



## **Access Statement For Durham Oasis Apartment**

### **Introduction**

Durham Oasis Apartment is on the second floor of a recently converted building in Durham City centre. For advice on particular needs, please email [info@durhamoasis.co.uk](mailto:info@durhamoasis.co.uk), or call 0191 378 7651 - we'll be delighted to hear from you.

### **Pre-Arrival**

- You can check availability and find location maps and general information at [www.durhamoasis.co.uk](http://www.durhamoasis.co.uk). To make a reservation, simply phone, fax or email us
- Durham Railway station is 1 km away, with accessible taxis which we will book for you. If you're self-propelled and caught short, there's a RADAR toilet in the Prince Bishop's Centre 250 m away.
- If you need information in large print, just let us know
- To protect guests with allergies, and keep the Apartment smelling nice, we can't allow smoking or animals

### **Arrival & Car Parking Facilities**

- We greet guests and introduce them to the Apartment: there's no rush or hassle
- There is a free, secure parking space in the underground car park. This has lift access to the Apartment, with no steps in the way

## **Main Entrance & Reception**

- There is a door at street level 32 inches (813 mm) wide, and this gives access to a modern lift (with floor announcements) to reach the Apartment without any steps
- Between the lift and the Apartment, there is a self-closing door which might be tricky for a lone wheelchair user without a degree of cunning or a walking stick

## **Public Areas - General (Internal)**

- All areas are permanently well lit
- Corridors are carpeted in dark blue with white walls and brass door fittings

## **Public Areas - WC**

- (Not applicable)

## **Restaurant / Dining Room, Bar & Lounges, Take Away & Cafe**

- The nearest Restaurant / Bar / Cafe is on the ground floor of the block housing the Apartment, and has flexible furniture and staff, and no changes of level

## **Laundry**

- There's a washer/ drier in the kitchen of the Apartment

## **Outdoor Facilities**

- There is a pleasant boardwalk terrace overlooking the river which can be reached without steps from ground level

## **Conference & Meeting Rooms, Banqueting, Clubs, Entertainment**

- (Not applicable)

## **Bedrooms**

- General: all bedding is Egyptian cotton / percale, some pillows contain feathers
- Double bedroom – king size bed, height from floor 350 mm
- Access either side of bed - 600 mm / 2 m
- Door width 813 mm
- Bedside lamps are easily controlled from bed
- Blue carpet, white skirting, beige walls, white doors, brass fittings
- Single bedroom – one single bed
- Access either side of bed - 600 mm / 2 m

## **Bathroom, Shower-room & WC**

- Door widths 813 mm
- Not wheelchair accessible once inside
- Wall mounted towel rail radiators
- En-suite to Double Bedroom: Large shower enclosure with white base, beige walls, beige tiled floor, small washbasin and WC
  - Main Bathroom: Jacuzzi Bath height 400 mm with hand-held shower, beige walls, beige tiled floor, two washbasins and WC

## **Self-Catering Kitchen**

- Spacious and accessible open-plan with living / dining areas
- Worktop height 900 mm
- Lowest refrigerator shelf 1000 mm
- Dishwasher, Oven and Washer/drier are fitted under worktop
- Some crockery and equipment is housed in cupboards 2 m above floor level but we can rearrange contents if necessary
- Work surface is black, kitchen units light brown, floor brown laminate, good lighting is provided

## **Additional Information**

- A large format User Manual for the Apartment is available on request
- There is a phone with reasonably large buttons, free for UK calls
- Free wireless Internet access is provided
- The TV & Sound system has wireless headphones which can be used to aid hearing

## **Contact Information**

- Address: 34 St Andrews Court, Durham, DH1 3AH
- Telephone: 0191 378 7651 / 0794 439 2971
- Fax: 0191 378 1469
- Email: [info@durhamoasis.co.uk](mailto:info@durhamoasis.co.uk)
- Website: [www.durhamoasis.co.uk](http://www.durhamoasis.co.uk)
- Grid reference: NZ27324175
- Hours of operation: 24 hours
- Emergency number: 0191 378 7651 / 0794 439 2971
- Local carers: Please refer to  
[www.burrows.co.uk/durhamaccessguide/](http://www.burrows.co.uk/durhamaccessguide/)
- Local equipment hire companies: Home Independence Service,  
0191 386 0742
- Local public transport numbers: Rail: 0845 7484950 Bus: 0871  
2002233
- Local accessible taxi numbers: 0191 386 5316
- Shopmobility: 0191 386 8586

**We welcome your feedback to help us continuously improve.  
If you have any comments please phone 0191 378 7651 or email  
[info@durhamoasis.co.uk](mailto:info@durhamoasis.co.uk)**