

Disabled Access Guide

Harleigh Road Dental Centre



FIND US

<u>Address</u>	<u>Opening Times</u>
Harleigh Road Dental Centre Harleigh Road Bodmin PL31 1AH	Monday 09.00-17.00 Tuesday 09.00-17.00 Wednesday 09.00-17.00 Thursday 09.00-17.00 Friday 09.00-17.00
<u>Telephone: 0333 405 0290</u> <u>Email: smile.together@nhs.net</u>	Out of Hours Service by appointment only 08.30 – 16.30 Saturday Sunday 08.30 – 16.30





DISABLED PARKING



There are 3 disabled parking bays next to the patient entrance to the dental centre which can be accessed via a ramp to the left of the main door. The patient car park is free of charge situated at the front of the building. There is also adequate space for patients to be dropped off at the main entrance to the dental centre.

OUTSIDE ACCESS FROM THE CARPARK



At the top of the main access ramp there are automatic doors which open into a spacious entrance vestibule.

INSIDE ACCESS



The entrance vestibule is well lit, and has a second set of automatic doors which lead to a reception area where patients are personally greeted by our receptionist.

RECEPTION



On entering the dental centre, reception is straight ahead. The flooring is level with neutral wooden effect vinyl flooring in reception and treatment areas. There are hearing loops available for those that need assistance with hearing.

WAITING ROOM



The West Country Dental Care waiting room is to the right of reception and is also level with neutral wooden effect vinyl flooring. The Brighter Dental waiting room is situated to the left of the main reception which is accessed by way of 3 steps or a lift. Both waiting areas are well lit.

LIFT



There is a lift situated behind the main reception for any patients who may have difficulty in accessing the Brighter Dental waiting area via the steps.

TREATMENT ROOMS



All treatment areas are accessed directly from the reception areas.
The treatment areas have level flooring with neutral wood effect vinyl covered floors.
All door ways to treatment areas are accessible widths, with the doorway to the Surgery 1 slightly wider to accommodate the wider wheelchair users.

TOILET FACILITIES



In the West Country Dental Care waiting area there are two patient toilets and a speciality adapted changing facility for those that need extra support when going to the bathroom. This doubles as an adult changing area with a mobile hoist if transferring to the adult changing table and baby changing facility. These are all easily accessed with no ramps or stairs.

There is a separate patient toilet situated in the Brighter Dental waiting area also easily accessed with no ramps or stairs.

ADDITIONAL INFORMATION

Patient letters can be made available in other formats such as large print (on request at reception)

All staff have disability awareness training

Interpreters can be provided with appropriate notice

Hearing Loops are available for those patients who may have difficulty with their hearing

Assistance or support dogs are welcomed in the reception areas. If a patient requires more assistance when entering clinical areas, a risk assessment will be completed by the dentist for the individual patient and support dog.

A nurse or member of the reception team will support and guide that patient into the clinical rooms and will remain with them throughout treatment and guide them back to reception on completion.