

Accessibility Guide for

The Dairy

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 Dairy is suitable for:

Older and Less Mobile Guests

Part Time and Full 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 Dairy. – 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 two vehicles is available directly outside The Dairy. – complete with an electric car charging point nearby.
- 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 left side hung and manual. The handle is 1000mm 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.
- The bedroom doors have 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

(Profiling Bed – can be set as Twin Beds or linked to create a Superking bed)

- There is 1500mm clearance on the right-hand side of the bed, and 1500mm clearance on the left-hand side of the bed, however these clearance distances can be changed by moving the bed in either direction if greater clearances on one side are required.
- The bed is height adjustable from 250mm to 820mm high.
- The bed is a full profiling bed – side rails are available if required.



Bedroom Two (Super King or Twin beds)

- When set as a twin room, there is at least 600mm clearance each side of the bed.
- When set as a Super King room there is 1000mm 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 2000mm if required.
- The beds are 700mm high – without risers. Risers are available for these beds if required. These beds have enough room under them to accommodate a mobile hoist if required. There are NO side rails available for these beds, and they DO NOT profile.



In the WC

- The bathroom door clearance is 780mm wide.
- There is not enough room in this room to accommodate a wheelchair or any toilet seat risers.



In the Wet room

- The bathroom door has a clearance of 850mm 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 220mm on the right side of the toilet and 2000mm on the left.
- The shower head height can be altered between 800mm and 2000mm. The shower has both a fixed shower head and a flexible, moveable head.
- The toilet has a projection from the back wall of 750mm
- A teak adjustable height shower stool is available permanently in the cottage (no need to request this).
- There is sufficient floor area to accommodate a Mobile hoist, Sara Stedy or shower chair in the wet room.



Kitchen

- The Dairy 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 890mm 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
- Cups, Plates, Bowls and Saucepans are kept in a low-level draw. 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 Dairy has an open plan Living / Dining area.
- The Dining table is fixed at a height of 800mm there is 710mm clearance underneath for a wheelchair.
- All the windows in the property have a viewing height starting at 850mm high. Except the Kitchen window which is higher to accommodate the sink.



The Dairy 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 1580mm high
- Accessed via the Patio doors or a ‘Latch’ wooden gate
- Level slabbed patio area, complete with patio furniture.
- This is the nearest toilet area for assistance dogs and has direct access from the Patio doors of The Dairy.
- 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.
- 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 – we have a large range of accessibility equipment available for guests to use free of charge – please request our equipment list for more information.
- 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.