

HPB Access Guide

A Guide to the accessibility of HPB sites and the properties most suitable for those with impaired mobility.

The aim of this guide is to assist bondholders when planning their holidays where either they or their guests have impaired mobility. It is intended to be a guide to the most accessible properties at each of the HPB sites for both wheelchair users and those with restricted mobility. The Guide should be regarded as a supplement to the information, photographs and site plans in the principal HPB publications and on the HPB website.

General accessibility around each site varies considerably due to the topography, path surfaces and frequency of steps. A summary of overall accessibility is included in the specific site information.

The properties that are specially designed to accommodate wheelchair users essentially have level access, wide doorways, purpose-built 'wet' bathrooms (with showering wheelchair available) and adequate space to manoeuvre a wheelchair. They should also be appropriately furnished and have specially designated parking spaces as close to the property as possible.

With the assistance of the site managers and bondholders, we have also identified those properties at each site that have not been specially adapted but are likely to be the most convenient/appropriate for people with mobility difficulties. These properties typically will have level access (or failing that, as few steps as possible), at least one ground floor bedroom and bathroom and the living area on the same floor.

Site staff will always do their best to help bondholders that experience access difficulties. Where a property can be made more accessible by, say, moving furniture or the provision of accessories, please ask for assistance.

Accessories and Equipment

All sites hold a limited range of accessories and equipment which can be used in any of the properties. Bondholders wishing to use any accessories should request items when confirming their booking so that the site can be notified in advance.

Schedule of Accessories at all HPB Sites

Shower chair
Blocks for two beds (to adjust bed height)
Bath board
Non-slip bath mats
WC seat raiser
Padded mattress covers (Toppers)
Bed board
Telephone with volume control

Equipment Hire

- 1. Bondholders requiring special equipment during their stay at UK sites should first contact their own Doctors' surgery/ District Nurse/ Health Visitor who may be able to make appropriate arrangements with an NHS Loan Equipment Store near the site.**
2. For overseas sites or in circumstances where a Loan Equipment Store cannot help, details of other local organisations that rent or lend aids and equipment are where possible, included with the information about each site. Bondholders should contact the relevant company and arrange for the equipment to be delivered to the site on their day of arrival.
3. Bondholders should advise the site office of any such arrangements in advance so that staff can ensure that the equipment is delivered to the correct property.

We hope you will find this information useful. If you have any suggestions or comments, please pass these on to the site manager when on site. Thank you for your help.