



**THORNEY
HOW**
GRASMERE

(This access statement does not contain personal opinions as to our suitability for those with access needs, but aims to accurately describe the facilities and services that we offer all our guests / visitors.)

Access Statement for Thorney How

Introduction

Thorney How is situated in Grasmere, the heart of the English Lake District. Wordsworth's 'the loveliest spot that man hath ever found'. Situated under Helm Crag providing the perfect place from which to explore everything Lakeland has to offer.

We are a 15 minute walk from the village centre up a gradual incline.

We offer both catered and self catered accommodation. We have 42 beds spread over 11 bunk rooms. Facilities include bathrooms with showers, drying room, a self catering kitchen, dining room and spaces to relax and if you wish to watch TV.

Thorney How is a Grade 2 listed building and as such we do have some restrictions on adaptations and therefore we are currently not suitable accommodation for wheelchair users having many steps / stairs and uneven surfaces surrounding our accommodation. We are unable to widen doors to our main house bedrooms.

We look forward to welcoming you. If you have any queries or require any assistance please phone 01539435597 or email enquiries@thorneyhow.co.uk.

Pre-Arrival

For full details and directions of how to reach us please see the directions on our website. Alternatively if you are not on a walking holiday you can plan your journey by public transport.

The nearest train station is Windermere, approx 9 miles away. There is a bus stop outside the station and every effort is made to link the train and bus

service. Taxis are also available at the station. The nearest bus stop to Thorney How is in Grasmere village. We are then just a 10-15 minute walk away.

We do not have a collection service.

Car Parking and Arrival

We have 14 car parking spaces for overnight guests. Two are close to the house and these can be reserved for those who are less able. Currently there are 4 steps down to the front door, there is no hand rail. Alternatively we have installed a gradual sloped entry to the building. The car park is covered with slate shale and is uneven in places due to bedrock and ancient tree roots.

There are motion sensor lights at the entrance and in the car park.

Booking in time is from 3.30pm-10.30pm after which we lock doors. We do not have staff on duty through the night but we do live on the premises.

Welcome Area

Guests are welcome in reception accessed by the front steps, or slope and door. The inner floor to reception is carpeted throughout and there is a variety of seating. The floor to our reception space is even and the room well lit. Guests are directed to their rooms and informed of facilities, although we do show people around if required. We do not carry luggage as a rule, but would make an exception if the guest has a disability.

Most of our doors are approximately 73cm or wider

Bedrooms

Room 1 through to 7 are situated in our main house.

All bedrooms, corridors and stairs in the main house are fully carpeted except for Room 4 on the first floor which has polished floorboard and rugs) All en-suite washrooms have hard surface flooring.

The most accessible en-suite bedrooms are rooms 1, 2 and 3 on the ground

floor of the main house Whilst the bathrooms are of generous proportions they are not large enough for a wheelchair user.

Rooms 4, 5, 6 and 7 are on the first floor on the main house and can only be accessed via a staircase. All main house rooms are en-suite.

Most beds are currently standard size bunks, apart from rooms 2 and 3 which both have a double bed and room 4 on the first floor which is a twin bedroom.

Rooms 8, 9, 10 and 11 are all situated in the bunkhouse.

All rooms in the bunkhouse are carpeted. The corridors, toilets and shower areas have hard surface flooring.

It is possible to access rooms 8 through 11 in our Bunkhouse via wheelchair but these are bunk type beds and the shower and toilet facilities are shared and accessed along the corridor.

We do not reserve bunks in dorm rooms.

The bunk house is accessible via a slope. However the secondary fire escape consists of steps. All rooms are on the ground floor, this includes the toilets which are along the corridor. The washroom area is accessed down 4 steps, this also has a hair-dryer and hand dryer

Public Areas - Halls, Stairs, Landings, Corridors

All public areas are well lit using a combination of mainly LED lighting. Corridors are clear of obstacles. There is a flight of stairs leading to the first floor with a small landing halfway. The stairs in the main house are carpeted and have a handrail on one side all the way up. There are steps on the upstairs corridor of the main house leading to Room 7. The corridor floors in the bunkhouse are covered with specialist non slip alpro flooring. The corridors and washroom in the bunkhouse has motion sensor lighting.

Public Areas - Lounge

The lounge is situated on the ground floor with a level entry from the reception area, it is fully carpeted. This is also where the TV /DVD is situated. Two small leather firm sofa's and a couple of chairs available as

seating. It is suitable for only a small number of people at a time.

Public Toilet

There is an additional unisex toilet in the house for guests and visitors, situated off the bar / restaurant area. It is not accessible by wheelchair users or those who find difficulty navigating steps.

Bar / Restaurant / Dining Room

The dining room is situated on the ground floor accessible through the reception area up 4 steps with handrail or via the self catering kitchen. The self catering kitchen access has two small steps to negotiate but we intend to build a portable ramp. The licensed bar is also located in this space but we are happy for you to take your drinks with you to our other social areas.

As well as natural light there is a variety of mainly LED lighting which we use to set the ambiance of the space. Furniture is wooden with no tablecloths with upright wooden chairs. These can be moved around to suit the guests. Crockery is light in colour and contrasts well with the wooden tables.

A high chair is available for children 6 months to 2 years old.

We can cater for a variety of dietary requirements if given advance notice. We serve all meals on request. Breakfast is a mixture of self service for cold food and service of plated hot breakfast.

Flooring is flotex carpet.

The woodstove in the dining room is managed by the staff.

Garden

The garden is under a long period of development having been left to itself for many years. Wild and beautiful it is designated ancient woodland. Pathways are old and grown over and currently difficult to walk. Many trees have fallen and those diseased are being felled. Management of the grounds is an ongoing process and we hope will provide you with a safer environment going forwards.

The immediate area around Thorney How is suitable for sitting and having a picnic with benches provided. We do not permit self managed open fires or BBQ's.

An easily accessible soft grassy flat lawn offers views from Thorney How that are breathtaking and the atmosphere relaxing and tranquil. More picnic benches are provided either for use by those self catering or to take out food/drink purchase from our restaurant / bar.

We have free range hens and ducks and sheep for your entertainment. Other wildlife includes deer, badgers, rabbits, red squirrels and variety of bird life. It is advised in particular that you do not approach the deer.

Additional Information

Whilst we have a no dogs policy at Thorney how we do welcome trained assistance dogs. A water bowl is available for assistance dogs.

Free WiFi Internet access is available

We have a set of evacuation procedures – should you require it someone will come to your room and assist you with evacuation.

Future Plans

We have been undergoing a 5 year plan of developments and improvements to Thorney How. We have increased and improved our bathroom facilities, improving access and changing some of our bedrooms to en-suite.

Whilst we are still limited by our heritage status which means we cannot widen doors for example for wheelchairs into the bedrooms, we can create a ramp to the front door and into reception and eventually level out some of the uneven floor levels and small steps where possible.

We will do our best to accommodate guests with limited mobility, hearing and visual impairments. If you have a specific need or are not sure if we are suitable for you please give us a call and we can discuss.

Contact Information

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| Address (Inc postcode): | Thorney How, Grasmere, Cumbria, LA22 9QW |
| Telephone: | 015394 35597 |
| Email: | enquiries@thorneyhow.co.uk |
| Website: | www.thorneyhow.co.uk |
| Grid Reference: | Grid ref: 332084 |
| Hours Of Operation: | Staff are normally available 7.30 am to 10.30am and 3.30pm to 11pm (Please be aware that the owners also live at the property, it is their family home). |
| Local Equipment Hire: | Grasmere WI have a walking frame and a wheelchair that can be booked in advance |
| Local Accessible Taxi: | There are several local taxi services (Grasmere, Ambleside, Windermere, Keswick). One of these based in Ambleside has an accessible taxi. John's Taxis Tel: 015394 32857. |
| Local Public Transport: | Low floor easy access bus services via Stagecoach (555) online seasonal timetable are available. |

If there is any information that we have not provided or that you are unsure about please do contact us and we will be happy to answer your questions.

Updated February 2017