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Provision of assisted accessible toilet facilities/Changing Places in multi-occupancy buildings. Guidance for occupational therapists.

A Closomat White Paper

April 2021

There are a number of reasons why someone may need to use an accessible toilet or changing facility and it is important to recognise that legislation supports access for all and not just those with a perceived disability.
Legislation and good practice documents are in place to support accessibility across the spectrum of need.



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Building Regulations Approved Document M (buildings other than dwellings) 2015.

Part 2 of Doc M outlines the statutory guidance for the access to and use of buildings other than dwellings.

Public/communal areas:

In principle suitable sanitary accommodation should be available to everybody, including wheelchair users, ambulant people with another form of disability, people with babies or people carrying luggage.

Sanitary accommodation needs to address issues for people with visual or hearing impairments, people with learning difficulties, people with limited dexterity and people whose lack of tactile sensitivity can cause them to be injured by touching hot surfaces for example.

Toilet accommodation needs to be suitable not only for people with a disability but for all people who use a building or public space.

For wheelchair users, a self-contained unisex toilet is the preferred option, as it allows a partner or carer of either sex to give assistance.

Wheelchair-accessible unisex toilets should always be provided in addition to separate gender accessible facilities. Even if space for only one toilet in a building, it should be of wheelchair accessible unisex type.

Wheelchair users should be able to approach, transfer to and use the toilet facilities and should not have to travel more than 40m to reach a suitable toilet.

In large building complexes, there should be one wheelchair-accessible unisex toilet capable of including an adult changing bench. There should also be an enlarged toilet cubicle for people who need extra space, and considerations should be given to installing a fold-down changing table.

Any wheelchair-accessible washroom should have at least one lower washbasin with the rim set at 720-740mm, one urinal with a rim no higher than 380mm and grab rails. The toilet should be able to accept a variable height toilet seat riser.

Example of a unisex wheelchair-accessible toilet with corner WC facility.

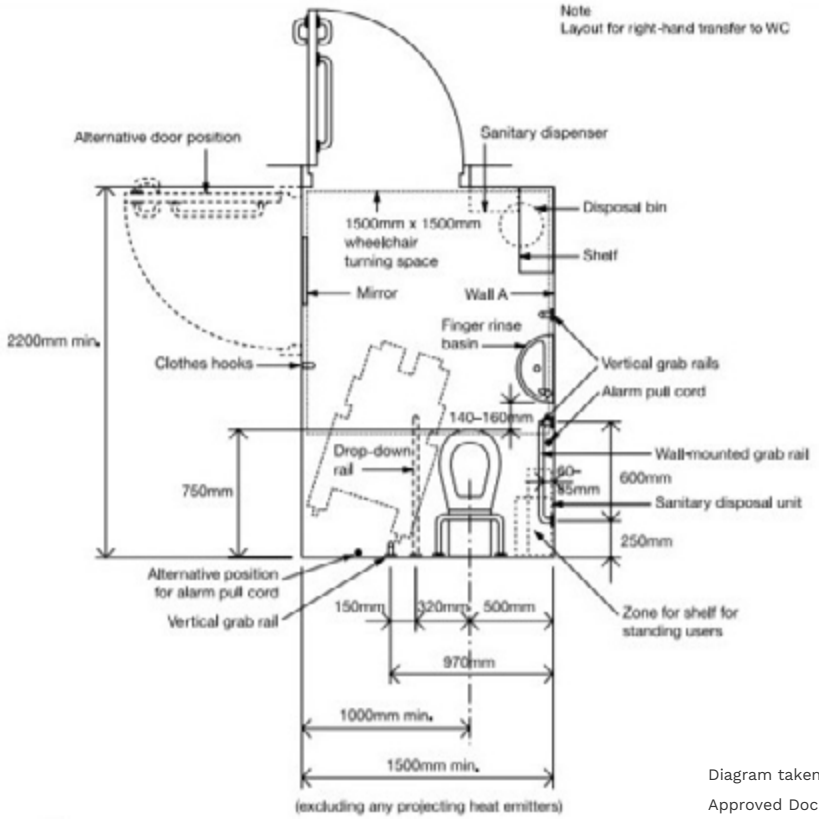


Diagram taken from HM Government Document: Approved Document M 2015 Edition

If shower facilities include a toilet, ideally a choice of left and right transfer layouts should be provided; if just one is provided, it should be right-hand transfer.

Under Document M, it is 'desirable' to include a Changing Places toilet in addition to a conventional wheelchair-accessible toilet, in any building where numbers of the public have access or spend periods of time. See section on BS8300-2:2018 for further guidance.

A unisex accessible toilet (minimum 2.2m x 1.5m) should be located as close as possible to the entrance and/or waiting area of a building. Unisex accessible toilet accommodation should be provided near to bedrooms designed for wheelchair users if the general sanitary arrangement for standard bedrooms in a hotel is not en-suite.

Sleeping accommodation:

Wheelchair-accessible bedrooms should give the wheelchair user the ability to access and conveniently use toileting facilities. En-suite sanitary facilities are the preferred option for wheelchair-accessible bedrooms. Wheelchair users should be able to access other bedrooms, to visit family for example.

There should be at least one wheelchair-accessible bedroom for every 20 bedrooms. There should also be available a bathroom AND shower room for independent use, incorporating an accessible toilet.

BS8300-2: 2018 Design of an accessible and inclusive built environment.

This good practice guidance applies to buildings that require bathing facilities, such as hotels, motels, nursing or residential homes, hostels and halls of residence.

There should be an en-suite with corner toilet for independent use: ideally both left – and right-hand transfer options are provided; if only one is included, it should preferably be right-hand transfer.

Where space is limited – for example, in small business premises, the provision of a single accessible toilet compartment of unisex design instead of separate-sex facilities caters for all needs with less demand on space.

Accessible bedrooms should always be provided with en-suite toileting facilities if the general sanitary arrangement in the multi-occupancy building adopts an en-suite approach for any other standard bedrooms. This includes all building types that require permanent sleeping accommodation for disabled people, including hotels, motels, nursing, residential and care homes, university and college halls of residence.

Ceiling track hoist system.

A ceiling track hoist system, for transfers between a wheelchair, bed, chair, shower or bath and toilet, can provide the required support to assist a person to move between different locations and potentially reduce transfers.

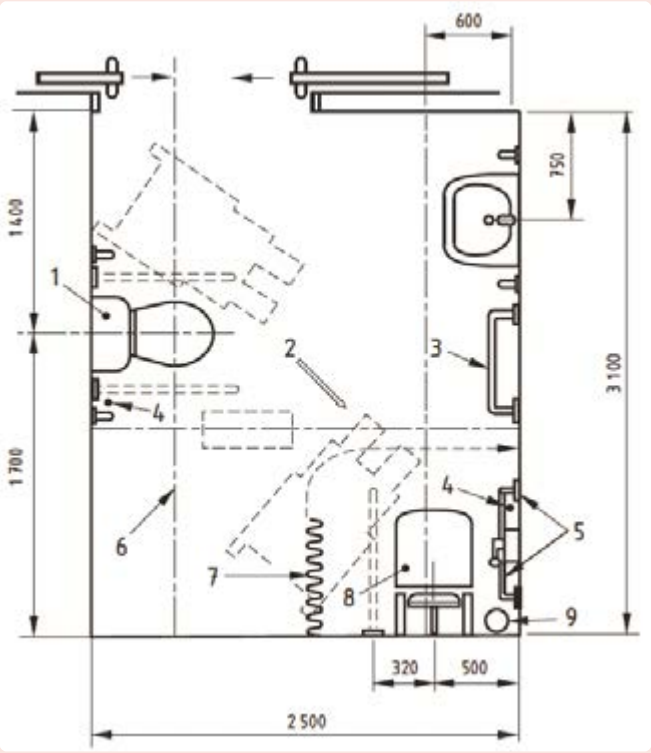
En-suite facilities should be the preferred solution where there is no such approach, as disabled people might have difficulty moving from one room to another.

If such a solution is not possible, the sanitary facility and the bedroom should provide separately the same degree of accessibility and be located close to one another.

It can be advantageous for some accessible bedrooms to have a connecting door to an adjoining room for use by an assistant or family member.

The standard lays out specific recommendations for hotels and student accommodation.

Example of an en-suite facility shower room with ceiling track hoist.



Note 1: Example shown is for right-hand transfer to shower seat.

Note 2: The overall dimensions shown exclude such items as heat emitters and boxing in of pipework, and adjustments in room size will be needed to accommodate these items.

Key/Specification

① • Peninsular WC with close-coupled cistern.
② • Fall to floor drain no steeper than 1:50.
③ • Towel rail.
④ • Alarm pull cord.
⑤ • Vertical and horizontal grab rails.
⑥ • Full room cover track hoist system (or alternative system giving similar access to all sanitary fittings).
⑦ • Shower curtain.
⑧ • Tip-up shower seat
⑨ • Floor drain.

En-suite shower room with ceiling track hoist diagram courtesy of BSI.

2.2 Hotel bedrooms

Accessible bedrooms should always be provided with en-suite accessible sanitary facilities, including a toilet, basin and shower (or bath) if en-suite facilities are provided for any other bedrooms.

The minimum provision of accessible bedrooms as a percentage of the total number of bedrooms should be:

- One room or 5%, whichever is the greater, with a wheelchair-accessible en-suite shower room for independent use.
- A further one room or 1%, whichever is the greater, with a tracked hoist system and a connecting door to an adjoining (standard) bedroom for use by a carer.
- One room or 5%, whichever is the greater, with an en-suite shower room to meet the requirements of people with ambulant mobility impairments.

A further number of bedrooms to make up a total provision of 15% of all bedrooms should be large enough for easy adaptation to accessible bedroom standards (with en-suite facilities) if required in future and be structurally capable of having grab rails installed quickly and easily.

Student accommodation.

In student accommodation, the minimum provision of accessible bedrooms as a percentage of the total number of bedrooms should be:

- One room or 4%, whichever is the greater, that are wheelchair accessible.
- One room or 1%, whichever is the greater, with a tracked hoist system, and a connecting door to an adjoining (standard) bedroom for use by a carer (see figure on page 8).
- 5% easily adaptable wheelchair accessible rooms for independent use.

A ceiling track hoist system that covers the entire room, gives the greatest flexibility of use.

It makes the best use of the available space and improves a person's privacy and independence by allowing transfers to be made within the shower/bathroom/en-suite, if required.

Changing Places.

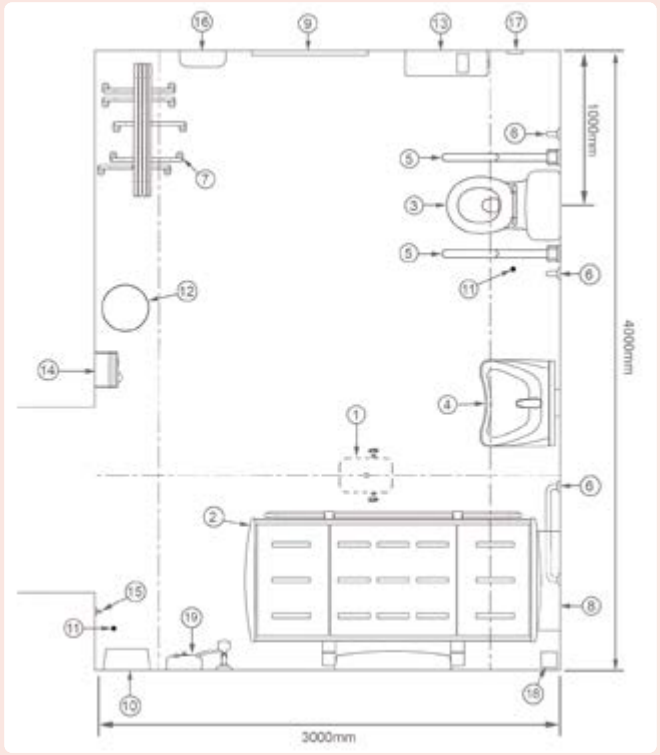
BS8300-2-2018 states that Changing Places Facilities should be provided IN ADDITION TO a conventional wheelchair-accessible toilet.

They should be a standard inclusion in all publicly accessible buildings, for example, arenas, motorway services, hospitals and transport hubs.

A Changing Places toilet room provides a minimum 3m x 4m, to accommodate the wheelchair user and up to two carers, plus additional fixtures including an overhead track hoist, adult-sized changing bench and privacy screen.

Example of fittings and accessories in a Changing Places facility.





Key/Specification

① • Full room cover overhead track hoist system (CP XY 1).
② • Height adjustable adult-sized changing bench (CP CB 3-7).
③ • WC (CP WCLL 1).
④ • Height adjustable wash basin (CP WBB 1-6).
⑤ • Drop down rails (CP DDR 1).
⑥ • Vertical/horizontal grab rail (CP GR 1).
⑦ • Retractable privacy curtain/screen (CP WS 1).
⑧ • Wide paper roll dispenser for use on the changing bench (CP PD 1).
⑨ • Full length mirror (CP M 1).
⑩ • Paper towel dispenser.*
⑪ • Alarm pull cord.*
⑫ • Waste disposal bin.*
⑬ • Large sanitary disposal bin.*
⑭ • Manually operated hand-dryer.*
⑮ • Two clothes hooks, at 1051mm and 1400mm above the floor.*
⑯ • Sanitary towel dispenser.*
⑰ • Alarm reset button.*
⑱ • Floor drain.*
⑲ • Shower (Optional).*

*supplied by others

Note 1: Provision of a wash/dry type WC can enable greater independence and dignity for users.

Note 2: Provision of a shelf can be beneficial for users.

The Equality Act 2010 replaces the Disability Discrimination Act.

Under this legislation, service providers have a duty to make reasonable changes – including to the built environment – where a disabled customer or potential customer would otherwise be at a substantial disadvantage; previously, such changes were only required if it would have been impossible or unreasonably difficult for the person to access or use the service.

The Equality Act 2010 requires that service providers must think ahead and take steps to address barriers that impede disabled people, making appropriate adjustments.

The statistics demonstrate potential positive impact of having accessible facilities can have on the community:

- On average a person visits the toilet 8 times each day.
- One in five of the population in England and Wales – have a form of disability that impacts on their daily life (ONS 2015).
- The number of students with a disability in higher education has risen to 16.2%. This is an increase of 36% since 2014/15 (Hubble and Bolton, 2020).
- 1 in 10 people is affected by bowel incontinence at one time in their life (RCN, 2020).
- Over 35 million people in the UK are overweight or plus sized (Cancer Research UK, 2019), which makes reaching parts of their body difficult for toilet hygiene and can cause an increase in urinary frequency (through diabetes).
- There are over 1.2 million wheelchair users in the UK (NHS England, 2021).
- Groups that include a person with a disability spend £15.3 billion per annum on tourism and travel in the UK. (Visit Britain, 2018).

This does not even take into consideration the millions of parents/guardians with pushchairs, people with sensory needs and many other groups who require accessible spaces.

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We're specialists in helping people with specific toileting needs.

We invented the Wash and Dry toilet over 60 years ago, and tens of thousands of people use our products every day to help them live their best lives. So we can say, with confidence, that we understand the needs of users better than any other manufacturer and we use this unrivalled knowledge to determine what is important (and what is not!).

We help OTs build specifications every day, and we can be there for you whether you need us on site with you to help determine the best possible solution for your client, or we can do this remotely, should access not be possible for clinical reasons.



Our products have been designed in consultation with healthcare professionals and have a range of clinical, health and well-being benefits.

We know that everyone is different, even if they have the same disability or condition. That's why we ensure our products are customisable in thousands of ways. This may seem complicated; but it isn't. It simply means that we can support you whatever your client's requirements are at the time of specification or into the future.



We’re the only specialist UK-based manufacturer of Wash and Dry Toilets.

We have our own service team and our own engineers, meaning that we can ensure a consistent and expert back up service for our products, for you, and for your clients.

We understand that our products provide a much-valued level of independence, which is relied on every day. As such our in-house service team are on hand to maintain, repair and adapt your toilet for as long as your client needs it.



DESIGNED AND BUILT IN BRITAIN

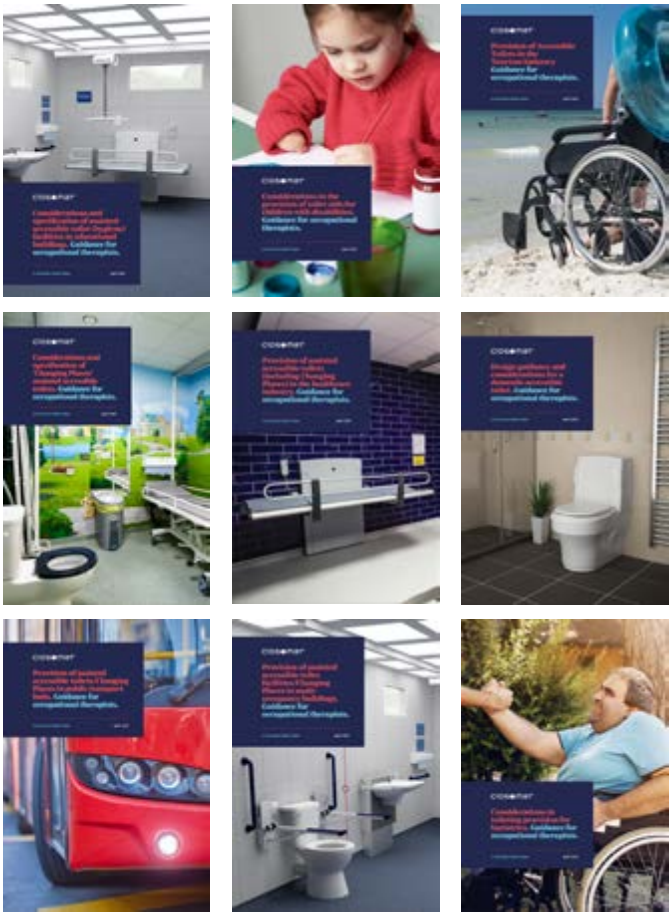
We hope that you have found this white paper informative and that it has given you a good overview of what needs to be considered when you are building a specification for your clients with toileting needs.

This white paper is part of a series available at: www.closomat.co.uk.

In these white papers we've covered what you should keep in mind, with particular importance being given to the needs of the user.

If you require any further support, such as more detailed technical data, or help with specifications then please get in touch (details on the following page).





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