

Access Statement For Portland Guest House

Introduction

We aim to cater for the needs of all visitors in our 6 bedroom Guest House. 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.

Pre-Arrival

There is a bus terminus in Keswick and there are frequent bus services.

The main train station is 25 minutes away by car/bus (Penrith).

There is a local taxi service that has accessible taxis. If required, we can make a booking for you.

Menus can be provided in large print by prior arrangement.

We have a basic website.

Free WiFi access is available for guests.

You can contact us via phone or email (details below).

Arrival & Car Parking Facilities

On arrival at the property there is free and unrestricted parking on all adjacent streets.

We have some private parking by arrangement.

We can assist guests with luggage.

We have a portable ramp for wheelchair access that can be put in place with prior notice.

The town is a few minutes walk from the Guest House

Main Entrance & Reception

The front door has one step 15cm high. We have a temporary ramp available if requested (let us know if you need this and we will provide on arrival).

The front door is always locked but we do have a bell in the door canopy which can be reached from any height.

The door is 97cm wide.

On entry there is a hallway 6 by 1.3 metres.

There is short-pile carpet flooring throughout the ground floor.

Public Areas - General (Internal)

Our corridors to the ground floor bedroom and breakfast room are 1.3m wide.

Corridors have a good colour contrast and are well lit.

The flooring on all corridors on the ground floor are short pile carpet.

The covering on stairs and upstairs corridors is short pile carpet.

The breakfast room and one bedroom are on the ground floor.

There are 8 stairs to a landing followed by a further 8 stairs to the first-floor bedroom.

The stairs are 18cm high, 27cm deep, 90cm wide.

Public Areas - WC

Bedrooms are en suite but no public WC available.

Dining Room

Breakfast is served in the breakfast room on the ground floor. There are no steps.

Furniture is flexible and can be moved on request.

Tables have under space of 64cm high by 60cm wide and height of 76cm (legs on each corner). The chairs are without arms.

Menus are provided in large print..

Bedrooms

There are 6 bedrooms, one on the ground floor, 4 on the first floor and one on the second floor.

Ground Floor Bedroom (large room) – Wheelchair Compatible

Door widths (main and bathroom) are 78cm wide.

Twin bedded room. Beds are 50cm high but can be raised with blocks on request.

Furniture is moveable on request.

Television with remote control.

One armchair is provided in the room.

There is an en-suite shower room (see below for details)

Fitted short pile carpet on the floor

First and Second Floor Bedrooms

Three double-bedded rooms; 1 Kingsize flexible room (can sleep 3); 1 single room.

All rooms have an en-suite shower room (see below for details).

All rooms have a TV with remote control.

Fitted short pile carpet on the floor.

Good contrast in décor.

Ground floor bedroom en-suite

Door width 78cm, outward opening.

Free floor space clear of door is 180 x 230cms.

The shower cubicle has a step/edge of 20cms high. There is one grab rail to the right of the door.

The basin has clear under space and is 75cm high.

The toilet has left side transfer with available free space of 100cms and is 46cm high.

There is a portable frame for the toilet.

Good colour contrast of floors, walls, fittings and fixtures

First and Second-Floor Bedrooms en-suite

Shower cubicles edge/step are 20cm high.

Basins are rounded at the front and 86cm high.

Toilets are 40cm high.

Good colour contrast of walls, floor and fittings.

Grounds and Gardens

We have a small enclosed garden (flower border and gravel) for residents with a bench available to sit on.

There is a local park 300 metres walk from the Guest House.

Additional Information

Assistance dogs are welcomed.

Mobile phone reception is generally good.

We are able to use the front and back doors in the need of evacuation. The fire alarm sounds continuously if evacuation is needed. If you require more assistance for evacuating please notify us on arrival and we will ensure you are evacuated safely e.g. hearing impairment.

We are happy to take delivery of hired equipment (please let us know if ordered-telephone number below for hirers)

We are a no smoking building (smoking is allowed in the small garden which has level entry and bins are provided)

We can put items in our main fridge on request (not available 24hours).

Laundry

There is an excellent launderette 300 metres from the Guest House in Eskin Street.

Shop

There is a SPAR shop with late opening 300 metres from the Guest House.

Contact Information

Address: Portland House, 19 Leonard Street, Keswick, Cumbria, CA12 4EL.

Telephone: 017687 74230

Email: stay@portlandhouse.net

Website: www.portlandhouse.net

Hours of operation: flexible to business, the Guest House is our home so occupied 24 hours. Mainline telephone answered 8am-9pm

Local equipment hire companies: Keswick Motors 017687 72064 (wheel chairs and scooters)

Local public transport numbers: Bus 0871 200 2233 Train 08457 222333

Local accessible taxi numbers: Davies taxis – 017687 72676.

We welcome your feedback to help us continuously improve if you have any comments please phone 017687 74230 or Email stay@portlandhouse.net