

# **Access Statement for Portland House Guest Accommodation in Whitchurch, Ross on Wye, Herefordshire, HR9 6DB**

## **Introduction**

Portland House is situated in the heart of Whitchurch village just within Herefordshire and near to the borders of Gloucestershire and Monmouthshire. Surrounded by wonderful scenery in an area of outstanding natural beauty. Portland House has wide and open areas for wheelchairs users and has ground floor accommodation graded as Level 2 accessibility by the National Accessible Scheme of VisitBritain.

Nearest Pub and Restaurant is 50 yards by wheelchair

Nearest Shop is 60 yards by wheelchair

Both Ross on Wye and Monmouth are within 5 miles of Whitchurch by car. Each town can also be reached by a Stagecoach bus, with lowering facilities, the service being every 2 hours. Buses stop by the village shop and Pub car park. Monmouth is considered the easier town to visit for people with mobility problems

## **Pre-Arrival**

- To travel to us by your own transport :
- From the South-
- Come over the one of the Severn Bridges. If you choose the old bridge at Chepstow take the A466 to Monmouth. If you take the new bridge at Junction 24 of the M4 take A40 to Monmouth.
- At Monmouth continue on A40 towards Ross on Wye. Approximately 3 miles north and just past the Murco garage and shop you will see a sign for Whitchurch/Symonds Yat WEST on the left hand side. Turn in where you see the Crown Hotel and Portland House gateposts face you.
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- From the West-
- Take the junction off the M4 for Monmouth and follow the directions above (i.e. from the South).
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- From the North-
- AT Ross on Wye take A40 towards Monmouth. Approximately 5 miles south you will see sign for Whitchurch/Symonds Yat WEST

(Hedge puzzle etc.) Take that turn off and come over bridge to the other side of A40 (second exit off the small roundabout by the school). As you come down the slip round on the other side you will see the Crown Hotel facing you. look to the left and there are Portland House gateposts.

- The nearest railway station is Hereford. For public transport advice please check <http://www.portlandguesthouse.co.uk/howToFindUs.html>
- Guest information folders advise on doctors, chemists, taxi services and the availability of local public transport.
- All printed information is available in large print.

### **Arrival & Car Parking Facilities**

- The forecourt and entrance hall are at ground level - NO STEPS!
- The forecourt can accommodate 6 cars, one of which is nearest to the front door (5 yards) and specifically designated for the disabled.
- The car park is lit at night.
- We are happy to assist with luggage when and where necessary
- Guests are able to book in between 12.30-1.30pm and 4.30-7.30pm each day

### **Main Entrance, Reception & Ticketing Area**

- We greet guests, show them to their rooms and explain the facilities within the house and immediate locality.
- Usually on arrival, guests register at the front hall desk and chair, or with a clipboard in their own chair. However registration can be undertaken in the guest's room if wished.
- Flooring in the front and rear halls is slate and level throughout. A large sunk doormat is at the front door.
- Front door and the inner hall door width are both 84mm.
- Contrasting colour scheme in the front hall between the dado rail.
- A large chandelier in the front hall provides bright light. The back hall and first staircase are lit.
- A loud wall mounted bell in the main hall can summon attention, as can a bell on the first landing.
- All doors to all rooms have name plates in sign written style
- The lounge and dining rooms are situated off the front hall. Doorways to these rooms are also 84mm

## **Public Areas - Hall, Stairs, Landing, Corridors etc**

- Portland House has two upper floors. Both staircases are lit and have permanent handrails on either side.
- 1st staircase has 4 steps then a turn to the remaining 13 steps. Each step is 18cm high and deep. Staircase width is 91cm.
- An electronic fire alarm system covers every room and landing and staircase. At the top of 1st staircase on a small landing is a fire door with a face level glass panel that will shut automatically in the event of fire. The fire door is 72cm wide.
- The 2nd staircase leading to the top floor is a dog leg shape with 14 steps. Each step is 18cm high and deep. Staircase width is initially 88cm widening to 96cm.
- At the top of the 2nd staircase on a small landing area is another fire door. Walls on landings have contrasting coloured Dados.
- All public access areas have wall mounted fire extinguishers and approved illustrative exit signs.
- Landings are 106cm narrowing at just one point to 102cm.
- Landings and stairs are short pile carpeted.

## **Public Areas - Sitting room, lounges, lobbies etc**

- The lounge and dining rooms are accessed from the front hall. Door widths are 84 cm. The lounge floor is wood panelled, the dining room has close weaved carpeting.
- Both rooms can accommodate a wheelchair
- One sofa in the lounge has a very firm set of seat cushions for people who need that type of support when seated. Other chairs are softer.
- Both rooms have a very large Georgian bow window that provide natural light
- There is no central lighting in the lounge instead it has 4 sets of wall lights and 6 table lamps and a standard lamp.
- A large central chandelier hangs in the dining room and two sets of wall lights provide strong lighting throughout the room

## **Public WCs**

- 4 steps up on the 1st staircase is a unisex public toilet, with wash

hand basin with 2 taps. Vinyl flooring. Toilet is normal height. There is no emergency pull cord. Coat hook provided.

## **Restaurant / Dining Room, Bar & Bar area, Take Away & Cafe**

- See public areas

## **Laundry**

- Off the rear hall way is a laundry room containing:-
- A sink at normal height with draining board and hot and cold taps.
- Washing machine and tumble dryer
- Machines are available to guests for small charge and with prior permission

## **Bedrooms & Sleeping Areas**

Access to The Lloyd Suite is all on one level and its doorway is less than ten feet from reception. The doorway is 84 cm. Emergency evacuation signs are prominent.

M2 level rating for accessibility for the disabled by the Quality in Tourism process under VisitBritain. The bedroom is spacious and easily accommodates a moving wheelchair unobstructed. The attractive decor has been chosen to complement the period of the house and to provide visual contrasts. Close weaved carpeting is on the floor. Electrical sockets on 2 walls are 85cm in height. Service tray with cordless kettle is at coffee table height 37cm but can be moved to a higher position. 1 Double bed and 1 single bed - both at 64cm height each with a bedside cabinet and table lamp. Two arm chairs - one is a wing chair with rigid arms and the other a rocking chair with rigid arms. Chest of drawers with accessible drawer handles. Remote control TV with teletext and DVD. Wardrobe with accessible door handles has two sets of hanging rails - heights are - 150cm and 104 cms. A mirror is provided for use at seating level. Attached to the Lloyd Suite is a small private conservatory with two cane armchairs overlooking the garden and can accommodate a wheelchair.

- Access to the ensuite bathroom is via a short gradient of 8 ins height. This is due in main to the age of the house. The 68cm sliding door to the ensuite allows for a wheelchair to pass through into the

bathroom. The large en-suite bathroom is equipped with toilet at the height for the disabled, a walk in shower and wall seat as well as a spacious bath. Please note the bath itself , although having grabrails, is not equipped for the disabled, unlike the rest of the bathroom equipment. There are two hand basins, one for use by the toilet whilst in a wheelchair and one at normal height by the shower area. Lever attachments for taps available.

- Soap dispenser in shower area
- Pulley switches are in place for lights, additional fan heating and power shower.
- Wall mirror from floor to 110 cm height
- Electronic alarm in bathroom for assistance.
- Other Bedrooms and Suites on the 1st and 2nd floors are spacious with wide doorways and have:
  - short pile carpeting in the all bedrooms areas
  - Ensuite facilities in all bedrooms/suites
  - The Monmouth Suite has a large bathroom with a tiled floor and
  - The Marstow Room has an ensuite with shower cubicle with a basin and toilet, and vinyl flooring
  - The Magnolia and Doward Rooms - each have new ensuite shower room facilities with new tiled flooring and walls
  - The Ross Suite has a shower room with a basin and toilet, and vinyl flooring
  - All bedrooms have two armchairs in seating areas. TV with teletext. Some have a DVD player also. Service trays with cordless kettles. Hair dryers. Bedside tables and lamps.

## **Grounds and Gardens**

- A slope takes guests up the terrace area which is pleasant place to sit. Wheelchairs will need assistance because of the gradient here and note the terrace is not even in places.
- Because we won a Green Award in 2005 sight of birds, bees and butterflies should be plentiful. Descriptions of plants are found in the Guest booklets in bedrooms.
- A large lawn area allows for a game of not too serious croquet.

## **Additional Information**

- Jenny has completed a Welcome All course.
- Staff have received in house disability awareness training
- We have a no smoking policy throughout the house.
- Only dogs in a working support role are allowed.
- Wi-Fi is available in all parts of the house.
- All mobile networks are available in most areas of the house but we ask that guests do not bring mobiles into the dining room as a courtesy to your hosts and other guests.
- As a matter of policy we ask all guests at the time of booking on whether there are special needs so that we can help as much as possible. For example the accommodation, storage and re-charging of electric chairs, or other equipment; refrigeration and freezer storage of medicines.  
There is a Shopmobility store in Ross on Wye.
- In case of fire, evacuation procedures are described in all Bedrooms. Electronically linked fire alarms are in all bedrooms and public areas.

Address: Portland House,Whitchurch , Ross on Wye , Herefordshire  
HR9 6DB

Telephone: 01600 890757

Email: [info@portlandguesthouse.co.uk](mailto:info@portlandguesthouse.co.uk)

Website: [www.portlandguesthouse.co.uk](http://www.portlandguesthouse.co.uk)

Grid reference: 549176

## **Future Plans**

- Additional moveable grab rails have now been purchased to allow for

the individual needs of guests in ensuite areas.

- By 2012 a stair lift will have been installed
- By 2013 a new terrace area will be constructed

### **Contact Telephone and Email Address**

**We welcome your feedback to help us continually improve if you have any comments please phone 01600890757 or email [info@portlandguesthouse.co.uk](mailto:info@portlandguesthouse.co.uk)**