirements.pdf>

Baby change equipment is currently in the same toilet, which means that a disabled person needing to use the toilet may have to ask for this to be moved. A sign to encourage people to do this would be an idea so that they don't feel embarrassed to ask.

In summary – In summary, Considerate Friends found the café 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).

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