

## Access Statement for Calvert Kielder Centre Accommodation



**Title:** Calvert Kielder

**Address:** Kielder Water & Forest Park, Hexham,  
Northumberland NE48 1BS

**Opening:** Activity holidays and respite care is available  
from the end of January until mid-December

**Contacts:** telephone: 01434 250232, fax: 01434 250015  
email: [enquiries@calvert-kielder.com](mailto:enquiries@calvert-kielder.com), web: [www.calvert-trust.org.uk](http://www.calvert-trust.org.uk)

GPS co-ordinates: 55 09 52 N                      02 31 55 W

Mobile phone reception is limited and patchy

### Summary

Our mission is to enable disabled people, together with their families and friends, to achieve their potential through the challenge of outdoor adventure in the countryside.

### Specific Services

The centre is wheelchair and pushchair accessible

Assistance dogs are welcome in the main centre building

We can cater for functions and special diets

Highchairs and cots are available on request

Cot sides and hoist are available on request

We offer a dining facility

Brochures are available in large print, audio, video and DVD

There are vending machines available for refreshments and snacks

### Location and Public Transport

We are situated along the C200 road between Falstone and Kielder village in our 40 acre woodland site

Details on public transport can be found at

<http://www.visitkielder.com/visiting-kielder-water-and-forest-park/how-to-get-here>

## **Website and Other Materials**

Our website [www.calvert-trust.org.uk](http://www.calvert-trust.org.uk) has audio and view in high contrast options

We regularly post events and job vacancies on our website

We produce literature that can be emailed, faxed and posted on request

Facebook: [www.facebook.com/calverttrustkielder](http://www.facebook.com/calverttrustkielder)

Twitter: [www.twitter.com/calvert\\_kielder](http://www.twitter.com/calvert_kielder)

Bookings can be made via email, fax, phone or letter.

Online booking is available:

[www.hoseasons.co.uk](http://www.hoseasons.co.uk) Chalets, The Straker Chalet, The Bradbury Chalet

[www.canopyandstars.co.uk](http://www.canopyandstars.co.uk) Sky Den

Payment is accepted via credit or debit card (a fee applies), cheque, BACS or postal order

## **Approach and Car Parking**

The speed limit is 10mph around the site. There are two speed bumps along the main drive way to Reception.

A level car park with 2 disabled parking spaces is available at the front of the building

Lighting in the car park is good there are direction signs to Reception and surrounding facilities

Details on public transport can be found at:

<http://www.visitkielder.com/visiting-kielder-water-and-forest-park/how-to-get-here>

The approach to Reception is level entry via a courtyard with large planters and picnic tables

The entrance has automatic electric doors with glass awareness stripes

The Reception area has linoleum flooring which can be slippery when wet

There is good contrast between the walls, floors and doors

There is a wheelchair accessible reception desk with a bell to alert staff and induction loop

There are storage spaces for outdoor shoes at the rear of the building and a drying area for wet clothes



## Grounds

The centre is situated in 40 acres of woodland

The paths around the centre and chalets are even ground with the exception of the steep path up to the chalets on the top of the hill (6-10, Straker, Bradbury and McArde) which **may not** be suitable for unaccompanied wheelchairs. Vehicle access to these chalets is via the tarmac road through the site.

Most of the walks are uneven ground and you must be aware of traffic e.g. occasional Forestry Commission vehicle

We have gardens with picnic tables at the front of Reception and the back of the centre

There is a play area located near chalets 8 and 9 available for under 7 year olds to use

Outdoor lighting is good around the centre and chalets however we are located in a National Dark Skies Park where light pollution is very low, so some people may prefer to carry a torch when walking during the evening or after dark

## **Description of each room, including corridors and stairs**

The centre is a completely no smoking area

There are designated smoking areas outside for guests

We have 4 corridors in our main centre which comprise of single, twin, triple and quad rooms

Most rooms have en-suite facilities with level entry showers

Some rooms have a shower over the bath

3 rooms are not en-suite and have a shower room at the end of the corridor



## **Fire Assembly points**

The fire alarm is light and audio only (does not flash)

Each corridor has a fire exit point

Every room has an information sheet identifying the nearest fire exit and fire assembly point

## **Public Areas**

We have a bar and two spacious lounge areas

Background music is available in the lounge and dining room

We have a staffed servery at meal times

Meals are available on a pre booking basis

We do have table blocks to adjust the height of the tables.

Lighting is good at all times throughout the centre

There is good contrast between the walls, floors and doors

The dining room can be noisy at times

Vending machines are available for refreshments and snacks



### **Hydrotherapy Pool & Sauna**

The pool is locked when not in use. The key is available to guests at Reception

A minimum of two and a maximum number of 10 people may be in the pool at any one time; they must be supervised by a responsible adult

The door opens easily inwards

There is a toilet and shower room and separate shower room with grab rails on one side

There are two changing rooms with wheelchair access

There is a height adjustable changing bed and a chair hoist to allow safe transfer into the pool

The changing bed can be attached to the hoist for entry to the pool

A hoist is available on request to transfer onto the chair hoist if required

There are 6 steps into the pool with rails either side of them

There are 3 different levels in the pool

The pool is a maximum of 4.8 feet deep

Diving is not permitted

It is a hydrotherapy pool so the temperature averages at over 30 degrees

There is a seating area available for spectators and carers

There is no lifeguard service

There is a pull down baby changing bed

There is an emergency call push button which will alert Reception if guests require assistance

The sauna tokens are available from Reception each lasting 15 minutes

The token box is located by the right hand side door entering the pool

The sauna is infrared and has wheelchair access through double doors

## **Toilets**

We have 3 communal public toilets; 2 side by side at the end of the lounge and 1 at the end of corridor 2.

The doors of the side by side toilets open outwardly with ease

The door of the toilet at the end of corridor 2 opens inwardly with ease

There is good room to manoeuvre

Each toilet has no smoking signs

There are clinical waste facilities in each toilet

There are handrails at either side of the toilet

There is an emergency pull cord in each toilet

There are no baby changing facilities in the toilets

There are baby changing facilities in the pool area

The sinks are at waist height with hand dryers in 2 toilets and paper towels in the other

## **Fire Exits**

In case of a fire, an audio alarm will sound and light will be on

Staff will help evacuate guests and visitors and will give advice

Assembly is near the bus car park at the rear of the building

There are fire exits in each corridor

The main electric doors will stay open while the alarm sounds

There are no steps to exit the building.

