



Access Statement For Poppy's Guest House

Introduction

Poppy's Guest House is a Victorian house built in 1845, accessed via a wrought iron gate width 2'7" there are three steps up to the front door. There are no ramps or hand rails to assist entry into the property. Poppy's is more suitable for the less able guest with their own assistance. The main entrance door is open during the day, but is locked at night. There is a second internal door which is locked at all times. All Guests are given a set of keys to gain access through both internal and external doors. There is an intercom situated at the outer door, which displays a green light. Help can be summoned at night if assistance is needed when gaining entry into the property via the outer door. Parking outside the front of the property is for off load luggage and guests only, as this is parking for residential only.

Pre-Arrival

- Guests who require some assistance should telephone prior to their arrival on 01752 670452 . Plymouth Railway Station and Bretonside Bus Station provides transport into Plymouth. Taxis with ramps can be ordered by telephoning 01752 606060. The city centre is just a 5 minute walk away, there is a decline walking to the city and an incline walking back to the Guest House. The accommodation is only suitable for Guests with minor mobility/hearing and visual impairment.

Arrival & Car Parking Facilities

- There is limited parking at the rear of the Guest House for 2/3 cars. To gain access to the parking area, drive to the end of the terrace of houses, then turn left, then left again to gain access around the back of the property. Due to health and safety reasons, access to the parking area, cannot be gained through the property. There is residential parking only to the front of the property, Guests with

disable badges can only park in this area for a minimum of three hours. Parking permits can be obtained from the property at the cost of £2 per day and used on the pay and display metres on Atheneum and Lockyer Street, which are situated at either end of Alfred Street. Alfred Street as a path which leads to a concrete road around the back of the property for people on foot, to gain access to their cars.

Main Entrance & Reception

- The main entrance door is 3'1" wide. This is the only entrance for guests into the property. There are 3 steps the same width as the door up to the main entrance. Followed by a second glass internal door. The property is not fitted with ramps or handrails. there is usually only one member of staff present on duty to assist with guests arriving. From an health and safety point of view, guests who require more than the minimum amount of assistance could not be catered for. All areas are carpeted throughout the Guest House. Guests can arrive between 2pm-10pm and vacate the room by 10am on the morning of leaving

Public Areas - General (Internal)

- Hallway. The hallway and stairs are carpeted. There is pictorial signage showing the escape route in the event of an emergency. There are four flights of stairs to the second floor. Fire alarm points are situated on all floors. The sinage is not in braille, but pictorial. A display of brochures for local attractions are available. There is also a pay telephone.

Public Areas - WC

- There are no toilets in the public area.

Restaurant / Dining Room, Bar & Lounges, Take Away & Cafe

- The breakfast room is situated on the ground floor at the front of the property. The door width to the breakfast room is 2' 7". The breakfast room is carpeted. Menu's are situated on all tables. Self service for fruit juice and cereal, assistance available if required. Waitress service for remainder of breakfast menu.

Laundry

- Not Available

Shop

- Not Available

Treatment room/s

- Coming soon holistic therapies.

Leisure Facilities

- Not Available

Outdoor Facilities

- Not Available

Conference & Meeting Rooms, Banqueting, Clubs, Entertainment

- Not Available

Bedrooms

- All bedrooms are carpeted. There are 3 bedrooms situated on the first floor. To gain access to the first floor there is a flight of 10 steps followed by a flight of 7 steps. The first floor comprises of a single en suite with shower and two doubles/ family rooms. There are shower, toilet and wash basin facilities within the double/ family rooms. A further two flights of stairs lead to the second floor comprising of 9 steps then 7 steps. The second floor comprises of a twin en suite with shower and two single en suites with showers. Tea/coffee making facilities are available in all rooms. The Kettles are not cordless, but have a clear window to see the water level. All rooms have Freeview T.V operated via a remote control. The Fire Alarm System is a bell system only. Guests with disabilities should notify staff on arrival of any disabilities, so that in an event of an emergency the necessary assistance can be given. Guest who have an hearing impairment should make staff aware when checking in.

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

- Facilities detailed with Bedrooms above, none are suitable for wheelchair access

Self-Catering Kitchen

- Not Available

Caravans, Holiday Homes & Twin Units

- Not Available

Touring Facilities (Holiday Parks)

- Not Available

Boats - Narrow Boat, Cruiser & Hotel Boat

- Not Available

Attractions (Displays, exhibits, rides etc.)

- Not Available

Grounds and Gardens

- Small enclosed garden to the front of the property, Smoking is permitted in this area only and is not permitted in the Guest House.

Additional Information

- Please note we operate a no smoking policy in all parts of the Guest House.

Contact Information

- Address: Poppy's Guest House, 4 Alfred Street Plymouth PL1 2RP
- Telephone: 01752 670452
- Fax: 01752 670452
- Minicom: Not Available
- Email: bookings@poppysguesthouse.co.uk
- Website: www.poppysguesthouse.co.uk
- Grid reference: Not Available.

- Hours of operation: Checkin between 2pm-10pm, Checkout by 10am
- Emergency number: Doctors 01392 824600 out of hours. NHS direct 0845 46 47. West Hoe Surgery 01752 660105
- Local carers: Not Available
- Local equipment hire companies: Helping Hands Care Shop 01752 228 729. Shop Mobility Mayflower East Car Park. Mayflower Street, Plymouth 01752 600633
- Local public transport numbers: City Bus Reception 01752 662271
Bus Timetable information 01752 222221
- Local accessible taxi numbers: 01752 606060
- Poppy's Mobile number 07727655721

Future Plans

- Not Available

We welcome your feedback to help us continuously improve if you have any comments please phone 01752 670452 or email bookings@poppysguesthouse.co.uk

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