

Access Statement – Thistle Haydock (9.2.10)

Property:

Thistle Haydock
Penny Lane
Haydock, Merseyside, WA11 9SG

Pre-Arrival

Phone, fax & email:

Phone: 0871 376 9044 / +44 845 305 8320

Fax: 0871 376 9144 / +44 845 305 8359

E-mail: from the Contact us page on the hotel website

Alternative format information (available at the hotel)

- Large print
- Braille

Website accessibility (eg: font can be enlarged)

An Access Statement is available on-line.

Information about accessible public transport:

Information about the accessibility of Manchester Airport can be found at:

www.manchesterairport.co.uk/manweb.nsf/Content/AirportAccessibility.

Liverpool John Lennon Airport has specific information for disabled travellers at the following link:

www.liverpoolairport.com/airport-information/372/disabled-passengers.html.

Accessibility of UK railway stations can be found at the following link:

www.nationalrail.co.uk/passenger_services/disabled_passengers/. Although Newton Le Willows railway station is closest but it is not currently wheelchair accessible. An example can be seen for Wigan North Western station: www.nationalrail.co.uk/stations/sjp/WGN/stationAccessibility.xhtml - about 7 miles from the hotel.

Local taxi services: Just Direct UK operates wheelchair accessible taxis. www.justdirectuk.co.uk/.

Tel: 0871 200 3153. There is no courtesy vehicle at this hotel.

It is possible to find out about designated on-street accessible parking spaces in the area by visiting:

<http://bluebadge.direct.gov.uk>.

Shopmobility is a scheme whereby users can hire a wheelchair or scooter to enable them to shop in comfort.

Details of how this scheme operates are available from The National Federation of Shopmobility (NFSUK) which has a list of members - including St Helens:

www.shopmobilityuk.org/ShowSite.asp?Routine=List&UserId=S00193&FontSize=80.

There are 137 bedrooms at this hotel; with 72 rooms on the ground floor including two rooms which are designated for guests who may use a wheelchair. There are also two sensory rooms on the ground floor. Details of the accessible rooms are provided further on.

Advice about evacuation should you need assistance (in the unlikely event of an emergency) should be discussed directly with the hotel.

The Otium Health and Leisure Club currently has no designated wheelchair accessible changing facilities, WC or specific shower. Access to the standard men's and women's changing areas may be difficult for wheelchair users. The Newton meeting room can only be reached via stairs to the 1st floor.

Arrival & Car Parking



There is a car park to the front of the hotel, with 2 x bays designated for disabled guests to the left of the entrance. These bays are 3.6m wide. As of May 2010 the hotel's disabled car parking provision is being increased to 9 spaces. There is a further bay beside the external route to Otium on the right hand side of the entrance.

Parking is free for all guests in this car park.

From the car park, there are dropped kerbs leading to and from a step-free route to the entrance. These bays are up to 44m from the entrance.



There is a set down point about 14m from the hotel entrance.

There is a nosing on the dropped kerb of up to 25mm. **Assistance may be required by some wheelchair users to overcome this.** Staff would be pleased to offer assistance. There is a gradient about 12m long of up to 1:29 on route to the entrance.



An assistance button and sign (with tactile and Braille information) 1240mm high is to the right of the entrance doors.

There are 2 x sets of manual side hung doors 820mm each door clear opening, with up to 2000mm clear space between the door sets.

Staff would be pleased to offer assistance.



Reception is on the right hand side within the entrance.

Entrance & Reception



There is a large lobby in front of the reception desk. The counter is 1070mm high.

There is seating available in the area.

Additional room keys are available on request.

The hotel doors are supervised 24 hours a day.

On check-in, disabled guests will be asked to complete a Personal Evacuation Plan Questionnaire in consultation with the Guest Relations Manager. All information provided will be treated in the strictest confidence. If you are likely to require assistance in the unlikely event of an evacuation please do notify us on arrival. We would also ask guests with a hearing loss to let us know so that we can provide assistive equipment during your stay.

There is an induction loop for hearing aid users at the reception counter, although a sign may not be on display.

Public Areas



There is level access from reception to the lounge, conservatory, bar and the restaurant and there is level or ramped access to most meeting rooms (with the exception of the Newton Suite on the 1st floor).

In Beechers Restaurant: There is a double door set 1180mm clear opening. There is seating with and without armrests, with clear space of 640-720mm under the tables.



There are 3 x 150mm high steps (with handrails) up to about 40% of the tables.

Staff will provide assistance to those who need it.

There are alternatively 3 x steps up to the lounge and bar area from reception or from the direction of the restaurant. The steps are accompanied by handrails to both sides.



The Lounge Bar: This is an open plan area, linked to a conservatory and lounge area.

There is seating with and without armrests, a variety of table heights with 710-755mm clear space beneath them.

The height of the bar is 1100mm. Staff will provide assistance to those who need it.

Standard WCs and a designated accessible public WC are on the same level as the restaurant and bar, beside the Racecourse Suite.

Public WCs



The door to the designated accessible WC opens outwards and is 850mm clear opening, with 1140mm opposite the door. **This may be a tight turn for some wheelchair users.**

There is clear floorspace in the room of 1300 x 1300mm.

There is lateral (sideways) transfer to the WC of 900mm to the right.



The height of the WC is 460mm.

There is a vertical and fold down rail on one side and a horizontal rail on the other, with an additional horizontal rail at the rear.

There is an emergency cord in the room beside the WC that is linked to reception **but currently no strobe light linked to the fire alarm system.**



Currently the WC is not within reach of the hand basin. There is a vertical rail beside the hand basin.

There are 2 x lever taps. **Care should be taken when using water from the hot tap.**

At present there is a pedestal below the basin which may make access difficult for some users.

There are also standard men's and women's WCs nearby.

Otium Health and Leisure Club



At present the Otium Health and Leisure Club has no designated wheelchair accessible changing facilities, WC or specific shower.

Currently, access to Otium and the men's and women's changing areas is narrow and may not be accessible for wheelchair users in places.

External access to Otium is about 50m from a designated parking space which is up to 4.1m wide.



The route has a gradient of about 1:29 in places.



The external door to Otium is at the top of a 2.8m long ramp of 1:12 up to the door, which is 850mm clear opening.

There is an assistance button (with a tactile and Braille sign) 1130mm high to the left of the doorway.



There is a 750mm clear opening door on route from reception plus a further 760mm clear opening door leading to a 2 x double door sets 810mm each leaf clear opening to Otium.

There is level access to the gymnasium via a double door set 700mm each leaf.

There is a 750mm clear opening door to the Beautician's room.



There is a 940mm wide route to the men's changing room.

The door to the men's changing room is 760mm clear opening with up to 1600mm clear space opposite the door, with a further 750mm clear opening door with 1200mm clear space opposite and a 25mm high threshold.

The women's changing area was not available to view at the time of the visit.



The door from the men's changing room to the swimming pool is 750mm clear opening with **1000mm clear space opposite the door.**



The door to the sauna is 830mm clear opening with no threshold or step.



The steam room has a 640mm clear opening door with no threshold or step.



Although there is level access into the 2 x showers in the men's changing room there are no handrails in these areas. Showers have fixed heads and controls are 1300mm high.



A free-standing shower seat is available, which has a height of 470mm and fixed handrails.



There are 2 x steps (1 x 180mm and 1 x 150mm high) up to the spa bath with a single handrail.



The pool is about 170mm below the deck, with handrails to the sides of 5 + 3 steps.

There are 5 x steps down to the children's pool.

There are narrow points beside the pool of 500- 670mm on the reception side beside the pillars and handrails.

Conference & Meeting Rooms



With the exception of the Newton Suite, there is level or ramped access to the other meeting areas and rooms. There is a designated accessible WC beside the Racecourse Suite on the ground floor. Standard men's and women's WCs are also situated nearby.

The Newton Suite is on the 1st floor and is accessed via a staircase from reception (6 + 9 steps) with handrails to both sides.

There is an 820mm clear opening door on route to the Racecourse Suite, and there is a 750mm clear opening door on route to the Hoylake and Birkdale rooms.



The Marquee: There is a double door set to the Marquee 690mm each clear opening with a single step. Alternatively there is a 790mm clear opening door leading to a ramped route (avoiding the step).



The ramp is 4.9m long and 1150mm wide, with a gradient of 1:29. There are handrails 950mm high to both sides of the ramp. There is a further double door set with 940mm clear opening doors.



The ramp also serves seating on the courtyard and garden area beside the marquee. The seats have armrests.

Accessible Bedrooms



There are 137 bedrooms at this hotel; with 72 rooms on the ground floor including two rooms which are designated for guests who may use a wheelchair. There are also two sensory rooms on the ground floor.

Advice about evacuation should you need assistance (in the unlikely event of an emergency) should be discussed directly with the hotel.

There is a 750mm clear opening door on route to the bedrooms from reception.



There is a further 750mm clear opening door in the corridor to sensory rooms 110 and 111.

Room 103 (double bedded room adjoins room 105 with a 750mm clear opening door). The door to room 103 is 760mm clear opening, with 2500mm clear space opposite the door.

Door handles and keyways are between 1060 – 1110mm high.

There are door viewers for use at both a seated and standing height.

There is a lowered hanging rail in the wardrobe.



There is clear floorspace in the room of up to 1400 x 960mm and 1500 x 1500mm, with clear space of up to 1500mm beside the bed.

The bed is 600mm high to the top of the mattress, **and may be too high for some users**. There is no clear space under the bed for a mobile hoist.

Assistance may be required by some guests to open and close the curtains. There is clear space under the desk of just 610mm.

There is currently no strobe light linked to the fire alarm nor an emergency cord or button beside the bed.



Assistive Equipment:

There are 4 x text channels on TV.

A Big Button telephone is available (Room 105)

A task light is available (Room 105)

Please also see sensory equipment below.



Bathroom (room 103):

The door to bathroom is 760mm clear opening outwards into the bedroom, with 1620mm clear space opposite the door. There is a door bar to aid closure from inside the room.

There is clear floorspace of 1200 x 1700mm within this room.



Currently the basin does not have lever operated taps. **Care should be taken when using water from the hot tap.**

Currently there is no clear space beneath the basin.

Currently there is no vertical rail beside the hand basin.



There is lateral (angled) transfer to the WC of 790mm to the left. There is a fold down rail on one side of the WC, and a 330mm long horizontal rail and vertical rail on the other.

The WC is 420mm high which may be too low for some users.

There is no emergency cord linked to reception, and currently no strobe light linked to the fire alarm system.



There is clear space beside the bath of 1600mm.

The bath rim is 590mm high **and may be too high for some users.**

There is a 330mm long angled rail fitted on the adjacent wall beside the shower, plus a 1000mm long horizontal rail 100mm above the rim of the bath with additional integral handles on the bath.

There is a fixed head shower, plus a shower on a hose at the height of the bath rim.



Room 105 (twin bedded room adjoins room 103 with a 750mm clear opening door). The door to room 105 is 760mm clear opening, with 2500mm clear space opposite the door.

Door handles and keyways are between 1070 – 1120mm high.

There are door viewers for use at both a seated and standing height.

There is no lowered hanging rail in the wardrobe.



There is clear floorspace in the room of up to 1600 x 1270mm and 1500 x 1500mm, with clear space of up to 1500mm beside the bed.

The beds are 580 and 480mm high to the top of the mattress.

There is 200mm clear space under one bed for a mobile hoist.

Assistance may be required by some guests to open and close the curtains, or to use the hanging rail in the wardrobe.



There is clear space under the desk of 710mm.

There is a strobe light linked to the fire alarm and an emergency button beside each bed.



Assistive Equipment:

There are 4 x text channels on TV.

A task light is available.

A Big Button telephone is available.

Please also see sensory equipment below.





Shower room (room 105):

The door to shower room is 850mm clear opening outwards into the bedroom, with 1520mm clear space opposite the door. There is a door bar to aid closure from inside the room.

There is clear floorspace of 1800 x 1500mm within this room.



The basin has a lever operated tap.

There is space beneath the basin of up to 670mm.

There is currently no vertical rail beside the hand basin.

There is currently no shaving point in this room.



There is lateral (sideways) transfer to the WC of 930mm to the right. There is a fold down rail on both sides of the WC, plus a further horizontal rail on the wall.

The WC is 480mm high.

There is an emergency cord linked to reception, and a strobe light linked to the fire alarm system.



There is a level access shower, with lateral (sideways) transfer of up to 1000mm to the right.

The shower seat is adjustable in height, and has a seat size of 400x400mm, which is fitted with integral fold down handrails. There are also 2 x horizontal and 1 x vertical rails in the shower area.

The shower controls are 1250mm high.

Sensory Rooms



There are 2 x sensory rooms. Room 110 (occupied on day the visit – but similar to room 111) – adjoins room 108, and room 111 – adjoins room 109 on the ground floor.

These sensory rooms have double beds. There is an emergency button beside the bed **but currently no strobe light linked to the fire alarm system.**

Double bedded room no 111 (with a single beneath the bed) is illustrated.

The doors to these bedrooms are 750mm clear opening with 2500mm clear space opposite the doors. Doors to adjoining rooms are 750mm clear opening. There is clear floorspace of 1500 x 950mm.



There is space beside the bed of 1600mm.

A BT Big Button telephone and a task light are available.

The height of bed is 560mm.

There is clear space of 280mm beneath the bed with the single bed removed.



There is a lowered hanging rail in 111 but not in room 110.

Assistance may be required by some guests to open and close the curtains.

The sensory bathrooms have a bath with a shower over, a standard height WC and basin. Doors to these bathrooms are 760mm clear opening with 1600mm clear space opposite the doorway. There are no handrails associated with the WC or hand basin.



There is clear floorspace of 1100 x 1520mm.

The bath rim is 550mm high, with 1520mm clear space beside the bath. There is a 280mm long angled rail fitted on the adjacent wall beside the shower, plus integral handles on the bath.

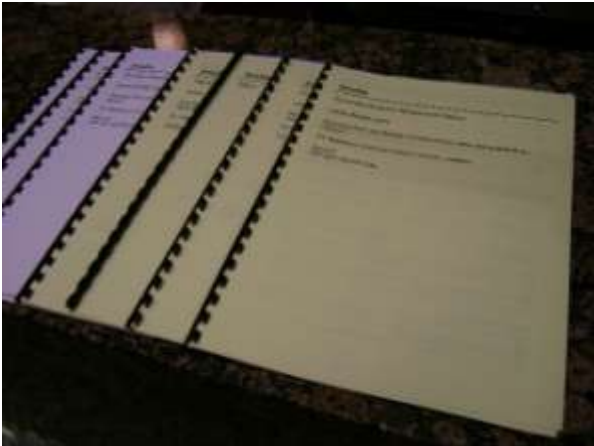
The WC seat is 420mm high, with 800mm space beside the WC.

The bathrooms are fitted with an emergency cord linked to reception and room **but currently no strobe light linked to the fire alarm system.**



Sensory Equipment

Guests can be offered the following assistive devices (illustrated):



Large print or Braille menus.

Big Button telephones.



Additional Information

Your health, comfort and safety are of the utmost importance to us, therefore hotel staff have received disability awareness training. Please do contact our Guest Relations Manager if there is something that needs our attention. We will endeavour to ensure that your individual needs are met wherever reasonably possible.

However, as with all hotels, some services and equipment are subject to operational constraints (eg: lifts and other access equipment requiring service at short notice).

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