

Access Statement for Norfolk Cottages **Primrose Cottage**

Introduction

Primrose Cottage is a single storey cottage, it sits in the far corner of our courtyard complex of four accessible cottages and has been awarded NAS Level M3A

We anticipate that 80% of our guests will have at least one wheelchair user in the party, therefore we give accessibility our highest priority.

We are situated in a very rural position, few cars use the road making it suitable for enjoying the countryside on foot or in a wheelchair. Note however, there are no pavements.

Primrose cottage has under floor heating with level terracotta ceramic tiled floors throughout.

Pre-Arrival

We offer a personal booking service, our reception staff have in depth knowledge of all our cottages, including their layout, facilities and additional equipment that is freely available as well as the equipment available for hire.

We respond to all email enquiries with additional details and pictures when required. We appreciate the need to hold extended provisional bookings for carers arranging holidays for larger groups and that it takes time to collect deposits and obtain clearance for clients.

Our website has the ability to enlarge the font size and display text only.

The nearest train station is 4 miles away in Diss, taxis suitable for wheelchair users are readily available.

There is a local bus service that goes to both Diss and the City of Norwich each day, it stops at the end of the road approx 500 metres away. Some of the buses provide a low level wheelchair access, but we would recommend contacting the bus company Simonds for confirmation before attempting to make a journey in case the return bus is not suitable.

The village of Gissing has no amenities except for a Church, a pub and a hotel, both serve lunches and dinner. The Crown pub has a level entry to the bar but no accessible toilet. The Crown can be found at the bottom of the road about 1000m away.

The hotel is a similar distance away.

There is a small ford in the lane, that has a little water running through during the winter months, but is mostly dry during the summer.

The nearest town is Diss which is 4 miles away, there are a range of shops. The town is mostly level with some gently sloping streets, there are no flights of steps without ramped alternatives. There is a local company that provides a driver collection service for people that do not have a suitable vehicle to accommodate a wheelchair. They will also arrange to take small parties on regional day trips.

Two local farm shops will take prior orders over the telephone and arrange delivery to your cottage prior to your arrival. Tesco deliver groceries pre-ordered via their website.

Within your booking confirmation pack, we provide you with written directions to find us.

We also provide you with a map showing you the courtyard layout and information about where to find the key and light switches etc. in case you are held up and arrive very late at night.

Arrival & Car Parking Facilities

Upon arrival a lit and reflective sign marks the entrance to the cottage complex. Car parking is available in the car park adjacent to the cottage. There is space for 3-4 cars and ample room for a mini bus with either rear or side ramped access.

We do not offer any formal assistance in getting into your cottage from your vehicle, but we will always endeavour to help if needed.

The surface is a solid brick weave and is 30 metres to the cottage entrance.

We always plan to have a member of staff ready to greet you upon arrival to the car parking area, they will show you around your cottage and leisure facilities answering any questions you may have.

The leisure building is approximately 20 paces from the front door of the cottage. The surface is level all the way.

Main Entrance, Reception

There is no reception facility. Our booking office is situated in Diss. We always aim to meet all of our guests and provide a short familiarisation tour of the premises upon arrival or the next day if preferred.

Laundry

We have a small laundry room, that is available to guests, there is one step into the room. The floor space is extremely limited and not at all accessible. There are several rotary washing lines around the complex.

Leisure Facilities

Our leisure building is on the north side of the courtyard, there is a level path from all of the cottages.

Inside the leisure building you will find:

A heated swimming pool 24 feet x 12 feet, the depth is 30 inches to 5 feet, there is a soft cushioned floor to the pool. There are wide access steps into the pool, and overhead hoist, the pool temperature is maintained between 29 - 30 degrees C. There are a range of swimming and floating aids suitable for children and less mobile guests.

We have a Hot Spa with entry steps, supporting handrail and overhead hoist. We maintain the temperature between 37 and 40 degrees C.

Overhead Hoist- The hoist track is positioned over the swimming pool and hot spa. Providing access to both. There are a range of slings for use in the wet area. Instructions for using the hoist are displayed in large print.

We have a Sauna, entry is restricted by the narrow door, however there is a ramped entrance which allows access for small wheelchairs, transfer is essential due to the high temperature. Some health conditions do not recommend using a hot spa.

Table Tennis - there is ample space for wheelchairs to move around the table.

Games Room

Table Football - there is ample space around the table for wheelchairs
Dart board and Darts

Trip planning area has numerous leaflets and promotions for Norfolk and Suffolk.

There are coded entry double doors entering the wet area of the leisure building, this prevents unaccompanied minors entering the

building alone.

There is a single width coded entry door to the games room with an internal connecting door into the wet area of the building.

Both thresholds are level

The flooring in the leisure building is non slip blue rubber and there is a contrasting grey stone pool surround.

There is a regular height accessible toilet in the building, with transfer from left to right, there is a drop down hand rail, low level hand basin with easy lever taps and paper towels.

There is one changing area it has space for wheelchair and a carer and has pull curtain for privacy.

There is a level entry shower in the main pool area, privacy is provided by a pull curtain.

There is no lifeguard on duty at any time.

Outdoor Facilities

Primrose cottage sits tight in the corner of the shared level surface brickweave courtyard and has table and chairs for Al Fresco dining. BBQ available.

All outside areas are either level or ramped brickweave, level or ramped decking or level lawns.

The courtyard has several raised flower beds clearly marked by red brick edging.

Throughout the courtyard there are various garden table and chair sets.

A large grassed area provides space for recreation and watching wildlife.

The courtyard area and car park area have soft lighting controlled with sensors and will remain on for your peace of mind and safety from dusk to dawn.

There is a duck pond which is mostly fenced and has a seating area for feeding the ducks.

Main Entrance

Access to the cottage is via a level threshold single door into the hall way. Approached by a short ramped area of brickweave.

Living room

The living room is spacious with sufficient turning space. It has two sofa's one being a sofa bed. The living room is open plan to the kitchen/diner.

Bedrooms & Sleeping Areas

There is one twin bedroom – one bed is a divan bed with adjustable height legs. The other is a fully adjustable profiling raise and lower bed. Both beds have ample space for mobile hoist legs to fit under. We also have available to hire, a mobile gantry system overhead hoist suitable for this bedroom. Please note this is not a fixed overhead hoist.

Shower- wet room

The wet room is adjacent to the bedroom. Access is via a sliding door. Access is available from outside of the wet room in emergencies.

Room size: 2740mm Long x 2000mm Wide

Floor surface - non-slip tiled with centre floor drainage.

Shower space - level entry, low level thermostatic shower control, one adjustable height shower head. Shower chair – movable.

Support rails Shower area: 2 x vertical grab rails – Chrome

Toilet - transfer is left to right, it has a regular height seat, a seat raiser is available. Support rails toilet area – 1 x white drop down adjustable rail on the right side of the toilet and one chrome vertical grab rail

Bath – There is a regular bath with lever mixer tap.

Basin - There is a hand basin with lever mixer tap

Heated towel rail

Self-Catering Kitchen

There is a kitchen diner with ample turning space.

All cupboards are base cupboards - no wall cupboards

One work surface with the hob fitted is lowered

Microwave is free standing on work top.

There is a regular Fridge with small ice box. There is a chest freezer positioned near the laundry which is available for all guests to share.

Additional Information

Our housekeeper has completed the Welcome All - disability awareness training program and previously held a position as a carer so she is able to interpret guests needs.

We have available for hire: Sunrise Mini Mobile Hoist, Graduate Mobile Hoist, riser recliner chair. Gantry system overhead hoist.

Aids available free of charge:

Shower chair (wheeled)

Shower chair (no wheels)

Raised toilet seat

Adjustable toilet surround (max 125kg)

Over bed monkey pole

Blox chair raisers

Blox Bed raisers

Over bed table

Bedside Night Rail

Wheeled walking frame.

Commode chair

High Chair

Cot (please bring your own bedding)

Service dogs are very welcome, but must never be left unattended in the cottage.

We have a no smoking policy throughout all the buildings.

Most mobile networks provide coverage in this area

We have WiFi available throughout

Cottage Address:

Norfolk Cottages

Malthouse Lane

Gissing

Norfolk

IP22 5UT

Booking office:

Norfolk Cottages

17 Owen Road

Diss

Norfolk

IP22 4ER

Telephone: 01379 658 021

Fax: 01379 651 170

Email: bookings@norfolkcottages.net

Website: www.norfolkcottages.net

Hours of operation:

Booking office hours 9am to 5pm Monday to Friday

Cottages are available from 4pm on the day of arrival until 10am on the day of departure. Other times by prior arrangement only.

Future Plans

- To purchase additional rise and lower beds

Contact Telephone and Email Address

We welcome your feedback to help us continually improve if you have any comments please phone 01379 658 021 or email bookings@norfolkcottages.net

Created: January 2010