

This access statement does not contain personal opinions as to our suitability for those with access needs, but aims to accurately describe the facilities and services that we offer all our guests/visitors.

Access Statement for Abbey House

Introduction

Abbey House is a Victorian town house with accommodation over three floors. We offer bed and breakfast accommodation in five guest rooms, one of which is on the ground floor. The level of accessibility reflects the character of the house, which retains many original architectural features. The following statement is a summary of our provision. If you have any specific questions please feel free to call us and we will endeavour to help.

We are located in the centre of Penrith town, 500 metres from the local shops and places to eat and drink. We are on a main road which is a flat road.

We look forward to welcoming you. If you have any queries or require any assistance please phone 01768 863414 or email info@abbeyhousebandb.co.uk.

Pre-Arrival

- The west coast train line station is 5 minutes by car or 15 minutes walking distance.
- There are taxi ranks at both the railway and bus stations and several local taxi services have accessible taxis if required. We can make a booking for you.
- Brochures and menus can be provided in large print by prior arrangement.
- We do have a website.
- We can be contacted by phone or e-mail.
- We are on a main road which is paved.

- Information regarding local services for disabled people can be obtained upon request.

Car Parking and Arrival

- On Arrival to the property there is kerbside parking immediately in front of the house. This is disc controlled. We can provide discs on request. This is well light with street lights. It is 134"/3400mm to the front door
- There is a car park to the rear of the house for the exclusive use of our guests. This has no marked parking bays but there is adequate room for 3 cars.
- The car park surface is tarmac, flat but uneven. Access to the property can not always be gained by the back door (which has four internal steps 170mm/6.5" X 280mm/11") you may have to walk around to the front of the property (400m approx).
- Within the car park is a shed that provides secure cycle storage.
- We are happy to assist guests with luggage.
- The front door is approached by four steps
120mm/5" X 320mm/12.5" 120mm/5" X 280mm/11"
120mm/5" X 280mm/11" 160mm/6.25" X 430mm/17"
- With a hand rail on one side.
- The door opening is at least 800mm/31.5"
- Penrith town centre with all its amenities including a wide variety of shops and restaurants is a few minutes level walk.

Welcome Area

- This area is level through out.
- There is seating provided in the hallway.
- The floor is covered with a short pile carpet, with good colour contrast between the floor, walls and doors.
- The area is evenly and well light with a central ceiling light during the day and a standing lamp at night.

- Guests are shown the guest lounge, dining room and their bedroom

Bedrooms

- There is one ground floor bedroom with three beds, two of which can be zip linked (two beds 640mm/ 25" high and one 540mm/21" high), with steep free level access from the front door.
- The doors are 800mm/31.5"wide.
- On the first floor there is one bedroom with two single beds. On the second floor there are three further bedrooms one with a double bed; one with two single beds and a double bed and one room which has two single beds that can zip lock together. All of these rooms are reached by stairs only.
- The rooms are numbered with raised numbers on the doors.
- Furniture can be easily removed or rearranged in ground floor room only.
- A sofa bed for use by an assistant/friend or other family member is available in the ground floor bedroom.
- Rooms are bright and evenly lit. Overhead lighting is controlled by a wall switch. Bedside lamps are also in each room.
- All of our bedrooms offer the following: Lighting as above, good colour contrast between the floor, walls and doors, short pile carpet, all bedding is non-feather, widescreen digital television with remote control, subtitles, and audio description facilities.
- The TVs do have a subtitle option and we will assist with the settings if required.

Bathrooms, Shower-rooms & Toilets (Ensuite or Shared)

- All rooms have en-suite bathrooms. The ground floor bedroom en-suite bathroom offers the following:
- Door opening to the bathroom is 520mm/22.5ins.
- A bath 530mm/22.5" high. The shower is over the bath

- The toilet height is 400mm/15.7ins.
- The wash basin height is 840mm/33ins.
- No lever taps on the washbasin and bath.
- The floor is tile
- The room is well light with a central light, with good colour contrast between the floor walls and door.

Public Areas - Halls, Stairs, Landings, Corridors

- All public areas, halls, stairs, landing, are well lit using a combination of ceiling and wall lights. With good colour contrast between the floor, walls and doors
- There is short pile carpet on the stairs, hall and landing.
- There is a continuous flight of eight steps (170mm/6.5"X280mm/11") to the first floor with a handrail on one side.
- There is a continuous flight of eight steps (170mm/6.5"X280mm/11") to the second floor with a handrail on one side.

Public Areas - Lounge

- The guest lounge which is part of the breakfast room is situated on the ground floor with step free/level entry from the front door and stairs.
- The door opening to the dining room is 800mm/31.5ins wide.
- The room has a mixture of seating with a tub sofa and chairs
- Lighting is natural daylight, with overhead lighting used as well as wall lights
- The flooring is short pile carpet.
- Widescreen digital television with remote control and subtitle/audio description facility is available.

Dining Room

- The dining room is situated on the ground floor with step free/level entry from the front door and stairs.
- The door opening to the dining room is 800mm/31.5ins wide and it is level throughout.
- Lighting is natural daylight with overhead and wall lighting used.
- The flooring is short pile carpet.
- We are able to cater for varying dietary requirements. Please advise us when making a booking.
- Breakfast is served but you can help yourself to fruit juices cereals and fruit.
- Crockery is colour contrasted with the table where requested.
- Tables can be moved to ensure large spaces between tables if required.
- There are five tables and all the chairs are with out arms

Additional Information

- The nearest shopmobility scheme is at the local bus station this is the link to their services: <http://www.eden.gov.uk/equality-and-diversity/access-for-all/disabled-peoples-guide/shopmobility/>
- Low energy light bulbs are used throughout.
- Mobile phone reception is generally good
- We have a full fire alarm system that will sound if there is a need to evacuate the building.
- We are able to use the front and back doors in the need of evacuation. If you may require assistance for evacuating please notify us on arrival and we will ensure you are evacuated safely e.g. hearing impairment.
- We are a no smoking building.
- We can put items of medication/food in one of our fridges on request (not available 24hours).
- We have Wi-Fi available, free with fair usage.

- The nearest doctors is : Birbeck Medical Group
www.birbeckmedicalgroup.co.uk - Penrith Health Centre/Bridge La, Penrith - 01768 214 620 or The Lakes Medical Practice
www.thelakesmedicalpractice.co.uk - Penrith Health Centre/Bridge La, Penrith - 01768 214 345
- The local hospital is Penrith Hospital, Bridge Lane, Penrith, CA11 8HX Tel: 01768 245317

Contact Information

Address (Inc postcode): 7 Victoria Road Penrith Cumbria CA11 8HR

Telephone: 01768 863414

Email: info@abbeyhousebandb.co.uk

Website: www.abbeyhousebandb.co.uk

Hours Of Operation: 07.00 - 21.00