



Accessible Facilities

We currently have five fully accessible bedrooms within the hotel. This sheet is designed to give you as much information as possible to prepare you for staying with us. If there is anything that you are still unsure of before your stay, please ensure you contact our reservations team on 01202 552111 before your date of arrival.

Building Access

We have an accessible lift at the front of the hotel which leads to a level access entrance.

The width of this lift is – 86cm

The depth of this lift is – 148cm

The maximum weight capacity of this lift is – 400kg (4 people)

At the rear of the hotel, our car park has a number of Blue Badge parking bays which can be reserved for your stay. Please note, you will be required to display your blue badge whilst using these bays. From the car park, there is a level access in to the main reception area.

The narrowest point for our entrances are:

Front entrance – 138cm

Rear entrance – 115cm

Accessible Lift

We have an accessible lift on site which leads to all floors. The width of the door to this lift is 80cm and the lift depth is 140cm.

The button to call the lift on each floor is positioned at 83cm height from the floor.

The buttons inside this lift are positioned between 90cm and 103cm height from the floor.

The maximum weight capacity of this lift is 600kg.

Accessible Bedrooms

Traveling To & Entering The Bedroom

Our fully accessible bedrooms are located on the first and second floor with level access from the lift.

The narrowest point in the corridor leading to the bedrooms is 78cm.

The bedroom door locks are operated using a touch card locking system. Once unlocked, they must be opened using a handle and they open into the room. There is no electronic mechanism attached to the door for opening.

The door locks are positioned at 95cm height from the floor and the bedroom doors are 81cm wide at the narrowest point.

Electrics & Switches In The Bedroom

The room is fitted with an energy saving activation slot. You will need to place your key card in the slot, which is positioned between 112cm height from the floor, to activate the electricity in the room.

The main light switches for the bedroom and bathroom are positioned at 100-112cm height from the floor. There are also light switches for the main bedroom light and the bedside lights positioned on the headboard at 84cm height from the floor.

The narrowest point in the accessible bedrooms is 80cm. This allows for access to the dressing table, the wardrobe, the fridge, the bedside tables and all three sides of the bed.

Profiling Beds

Please inform the reservations team when making the booking if you would like to use the profiling beds. This requires an activation key which we will place in the room before your arrival.

The profiling beds include optional side handles, which can be fitted before your arrival (see picture 1).

The beds profile to 85% at the head and 30cm up from under the knee which will then bring the feet up to a position that is most comfortable for the guest.

They also adjust 45cm vertically to a total height of 95cm to assist carers when lifting.

We have rooms with double profile beds and rooms with 2 separate single profile beds. With the double beds they profile as two separate mattresses, but are combined on one base. We will therefore set up the bed with two single sheets, but can offer you a king-sized duvet or two singles, whichever you would prefer.



Portable Ceiling Lift Hoist

Lifting Capacity – 200kg

The room may be fitted with a Portable Ceiling Lift Hoist if required. Please specify your requirements with our reservations team before arrival.

This hoist is fitted to a single track with runs the full width of the room over the bed.

The hotel does not provide slings and you are required to bring your own if you wish to make use of the hoist.

The hoist model is – Savaria Portable Ceiling Hoist PL (See Picture 2).



Accessible Bathrooms

Our bathrooms are fitted as large wet rooms including a shower with privacy screen, a toilet with additional handrails and a basin.

We can provide a rolling shower and commode chair if you wish. Please advise the reservations team if you will require this before arrival.

Communal Ground Floor Facilities

Changing Places Facility

Access

Our Changing places facility is positioned on the ground floor with level access from the main reception area.

Please ask a member of the team for the code to enter the room. Once entered the door is fitted with an electric mechanism to open automatically. The width of this doorway is 91cm.

Fixed Ceiling Hoist

The hoist model is – United Care OT200 Compact Ceiling Hoist

Lifting Capacity – 200kg

The hoist is fitted to a full H track in the ceiling. The track runs the full width of the room allowing access to the toilet, changing table and basin.

The hotel does not provide slings and you are required to bring your own if you wish to make use of the hoist.

Changing Table With Shower

The changing table model is – Astor Bannerman CTX Ergonomic Shower & Changing Table

The changing table is raised and lowered by a simple handset control.

The lowest position is 30cm height from the floor and the highest position is 102cm height from the floor.

The changing table includes a deployable guard on the side as well as each end for safety.

We provide blue changing table runners for hygiene.

The electric shower head is positioned conveniently next to the changing table and the water collects underneath and is drained away.

Height Adjustable Basin

The height adjustable basin model is – Astor Bannerman ABW6

The basin height is adjusted using a simple handset control.

The lowest position of the basin is 53cm height from the floor and the highest position is 103cm height from the floor.

There is hot and cold running water supplied to the sink.

Sensory Room

Our sensory room is available for any guest who requires it and can be booked for a 30-minute slot at any time.

The sensory room does not have a level access within the building, but is accessible with a level access via an outside route – please see a member of the team to assist with this.

Within the sensory room we have:

- A colour changing bubble tube with interactive colour remote.
- A colour changing fibre optic swirl with interactive colour remote.
- A rotating projector with space themed imagery.
- A Bluetooth speaker for you to play your choice of music from any Bluetooth device.
- A temperature control unit
- Soft leather seating including padded benches and two large bean bags.

For access to the room, please ask a member of the team.

Swimming Pool Area

Our swimming pool does have a level access all around, but the slope leading to the pool is steeper than standard accessible ramps so we do advise assistance is needed when entering the area.

We have a standard level access disabled toilet at the poolside, but this does not include a hoist, height adjustable equipment or any of the advanced features that are available in our Changing Places Facility.

Pool Lift Chair

Model of Pool Lift – i-swim One Portable Pool Lift

Lifting capacity – 136kg

Please seek assistance from a member of our team to use this lift.

The lift is fitted with a safety belt at waist level, but not a full sling style hoist.

We provide a transfer board to go from wheelchair to the hoist, but the guest must have the ability to use this either on their own or with a carer's assistance. The hotel staff cannot assist with the transfer.

Frequently Asked Questions

What type of mattresses are on the profiling beds?

The mattresses are reflex foam mattresses

Does the profiling bed have bed guards?

No – not full bed guards. The beds are fitted with smaller grab rails.

Does the hoist also go to the bathroom?

No – unfortunately our ceiling hoists in the bedrooms only go over the beds. If a hoist is needed for bathroom use, we do have our Changing Places bathroom on the ground floor available for guest use.

Are the bedrooms dog friendly?

Two of our accessible rooms are dog friendly.

If there are any other questions you have, please don't hesitate to contact our team before your arrival. The hotel cannot accept responsibility for our equipment being insufficient for your needs. If you are unable to stay, the full cancellation policy will be in effect.

Welco-Me App

We have partnered with Welco-Me to give you the most dignified, discreet and personal method to share your requirements and access needs to enhance your experience, making you feel confident when visiting us or attending our events.

With this app, you can tell us how we can best assist you before you arrive at the hotel.

For more information on the app and how to use it, [click here](#).

Additional Information

We have various tools on our website which may help you to check suitability before you arrive as follows:

[3D Building Tour](#)

Video Tours

[General Tour of Ground Floor Facilities, Parking and Outdoor Swimming Pool](#)

[Rooms 107 & 108 – Accessible Double, Connecting Standard, Dog Friendly](#)

[Room 109 – Accessible Twin, Dog Friendly](#)

[Room 204 – Accessible Family \(up to 4\), Not Dog Friendly](#)

[Room 214 – Accessible Double, Not Dog Friendly](#)

[Room 215 – Accessible Twin, Not Dog Friendly](#)