

Access Statement

Poolsbrook Country Park

Contact Information

For those wishing to contact Caravan and Motorhome Club by phone, text or talk calls can be made to sites, and for members only to the Contact Centre on 01342 327490. The Caravan and Motorhome Club's website has been designed with accessibility in mind, and includes keyboard navigation and Browsealoud text help. The Website complies with the W3C level A guidelines.

Arrival and Car Parking Facilities

There is space in the forecourt in front of reception for up to 4 new arrivals. The tarmac surfaced visitor parking area is adjacent to reception, there is 1 designated accessible car parking bay.

There is space for 2 late night arrivals in front of reception; water and electrics are available. There is additional space for late night arrivals without electricity. The parking is 15m from reception.

Reception

The route to reception is via a dropped kerb and ramp. The entrance has a level threshold and is wide enough for easy wheelchair access. There is a call bell at reception. The internal space is generous and achieves adequate wheelchair manoeuvring space. The reception counter is at 2 heights the lower of which is 750mm from the floor although there is no knee recess. The reception is not fitted with a hearing induction loop system to assist hearing aid users.

Pitches

There are 86 pitches on the site; all of which are level. Allocation of pitches is flexible on request. About one third of the pitches are grass, the remainder are crushed compacted stone. No roll-out mats are available. The designated accessible pitches are around 22m from the main toilet block, 85m from the information room and telephone and 100m from reception. The route to reception, information room and telephone is over a gently sloping tarmac footpath.

Circulation around the Site

The vehicular drive around the site is tarmac and is smooth with no speed bumps and generally level. The surface of pedestrian paving around the reception, facilities block and service points is smooth concrete block or concrete. Other footpaths have a smooth tarmac finish.

Toilet Block

There is one toilet block about 120m from reception. There is parking provision adjacent to the main toilet block. There is a single level entrance to the toilet block via covered porch and enclosed lobby. The dishwashing area and a WC is accessed from the porch. The male toilets, female toilets, baby and toddler room, laundry and accessible WC and shower open off an internal lobby. The outer doors to the lobby are accessed by a key. The toilet entrance doors open inwards. The doors have a 730mm effective clear opening.

The **accessible WC and shower** is accessed with a RADAR key from reception. The outward opening door achieves a clear opening width of 900mm. There is good wheelchair manoeuvring space within the cubicle. The WC is for left hand transfer. The shower has a level floor and a drop-down seat for right hand transfer. There is a shower chair provided. The shower controls are clear and easily accessed and the shower has an adjustable height head. Grab rails throughout are very visible. The mirror is fixed over the wash basin which means that other facilities are not located in accordance with current design guidance and could be out of reach by someone seated on the WC. There is 1 emergency alarm call cord in the corner adjacent to the WC. The alarm reset button is remote and mounted 2m above the floor level.



Male toilet facilities have 4 urinals all with modesty screens and 1 is fitted at a lower level. 1 urinal is fitted with grabrails. There are 6 WC cubicles. 5 have inward opening doors and no grabrails fitted, the sixth has an outward opening door and is fitted with grab rails. There are 2 washbasins with lever taps mounted at 850mm from floor level; no grab rails are fitted. 4 privacy cubicles are provided with wash basins at 850mm from the floor; 1 has grab rails fitted. All are fitted with small lever taps. 6 shower cubicles 5 have inward opening doors and no grabrails, the sixth has an outward opening door and is fitted with grabrails. All showers have a recessed shower tray 120mm deep. The shower controls are at 1200 and 1320mm from the shower floor level; the shower heads are adjustable.

Female toilet facilities have 7 WC cubicles. 6 have inward opening doors and no grabrails fitted, the sixth has an outward opening door and is fitted with grab rails. There are 2 washbasins with lever taps mounted at 850mm from floor level; no grab rails are fitted. There are 6 privacy cubicles with wash basins at 850mm from the floor; 1 has grab rails fitted. All are fitted with lever taps. Of the 6 shower cubicles 5 have inward opening doors and no grabrails, the sixth has an outward opening door and with grab rails. All showers have a recessed shower tray 120mm deep. The shower controls are at 1200 and 1320mm from the shower floor level; the shower heads are adjustable.

Other Facilities

The **information room** and a **telephone** are close to reception. A laundry, baby and toddler room and pot wash and dishwashing area are located within the toilet block.

The **dishwashing area** has a 750mm clear opening width to door which is heavy to open. It is spacious and has ample room for wheelchair users. There are sinks at two levels and accessible from seated position, though there is limited knee space below sinks. The taps have lever controls.

The **Laundry** door has an effective clear opening width of 810mm. Internal space is accessible although a little restricted in front of machines. There are sinks at two levels and accessible from seated position. There is limited knee space below sinks. The taps have lever controls.

There are two front-loading washing and drying machines stacked vertically on top of each other; coin operated with slots at 1000mm from floor level. There is an ironing board mounted at 900mm from floor level, with iron and coin slot at 1200mm from floor level

The **Baby and Toddler Room** has an effective clear door opening width of 810mm. The room has no special accessible provision. The room houses a small bath, stool, wash basin, waste bin, low WC and drop down baby change bench.

Four **service points** are distributed around the site. There is a motor home emptying point adjacent to the toilet block. Drinking water and waste water disposal is available at four service points, one of which is adjacent to the late night arrival area in front of the reception; these all have gullies flush with the ground. The lip to the chemical closet emptying point is 600mm from the floor making emptying difficult for people with mobility impairments. A motor home emptying point is available at the toilet block.