

## Accessibility Guide for Smile Together CIC Falmouth Health Centre



### Find Us

<p><b><u>Address</u></b> <b>Falmouth Health Centre</b> Trevaylor Road Falmouth TR11 2LH</p> <p><b><u>Telephone</u></b> <b>0333 405 0290</b></p> <p><b><u>Email</u></b> <b><a href="mailto:smile.together@nhs.net">smile.together@nhs.net</a></b></p>	<p><b><u>Opening Times</u></b></p> <table><tbody><tr><td>Monday</td><td>08.30-17.00</td></tr><tr><td>Tuesday</td><td>08.30-17.00</td></tr><tr><td>Wednesday</td><td>08.30-17.00</td></tr><tr><td>Thursday</td><td>08.30-17.00</td></tr><tr><td>Friday</td><td>08.30-16.30</td></tr><tr><td>Saturday</td><td>Closed</td></tr><tr><td>Sunday</td><td>Closed</td></tr></tbody></table>	Monday	08.30-17.00	Tuesday	08.30-17.00	Wednesday	08.30-17.00	Thursday	08.30-17.00	Friday	08.30-16.30	Saturday	Closed	Sunday	Closed
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spaces available to the rear of the building. The dental department is then accessible via a slope. There is no fee to park in this car park. There is adequate space for patients to be dropped off at the main entrance to the dental department.

### Outside Access from the Car Park



There are two automatic doors at the main entrance with no steps or kerbs. The first set of doors are automatic. The second set are operated from reception via an intercom system.

### Inside Access



Just to the left of the waiting area is the clinic entrance. This door opens wide to accommodate wheelchairs and mobility scooters. There are hearing loops available for those who need assistance with hearing.

## Reception



There is no designated reception for the clinic. Please ring the bell on the clinic door and make yourself comfortable in the waiting area. A member of the team will then come out to assist you.

## Waiting Room

The waiting room is just inside the main entrance. It is well lit and has level vinyl covered floor.

There are ample chairs with arm rests and space for wheelchairs.

## Treatment rooms

Treatment areas are accessed directly from the waiting area.  
The treatment areas have level vinyl covered floors.  
X-rays can be accessed by wheelchair users within the surgeries.



## Toilet Facilities



There are accessible toilets. These are approximately 30 metres from the waiting area.  
These are all easily reachable with no ramps or stairs.

## Additional Information

Patient letters can be made available in other formats such as large print on request (please speak to a member of the dental team).

All Smile Together team members have disability awareness training.

Interpreters can be provided with appropriate notice.

### **Assistance dogs**

Assistance dogs are welcome in all dental clinics. Dogs can remain with their owner in the waiting area. When called into clinic, assistance dogs can be taken into the dental surgery while treatment takes place.

A nurse or member of the team will support and guide the patient into the treatment bay, remain with them throughout treatment and guide them back to the waiting area on completion.