

# Inclusive Access Guide

## Exeter 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



Exeter Dental Education Facility, Veysey  
Close, Topsham Road, Exeter, EX2 4SG

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:

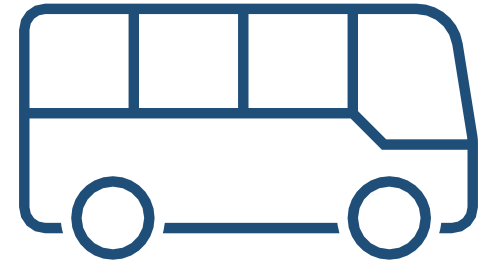
The Exeter Dental Education Facility is located close to the city centre in Vesey Close, which is a short distance off Topsham Road.

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

**able.lots.living**



## Travel:



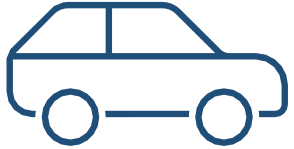
There are regular bus services to and from the surrounding area. Buses will stop on Topsham Road and Barrack Road which is approximately a 5-to-10-minute walk from the facility.

To access the facility from the bus stop requires travelling through Vesey Close which is paved and does have a slight incline.

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

<https://bustimes.org/localities/exeter-city-centre>

# Parking:



Free parking is available in the onsite car park. The main car park in front of the building is smooth tarmac and predominantly level. There is adequate space for patients to be dropped off at the main entrance, please approach the barrier then use the intercom to gain entrance.



There are 2 disabled parking bays close to the main doors of the facility (approx. 7m 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.





# Parking:



A dementia friendly parking space is also available for our patients. This space can be found just after the barrier on the left.





# 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 150cm for the main door and 120cm 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:

Immediately on entering the facility reception is to your right. 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 has a cut out area which is 73cm at the lowest point.

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 immediately beyond reception. This has 25 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 32 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.

## Lifts:

The lift and stairs are directly in front of the main doors. The lift is well lit, with buttons within the reach of wheelchair users. There is an audible announcement of direction and when floor is reached and an alarm. There are also stairs from the waiting area to the first floor.



## Toilet Facilities:

On the ground and first floors there are male, female and accessible toilets.

These are all easily reachable with no ramps or stairs.





## 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.



# 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



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## Clinical Bays / Treatment Areas:

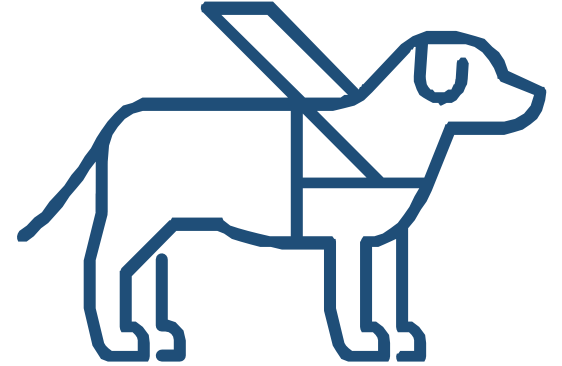
Treatment areas can be accessed directly from the waiting area through doors approximately 90cm aperture. These are arranged in 4 bays with 8 chairs in each bay. The flooring is level and smooth.

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## 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



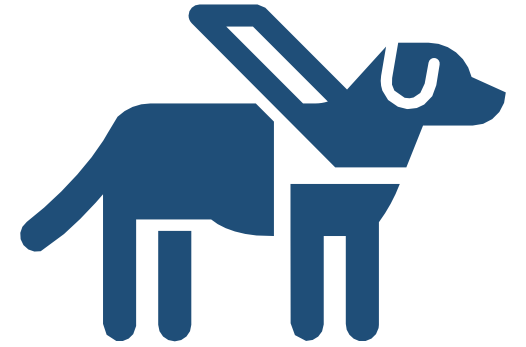
Assistance dogs can accompany patients to their appointment and where appropriate are able to accompany a patient during the appointment. We ask that you please bring a chaperone with you.



**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 Exeter  
Inclusive Access Guide please contact [pdse-  
info@plymouth.ac.uk](mailto:pdse-info@plymouth.ac.uk) or speak to a member of  
our team.

