

YHA Helmsley

ACCESS STATEMENT

Introduction

We aim to cater for the needs of all visitors in this 35 bed, purpose built, 2 storey hostel. The hostel is in a residential area of the popular market town of Helmsley, the gateway to the North York Moors National Park.

The following statement is a summary of our provision. If you have any specific questions about access, please call us and we will endeavour to help.

Pre-Arrival

- Please note: The hostel may be closed during the afternoon in quiet periods and will open at 5pm
- Nearest railway stations, Thirsk (15 miles), Malton (22 miles), Scarborough (30 miles) and York (35 miles)
- Bus stop is 50 yards from Hostel.
- Service 31X from York and 128 from Scarborough. 128 service mostly use low floor easy access buses.
- Further options in summer months provided by Moorsbus services.

Arrival & Car Parking Facilities

- Parking is in front of the hostel on the grass-covered car park. The turf is supported by large plastic grids. Uneven in places.
- Parking bays are not marked or reserved.
- With notice we can reserve a space if needed or assist moving from car.
- Distance from car park to front door is only 10 yards, by tarmac driveway and paving stones to entrance.
- This walk is level but please avoid the safety bollard at the end of the driveway.

Main Entrance & Reception

- White gloss double front door which is side hanging. Manually push to open.
- Door width is 70cm, double if both doors opened.
- Small step (2cm) over front door threshold into hostel.
- Large door mat (brown) is sunk into floor (blue/grey) leaving a 2cm ridge.
- Height of reception counter is 91cm.
- Portable induction loop available.
- Seating and payphone available in Entrance.
- Reception staff available and happy to help. Emergency night bell buzzer located on reception desk.

Public Areas – General

- Downstairs flooring is polished wood, good colour contrast with walls and doors.
- Lighting is good
- First doorway is 80cm wide, the next doorway leading to the stairs is 90cm wide.
- Door signs are tactile and Braille.

Public Areas – WCs

- One unisex downstairs toilet. Not suitable for wheelchairs

Public Areas – Dining Room & Lounge

- Open-plan area with conservatory used as both dining area and lounge.
- All furniture moveable. No dining chairs with armrests but lounge chairs do have.
- Two rugs in conservatory
- Table service is available at Meal Times.

Laundry & drying facilities

- No washing machine, just a sink in the drying room.
- Drying room located outside the front door and through the bike shed.

Self-Catering Kitchen

- Refurbished to a high standard in 2006
- Low work surface (69cm), domestic size cookers with oven at bottom, then grill then gas burners on top (cooker height 89cm). Portable electric hobs to be used on low work surface.
- Cutlery and crockery stored on low shelf with low shelves available for food storage.
- Lever taps but sinks are large and not insulated to DDA standards.
- Two entrances to kitchen, no doors, one is 83cm wide and the other 141cm.

Bedrooms – Ground Floor

- A 3 bedded fully accessible en-suite room.
- One bunk bed and one single bed (47cm high)
- Door width 90cm.
- Easy chair with armrests
- Individual bed lights
- Emergency pull cord system above the single bed and in the bathroom near the toilet
- Wheel-in shower room with low-level basin and toilet. Handrails and supports around shower and toilet. Fold-down seat in shower.
- One 6 bedded room also downstairs, not ensuite.

Bedrooms – First Floor

- Stone stairway, painted red, 91cm wide, handrails both sides, 14 steps, with ribbed mats at the top and bottom.

- 3 x six bedded rooms and 2 x four bedded rooms. Six bedded rooms are spacious, the four-bedded ones are smaller.
- All rooms contain bunk beds, sinks, mirror, storage space, individual bed lights, electric sockets, bedside cabinets and chairs.
- Bedroom door width is 69cm. Upstairs corridor is 90cm wide.
- All bedding is provided, pillows and duvets are 100% Polyester with the bedding sheets cotton.

Washrooms – First Floor

- 4 showers and 3 toilets (Unisex)
- Step to the shower tray is 19cm.
- Showers are narrow (70cm)
- The narrowest toilet is 76cm
- The sinks in the toilets and bedrooms all have lever taps.

Grounds & gardens

- Garden can be accessed from conservatory down 2 wide steps (14cm each). Suitable for wheelchairs. No handrail.
- Grass around side of building, uneven in places.
- Picnic bench available.

Additional information

- Braille signs fitted on room doors and corridor doors.
- No pets or dogs (but service dogs are welcome).
- No smoking.
- Disability awareness courses – as part of the ‘Welcome Host’ scheme – are undertaken by all of our staff.
- A member of staff is always available on site, including at night (access via emergency bell at Reception).
- Emergency lighting and fire alarms fitted. We ensure that all guests are evacuated in the event of fire or any emergency requiring evacuation.
- Evacuation procedures shown in each bedroom.
- Mobile phone reception is good within immediate vicinity.

- We are fortunate to have a lot of local attractions suitable for all. For example, Helmsley Castle (English Heritage) is suitable for disabled visitors and offer Audio tours. Helmsley Walled Garden is also suitable for wheelchairs and offers a sensual area of the garden to touch and smell the plants.

- The National Park has produced an excellent guide of routes and attractions ‘Easy Going North York Moors’ which we have a copy of and recommend.

- OS100 SE616840

Contact information

- YHA Helmsley, Carlton Lane, Helmsley, North Yorkshire, YO62 5HB
- Telephone: 0870 770 5860
- Fax: 01439 770 433
- E-mail: helmsley@yha.org.uk
- YHA Contact centre: 0870 770 8868
- YHA Website: www.yha.org.uk
- Hours of operation: 8a.m-12p.m and 5p.m –10p.m.
- Public Transport: www.yorkshiretravel.net or 0870 6082608 and www.moors.uk.net/moorsbus or 01845 597000
- National Park: www.visitthemoors.co.uk

We welcome your feedback to help us to continue making improvements. If you have any comments, please phone 0870 770 5860 or e-mail helmsley@yha.org.uk