



Accessibility Statement

Updated May 2026

Persona Care and Support Ltd
Grundy Centre
Wellington Road
BL9 9AH
0161 253 6000
info@personasupport.org
www.personasupport.org.uk

REACH Retreat accessibility statement

We want REACH Retreat to be as accessible as possible for everyone. If you have any questions or you would like to suggest a change to us, please email us at info@personasupport.org.

Accessible features

Step-free, clear access

- wheelchair-accessible lodge with no steps. Low profile door thresholds wide enough to accommodate wheelchairs.
- secure wraparound decking with wire grip on ramp from car parking area to front door.
- off road car parking area for up to two cars.
- double patio doors with low-profile threshold.
- level, tarmacked roads and footpaths around the leisure village.
- space in utility room to charge an electric wheelchair
- bright overhead lighting in all rooms
- no rugs or carpets in the lodge.

Wet rooms

- two wheelchair accessible wet rooms with grab rails and step-free shower areas with waterfall and removable shower heads.
- waterproof wheelchair/commode with lap belt.
- absorbent shower mats and mops provided.
- main wet room off hallway has right side transfer for WC.
- ensuite wet room has left side transfer for WC.

REACH Retreat accessibility statement

Bedrooms

- single bedroom with space for a wheelchair to access the bed and the ensuite wet room.
- single bedroom has a low-profiling bed on castors, removable padded bumpers and adjustable head, foot and knee sections. Mobile hoist. En-suite wet room.
- both double bedrooms have more limited floor space for a wheelchair although are still accessible to a mobility walker.
- the double bedroom nearest the living area has a larger floor area beside the bed for wheelchair access.
- the double beds and sofa bed have low clearance and may not accommodate a hoist.

Kitchen and living area

- open-plan lounge, kitchen and dining area leading onto outdoor decking.
- two low sofas with low floor clearance, may not be suitable for a hoist.
- two knitted footstools, may be a trip risk for guests with impaired vision. Space to store these in utility room.
- one wing backed armchair with high clearance, can accommodate a hoist. Legs/feet will also accommodate your own risers if needed.
- step by step instructions with photos for heating system, living room fire and showers.
- FAQ welcome guide with emergency contact details and things to do in the area.
- keys are colour-coded.

REACH Retreat accessibility statement

Outside the lodge

- shallow layer of gravel in the car parking area.
- a wraparound decking area runs up the ramp from the car parking area to the front door and patio doors. The decking area is secured by waist height railing with narrow gaps on two sides of the lodge and a gate with a bolt near the car parking area. A very small dog could potentially fit through the railing gaps.
- ramp has wire grip attached.
- decking area is not specifically nonslip material. It could be slippery when wet or icy.
- movable outdoor dining table with six chairs.
- movable, low outdoor seating with two-seater sofa, two armchairs and coffee table. Low floor clearance; may not be suitable for a hoist.

Facilities at the leisure village

- wheelchair access to bar/bistro and gym/pool which also has a disabled changing room.
- swimming pool features a chair hoist.
- level, tarmacked or paved paths around the village with ramps and low threshold bars to facilities.