

Inclusive Access Guide

Devonport 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



Devonport Dental Education Facility, Damerel Close,
Madden Road, Devonport, Plymouth, PL1 4JZ

Email

Website



pdse-info@plymouth.ac.uk

www.peninsuladental.org.uk

Telephone



01752 987959

Opening Times:



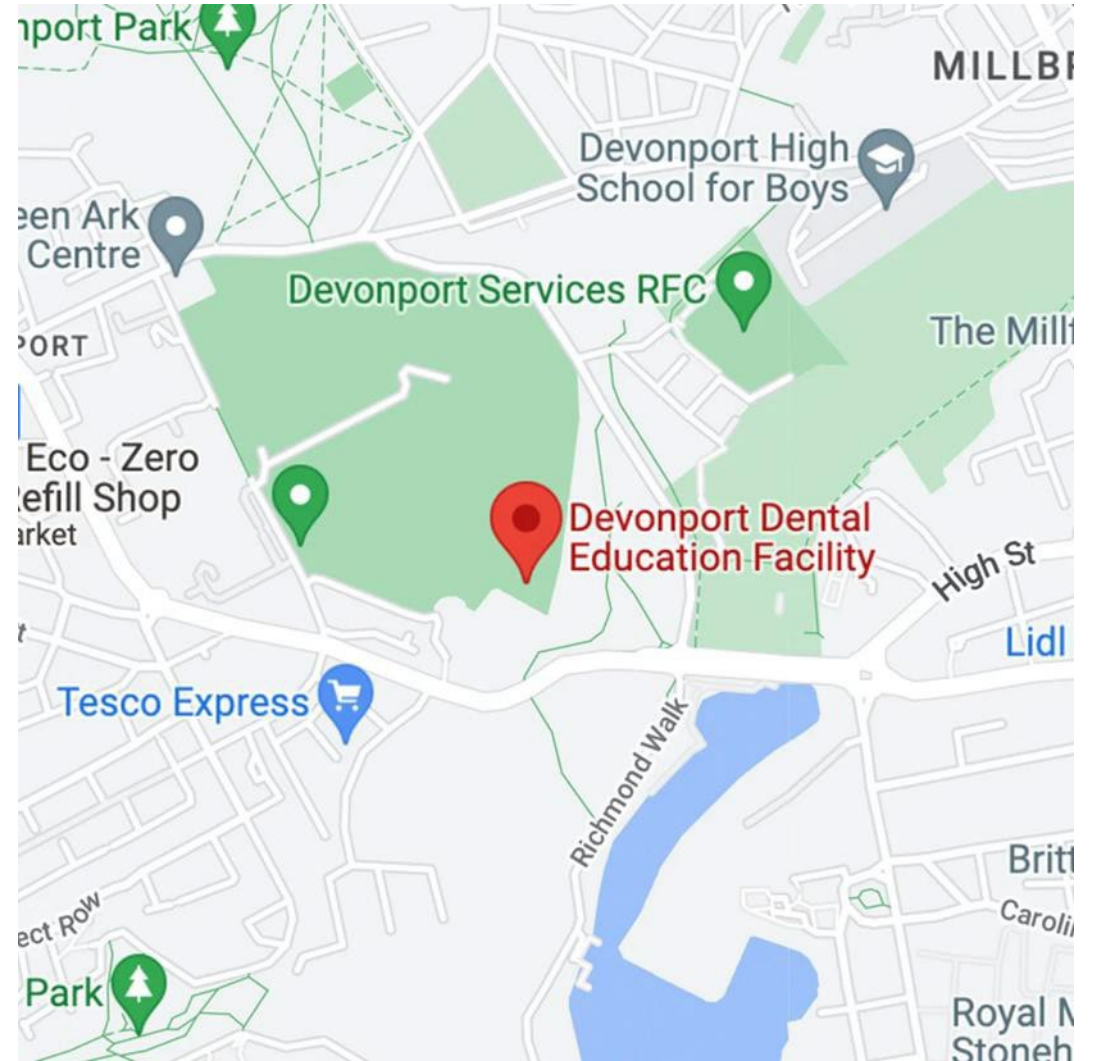
Monday	09:00 - 17:00
Tuesday	09:00 - 17:00
Wednesday	09:00 - 17:00
Thursday	09:00 - 17:00
Friday	09:00 - 17:00
Saturday	Closed
Sunday	Closed

Location:

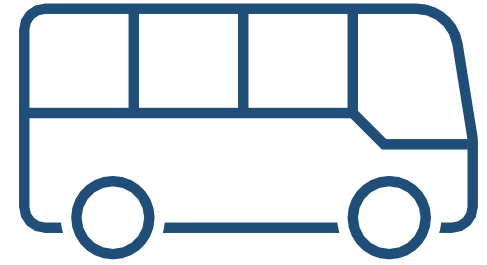
The Devonport Dental Education Facility is located close to the city centre in Damerel Close, adjacent to the Cumberland Centre.

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

spend.stared.acted



Travel:



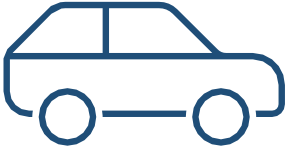
There are regular bus services to and from the surrounding area. Buses will stop on Cumberland Road which is approximately 320m from the main entrance.

To access the facility from the bus stop requires travelling along Madden Road which is paved and does have a slight incline.

Up to date bus and ferry times can be found at:

<https://bustimes.org/localities/devonport>

Parking:



Free parking is available in the onsite car park. There is no charge for the car park, but spaces are limited, and it can become full on busy days. The main car park in front of the building is smooth tarmac and predominantly level.

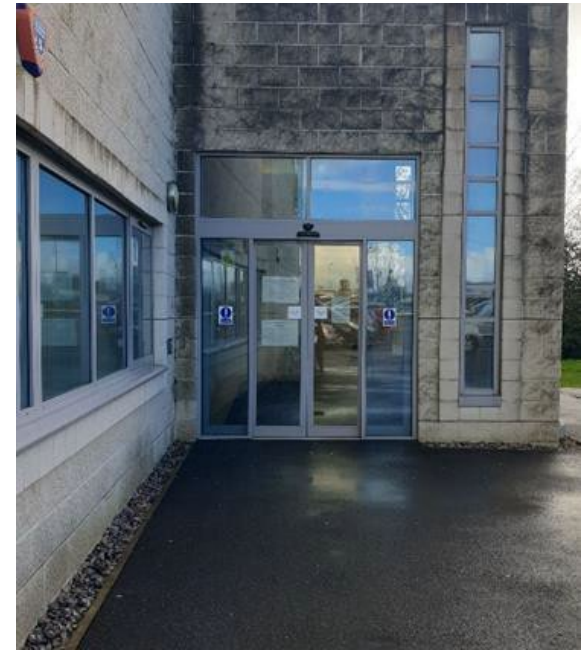


There are 2 disabled parking bays directly close to the main doors of the hospital (approx. 24m from front door). The route to the main entrance from the disabled bays is accessible to a wheelchair user without assistance. There are no kerbs, stairs or incline.



Building Access:

Outside Access: There are two automatic doors at the main entrance with no steps or kerbs. Door opening is approximately 105cm for the main door and 135cm for the internal door.



Inside Access: The building is well lit throughout with large windows and adequate lighting. The flooring is level and has predominantly vinyl flooring throughout.



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 110cm 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 first floor. The ground floor waiting area is approximately 3m from the reception. This has 40 chairs, and the layout is spacious enough room to manoeuvre a wheelchair or mobility scooter. All tables are low to allow access.
- The first floor waiting area is accessible by lift or stairs and is arranged with low tables and several 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.



Toilet Facilities:

On the ground floor there are female and accessible toilets.

These are approximately 20 meters from the reception desk.

These are all easily reachable with no ramps or stairs.



Toilet Facilities:



On the ground floor there is a signed accessible toilet with facilities for those with stomas.

These include:

- Hooks to hang clothing, bags and luggage
- Sanitised accessible shelf space to manage items
- Mirror to view stoma while changing appliances
- Toilet roll and handwashing accessories
- Disposal bin



Toilet Facilities:

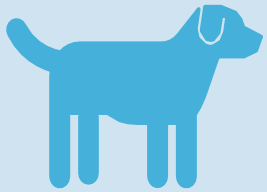
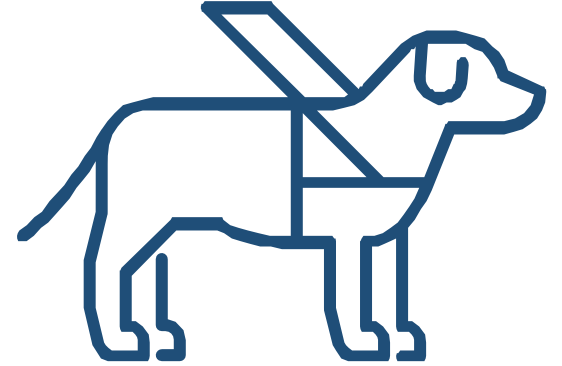
There are male toilets and more accessible toilets available on the first floor.

Baby change facilities are available in both male and female toilets.



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



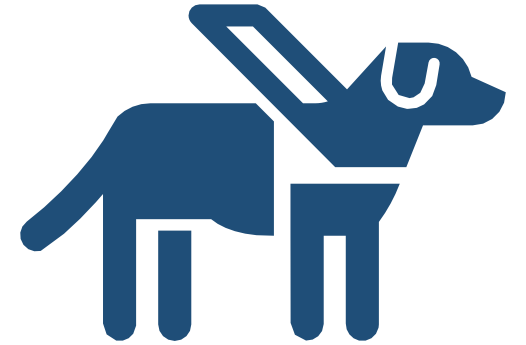
Assistance dogs can accompany patients to their appointment and where appropriate are able to accompany a patient during the appointment. We ask that you please bring a chaperone with you.



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 and evac chair 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 Devonport
[Inclusive Access Guide please contact pdse-](#)
info@plymouth.ac.uk or speak to a member of
our team.

