

# Inclusive Access Guide

## Truro Dental Education Facility



**Peninsula  
Dental**  
Social Enterprise





*We understand that everyone's accessibility needs are different. This guide provides detailed information on accessing our premises and services.*

Address



Truro Dental Education Facility, Knowledge Spa,  
Royal Cornwall Hospital, Truro, TR1 3HD

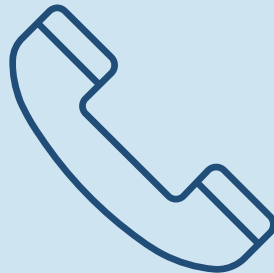
Email  
Website



[pdse-info@plymouth.ac.uk](mailto:pdse-info@plymouth.ac.uk)

[www.peninsuladental.org.uk](http://www.peninsuladental.org.uk)

Telephone



01752 987959

# Opening Times:



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
Saturday	Closed
Sunday	Closed

## Location:

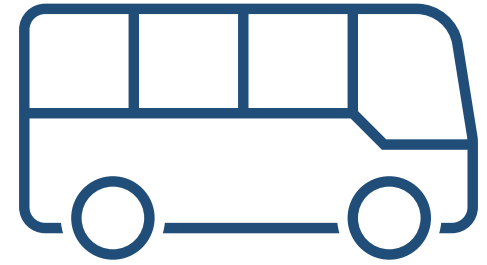
The Truro Dental Educational Facility is based on the site of The Royal Cornwall Hospital and can be accessed from the A390.

Did you know? You can now find us using what3words:

**[verifying.spoils.glanders](https://www.what3words.com/)**



## Travel:

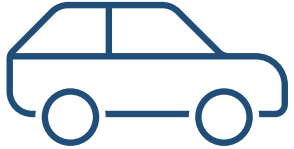


There are regular bus services to and from the surrounding area. Buses will stop outside The Trelawney Wing which is approximately a 2-minute walk from the main entrance, that involves a downward slope.

There is a park and ride service from Langarth or Tregurra which stops outside the Dental facility.

Up to date bus times can be found at: <https://bustimes.org/localities/rch-treliske-hospital>

## Parking:



Parking on site is provided by the Royal Cornwall Hospital main car park, which requires you input your vehicle registration and pay by debit or credit card on exiting. There is adequate space for patients to be dropped off at the main entrance.



There are 2 disabled parking bays directly outside the main doors of the facility (approx. 6 metres from front door). The route to the main entrance from the disabled bays is accessible to a wheelchair user without assistance. There are no kerbs, stairs or incline. There is no charge for blue badge holders. There are alternative spaces in the main carpark opposite the main hospital entrance (Trelawney Wing).

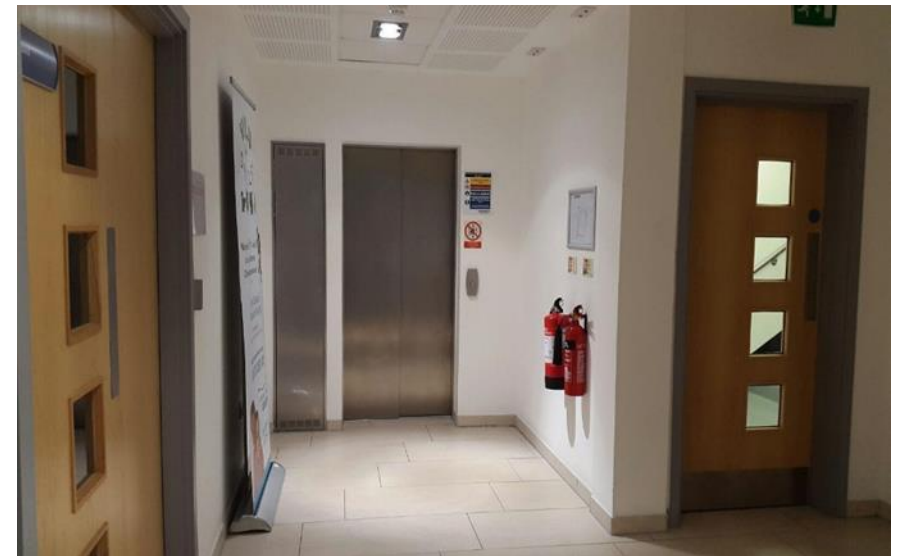


## Building Access:

**Outside Access:** From the car park, there are two automatic doors at the main entrance with no steps or kerbs. Door opening is approximately 125cm for both doors.

**Inside Access:** The building is well lit throughout with large windows and adequate lighting.

Immediately on entering the main building there is access to all floors via a lift to the left. Reception is to your right. No background music is played in the facility.



## Reception:

The flooring is tiled, smooth and level throughout the reception area. No background music is played in the facility. Reception is always manned on clinic days and reception team will support with any additional needs. The desk is 108cm at tallest point however there are lower areas to support wheelchair users.



An induction loop system is available at the desk. Hearing aids should be turned to T position to use.



## Waiting Areas:

- There are 2 waiting areas in the facility on ground and lower ground floor. The ground floor waiting area is approximately 2 metres from the reception desk. This has 21 chairs, and the layout is spacious enough room to manoeuvre a wheelchair or mobility scooter. All tables are low to allow access.
- The lower ground floor waiting area is accessible by lift or stairs and is arranged with low tables and 24 chairs. The seating areas have smooth and level flooring.

## Waiting Areas:

Patients will be called individually from the waiting area.

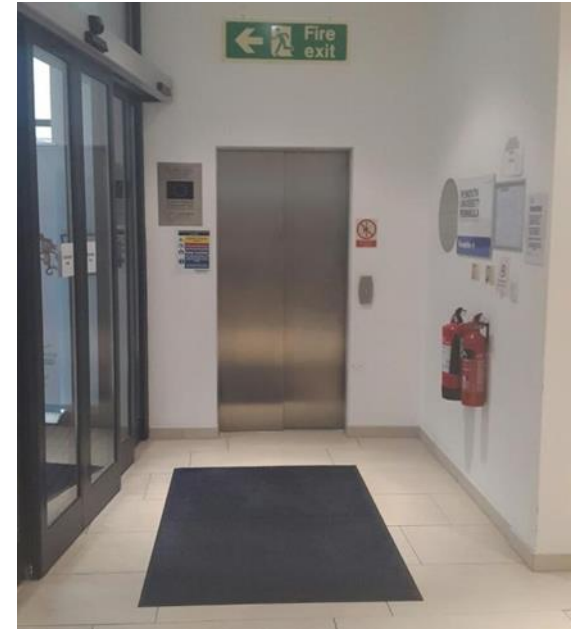
Waiting areas have clear signage guiding patients where facilities can be located.

Drinking water is available to patients at the water stations. We encourage patients to bring reusable water bottles at the water stations, but paper cups are available from reception on request.



## Lift:

The lift is located immediately to the left on entering the lobby doors. The door width is approximately 90cm. It is well lit, with buttons approximately 1m from the floor, within the reach of wheelchair users. There is an audible announcement of direction and when floor is reached. There is no braille or floor markings.



## Toilet Facilities:

Male, female and disabled toilets are available on each floor. These are all easily accessible with no ramps or stairs. Baby change facilities are available in all male and female toilets.



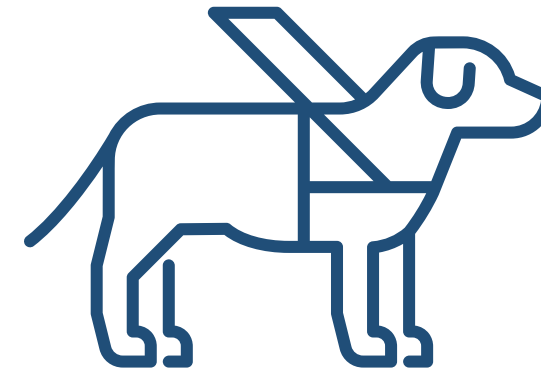
## Clinical Bays / Treatment Areas:

Treatment areas can be accessed directly from the waiting area through doors approximately 90cm aperture. These are arranged in 4 bays with 8 chairs in each bay. The flooring is level and smooth. X-ray rooms are wheelchair accessible.



## Assistance Dogs:

Assistance dogs are trained and registered to support disabled people and people with certain medical conditions and are protected under the Equality Act 2010



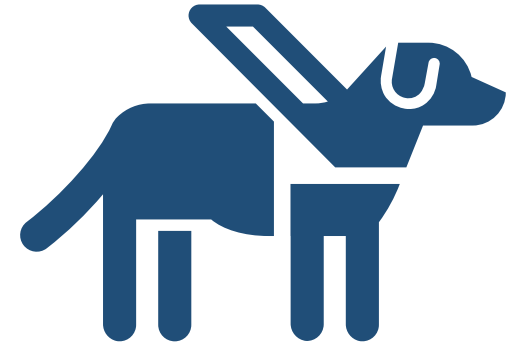
Assistance dogs can accompany patients to their appointment and where appropriate are able to accompany a patient during the appointment. We ask that you please bring a chaperone with you.



**Please inform a member of the team when booking your appointment that you require your assistant dog to attend with you.**

## Therapy Dogs:

A therapy dog is trained to provide affection, comfort and support to people.



Therapy dogs **do not** have the same legal privileges as assistance dogs and therefore cannot be taken into any clinical areas.

If you require your therapy dog to attend with you, you must bring a chaperone to stay with your dog in the waiting room during your appointment.

Therapy dogs are not permitted to be looked after by members of staff.

## Translators:

Our translation services are provided by Language Line and we can book face to face or telephone interpreters in a range of languages.



Please inform us as soon as possible if you require an interpreter to be pre-booked for your appointment.

We can provide patient letters in a number of different languages, which are available on request.

## Interpreters:

We can provide British Sign Language interpreters on request.

We have signs in the waiting areas and on clinic bays displaying basic BSL signs.

Please inform us as soon as possible if you require an interpreter to be pre-booked for your appointment.



## Fire Safety:

All staff undertake fire safety awareness training.

Emergency call points are available on stairs.

We have trained fire marshals at all sites who are able to assist patients to evacuate the building in the event of a fire alarm.





**Peninsula  
Dental**

Social Enterprise

If you have a query relating to the Truro  
Inclusive Access Guide please contact [pdse-  
info@plymouth.ac.uk](mailto:pdse-<br/>info@plymouth.ac.uk) or speak to a member of  
our team.

