

Access Statement for The Apartments, Ingoldale Park Roman Bank, Ingoldmells, Skegness PE25 1LL

Introduction

4 spacious, accessible holiday accommodation units with oil powered under floor heating throughout, in the busy resort of Ingoldmells on the East Coast of Lincolnshire. All four units have three or four bedrooms, sleeping 6 or 8 people in comfort, ceramic floor tiling throughout, wide doors, high level WCs, wheel in showers and wheelchair friendly kitchens. We have worked hard to make these units as accessible as possible to enable less-able visitors to enjoy their stay to the full.

Pre-Arrival

- At Ingoldale Park we like to speak to everyone who wishes to make a reservation with us. We do not have an on-line booking system, though we do publish all our prices online, and keep an up to date late availability page. You can always find these details at www.ingoldmells.net. We welcome the opportunity to personally show you around our units prior to a booking being made, to make sure that it meets your needs and expectations. If you need to make a risk assessment, this would be an ideal opportunity. We are happy to talk to you face to face, on the telephone, using text-direct, by text on a mobile phone, by email and by Skype. Our website is user friendly and you can adjust print size to suit you. Short videos of the accommodation can be found by following the link on our web site home page to You Tube.

- Ingoldale Park is on a bus route, the stop is at the Park entrance. The railway station is 4 miles away in Skegness (our nearest town). There is a taxi rank (always with plenty of wheelchair friendly vehicles on stand-by) at the station. There are excellent taxi services available 24 hours a day, and telephone numbers/further details are available both in each unit, and from Reception. Ricks North Shore Taxis 01754 764422 are 4 & 8 seater and wheelchair friendly. Ingoldmells Taxis 01754 871871 are also wheelchair friendly. You may have to book in advance at busy times.

- Upon your arrival in the Unit of your choice, you will find some provisions to help you settle in. These include fresh bread from the local bakery, fresh milk, margarine or butter, 2L of coca-cola, 40 tea-bags and a small jar of Nescafe coffee. Also,

washing up liquid, wash-up cloths, a freshly laundered tea-towel, and a bin bag at the ready.

- In Ingoldmells, and Skegness there is a retail shop called Seacroft Mobility which we recommend for the hire of mobility scooters for your holiday. They kindly deliver the scooter and collect it at the end of your stay at no extra charge. Their telephone number is 01754 762916. Hoist hire is available from Movement Two 08700170203 but must be arranged well in advance, and is expensive. Hoists, beds & air mattresses also Huntley Healthcare 08457342000. Hoist hire also 02392784200.
- There are Radar Toilets all over the village of Ingoldmells and the town of Skegness. If you do not have your Radar key with you we have some at Reception for you to borrow for the duration of your stay. Carrying a Radar key will help to make your holiday much more comfortable.

Arrival & Car Parking Facilities

- Your unit has one designated parking space, with plenty of adjacent space for another vehicle or two. These parking places offer excellent all round access to the vehicle. If you need assistance with luggage etc from your vehicle to the unit there is plenty of help available. Please ask, on arrival at Reception, we welcome the opportunity to ease your transfer from vehicle to apartment. The surface of the car park is tar and chip, there is a little loose gravel over the top, and it is largely level and easy on the feet and wheels. The units themselves have a wide level concrete path all the way around them, with a gentle ramp at either end, and a good strong steel handrail on the ramps. There is a single, speed calming, sleeping policeman ramp on the entrance drive, to remind you to keep your speed to 5mph on the Park at all times. Our signage is clear, and when required, reflective. The Park, and the car park, and the path around the units are well lit at all times.

Main Entrance, Reception

- Ingoldale Park has one main vehicular entrance. It is a steep slope. However, there is a pedestrian entrance/exit via a public footpath through an adjacent caravan Park (Kingfisher Park) onto Sea Lane, Ingoldmells that is completely level. We always show guests with mobility problems how to find this access. It is not suitable for cars.
- If you need assistance during any part of your visit, arrival or

departure you just need to ask Reception, by phone or in person. Though we do not offer any personal care we are always willing to help with lifting/carrying of items such as luggage etc. If you cannot leave your vehicle unaided you just need to tootle your car-horn outside Reception to draw our attention to your arrival.

- You are welcome to have two sets of keys for your holiday property.
- We will accompany you to your unit, and offer a familiarisation tour if you have not visited us previously.
- Our external doors are wide width singles (87cm) with a small weather bar upstand of approximately 4mm. This does not cause problems for motorised or manual wheelchairs. There is a handrail on the outside wall of the unit, beside to door, so that you can steady yourself, if necessary, whilst you open your door during your holiday.
- Reception is manned between 9am and 3pm Monday to Saturday, and 9am to 2.30pm on Sundays. Other times by prior arrangement, and there is an emergency telephone number displayed in your unit handbook, and on the door of Reception at all other times. We always recommend a 999 call in the event of emergencies. 112 from a mobile.
- There are DocM pack handrails in all accessible shower-rooms, fitted at standard heights. (drop rail beside toilet etc). These are pale cream/white in colour, and made of a rigid plastic material though the drop bars are metal.
- Reception has a high level desk, but staff ALWAYS come around the desk to talk to guests. Reception has a wide door (100cm), and a level, tiled floor, though there is a very shallow ramp externally to allow easy access for wheels of all kinds.
- Service dogs by early prior arrangement.

Sitting room, lounges

- The sitting rooms in the Apartments are all tiled floors with underfloor central heating, and have leather upholstered sofas/chairs in a variety of combinations, and all have at least one velour upholstered high seat single chair. There are a number of scatter cushions. More cushions and pillows are available on request if that would make you more comfortable. Blocks are available to lift the height of the soft furnishings if requested. There is a TV with freeview, a DVD player and a remote control in all sitting areas, and several smaller televisions in

bedrooms. In the sitting room you will find a comprehensive Information Folder, which contains, amongst other things, a document titled 'Your Accessible Holiday' and details access to local attractions and landmarks, and public toilets which might be of use to you. Do read it and let us know if it helped you.

Laundry

- Ingoldale Park offers a service wash and dry for your holiday laundry. There is a charge for this service which includes folding and delivery into your unit. It works very well. There are no washing machines in any of the units at Ingoldale Park

Bedrooms & Sleeping Areas

- All bedrooms at Ingoldale Park have hoist accessible beds. Each unit has one double bed, and all the remaining beds are 3ft singles arranged two per bedroom. Bed blocks available on request. All the beds can be moved, at least slightly, to help with accessibility. One bed in each unit has a fully encapsulated mattress for guests with incontinence. There are no rugs in the bedrooms. There are no floor lamps. There is at least one bedside lamp in each bedroom. There are some touch lamps.

Bathroom, Shower-room & WC

- Each unit has one accessible, level access shower room, with a shower, hand basin and high level toilet, and in addition, each unit also has a second toilet and hand basin in an en-suite room with a standard shower. In Somersby, Ashby and Roxby Apartments the ensuite toilet and basin is attached to the double bedded bedroom. In Tumby Apartment the en-suite is attached to a twin-bedded room. The Shower rooms have excellent contrast wall tiling, a non-slip pimple finish floor, and lever taps at the basin and shower. There are hand rails/grab rails around the toilet and around the shower cubicle area. There is no door on the shower area, it is open fronted. There is a static shower chair with lifting arms. On request this can be replaced by a shower chair on wheels (two sizes) which is also a commode chair - fitting over the toilet as it does. Roxby Apartment has a very large shower space, ideal for guests who need to be showered in the 'prone' position. Some guests bring an airbed for this purpose, and a shower bed would easily fit in the space available. It is important to mention this requirement when you make a reservation. We do not provide a

commode bucket.

Self-Catering Kitchen

- The kitchens are large, light, and airy, with excellent lighting, including a spotlight bar. There is a larger fridge with a small freezer above. A stainless steel single drainer sink with clear under space access. Lever taps over the sink. There is a speaking microwave, an electric cordless kettle, an electric toaster and a hob and eye level single oven. Tumbly and Ashby Apartments have a gas hob, the other two units have electric hobs. There is clear under space access beneath the hobs. The hob controls are on the edge nearest you. There is no eye level storage area. All storage areas can be accessed from a wheelchair. All the floor surfaces are under floor heated non-slip ceramic tiles. There are no rugs or lamps. The dining suites have at least 6 chairs arranged around an oval wooden dining table with a pedestal leg arrangement. There is a carver chair with arms in each unit if required. All wheelchairs can wheel up to the dining table comfortably. There is an electric can opener. Available on request from Reception there are non-stick place mats, a speaking jug/scales, and a reaching arm tool.

Additional Information

- We ask all guests to smoke outside if at all possible, perhaps on the patio area outside the double doors? Proof that a dog is an assistance dog will be required when the reservation is made. We ask that access around the unit for the assistance dog is limited as much as possible. Your own dog bed, and bowls would need to be provided. Because many of our guests suffer from severe allergies to pet dander and hair we can only allow assistance animals into one unit The Ashby .

Address:

Ingoldale Park

Roman Bank

Ingoldmells

Skegness

Lincs

PE25 1LL

Telephone: 01754 872335 or 07709073583 or 07788421373

Email: ingoldalepark@btopenworld.com

Website: www.ingoldmells.net

Facebook Ingoldale Park

Twitter Ingoldalepark

You Tube Grocklepark1

Hours of operation:

MARCH UNTIL OCTOBER

9.00am to 3.00pm Monday to Saturday

9.00am to 2.30pm Sunday

NOVEMBER UNTIL FEBRUARY

9.00am to 3.00pm Monday to Thursday

**LATE ARRIVALS AND WINTER WEEKENDS BY PRIOR
ARRANGEMENT**

Emergency telephone numbers: 999 mobile 112

01754 872335

07788421373

ALWAYS TELEPHONE 999 IN AN EMERGENCY

Local equipment hire companies: Seacroft Mobility – 01754 762916

Hoist Hire – 02392784200, Huntley Healthcare, hoists, beds & air

mattresses for hire – 08457342000, Movement Two hoist hire -

08700170203

Future Plans

Completion of Ingoldale House

- Winter 2011
- Change the remaining blue metal bed frames for sturdier, handmade pine bed frames.
- Purchasing of some zip and link beds
- Continue rolling programme of mattress and pillow replacement

Some useful measurements for you:

External single door clear space 87cm

External patio doors clear space in excess of 105cm

All internal doors clear space 90cm

Under hob clear space height 64cm

Cooker floor to tiled floor height 71cm

Worktop height to floor 85cm

Dining table height 74cm

High seat single chair seat height 45cm

Leather sofa seat height 36cm

Toilet height seat to tiled floor 47cm

Width of shower aperture 98cm

Hand basin top to floor 81cm

Bed heights 47 to 48 cm mattress top to floor

Low level clothes hanging rail set at 94cm

Bedroom vanity shelf height 75cm

All electrical sockets are at 100cm

EACH UNIT HAS A SMOKE ALARM, FIRE EXTINGUISHER AND FIRE BLANKET. Please smoke outside.

Your **RISK ASSESSMENT** needs to be carried out well in advance of your arrival, and can only be done when your unit is vacant/available.

Early booking of risk assessment access is absolutely vital.

Contact Telephone and Email Address

We welcome your feedback to help us continually improve if you have any comments please phone 01754 872335 or email

ingoldalepark@btopenworld.com

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