

Costa Coffee  
95-96 Middleton Grange  
Middleton Grange Shopping Centre  
Hartlepool  
TS24 7RF



**Action 1**

**Make bar fully accessible**

Ensure clear walkway to the till.

**Action 2**

**Carry trays over and accommodate throughout visit**

Take orders from table where needed, help to seat and carry tray.

**Action 3**

**Ensure enough lighting within cafe**

Light and spacious to make people comfortable.

**Action 4**

**Management and team attend dementia awareness sessions**

To become dementia aware.