

Access Statement for West Carlton Country Guest House
Carlton Road, Aldbrough, East Yorkshire HU1 4RB
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Introduction

We are a small family run Guest Accommodation establishment. We are a Georgian House with 6 en-suite rooms and a family suite (a double room, a twin room and a bathroom)

The following is a summary of our provision and if you have any specific requests please feel free to contact us and we will do our best to help.

Pre-Arrival

We can be contacted by telephone, fax, post or e mail- details on all our literature (Large print can be arranged if required) we have a very comprehensive website with a "How to find us" section including a location map.

The nearest train station is in Hull 12 miles away. The nearest bus stop is in Aldbrough village which is about 1.5 miles away. We are happy to arrange taxi travel for you.

We can accommodate well behaved dogs. We have a very friendly dog of our own who will welcome you on arrival!

Arrival and Car Parking Facilities

Check in usually anytime after 4.00pm or a time arranged with the guests.

There is a large sign at the side of the house which is clearly visible from the road and is illuminated at night.

You are very welcome to park by the main door while we assist with luggage if required.

There is ample parking and turning area on gravel within our grounds. Parking for larger vehicles can be arranged within the farm buildings on concrete. Bikes can be left securely in our garage.

Main Entrance and Reception

The front door has a bell which we suggest you ring on arrival so we can familiarise you with the layout of the house and grounds.

The front door is located from gravel and has a 250mm high step into the main hallway.

The back door has a very low step from a gravel area which continues to be level access into the kitchen and further into the house. We recommend this access for wheelchairs and for people with mobility problems. All our internal doors are a minimum of 720mm wide although most of them are much more than this.

Public Areas- General (Internal)

The general layout offers very spacious facilities; the doorway into the dining room is 820mm wide.

Breakfast and Dinner are served in the dining room on the ground floor around large tables with ample space for wheel chairs and high chairs (we can provide the latter).

Menus can be provided in large print or verbally explained.

Dinner and Hot Food at breakfast is Waitress served and cereals and fruit are on a buffet table but can be served if required.

The residents lounge and conservatory are on the ground floor with a mix of carpeted and hard floors and has a mix of easy chairs (hard backed upright chairs can be provided if required). The conservatory opens onto the raised Italian Garden/ patio paved area. There is a 120mm stone step through double (1300mm) patio doors down onto the patio itself.

There is a ground floor public toilet at the entrance to the dining room this is fully wheelchair and disabled access compliant and has high level WC with grab rails and an emergency calling cord.

Bedrooms and Bathrooms

All our 7 guest bedrooms are en-suite 3 with baths and shower the rest with just showers. Most are on the first floor with 14 shallow steps to access the first floor. All first floor rooms are carpeted, good contrast in colour have colour TV's with remote control and moveable furniture

We have one ground floor room which is suitable for wheelchair (with helper) access and is very spacious with light and power points at accessible height for persons in a wheelchair. The room has fitted furniture and an en-suite with a large double sized shower with seating. The hand wash basin also has room for a wheelchair underneath it. The WC is normal height.

All en-suite bathrooms have tiled or laminate flooring.

An excellent range of toiletries are provided.

All radiators are thermostatically controlled.

All rooms have tea and coffee making facilities, bottled water and sweets.

Welcome information can be provided in large print by prior arrangement.

There are linked smoke detectors in all rooms and on landings. Access/ emergency exit points are illuminated by emergency lighting should there be a power failure. We have call points and extinguishers at exit doors and on the landing.

In the event of a fire an alarm will sound and all the exit doors have thumb locks internally for easy exit. Full instructions of what to do in the event of a fire are located behind all bedroom doors. The meeting point is across the road in the farmyard in front of the first shed. Should you require assistance to exit the building in the event of a fire please let us know when you check in so we can make sure there is some one assigned to help you.

Grounds and Gardens

We have wooden patio furniture (padded cushions available) on hard standing on the patio area.

We can arrange other wooded furniture where you would like to sit in the garden.

The farm yard is not accessible for safety reasons, it is a working farm and heavy machinery will be moving around. Please ask Tim if you have any questions.

You are welcome to walk around the garden and the wildlife pond. Children may use the trampoline as long as they are supervised and it is used at your own risk. Garden games set is available to borrow- please ask Caroline.

We do not allow smoking anywhere in the house.

Well behaved dogs are allowed in the house but not the dining room.

The house fridge is available on request for medication storage etc.

Vodafone is the best mobile signal, Orange works in the garden as may other networks. You are very welcome to use the land line on request.

We are a small business and try to meet your needs where possible but the house is not permanently manned throughout the day nor are we specialist carers. If you have any specific concerns or requests please do not hesitate to contact us.

Contact Information.

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