

# Meadowcroft Bed & Breakfast

## Access Statement

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### **Introduction**

Meadowcroft is a small family run 'Bed & Breakfast'. Sue, and her husband Simon, encourage visitors to arrive as guests but to leave as friends with their 'home from home' comfortable atmosphere and welcoming ambiance; they also treat everyone with both equality and dignity.

With two rooms and a mix of flexible accommodation, we aim to provide accommodation to suit the preferences of guests. Extra time and consideration will be given to anybody with mobility, visual or hearing impairment.

We do not have an accessible room for mobility impaired guests at present – please see future plans.

### **How to Contact Us**

Website: [www.meadowcroft-thirsk.co.uk](http://www.meadowcroft-thirsk.co.uk)

Email: [sue@meadowcroft-thirsk.co.uk](mailto:sue@meadowcroft-thirsk.co.uk)

The email is generally checked at least 3 times a day, but usually far more frequently throughout the day and evening.

Telephone Fax and Answer phone: +44 (0) 1845 527 497

Mobile: +44 (0) 7843 347 602

All calls are diverted to Sues' mobile if we are away from the property.

Thirsk is in North Yorkshire, Northern England, some 22 miles north of the ancient university town of York and 70 miles south of Newcastle-upon-Tyne.

Meadowcroft B&B is located a 10 minutes walk, in a southerly direction, from the market square of Thirsk, along the B1448 - Topcliffe Road.

Our region is governed by [North Yorkshire County Council](#) and more locally by [Hambleton District Council](#).

Find us on Streetmap here [Meadowcroft-Thirsk](#)

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### Getting Here

#### RAC Route Planner

Get details of distances, travel times and directions from the RAC by [clicking here](#).

#### Programming your Sat Nav

Town: THIRSK  
Road: Topcliffe Road  
Number: 86  
Post Code: YO7 1RY

### Communication options

Language in use is English.

External signage is mainly text and non-tactile, without pictograms or Braille. However the numbers on the external pillars at the gate of the house are brass digits mounted onto a wooden block.

All guests are met individually and given an escorted tour of their allocated room and the shared facilities at Meadowcroft.

Internally, most information and signs are in text without pictograms and non-tactile, although the internal emergency signs contain pictograms and the room numbers are large brass figures mounted onto the room doors.

A pad and pen is always kept in the bedrooms, dining room and reception area for guests who prefer not to use speech.

Breakfast pre-orders can be taken with a self selection blackboard in the dining room.

### Telephones

We find that all major mobile telephone services can be received throughout all rooms at Meadowcroft. No telephones are provided in guest bedrooms.

By request, important or emergency calls may be dialled on behalf of guests, using a cordless telephone in the guest dining room / lounge or reception hall.

### Internet Access and WIFI

FREE WIFI internet access is available at Meadowcroft.

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### Information and Formats

From the road, by the right gate post onto the driveway, is a large white rectangular sign. In black text 'Meadowcroft Bed and Breakfast', is usually visible from the B1448 Topcliffe Road. Information on the sign includes telephone number and web site details.

The left hand gate post has the brass numbers 86 mounted on a rectangular wooden background. The name Meadowcroft also appears on a wooden sign over the front door porch. There are two external lights, one for the porch and one on the right hand side of the house.

The door bell is situated on the left of the door frame inside the tiled open porch.

In the reception hallway is our tourist information and a display board holding a large range of printed information leaflets from a range of transport and local attraction operators. Latest bus timetables are always available, as are several menus from local restaurants and take-aways, and other maps and guides. In the dining room/lounge and in each bedroom is a Guest Information folder split into several sections.

The first part details Meadowcroft itself and the final section offers information on visiting Thirsk and North Yorkshire as well as the nearest local facilities and services to us.

All Meadowcroft information is printed in Gill sans font at a minimum size of 12 point – with most notices in a much larger size.

### Physical layout overview and facilities

Meadowcroft circular driveway is accessed directly from the B1448 and footpath that runs parallel. Owing to the proximity of local schools there is a 20mph speed restriction on our part of Topcliffe Road.

Meadowcroft was built as a private family home in the 1937 and has two floors, one at ground level and the first floor above.

From the driveway, there is a step with a rise of 17 cm to porch level, and up one further step of 15 cms to ground floor level in our reception hallway. There are no further steps at this level. On the ground floor is the front door entrance, hallway with reception area, and the dining room/lounge.

From the hallway, a flight of 16 enclosed steps leads up to the first floor in two stages. There is a rise of 18 cm per stair with 11 steps leading up to a half landing with a solid oak banister on the left side. A further 5 steps lead up from the landing with the handrail on the left side. The staircase is well lit by natural daylight during the day.

On the first floor above are 2 guest bedrooms, one with an en-suite shower-room, and one with large private bathroom.

There is no lift between the floors.

At the front of the house is a large garden area, with two lawns, the furthest lawn from the house is the designated fire muster point. These lawns are on one level.

At the rear of the house is a large garden area of patio and lawns completely enclosed by fences and hedges. Currently the lawn area has two levels, the patio has one level.

Surfaced with concrete paving slabs, it has a large wooden circular table with wooden chairs and a canvas and wooden parasol. There is a range of cast iron and stainless steel seating throughout the rest of the garden.

Access to the garden is via the car port to the left of the house, along concreted pathways, access pathways are all on one level.

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### **Visual layout overview and facilities**

The driveway is surfaced with dark grey tarmac.

The white UPVC front door is bordered by white columns and the raised push button bell on the left side of the door. These are illuminated by a light on the ceiling of the open porch above.

There are no spot lights or windows directed at guests in the hallway/reception area and no glass screens to look through.

Colour scheme in the hallway and stairway is: green patterned carpeting, cream and green walls and white ceilings.

Colour scheme for guest bedrooms is light carpeting, cream walls and white ceilings with a contrasting art work and soft furnishings in each room.

Furniture is wooden and the bed linen is cream Egyptian cotton and contrasting cushions.

Lighting is varied: The reception hallway has a central ceiling light with lampshade and a standard up lighter lamp. The stairway and upstairs landing has a central ceiling light with lampshade and benefits from natural daylight from a large arch shaped feature window to the right side of the stairwell.

The dining room/lounge has a tiffany style ceiling pendant light and a floor standard 'mother & child' lamp and benefits from natural daylight from the large bay window overlooking the front of the property and another window overlooking the left side of the house.

Guest bedrooms have ceiling pendant lampshades and either wall mounted bedside lights or individual bedside table lamps. Large windows supply plenty of natural daylight. En-suite bathrooms have central ceiling lights and shaver lights over the mirrors. All bathrooms have natural daylight.

### **Audible layout overview and facilities**

Meadowcroft is quiet, set back some 29 metres from Topcliffe road.

All windows are double glazed.

The property is a family sized house and any echoes off walls are further limited by soft furnishings. Background music plays gently in the dining room/lounge but can be turned off.

### **From the Driveway to Front Door and Reception**

There is level tarmaced, circular driveway large enough to accommodate all guest cars. The surfacing is dark grey tarmac and the maximum distance from any part of the car parking area to the front door is approximately 29 metres.

All guests are met on arrival and parking nearest the front door can be reserved for guests with the greatest mobility requirements.

The driveway leads to the front door with one 17 cm step up to a 1.2 metre depth landing, and one further 15 cms step into the hallway through the front door which is 80 cms wide.

The hallway is the reception area. A chair is available here for guest use.

We have a paper pad, pen and clipboard constantly available at the reception area.

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### **Guest Rooms and Facilities**

Each room has a combined flat screen Freeview digital TV and DVD player. Other standard equipment in each room includes a hairdryer, hospitality tray and table radio.

No room telephones are provided but cordless telephones can be provided for emergency use. Mobile reception appears good with no known dead spots in the B&B.

A fridge for use by all guests is freely available in the dining room/lounge, however fridge and freezer space can also be made available in the kitchen by arrangement. No responsibility can be held for any items left in fridges.

### **Room Keys**

Room keys are distinguished from front door keys by the provision of plastic coloured key fob covers. Room and front door keys are retained by guests during the length of their stay thereby enabling them to have access at all times, however guests are encouraged to vacate their rooms during the central part of the day. This is to enable room servicing and cleaning to be undertaken as well as allowing any urgent maintenance work to be carried out.

As this is also a private home, the bed and breakfast opening availability and times are by pre-arrangement, but normally include Christmas and New Year.

### **No Smoking**

A no smoking policy is enforced. Any guest found smoking will be asked to leave immediately with no refund of their accommodation charge. A £200 additional charge will also be levied to clean the room and all linen.

### **Dogs**

Fully trained assistance, hearing and guide dogs are welcome with their owners. The rear garden is completely fenced in for security and suitable feeding and drinking bowls are available. Other dogs are generally not allowed to enable guests with allergy problems to stay in comfort.

### **Guest Bathrooms**

All other rooms have en-suite shower rooms or private bathroom with full facilities. Shower gel, soap and hand lotion dispensers are provided but alternative individual items can be supplied for guests that have difficulty using these dispensers.

### **Laundry**

We can do a small amount of laundry at minimal charge.

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### **Dining room/Lounge**

The room has a large dining table and chairs, lounge seating, and table radio. There is also small bookcase containing tourist and some fiction books. Wide glass windows look out over the garden. Breakfast is served in this room.

A breakfast blackboard is available so guests can pre-order any required items for themselves the evening before and return to Sue, or leave on the breakfast table.

Vegetarian options and other dietary requirements are best confirmed in advance of your stay and most reasonable requests can be accommodated.

The table and seating can be moved and arranged to suit staying guests and any staggered breakfast times.

All cooked food is cooked to order and along with hot drinks are delivered to each seating place.

### **Emergencies / Exit / Assistance**

The fire evacuation procedure is explained to all guests on registration. Information on the procedure is in all guest information files in the guest rooms. Guests are urged to familiarise themselves with this information.

There is an integrated wireless smoke and heat detection system in place with appropriate fire fighting equipment for small fires only.

Audible smoke alarms are fitted in all bedrooms at Meadowcroft.

The main front door entrance is the most accessible exit and closest to bedrooms in time of emergency. The Assembly Point for guests is the very front lawn, furthest away from the property, and near the gate posts.

Sue and Simon are available to assist guests egress the building using this route should it be necessary, as they reside on site in adjacent rooms to guest rooms.

The property is never left overnight whilst occupied without a family member being present.

The nearest local hospital with a minor injuries unit is the Lambert Hospital on Chapel Street in Thirsk.

The nearest full Accident and Emergency unit is at the Friarage Hospital in Northallerton, 8 miles away to the north of Thirsk.

### **Critical Dimensions – Gap Widths**

These have been measured for clear usable gap widths and practical in-use space.

Level landing outside front door: 1.2 metre deep.

Gap through front door is 80 cm. The threshold up-rise is 7.5 cms.

Door into dining room/lounge has usable gap of 74 cm.

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### **Transport links**

#### **Trains**

Nearest stations and their distance and travel time by car, measured by RAC route planner:

Thirsk Station is 1 mile and 4 minutes away

York Station is 22 miles and 30 minutes away

Train operators include Transpennine express and Grand Central, East Coast.

#### **Buses**

Bus services are varied – with a bus from our gate in to Thirsk every two hours. You can also access York, Northallerton, Ripon and many surrounding villages from Thirsk market square. Please see timetables.

The buses used are modern low level kneeling types with frequent use by wheelchair users observed. Please check with bus operators directly. The main bus operators are: Dales and District, John Smiths and Reliance.

#### **Taxis**

Details available from guest information, as this is a small market town all taxi drivers tend to collaborate – so if one is unable to pick up – another will be asked to do the job.

#### **Walking**

Thirsk town centre is about half a mile or a ten minute walk along a footway with dropped kerbs available.

### **Mobility Vehicles, Medical Equipment and Carer Support**

#### **Mobility and Medical Equipment Loan**

The Red Cross has a base in Northallerton which offers a Medical Loan Service. They are based at Red Cross House.

#### **Future Plans and Feedback**

There are plans to further develop Meadowcroft with additional rooms.

We are currently considering a ground floor, easy access guest room with en-suite facilities.

We are always pleased to receive comments and suggestions for improvements from our guests and indeed are making changes and upgrades continually.

Access statement completed on Oct 10 2011