

Access Statement for Shrubbery Guest House

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Introduction

We aim to fully cater for the needs of guests in our 8-bedroomed guest house. The following information is a statement of summary and provision. If you have any further queries or need help with something not mentioned please contact us and we will do our best to help.

The building is not adapted for wheelchair users.

Pre-arrival

The guest house is situated half a mile from Foregate Street Station, and three quarters of a mile from Crowngate Bus Station. There is a regular bus service that passes the house and the bus stop from the city centre is 75 yards away. There is a pedestrian crossing for the main road.

We can be contacted via telephone, email or post according to details as provided.

Registered Assistance Dogs are welcome, and water and food bowls are available.

Arrival and car parking facilities

There is limited waiting outside the establishment that is suitable for overnight parking with a registered disability badge. We are happy to assist with any luggage you may have.

The front door is reached by a step, a short hard-paved path and four further steps. There is one more step into the building. The porch is lit at night.

Main Entrance and Reception

The entrance is into the hall, from which the Dining Room and Room 8 can be accessed. There are no steps.

Seating is available just inside the Dining Room, opposite the check-in area.

We are happy to assist with filling in registration information if needed, and paper and pen are available. Guests can be escorted to rooms and facilities explained.

There is a bell to summon assistance on the stable door in the downstairs hall.

Public Areas (General)

All public areas and guest rooms have fitted carpets. There is no downstairs public W.C. Lights are left on overnight in corridors.

Dining Room

Breakfast is served in the Dining Room situated on the ground floor. All furniture may be moved on request. The chairs do not have arms. We are happy to provide full waiting service. Vegetarian, vegan and other specialised diets are catered for, so please ask for more information. Background music is not played in the Dining Room.

There is a high chair in the Dining Room and we are happy to provide plastic equipment for our younger guests.

Bedrooms

All bedrooms have televisions with remote controls and teletext and subtitles. We are happy to help set alarms, tune radios, and demonstrate any of the facilities. All rooms use low energy lighting with additional lighting next to beds. All double beds have lighting and access from both sides. Shower cubicles have a step of approximately 15cm into them.

There is an emergency number on the fire notices in rooms. Emergency Assistance Request Notices are provided in all rooms, so please put it on your door at night if you are likely to need assistance in the event of an emergency.

Rooms 1 – 7 are upstairs. The main staircase has 13 steps and a banister.

There is a shared washroom comprising lavatory, basin and shower from the back landing.

Room 1 (en suite) is situated at the back on the first floor. After the main staircase there is a small landing and a further two steps. The room has a double and single bed. The en suite has a lavatory, basin and shower with a built-in shelf.

After the main staircase there are four more steps to the first floor landing, from which rooms 2, 3 and 4 are accessible.

Room 2 (en suite) has a double and single bed. The en suite has a lavatory, basin and shower.

Room 3 (en suite) has a double and single bed. The en suite has a lavatory, basin and shower with built-in shelf.

Room 4 has a single bed and basin.

There is a second staircase with banister that has 11 stairs, a half-landing and a further 5 stairs to the second floor. Rooms 5, 6 and 7 are on the second floor. The fire escape is on the second floor.

The second floor landing has a shared bathroom and shared WC. The bathroom comprises a bath, lavatory and basin. The shared WC has a lavatory and a basin.

Room 5 has a double and single bed. It also has a shower and basin.

Room 6 has a double bed and a basin.

Room 7 has a double bed, shower and basin.

Room 8 (en suite) is situated on the ground floor, next to the Dining Room. It has a double bed and a single bed. The en suite has a lavatory, basin and shower with built-in shelf.

Fire Safety Information

Fire alarms and smoke detectors are situated on all floors. There is an emergency exit on the top floor. Please familiarise yourself with your nearest emergency exit.

BREAK GLASS POINTS are situated:

Ground floor – to the right of the Dining Room door

First floor – at the top of the stairs from the ground floor

Second floor – to the left of the Emergency Exit

FIRE EXTINGUISHERS are situated:

Ground floor – outside Room 8

First floor – at the turn of the stairs from the ground floor (FOAM)

Second floor - to the left of the Emergency Exit

Additional Information

Guest Information is available in large print on request.

There is a fridge available at all times for guest use in the Dining Room.

Rooms 2 and 3, and then 6 and 7, are adjacent for carers' access.

We are situated close to local shopping facilities but can also provide some products (e.g. toothbrushes, razors, additional toiletries) on request.

Contact Information

Address: Shrubbery Guest House
38 Barbourne Road
Worcester WR1 1HU

Telephone: +44 (0) 1905 24871

Website: www.shrubberyguesthouse.com

Email: reception@shrubberyguesthouse.com

We are happy to provide mobile numbers for text contact on request.

We welcome feedback to help us to continually improve. Please contact us with your comments as detailed above.