



# Little Moreton Hall

## Access Statement

Iconic timber-framed Tudor manor house with a small garden

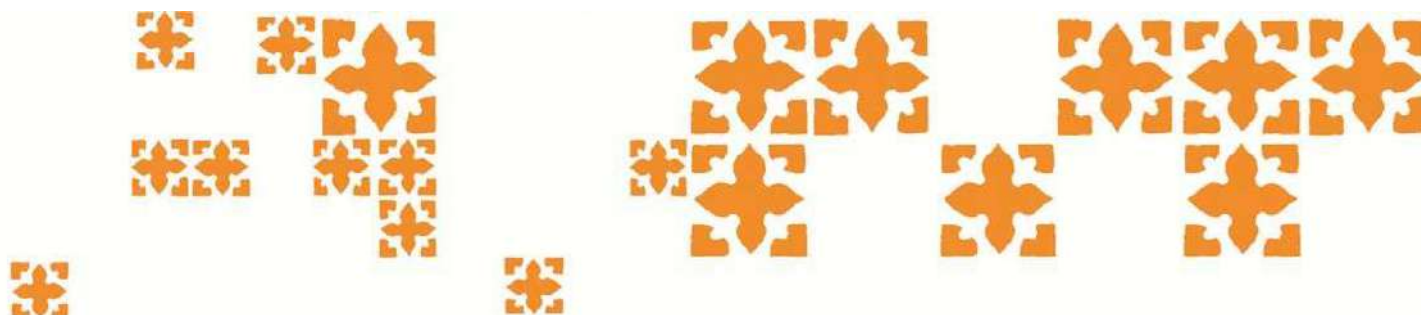
Little Moreton Hall, Newcastle Road, Congleton, Cheshire, CW12 4SD

T: 01260 272018

E: [littlemoretonhall@nationaltrust.org.uk](mailto:littlemoretonhall@nationaltrust.org.uk)

### Points to note

- Our staff and volunteers will do everything they can to ensure that you enjoy your visit. If you feel that it would be useful to contact the property in advance of a visit to discuss specific access requirements, please do so.
- Assistance dogs are welcome throughout the property, including in the Hall and garden. There is a water bowl on the bridge at the entrance to the property.
- There is a cobbled courtyard which can be difficult for wheelchairs.
- Spiral staircases are steep and narrow and there are some low doorways and beams.
- Light levels can be low in some areas of the building, where there are no artificial lights.
- The Fire Alarm is a loud, continuous bell sound . Fire marshals will assist you in the unlikely event that evacuation is necessary but please let us know if you think you may need any extra help.
- Please note that mobile phone reception is poor across the site.
- Powered mobility vehicles are not permitted inside the Hall, but you can borrow a manual wheelchair. If you can, it is best to call us in advance to reserve one as we have a limited number available.



## Arrival & parking facilities

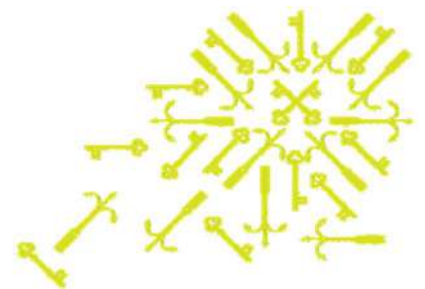
- The Hall is located on the A34 between Congleton and Scholar Green and is signposted from both places.
- Parking bays next to the Visitor Reception entrance are available for visitors who are Blue Badge holders. The surface in this first section of the car park is tarmac.
- There is an overflow car park approximately 80 metres from Visitor Reception. The middle section of the car park and the overflow have crushed stone surfaces.
- The distance to the property from the car park is approximately 100 yards on level ground. It is possible to drop off visitors at the front door if required.
- There is not a transfer vehicle but manual wheelchairs are available to borrow from Visitor Reception. We recommend calling us to book a wheelchair in advance of your visit.
- Please tell us when you arrive if you will need any help in an emergency evacuation so that we can discuss how best to assist you.

## Entry fees

- Our admission policy admits the necessary companion, or carer, of a disabled visitor free of charge, on request, while the normal membership, or admission fee, applies to the disabled visitor.
- To save having to request a companion's free entry an Access for All Admit One Card can be issued by our Supporter Services Centre. This card is made out in the name of the disabled person, not the companion's, so there is not a restriction to taking the same person on each visit.
- To request an Access for all Admit One Card, please either email our Supporter Services Centre ([enquiries@nationaltrust.org.uk](mailto:enquiries@nationaltrust.org.uk)) or phone them on 01793 817634. They will need the name and full postal address of the disabled person.

## WCs

- We have an accessible toilet at the property located outside Visitor Reception. It is left hand transfer.
- The accessible toilet has baby changing facilities and a bin for nappies and hazardous waste.
- We do not currently have adult changing facilities.
- The toilets at the visitor reception building (including the accessible toilet) are lit by fluorescent lighting and have automatic hand dryers.
- The toilets at the Hall are lit by LED lighting. The gents' toilet has an automatic hand dryer and the ladies' toilet has paper towels.



## Visitor Reception

- The Visitor Reception is located in the car park.
- There is a very slight slope leading up to the entrance door. The entrance door is 1 metre wide. The entrance door opens outwards. It opens manually and staff can assist if needed.
- The Visitor Reception is in a large room with vinyl floors, a high ceiling and no soft furnishings, therefore sounds can echo. There is some natural light and the area is lit with LED lights.
- There are no chairs available in the building, but there are benches outside.
- The reception desks are 77cm high.
- There is an induction loop at the till furthest to the left.
- We have manual wheelchairs available for loan.
- We have braille and large print guides available for loan.

## Hall

- The Hall is located approximately 100 yards from Visitor Reception.
- There is a concrete approach to the Hall, then a stone bridge at the entrance, after which visitors encounter a cobbled courtyard.
- Unfortunately we cannot allow powered mobility vehicles inside the Hall due to space restrictions and the wear and tear on the building. You can request a manual wheelchair at the Hall entrance if you haven't already picked one up from Visitor Reception.
- The ground floor rooms (apart from the Exhibition Room and Chapel) can be reached without encountering steps. We have a portable ramp to allow access to the Chapel; just ask the member of staff on the bridge if you require this.
- The doorways on the ground floor are wide enough for a wheelchair to pass through. There is sufficient space to turn a wheelchair easily in the ground floor rooms. Wheelchairs can't come out of the Exhibition Room (there is a small step) so they need to turn and go back the same way.
- Floor surfaces in the Hall vary from flagstones to polished wood and floors are uneven in some rooms.
- A virtual tour is available on the ground floor for those unable to use the stairs.
- The upper floors of the building are reached by steep spiral staircases with handrails.
- There are low and narrow doorways on the upper floors. Some floors are very uneven and some rooms (particularly the Gallery Chamber) can be disorientating.
- Light levels can be low, especially on staircases. There is LED lighting in certain areas.
- All rooms are bare of soft furnishings (e.g. carpet, wall hangings) which can cause echoes.
- There are seats for visitors to use around the house (without armrests) and benches in the courtyard.
- There are roving volunteers in the South Range, who are happy to help and answer any questions.
- Our guided tours take place on the ground floor only and are wheelchair friendly. All of our tour guides carry radio hearing loop systems; let them know if you would like to use this facility.



Above: The distance from the Visitor Reception to the Hall is approximately 100 yards on even ground.

Below: The cobbled courtyard is uneven.





## Catering

- Our catering facilities are located in the Hall. Visitors have to cross the cobbled courtyard to gain access. The entrance to the Little Tea Room is level and there is a slight slope up into Mrs Dale's Tea Room.
- The entrance doors to Mrs Dale's Tea Room and the Little Tea Room are wide enough for a wheelchair to pass through. They open inwards and staff can assist with opening the door if needed.
- Both tea rooms are lit by LED lighting.
- Both catering outlets are small, but we always do our best to accommodate wheelchair users, moving chairs if necessary.
- Mrs Dale's is waitress serviced. The Little Tea Room is counter service, but our staff will be more than happy to assist you by bringing refreshments to the table.
- Our menu is in clear, legible font and staff can assist in reading the menu if needed.
- We have large handled cutlery, double handled mugs and straws available.

## Retail

- Our shop is located in the visitor reception building in the car park.
- The shop is in a large room with vinyl floors, a high ceiling and no soft furnishings, therefore sounds can echo.
- There is some natural light and the area is lit with LED lights.
- There is not a great deal of circulation space between the display stands.
- We have an induction loops at the till point furthest to the left.
- Staff are more than happy to assist by reaching for items that are high up on the shelves.
- There is a large print version of the price list.



Shop



Little Tea Room

## Garden

- The majority of the garden can be reached without encountering steps, but there are some steps (without handrails) to access the moat path and the Knot Garden.
- The garden is surrounded by the moat.
- The paths are graveled and there is a grassed orchard.
- The paths in the garden are level and there are no gates.
- The moat path is narrow, particularly on the west side, and can be slippery in wet conditions.
- There are a number of benches, mostly in the orchard.
- The stone path into the Hall via the back door (from the Knot Garden) can get very slippery when it's wet.

## Feedback

The team at Little Moreton Hall is committed to improving access, facilities and enjoyment for everyone who visits our property. If you have any ideas or suggestions on how we might make further improvements, please don't hesitate to contact us. Our staff will be delighted to assist.

July 2019

