

Access Statement for Mocktree Barns Holiday Cottages, Leintwardine, Ludlow. SY7 0LY

Introduction

Mocktree Barns is a group of five self-catering cottages, four of which are situated around a paved courtyard. The fifth cottage opens onto the car park. Two of the cottages (Kit and Weavers) are single storey with no internal steps. There are a number of disabled aids (raised toilet seat, shower stool, shower step, toilet frame and perching stool) that can be used in all cottages, but are more appropriate for the single storey cottages. In the other three cottages, sleeping accommodation and toilet facilities are on the first floor.

We live adjacent to the cottages and are pleased to discuss all access requirements prior to booking.

Pre-Arrival

- We use email, telephone and letter as our main forms of communication with guests. Our web site is clearly set out in large print and has a synopsis of this statement, a list of available facilities and a link to this full statement.
- Information on our facilities for less mobile guests can be sent by post to enquirers and we hope to discuss requirements with all guests prior to booking/arrival to ensure that we can meet their needs.
- The Ludlow to Knighton bus passes our gate four times a day with a low step bus.
- There are main line train services on the Manchester to South Wales route in Ludlow (6 miles away) with access without steps to both platforms. This is also the Holyhead to Cardiff line.
- We are able to offer a collection service to guests, by arrangement, from Ludlow station and can provide basic provisions to await arrival by request. A pre-ordered grocery/veg box scheme and also a locally sourced breakfast basket can be arranged by prior notice.
- The nearest Shop-Mobility schemes are in Leominster (12 miles away) and in Hereford (20 miles away).

- There are 6 Radar toilets in Ludlow within the town centre.
- Local taxis able to carry wheelchairs can be arranged.
- We would suggest that our cottages are not suitable for guests with significant mobility or visual impairment to holiday alone.

Arrival & Car Parking Facilities

- We have designated parking for less mobile guests and can offer assistance. All guests are provided with our telephone number prior to arrival and arrival time and needs are discussed in advance.
- There is a flat paved surface between designated parking and the single storey cottages. For Weavers Cottage there is a small step at the threshold and grab rails on either side.
- For Stable and Jinney Ring cottages, access is via five shallow steps with a rail to one side.
- For Kit, Weavers, Stable and Jinney Ring cottages, the distance from designated parking to the cottage door is approx 10 - 15 metres.
- For Kibble Mill access is down three steep steps or via a flat path 20 m long and 1m wide.
- Our car park is sufficiently spacious for all parked vehicles to have rear access if needed.
- Security lights provide night time lighting to all cottages.
- We can offer a manually operated bell as a means of emergency communication.

Main Entrance, Reception

- All cottage entrance doors are 84 cms (33 inches) wide and open directly into the lounge / dining area of each cottage.
- The key hole is 117cms (46 inches) above the door threshold.
- There is a small step 13 cms (5 inches) high at the threshold of Weavers Cottage with vertical grab rails on either side of the entrance.

- Both Kit and Weavers Cottages have level access across paving slabs and are approximately 15 metres from the designated parking for less mobile guests.
- Stable and Jinney Ring Cottages are up five shallow steps with a hand rail to one side.
- Kibble Mill Cottage access is down three steep steps or along a flat concrete path 1m wide and 20m long.
- All guests are met on arrival and given a personal familiarisation tour of their cottage.

Hall and Stairs

- In all cottages the door opens directly into the lounge / dining area which is carpeted with 'loop pile' carpet. For Jinney Ring, Kit and Kibble Mill cottages there is a door mat set into a well at the threshold. In Weavers and Stable Cottages there is not a mat well.
- At the threshold of Kibble Mill Cottage there is a small stone tiled step (15cms) down, as well as the mat well.
- In Kit and Weavers cottages the light switch is immediately adjacent to the non-hinged side of the door (right in Weavers, left in Kit). This is 130cms (51 inches) high.
- In Kit and Weavers cottages there is sufficient room for a wheel chair to be wheel directly into the lounge / dining area from the entrance door or for a frame user to have unimpeded access.
- The carpet in the entrance area of Weavers Cottage is mid-beige and in Kit Cottage it is dark pink-beige.

Sitting rooms and dining areas

- Carpeting in all lounge / dining areas of the cottages is 'loop pile' with rugs that can be removed for safety if needed.
- All seating is conventional easy chairs, sofas and dining chairs. An upholstered dining chair with arms is available on request for use in any cottage.

- In Kit and Weavers cottages the lounge / dining area furniture can be rearranged as convenient for guests. Help is available for this.
- There are no internal steps in the lounge / dining areas of any of the cottages with the exception of a small step down in the entrance area of Kibble Mill Cottage.

Self-Catering Kitchen

- All cottage kitchen areas are to one side of the open-plan lounge / dining area.
- There are no internal steps.
- All work surfaces are 92 cms (36 inches high) and kitchens have both wall and floor mounted cupboards for storage.
- All cookers are free standing electric cookers with four rings/hobs and single ovens plus grill.
- Microwaves are wall mounted, but these can be placed on a work surface if required.
- Crockery, glassware etc is normally stored in wall mounted cupboards, but this can be rearranged if needed. Help is available with this. Cutlery, saucepans and other cookware is stored in floor mounted cupboards or drawers.
- All cottages have an 'under counter' fridge (with additional freezer in Jinney Ring).
- There are lights mounted under the wall cupboards to provide good lighting for work surfaces.
- In Kit and Weavers cottages the kitchen floor surface is stone tiling. In other cottages it is vinyl flooring.
- The dimensions of the kitchens in Kit and Weavers are 207 cm x 94 cms (85 inches x 37 inches)
- A perching stool is available for use in any of the kitchens.

Bedrooms & Sleeping Areas

- Access to the bedroom(s) in Kibble Mill, Jinney Ring and Stable cottages is via a staircase with a half landing and rail to one side.
- In Weavers and Kit cottages, access to the bedroom (and ensuite shower room/toilet) is directly from the lounge/ dining area. The door width is 84 cms (33 inches).
- In Kit Cottage the bedroom carpet is 'loop pile'. In Weavers Cottage the bedroom carpet is short wool pile.
- All bedrooms have an upright chair, dressing table/chest with mirror and a wardrobe. Guest can use the mirror by sitting on the bed if needed. All bedroom furniture is mid - dark oak in colour and provides good colour contrast with the surroundings.
- There is a 4ft 6 inch double bed in Kit and Weavers. (These cannot be split into single beds.)
- In Kit and Weavers cottages the space to one side of the bed is 34cms (14 inches) and the other 58cms (23 inches). There is a little flexibility for rearrangement of furniture in these bedrooms to allow wider access to one side of the bed. Help with this is available.
- There is a king size (5ft) zip and link double bed in Stable Cottage.

There is a sofa bed in the lounge area of Jinney Ring Cottage on the ground floor, but the shower room and toilet are on the first floor in this cottage.

- All bedding is non-feather. Additional pillows are available.
- In all cottages there are bedside lamps to either side of double beds and for each single bed.

Bathroom, Shower-room & WC [Ensuite or Shared]

- All shower room / toilets are en suite except in Jinney Ring Cottage where the shower room / toilet is separate.
- In Stable and Kibble Mill cottages there is restricted headroom.

- In **Kit and Weavers** cottages the dimensions are 253 cms x 108 cms (100 inches x 43 inches) including the shower, toilet and wash basin. There is a sliding door, width 70 cms (28 inches) in the centre of the long wall.

The flooring in Kit and Weavers shower room / toilet is vinyl.

The height of the shower tray is 26 cms (8 inches). A portable step can be provided to aid access into the shower. There are two grab rails in the shower (one horizontal, one vertical) and one fixed grab rail (45 degrees) adjacent to the toilet.

Water is heated by means of an immersion heater and controlled by a twist/turn control.

There is a sliding shower door for screening. 40cm wide (16 inches)

A shower stool is available

- All toilets are standard height. A raised toilet seat is available for use in any of the cottages.
- A support frame is available to aid toilet use in any of the cottages

Laundry

- A Hotpoint Aquarius washing machine is provided in Jinney Ring Cottage. For all other cottages a service wash facility is available on request for a moderate charge.

Outdoor Facilities

- Four cottages surround a flat, paved courtyard with wooded tables, cushioned seats and parasol. Guest in Kibble Mill Cottage have shared access to the courtyard along a flat, concrete path (20m) and sloping gravel (10m).
- The courtyard has flower and shrub borders all around it and there are views to the farmland surrounding us.
- Grassed sitting and games areas are available to all guests. These are across gravel, either 20m or 50m away from the cottages.

- The courtyard and car park areas have night time security lights triggered by movement.

Additional Information

- All cottages, except Kibble Mill, open directly onto the courtyard. Kibble Mill opens directly (up three steps) to the large car park area. In the event of emergency evacuation, there is ample open space beyond the courtyard and car park.
- We have completed 'Welcome Host' and 'Welcome All' training courses.
- We welcome dogs to the cottages. (max 2 per cottage)
- All cottages are non-smoking.
- Most mobile networks operate at Mocktree Barns, but we can provide a working cordless land-line phone for emergency nighttime use if necessary.
- All cottages have good WiFi signal.
- An Electric Vehicle charging point is located outside Weavers Cottage and is available for all guests to use free of charge.
- We live adjacent to the cottages and are generally available 24 hours a day.
- We try to make it as easy as possible for everyone to enjoy a holiday at Mocktree Barns, provided we can meet their specific requirements.

Guests have visited Mocktree Barns with a variety of access and health concerns. Our policy is to provide support whenever practicable, provided we know in advance; so we ask all our guests to discuss their needs with us at the time of booking.

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Emergency number: 07854 791 291 and 07790 846 456

Local accessible taxi numbers: 01584 878787

We welcome your feedback to help us continually improve. If you have any comments please phone 01547540441 or email mocktreebarns@care4free.net

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