



Accessibility Guide for Howlands

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Welcome

Howlands is a two bedroom wheelchair accessible cottage that sleeps up to 4 people all at ground floor level.

There is one double or twin bedroom with manually height adjustable beds (please request preferred height when booking). There is one single bedroom with a full size optional pull-out bed.

The separate shared bathroom has a bath with over-bath shower, toilet and basin.

It is fully adapted to ensure accessibility for disabled and less able visitors.

Situated just outside Melrose it boasts magnificent views over the Tweed Valley and surrounding countryside.

At a Glance

Level Access

- There is level access from the main entrance to:
 - Bedroom 1 (master bedroom)
 - Bedroom 2
 - Lounge
 - Dining area
 - Kitchen
 - Open Gardens

Bedrooms

- We have non-allergic bedding (no feathers).
- We have a mobile hoist.

Level access bedrooms

- The route to the bedroom is 750mm wide, or more.
- The bedroom door is 750mm wide, or more.
- There is unobstructed floor space 1200mm by 900mm, or more.

Hearing

- The TV has subtitles.

Visual

- The walls and the doors have high colour contrast.

General

- Some staff have disability awareness training.

Getting here

Eildon Melrose Holiday Cottages & Log Cabins- Howlands
Dingleton Mains
Melrose
Roxburghshire
TD6 9HS



Travel by public transport

- You can get near to Howlands by bus and train.
- The bus stop is 0.5 miles / 0.8 km from Howlands.
- The nearest train station is Tweedbank . The train station is 2.5 miles / 4.0 km from Howlands.
- Direct train line from Edinburgh City Centre.
- You can get a taxi with Five Star Taxis by calling 01896 756 789. The taxi company has a wheelchair accessible vehicle.



Parking

- We have a car park. Parking is free.
- There is a parking space for one car at the main entrance. The drop-off point does not have a dropped kerb.
- From the car park to the entrance, there is level access. The route is 1000mm wide, or more.

Arrival



Path to main entrance

- From the street to the main entrance, there is level access.
- The path is 1000mm wide, or more.



Main entrance

- The main entrance has level access.
- The main door is side hung and manual.
- The door is 900mm wide.

Getting around inside



Visual Impairment - General Information

- We have high colour contrast between walls and doorframes.



Bedrooms

- All bedrooms have windows.
- Bedrooms have ceiling lights, bedside lamps, desk or table lamps and natural daylight.
- Lights have LED bulbs.
- All bedrooms are non-smoking.
- We have non-allergic bedding.
- All bedrooms have fitted carpets.
- All of our bedding is luxury micro-fibre with no feathers
- We can move the bedroom furniture, to improve accessibility.
- The beds in the master bedroom are manually height adjustable.
- We have a mobile hoist available to hire.



Accessible bedrooms

Accessible bedroom Bedroom 1 (master bedroom)

- The route to the bedroom is 1000mm wide, or more. The bedroom door is 900mm wide. There is 1020mm at the side of the bed. The bed is 570mm high (can be adjusted higher or lower, please request preferred height at time of booking). There is 140mm under the bed.
- There is a low clothes rail. You can use the rail sitting down.
- The bedroom is flexible (either double or twin). The bathroom is separate. It is not an ensuite.
- The bathroom door is 900mm wide.
- The bathroom has a bath with an over-bath shower. The shower has a handrail. The toilet has handrails (the one on the left is fixed to the wall, the one on the right is drop down). The direction of transfer is to the left. There is 400mm in front of the toilet. The toilet seat is 450mm high.
- The basin is 720mm high. The taps are lever operated. There is space under the basin, with no pedestal.







Accessible bedrooms

Accessible bedroom Bedroom 2

- The route to the bedroom is 1000mm wide, or more. The bedroom door is 900mm wide. There is 1200mm at the side of the bed. The bed is 580mm high. There is 0mm under the bed (there is a pull out bed stored underneath).
- There is a low clothes rail. You can use the rail sitting down.
- The bedroom is a single. The bathroom is separate. It is not an ensuite.
- The bathroom door is 900mm wide.
- The bathroom has a bath with an over-bath shower. The shower has a handrail. The toilet has handrails. The direction of transfer is to the left. There is 400mm in front of the toilet. The toilet seat is 450mm high.
- The basin is 720mm high. The taps are lever operated. There is space under the basin, with no pedestal.
- There is one shared bathroom



Self catering kitchen

Kitchen

- We have an open plan kitchen.
- From the main entrance to the kitchen, there is level access.
- The route is 1200mm wide, or more.
- The work surface is available with clear underspace and available at a height between 650mm and 900mm.
- The hob is available with clear underspace and available at a height between 650mm and 900mm.
- The sink is available with clear underspace and available at a height between 650mm and 900mm.
- The oven is available at a height between 650mm and 900mm.

- The table and plates have high colour contrast.



Lounge

Lounge

- From the main entrance to the lounge, there is level access. The route is 900mm wide, or more. The door is 900mm wide.





Getting around outside

Open Gardens

- From the main entrance to the gardens, there is level access.
- The route is 1000mm wide, or more.
- There are open garden areas around the cottage with grass lawned areas and paths which are wheelchair accessible. There are picnic benches, bench seats, bird feeders and BBQs.

Customer care support

Accessibility equipment

- We have a range of equipment available to use (additional hire charge for some) as follows: Mobile hoist (electric or manual), raised toilet seat, adjustable bed height (in bedroom 1), pressure relieving mattresses, cot sides, loop handled bed stick, commode.
- For a list of more items, please have a look at the Accessible Equipment List on the Accessibility page on our website.

- We have an area to charge mobility scooters and battery powered wheelchairs by arrangement, depends on the type of scooter, please ask to speak to Rob Martin
- You can hire mobility equipment from Galashiels Mobility Solutions by calling 01896 752951.

Emergency evacuation procedures

- We have emergency evacuation procedures for disabled visitors.
- All cottages have been inspected by the Fire Service (2017) and comply with Fire Safety Regulations. There are mains wired smoke and heat detectors fitted for early fire detection. Evacuation is via the front door of each cottage for wheelchair users

Customer care support

- Some staff have disability awareness training.
- The Proprietor, Rob Martin, lives on site and will visit guests after their arrival to make sure they have everything they need and know how everything works. After that he is contactable by telephone if required and is always happy to help wherever possible.

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