

Access statement for Swan House Bed and Breakfast

Introduction

We aim to cater for the needs of all visitors in our home based 4 bedroom bed and breakfast. The following statement is a summary of our provision. If you have any specific questions please feel free to call us and we will endeavour to help.

Pre-arrival

- There is a bus stop on the seafront (East Parade) outside and opposite the Cutter pub, which is a short walk from Swan House, with a frequent service to and from Hastings train station.
- The train station is less than ten minutes away by car.
- There are numerous taxi companies that have accessible taxis if required and we can make a booking for you.
- Brochures and menus can be provided in large print and Braille by prior arrangement.
- We have a basic website.
- You can contact us via phone, text or e-mail (details below).

Arrival and car parking facilities

- There are no parking facilities at Swan House, but by prior arrangement guests can request the one private parking space adjacent to the building.
- There are ample pay and display and resident parking bays nearby, which, if driving, you will be directed to upon arrival. We provide permits for the latter for a small additional daily charge, which is approximately £2.50.
- The public car parks are a five minute walk away.
- We can assist guests with luggage.
- The Bed and Breakfast is in the heart of Hastings Old Town and close to shops, restaurants etc.

Main entrance and reception

- There is a 17cm step down into the entrance hall.
- The front door is always locked and we provide guests with a front door key.
- The door is 78cm wide.
- On entry into our home there is a hallway, 2 by 2 metres.
- There is seating in the public lounge, close to the hallway.
- There is wood flooring throughout the ground floor.

Public areas – general (internal)

- Our corridor to the ground floor bedroom is 90 cm wide.
- Corridors have a good colour contrast and are well lit.
- The flooring on all corridors on the ground floor are wood block
- The covering on stairs is coarse fitted carpet.
- The public lounge and one bedroom are on the ground floor.
- There are two staircases leading to first floor bedrooms, one leading to two rooms (Renaissance and Church) and the other leading to one room (Artsan). The first staircase has twelve stairs and the second staircase has sixteen stairs.
- The 1st staircase is 17cm high, 24cm deep and 85cm wide. The second staircase is 19cm high, 24cm deep and 85cm wide.

Public areas – wc

- Bedrooms are ensuite but no public WC available.

Restaurant/Dining room, bar and lounge

- Breakfast is served in the public lounge/dining room on the ground floor. There are no steps.
- Furniture is flexible and can be moved on request.
- Tables have underspace of 67cm high by 135cm wide and height of 73cm. There are chairs with arms and without which can be moved to accommodate.
- Menus are printed and can be provided in large print and Braille b prior arrangement.
- We play low level background music during breakfast time.

Laundry

- Available by prior arrangement

Shop

- Not available

Leisure facilities

- Not available

Outdoor facilities

- There is a small patio garden, with some outdoor seating and a table

Conference and meeting rooms, banqueting, clubs, entertainment

- Not available

Bedrooms

There are four bedrooms, one on the ground floor and three on the first floor.

Ground floor bedroom (Garden room)

Door widths (main and bathroom) are 80 cm side.

Double bed room

At least 85cm routes within the bedroom e.g. to the side of the beds

Furniture is moveable on request

Beds are 48cm high but can be raised with blocks on request.

Television and DVD player with remote control with teletext

Divan beds are provided

One armchair is provided in the room

There is an ensuite shower room (see below for details)

Wood floor throughout with rugs on either side of bed

First floor bedroom (Artisan room)

There are sixteen stairs to the room with banister and handrail

Door width (main and bathroom) are 76cm wide

Double bedded room

There is approximately 60cm between the wall and each side of the bed (the bed does move so 120 cm total space is available to one side)

There is one metre free space at the end of the bed to the door of the bathroom

There is an ensuite bathroom (see below for details)

Bed is 46cm high but can be raised with blocks on request

There is a remote control TV with built in DVD player and Teletext

Wood flooring throughout with rugs on either side of bed

Good contrast in decor

First floor bedroom (Renaissance)

There are twelve stairs to this room

Door width main and shower room are 78cm wide

Can either be a superking size bedded room or a twin bedded room

There is over two metres free space on either side of the bed

At least 85cm routes within the bedroom, eg. to the side of the beds, between beds and dressing table, therefore allowing for left or right transfer to beds in any combination

There is an ensuite shower room (see below for details)

Bed is 46cm high but can be raised with blocks on request
There is a remote control TV and DVD player with teletext
Original wood flooring throughout with two pile rugs
Good contrast in décor

First floor bedroom (Church)

There are twelve stairs to this room
Door width (main and bathroom) are 80cm wide
Kingsize bedded room
There is approximately 75cm between the wall and each side of the bed
There is a metre free space at the end of the bed to the dressing table
There is an ensuite bathroom (see below for details)
Bed is 46cm high but can be raised with blocks on request
There is a remote control TV with DVD player and teletext
Original wood flooring throughout with pike rugs

Bathroom, shower-room and WC

Ground floor bedroom ensuite (Garden room)

Door width 80cm, inward opening
Free floor space clear of door is 120cm x 100cm
The shower cubicle has a step/edge of 14cm high.
The basin is flat fronted and is on a pedestal. It is 86cm high
The toilet has no free space either side, but otherwise accessible. The toilet is 46cm high.
Good colour contrast of floors, walls, fittings and fixtures.

First floor bedroom ensuite (Artisan room)

Door width 76cm wide opening inwards
The bath edge is 47cm high
The bath has a shower rose above, but with no handrail. An anti-slip mat is provided.
Free floor space 120cm x 150cm
The basin is flat fronted with a pedestal. It is 86cm high.
The toilet is 46cm high
Good colour contrast of floors, walls, fittings and fixtures

First floor bedroom ensuite (Renaissance room)

Door width 78cm wide opening outwards
Shower cubicle edge/step is 14cm high.
Free floor space 160cm x 180cm
Basin is flat fronted and is on a pedestal unit 86cm high
Toilet is 46cm high
Good colour contrast of walls, floor and fittings

First floor bedroom ensuite (Church room)

Door width 80cm wide opening inwards

The bath edge is 47cm high.

The bath has a shower rose above, but with no handrail. An anti-slip mat is provided.

Free floor space is 2 metres x 180cm

Basin is flat fronted with pedestal, 86cm high

Toilet is 46cm high

Good colour contrast of walls, floor and fittings

Grounds and gardens

We have a small enclosed patio garden (flower border and decking) for residents to sit in or to let dogs out if required

The seafront is 50 metres walk from the B&B

Additional information

Assistance dogs are welcomed

Mobile phone reception is generally good, with some providers better than others. Please enquire.

The front door is the only means of evacuation. If you require more assistance for evacuating please notify us on arrival and we will ensure you are evacuated safely, e.g. hearing impairment.

We are happy to take delivery of hired equipment (please let us know if ordered – telephone number supplied below of hirers)

We are a non-smoking building (smoking is allowed in the small garden which has level entry and bins are provided)

We supply a small drinks fridge in the public lounge which can be used for medication/food. We can also put larger items in our main fridge on request (not available 24 hours)

Contact information

Address: Swan House, 1 Hill Street, Hastings TN34 3HU

Telephone: 01424 430014

Mobile: 07765371772

E-mail: res@swanhousehastings.co.uk

Website: www.swanhousehastings.co.uk

Hours of operation: closed 22nd December to 27th December. Hours flexible to business.

The B&B is our home, so occupied 24 hours.

If unanswered, mainline telephone diverts to mobile phone number above

Local carers: Care at Home Services – 01424 848088

Local equipment hire companies: Shopmobility Hastings – 01424 447847

Local public transport numbers: Bus – Stagecoach 0845 600 22 99, Train 08457 484 950

Local accessible taxi numbers: Taybar – 01424 719 719, New carmiles – 01424 44 1234

Future plans

We are planning to make the ground floor room more accessible by a side entrance door with ramp (Summer 2010)

Provide handrails in all bathrooms (Summer 2010)

Improve overhead lighting in Artisan room (Spring 2010)

We welcome your feedback to help us continuously improve. If you have any comments please telephone 01424 430014 or e-mail res@swanhousehastings.co.uk

December 2009