Accessibility Guide for

The Coach House

Penhallow
Truro
TR4 9LT



Welcome

At Harrods Cornish Cottages we want to make everyone's stay as enjoyable as possible, and are committed to providing suitable access for all our guests, whatever their individual needs. We aim to accurately describe our facilities and services to give you the confidence to book the right cottage for your specific requirements.

The Coach House is rated as ‘M3i’ standard by Visit England under the National Accessible Scheme. Meaning it is suitable for:

Older and Less Mobile Guests

Part Time Wheelchair users

Independent Wheelchair Users



Access to the property

- The nearest train station is Truro. The train station is approx. 7 miles / 17.7 km from The Coach House. – due to the rural nature of the property, we would highly recommend that you have your own transport, and do NOT rely on public transport.
- You can get a taxi with A2B Taxis (Truro) Ltd. 01872 272 989 /enquiries@a2btaxistruro.com.
- The taxi company has a wheelchair accessible vehicle, and is available 24 hours.
- When you Arrive/Depart, we can help carry your luggage.

Parking

- Most guests arrive by car.
- We have a car park. - There are designated parking spaces, for each property.
- Level, well lit, accessible parking for one vehicle is available directly outside The Coach House. – complete with an electric car charging point.
- Parking for a second vehicle is available approx. 30m away, up a steep ramp from The Coach House.
- The route is 1400mm wide, or more.

Main Entrance

- The main entrance has access via an accessible threshold less than 25mm high.
- The main door is right side hung and manual. The handle is 1150mm high
- The door clearance is 890mm wide.
- There is level access, with no thresholds, from the main entrance throughout the cottage.
- The key safe is 1150mm high



Bedrooms

- Both Bedrooms have level access directly into the shared wet room.
- The route to each bedroom is 930mm wide, or more.
- The bedroom door has a clearance of 840mm.
- All bedrooms have windows – the window handles are at a height of 1300mm from the floor
- Bedrooms have ceiling lights, touch activated bedside lamps and natural daylight.
- TVs have subtitles.
- We have non-allergic bedding.

Bedroom One (King Sized bed)

- There is 1900mm clearance on the right-hand side of the bed, and 1300mm clearance on the left-hand side of the bed, however these clearance distances can be changed by moving the bed further down the wall away from the door, if greater clearances are required.

- The bed is 600mm high – without risers. Risers are available for this bed if required.

- There is 250mm clearance under the bed to accommodate a mobile hoist.



- A single profiling bed can be accommodated in this room.



Bedroom Two (Super King or Twin beds)

- When set as a twin room, there is at least 600mm clearance each side of the bed. However, this can be increased by moving each bed to the side walls of the room to allow a clearance in the middle of the two beds of 1800mm.

- When set as a Super King room there is 900mm clearance at each side of the bed. If the bed is pushed against a side wall the clearance on one side of the bed can be increased to 1800mm if required.

- The beds are 700mm high – without risers. Risers are NOT available for these beds. These beds can NOT accommodate a mobile hoist. There is not enough room in this bedroom to accommodate the profiling bed.



In the WC

- The bathroom door clearance is 820mm wide.
- There is 1200mm clearance in front of the toilet.
- The toilet seat is 480mm high.
- There is a minimum 310mm clearance on each side of the toilet
- There are NO grab handles or accessibility features in this room.



In the Shared Wet room

- The bathroom doors have a clearance of 820mm wide
- The bathroom floor is a sealed wet room, with a minimal slope on the floor to allow for drainage into the shower waste.
- There is a clear space over 2000mm long in front of the toilet.
- The toilet seat is 480mm high.
- There is a minimum clearance of 1800mm on the right side of the toilet and 300mm on the left.
- The shower head height can be altered between 800mm and 2100mm. The show has both a fixed shower head and a flexible, moveable head.
- The toilet has a projection from the back wall of 750mm
- A Self-propelled, and a Tilt in Space Shower Chair is available on request (weight limit of 19 stone / 120kg).
- A toilet seat riser is available on request (weight limit of 19 stone / 120kg).
- A teak adjustable height shower stool is available
- The toilet seat has a lid, however on request this can be removed, to more easily accommodate a mobile hoist sling.
- There is sufficient floor area to accommodate a Mobile hoist and shower chair in the wet room.



Kitchen

- The Coach House has a fitted Kitchen
- The Sink and Hob can be lowered to a height of 750mm and raised to a height of 940mm by using a manual winding handle. There is clearance underneath the unit to accommodate a wheelchair.
- From the main entrance to the kitchen, there is level access.
- The route is 900mm wide, or more.
- The Oven, is at a height of 700mm and has a side opening door.
- The Microwave is at a height of 1350mm
- Plates and Bowls and saucepans are kept in a low-level draw. Cups and Glasses are kept in an eye level cupboard – however there is sufficient room available for these to be stored at a low level if you require. If you would like us to move these to a low-level cupboard before your arrival, please let us know.
- There is a Perching Stool available



Living / Dining Area

- The Coach House has an open plan Living / Dining area.

- The Dining table is fixed at a height of 780mm there is 660mm clearance underneath for a wheelchair.

- All the windows in the property have a viewing height starting at 830mm high.



The Coach House benefits from two Rise and Recline Electric chair in the living area – with a weight limit of 20 stone (127kg) each.



Private Fenced Garden / Patio Area

- Fully fenced – the lowest section of fence is 1100mm high
- Accessed via the Patio doors or a ‘Latch’ wooden gate
- Level slabbed patio area, complete with fixed patio furniture.
- This is the nearest toilet area for assistance dogs and has direct access from the Patio doors of The Coach House.
- Outside on the Patio there is a hot tub, for the exclusive use of the guests of The Coach House.
- The hot tub has firm sides, and is 730mm high.
- There are steps (which can be moved to either side of the hand rail) and a hand rail to assist access.
- A freestanding Voyager and Easy Track Hoist is available for the hot tub – this MUST be reserved at the time of booking.
- Guests also have access to communal garden which consists of a large unfenced grassed area, an orchard, and a wooded area, although some areas are level, with no clearly defined paths, the ground is largely uneven and not suitable for wheelchair users. Low tree branches also pose a hazard. This area is accessed via a steep gravel driveway – we do not consider it accessible, due to the loose gravel and steep slope.







Other Accessibility Information

- The (bedroom) TVs have subtitles.
- We have information available in large print on request.
- Welcome folders and instruction manuals are available printed on Yellow, Blue or White Paper on request.
- Skirting, door surrounds and light switches/sockets are in a contrasting colour to the walls.
- There is a mobile 'push button' alarm available in the cottage. This can be used to alert other guests staying in the cottage of a problem.
- The fire alarm is both audio and visual.
- 'Bump-ons' are available, and we can stick these where required - for example on hot taps or certain switches.
- Mobility equipment available on request – at no extra charge: Perching Stool, Toilet seat raiser, Bed riser (for the King-Sized Bed only), Self-Propelled Shower chair/ commode, Tilt in Space shower chair and a Mobile Hoist, Hot Tub hoist and profiling bed. Please request a copy of our detailed list of Mobility Equipment that is available.
- Mobility scooter and battery powered wheelchairs can be charged inside the cottage.
- There is NOT a member of staff onsite. However, in the event of an emergency we can be contacted by phone: Rebecca Harrod (Harrods Cornish Cottages Manager) 07896 897209
- Guest information files in cottages give details of local services and emergency procedures.
- Mobile phone reception is variable depending on your network.