

Access Statement

Chester House is managed by the Guy Chester Centre. The Guy Chester Centre is the trading name of the Trustees of the North Bank Estate.

1. INTRODUCTION

- 1.1. The purpose of this statement is to describe the accessibility features of Chester House and the Guy Chester Centre (GCC).
- 1.2. This statement will inform staff, residents, and potential residents of the accessibility features of the building and grounds.
- 1.3. This statement aims to accurately describe the facilities and services available, but it's recommended that individuals assess their own needs and requirements before making a booking.

2. BEFORE ARRIVAL

- 2.1. For details of how to reach GCC by car or by public transport please see the '*How to find us*' section of the Chester House website.
- 2.2. If using public transport, a bus or taxi will be needed to reach GCC from the nearest rail and underground stations. The nearest bus stops are approximately 200m away from the main entrance. All buses can accommodate one wheelchair.
- 2.3. GCC is located on the corner of Pages Lane and Colney Hatch Lane, which is part of the junction with Alexandra Park Road. This is a large junction with controlled pedestrian crossings.

3. ARRIVAL

- 3.1. There is a car park at GCC with a blue badge space immediately next to the main entrance. Alternative parking spaces are located in the same area, subject to availability.
- 3.2. The surface of the car park is tarmac, and it is reasonably lit at night from security lights and streetlights. The car park is flat from the blue badge spaces to the entrance ramp.
- 3.3. The entrance ramp finishes at the same level as the main entrance. The main entrance is an automatic door with an opening 1100mm wide. A security fob is required (given with room key) or the entrance intercom will need to be pressed. The security fob reader and intercom are 1000mm from the ground. There is a slight ramp at the threshold of the door and a drop of 20mm, 450mm past the threshold of the entrance (this results in a 20mm rise in the floor when exiting the building). While there is a 20mm drop after the entrance threshold, a portable ramp can be provided upon request to assist those who may need it.
- 3.4. The office is on the ground floor located next to the main entrance area. The door to the office (which is the same door to access the accommodation) has an opening of 860mm. The surface of the entrance area and office is carpet. The area is well-lit by LED light fittings.
- 3.5. Upon arrival, a member of staff will come to the main entrance. A member of staff will show a new resident to their room and provide a tour of the facilities.

4. ACCOMMODATION

- 4.1. There is one accessible bedroom, which is ensuite. It is located on the first floor near the dining room. The bedroom can be used as a single or twin room. There is step-free access available using a passenger lift. The lift door opening is 880mm.
- 4.2. The bedroom, ensuite bathroom and 1st floor corridor door openings are all between 880mm and 900mm wide. The corridor door to reach the passenger lift is 880mm wide. Door handles and locks are 900mm from the floor.
- 4.3. All furniture is standard size and height and is fixed in place except for the beds in the twin room, which can be rearranged. The height of the beds from the floor to the top of the mattress is 500mm. The beds in the standard single rooms are fixed.
- 4.4. The rooms are bright receiving good natural light. There is a mixture of wall and ceiling lights in the room. There are also desk lamps.
- 4.5. The ensuite bathroom attached to the accessible bedroom is 3103mm long (from entrance to the far wall with the sink and shower) and 2070mm wide. It has a level entry shower cubicle with folding screens to contain water spray. The toilet height is 480mm (including seat). The wash basin height is height-adjustable. Grab rails, horizontal and vertical, are located around the shower and toilet. Lever mixer taps are fitted on the wash basin. The bathrooms have an emergency alarm pull cord.
- 4.6. The bedroom floor is carpeted, and the ensuite bathroom floor is non-slip vinyl flooring.

5. STAIRS, LANDINGS AND CORRIDORS

- 5.1. All areas are well-lit, with LED fittings throughout the building. Corridors are minimum 1200mm wide and the stairs are 2000mm wide.
- 5.2. The corridors are carpeted. The stair treads are carpeted with non-slip stair edging installed. The stair landings are carpeted.

6. THE HUB (SOCIAL AND LEISURE FACILITIES)

- 6.1. The hub is located on the ground floor with access through a door from the main entrance area. The door opening is 710mm wide.
- 6.2. The facilities in the hub include a laundry, TV rooms, lounge and gym. All the door openings to the rooms are 800mm wide. The corridor is lit by LED fittings. The rooms are all well-lit and most have natural daylight.
- 6.3. The gym contains a large open floor space.
- 6.4. All areas are carpeted except for the toilets, laundry and dance studio that have non-slip vinyl flooring.
- 6.5. All furniture is standard size and height.
- 6.6. There is an accessible toilet in the hub. The toilet height is 465mm (including seat). The wash basin is 720mm from the floor. Grab rails, horizontal and vertical, are located around the toilet. Lever mixer taps are fitted on the wash basin. The toilet has an emergency alarm pull cord.

7. DINING ROOM AND KITCHEN FACILITIES



- 7.1. The dining room is located on the first floor. There is step-free access available using a passenger lift (the dining room is immediately opposite the lift). The dining room door opening is 880mm wide and is open during mealtimes.
- 7.2. Meals are served from a counter with a tray shelf 855mm high. Meal extras such as soup, drinks, etc. are self-service from a counter 845mm high. Assistance with serving and collecting meals will be given upon request.
- 7.3. Dining tables are 740mm high and the tables around the entrance and serving counters have sufficient room for a wheelchair.
- 7.4. The dining room is well-lit with plenty of natural light. The flooring is non-slip vinyl.
- 7.5. The accessible bedroom is one of the nearest bedrooms to the dining room.
- 7.6. There is a kitchenette located on the first floor and in the hub. Access is the same as access to the accommodation and the hub.
- 7.7. The 1st floor kitchenette has a door opening of 670mm and the counter is 925mm high. The kitchenette in the hub is in an open space and the counter is 905mm high.

8. GROUNDS

- 8.1. GCC is situated within several acres of grounds including lawns, woodland and a courtyard. Step-free access is available into the grounds using the path and gate located behind the garage block. The path is accessed by leaving the building by the main entrance, turning left along the driveway, and entering the site through the main gates.
- 8.2. The main paths within the grounds undulate with gentle inclines and are a mixture of hard, man-made surfaces and natural surfaces. The path leading to the grounds has an incline. At one of the points of access there is a gate at the top of the path with an opening of 1000mm.
- 8.3. There is seating available around the grounds except for the woodland section.

9. ADDITIONAL INFORMATION

- 9.1. A fire safety briefing will be given by a member of staff upon arrival to familiarise persons with the location of refuge points within the building and the external fire assembly points.
- 9.2. A buddy can be appointed for assistance in the event of a fire alarm.
- 9.3. There is a phone in main entrance to reach a member of staff when the office is closed. Staff are on-site 24 hours.

10. OTHER INFORMATION

Further information or clarification can be obtained by emailing office@chesterhouse.org.uk

11. REVIEW DATE

This policy will be reviewed in March 2026.