

Access Statement – Thistle Poole (21.12.09)

Property:

Thistle Poole
The Quay
Poole, BH15 1HD

Pre-Arrival

Phone, fax & email:

Phone: 0871 376 9032 / +44 845 305 8331

Fax: 0871 376 9132 / +44 845 305 8370

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:

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

www.nationalrail.co.uk/passenger_services/disabled_passengers/.

An example can be seen for Poole Station: www.nationalrail.co.uk/stations/sjp/POO/stationAccessibility.xhtml

Poole has some taxi operators with wheelchair accessible vehicles. More information is available at:

www.pooletourism.com/go.php?structureID=pages&ref=I485273E64F1BD and www.pooleradiocabs.co.uk/.

There is no courtesy vehicle at this hotel.

Information about accessibility in Poole and the surrounding area can be found at:

www.pooletourism.com/go.php?structureID=pages&keywords=disability&ref=I4852769C0AE0A

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

Details of how this operates in Poole can be seen at: www.pooleshopmobility.org.uk/.

There are 70 bedrooms at this hotel; **one on the ground floor may be suitable for ambulant disabled guests who prefer to use a bath.** Details of the room are provided further on. **There is currently no unisex designated accessible public WC at this hotel. The existing cubicles may only be suitable for ambulant wheelchair users.**

To find out about accommodation offering designated wheelchair accessible bedrooms in the area, please visit: www.pooletourism.com/go.php?structureID=pages&ref=I485255C07B318

Alternatively why not try OpenBritain: www.openbritain.net.

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

Arrival & Car Parking



There is a car park to the rear of the hotel, with over 100 bays and 7 x designated bays up to 3.6m wide for disabled guests close to the hotel entrance.

Guests who are Blue Badge holders may park free-of-charge in the designated bays.

The designated parking bays are up to 30m from the hotel entrance.

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

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



From the car park, there is a ramp (pictured on the left).

The ramp has a gradient of 1:20 up to 1:12, is 10m long, and 2700mm wide (with no handrails). Setting down is possible about 12m from the entrance.



There is a separate pedestrian entrance from the quayside. There is a gradient of about 1:20 leading up to 2 x sets of manual double doors.

From these doors reception is straight ahead.



The doors are 760mm clear opening each leaf.

Assistance may be required to gain access to and from the hotel.
Please contact the hotel reception if you need assistance.

Entrance & Reception



There are 2 x single doors leading from the car park to reception, which are a minimum of 830mm clear opening, with clear space of at least 1330x1280mm. **Assistance may be required to open the doors.** Staff would be pleased to offer assistance.

Turn right towards reception from the 2nd door and reception is on the left.

There is a large, open space within the entrance lobby in front of the reception desk. The counter is 1200mm high.

There is seating available in the area.

Additional room keys are available on request.



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.



A sign indicates that an induction loop is available at the reception desk for hearing aid users.

There are generally wide routes to public areas from reception. Rooms on the ground floor include standard public toilets, the Anchor Bar and the Joliffe Suite.

All other public areas are situated on the 1st floor, via the staircase or lift. **Assistance may be required to use the double doors on the 1st floor between the lift and the restaurant.** The doors are 680mm each clear opening.

Public Areas

The Anchor Bar is situated on the ground floor. The door to the bar is 760mm clear opening. Seating with and without armrests can be provided, and there is clear space beneath the tables of up to 700mm.



The Harbour View Restaurant (pictured) is situated on the 1st floor via the lift or the staircase from reception.

All seating has armrests, and clear space beneath tables of 620-700mm. Banqueting seats without armrests can be made available.

Staff will provide assistance to those who need it.

The designated accessible WCs and standard public WCs are situated on the 1st floor beside the restaurant.



The lift has a door 860mm clear opening and clear floorspace of 1520mm deep x 1050mm wide.



Lift controls are up to 1440mm high and currently do not have tactile and Braille buttons. There is visual but no audible floor announcement in the lift. There is currently no handrail or mirror at the rear of the lift.



Stairs: There is a staircase beside reception leading to the restaurant, public WCs and 1st floor bedrooms, with handrails to both sides.

There are 12 + 7 steps. **Please be aware that the height of the 1st step from reception is 200mm** – slightly higher than the other steps.

Public WCs



There are 2 x designated accessible WCs situated near the restaurant on the 1st floor. There is level access from the lift.

NB. There is currently no unisex WC facility. There is a cubicle in both the men's and women's WCs that may only suit ambulant wheelchair users.

Women's WC: The 2 x doors to the WC are 790mm minimum clear opening. There is a minimum clear space opposite the doors of 1540mm. **The door to the cubicle opens inwards.**

There is clear floorspace in the cubicle of 1400 x 690mm. The floor surface is ceramic tiles.



There is no vertical rail beside the hand basin. There are no lever taps.

Care should be taken when using water from the hot tap.

There is clear space beneath the basin of 640mm.

There is a fixed rail either side of the WC, so there is no space for lateral or sideways transfer. The WC seat is 420mm high.

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



Men's WC: The 2 x doors to the WC are 860mm minimum clear opening. There is a minimum clear space opposite the doors of 1540mm. **The door to the cubicle opens inwards.**

There is clear floorspace in the cubicle of 800 x 800mm. The floor surface is ceramic tiles.

There is no vertical rail beside the hand basin. There are no lever taps.

Care should be taken when using water from the hot tap.

There is clear space beneath the basin of 640mm.



There is a fixed rail either side of the WC, so there is no space for lateral or sideways transfer. The WC seat is 420mm high.

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

Conference & Meeting Rooms



The Joliffe Suite is on the ground floor beside reception. The door to the Suite is 800mm clear opening. There is level access to the room.



A sign indicating that an induction loop is available is on the door to the room. Other support services can be arranged when booking the meeting room.

2 x designated accessible WCs are situated on the 1st floor beside the restaurant.

Leisure

There is currently no gym facility at this property. There is no external contract with any leisure centre, although our Guest Relations Manager may be able to suggest some nearby clubs.

Accessible Bedrooms



There are 70 bedrooms at this hotel; **room number 10 on the ground floor may be suitable for ambulant disabled guests who prefer to use a bath**, which is the closest room to reception.

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

There is an 860mm clear opening fire door on route from reception.

Room 10 (twin): The door to the designated accessible room is 760mm clear opening, with 1500mm clear space opposite the door.

Door handles and keyways are between 1120 – 1170mm high.



There is a door viewer for use at a standing height only.
There is no lowered hanging rail in the wardrobe.

There is clear floorspace in the room of **2600x900mm**, with clear space of at least 900mm beside the beds.

There is a narrow route of 500mm between the foot of the bed and the desk.

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

With 2nd beds removed from beneath the twin beds, there is up to 270mm beneath.



A fridge could be used to store medication.

Assistance may be required by some guests to access the wardrobe hanging rail and to open and close the windows and curtains.

There is clear space under the desk of 590mm.

Assistive Equipment:

There is an emergency button beside the bed.

There is a flashing light linked to a door bell.

There are 4 x text channels on TV.

There is currently no strobe light linked to the fire alarm system or a vibrating pillow pad.

Please also see sensory equipment below.

Ensuite bathroom & WC



Bathroom: This may only be suitable for ambulant disabled guests who prefer to use a bath.

The door to bathroom is 670mm clear opening inwards into the bathroom, with 970mm clear space opposite the door. There is a door bar to aid opening from inside the room.

There is clear floorspace of 1070 x 470mm within this room.



There is no specific transfer space beside the WC. There are currently no handrails associated with the WC pan.

The WC is 430mm high. There is no seat raiser available currently.

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



The basin has 2 x lever operated taps. **Care should be taken when using water from the hot tap.**

There is no clear space beneath the basin. There is currently no vertical rail beside the hand basin.

There is 1 x 300mm long horizontal rail beside the basin.



Transfer to the bath may be restricted by the door which opens inwards.

The bath rim is 560mm high, with integral handrails, plus a 600mm long horizontal rail 130mm above the bath rim and a vertical rail, plus a further angled support bar beside the shower over the bath. The shower has a fixed head.

The shower controls are 1300mm high.

There are lever operated taps on the bath. **Care should be taken when using water from the hot tap.**

Sensory Equipment



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

Large print or Braille menus.

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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