

Accessibility at Derwent Bank

Due to the layout and age of Derwent Bank it is not recommended for wheelchair users or guests with restricted mobility. However, ground floor accommodation is available in the chalets. With only three steps to enter the main house; all public rooms then have level access.

Arrival & car parking facilities

- Disabled parking bays available directly in front of the house
- If needed, it's possible to load and unload cars directly at the front door
- The surface of the main car park is gravel with a sloped driveway to the front door - approx 100 yards, with dusk sensor lighting
- Assistance can be provided with luggage

Main entrance & reception

- Two steps lead to the entrance porch. These steps are 7.5cm and 15cm high
- A further step of 15cm leads you through double doors into the large reception / bar lobby
- The doorway is 125cm wide
- The ground floor hallways are carpeted throughout
- All public areas are carpeted with the exception of the Dandelion café, which has laminate flooring
- After entering the house, all the facilities are available without encountering any further steps
- The corridors around the ground floor are 132cm wide.

Lounge & conservatory

- The lounge is 7m x 8½m
- Seating is bucket chairs, which are 50cm high and 55cm wide
- The conservatory is 9m x 8m and is well lit and airy
- The Cane style sofa seating is 45cm high and 60cm wide with sturdy arms.

Ballroom

- Our Ballroom is a large well lit room (11½m x 7m) with light coloured laminate flooring
- The chairs armless high-backed chairs are 53cm high, 44cm deep, 40cm wide and the seatback is 48cm high.

Public WCs

- The public toilet can be found on the ground floor near the Manager's office
- The entrance door is 84cm wide
- The height of the toilet seat is 43cm and the height of the hand basin is 74cm
- There are grab rails on both sides of the toilet
- The basin has a swivel/push tap for ease of use
- Lighting is provided by a pull cord switch.

Dining room & bar

- The dining room is a large airy room (10m x10m)
- The entrance door is 86cm wide
- The circular tables are 150cm across with an underspace of 68cm. The seats do not have arm rests and they are 45cm high, 44cm wide and the back rest is 39cm high
- All meals are waitress service
- The bar area operates across two rooms with leather sofas and armchairs. This seating is 50cm high with a depth of 87cm. The chairs are 48cm wide and the sofas are 105cm wide
- Bar is well lit with both main lights and side lights and has an open real fire.

Boot room

- The boot room has a 6cm step down onto a level tiled floor
- Floor can get slippery at times, but assistance can be provided upon request.

Bedrooms

- Usually made up with hollow fibre duvets and pillows
- Blankets available on request
- All rooms are carpeted and well lit
- All furniture, including beds, is movable.

Chalet rooms

- Five chalets in the grounds offer ground floor, en-suite double bedded accommodation
- Access to these rooms is down a sloped driveway followed by a gravel path
- All bedroom doors are 80cm wide. Beds are 83cm high
- Rooms are single, twin or double bedded
- Bathrooms contain a large sink, toilet and a shower. A step of 15cm high and 82cm wide into the showers.

Main building rooms

- From the ground floor, there are eight stairs to a landing, followed by a further eight stairs to another landing, then seven stairs to the first floor east wing and five stairs to the first floor west wing
- These steps are 15cm high, 30cm deep and 105cm wide
- There are 19 steps in total between the first and second floor. These steps are 87cm wide, 17cm high and 26cm deep
- All stairways have wooden banisters
- All bedrooms have an en-suite shower, but rooms with an additional bath are also available.

Bathrooms

- All bathrooms contain a large sink, toilet and a shower
- Some rooms in the main house have shower units with a low level step entry. In some rooms the shower is over the bath
- A step of 15cm high and 82cm wide into the chalet room showers
- Bathroom door width is 66cm and the toilet height is 40cm.

Grounds and gardens

- Large sloped grounds with a feature garden. Lakeside location with a private jetty
- Gravel footpaths
- Dusk activated lighting.

Additional information

- The fire procedure is displayed in each room and explained to you on arrival. If you require assistance at an evacuation, ensure you are identified at check in and door hanger cards will be issued
- Mobile phone reception is generally good from the main building
- Assistance dogs accompanying visually or hearing impaired guests are welcome; dogs must be kept on a lead or harness at all times
- Information can be provided in large print on request
- All team members have received disability awareness training
- Special diets can be catered for and specialist food can be obtained with prior notice
- Fridge for medication can be supplied on request.