

Rufford Old Hall Access Statement

200 Liverpool Road
Rufford
Ormskirk
Lancashire
L40 1SG
T: 01704 821254
E: ruffordoldhall@nationaltrust.org.uk

This Access Statement is available from Reception in large print.

1. Introduction

Rufford Old Hall is located in Rufford on the A59. The magnificent timber framed house was built by the Hesketh family in the 1530's, with later additions between 1662 and the 1820's. The family gave the property to the National Trust in 1936.

The property has level access externally with car park and blue badge parking adjacent to the reception/estate building. The ground floor reception and shop have level access. The disabled toilet has level access via an historic central cobbled courtyard, which is uneven.

The tea room has a step to the main door but staff can arrange ramped or level access through alternative entrances on request. (Please press the bell at the Tea Room door and a member of staff will come to help you.) Most of the ground floor of the House and Hall is accessible via level access through the Great Hall doors and a portable ramp on request.

Visitor Services staff will provide information about accessibility and will arrange for manual wheelchairs to be made available without charge (limited number available). Room guides in each room in the House will be able to provide more information about the House, its history and collection.

NB Motorised wheelchairs – because of the limited space available in the house which does not provide adequate turning circle space, the Great Hall and the Dining Room (via ramp) are the only rooms accessible by motorised wheelchairs.



A limited number of manual wheelchairs are available for you and your carer to borrow free of charge. These smaller manual wheelchairs will make most of the ground floor of the House accessible to you.

Printed souvenir guide books are available from the Entrance Hall in the House or the shop.

We look forward to welcoming you. If you have any queries or require any assistance, please phone 01704 821254 or email: ruffoldhall@nationaltrust.org.uk.

Mobile phone reception is good throughout the property.

If you need to contact a member of staff in an emergency, please dial:

01704 821254

or

999 for emergency services.

Alternatively, please go to the shop or tearoom where there will always be a member of staff who can direct you to help.

Assistance dogs are welcome on site. There is a dog water bowl in the central courtyard area.

The general policy for non-assistance dogs is that well behaved dogs on leads are welcome in the woodland by the car park and in the courtyard. Please do not bring non-assistance dogs into the formal garden or inside the buildings. Thank you.

Light levels can be low in the House for conservation reasons.

2. Arrival & Parking Facilities

For full details of how to reach us, please visit our website:

www.nationaltrust.org.uk/ruffoldhall

Our Postcode is: L40 1SG

Parking – there are 4 clearly marked Blue Badge bays, designated for the use of disabled visitors in the main car park, approximately 30 metres from reception. The car park surface is gravel and is uneven. It is not lit at night unless there is an organised event on e.g. theatre production.

Visitors can be dropped off by the path to reception if the designated Blue Badge parking bays are full. One route is level (gravel path), the other is paved and has a slight slope.

Manual wheelchairs - there are a limited number of manual wheelchairs which can be borrowed free of charge.

Motorised wheelchairs – because of the limited space available in the house which does not provide adequate turning circle space, the Great Hall and the Dining Room (via ramp) are the only rooms accessible by motorised wheelchairs. A limited number of manual wheelchairs are available for you and your carer to borrow free of charge. These smaller manual wheelchairs will make most of the ground floor of the House accessible to you.

Train – the nearest railway station is Rufford, which is 0.5 miles away (a 10 – 15 minute walk).

Bus – the nearest bus stop is a couple of minute's walk from our main entrance – ask the bus driver for the Rufford Old Hall stop on Liverpool Road. There is no seating or shelter at the bus stop.

Entrance Drive and paths – the main drive is tarmacked and level. Paths around the property have a firm gravel surface which can be slightly slushy in wet weather. The central courtyard is cobbled and uneven. The tea room, shop and all toilets are accessed via the cobbled courtyard.

The canal-side path has a gravel and earth surface, and tree roots can be trip hazards.

3. WCs

One accessible toilet (unisex) is located across the cobbled courtyard from the tearoom and courtyard entrance. The room measures 1.6 m wide x 2.2m long. There are horizontal rails either side of the toilet, one being a rail fixed to the wall on the left of the toilet when facing it. There is a handrail fixed to the back of the toilet room door and a vertical rail on the wall at the side of the hand basin.



There is a hand basin but there are no adult Changing Places facilities. The room is lit by artificial fluorescent light bulbs.

All toilets, both accessible and non-accessible, have automatic hand driers.

4. Visitor Reception

Visitors are welcomed at the kiosk in the car park, but there is a reception room which houses leaflets and the second hand book shop. This room is carpeted with a wooden desk and wooden book cases.

The reception room door is 80cm wide and is manually opened – but it is usually propped open when visitors are on site. The door opens inwards. Inside there is a reception desk which is 101cm high and a reception table which is 72 cm high.

Visitor services staff are available to assist as required – please ask at the car park kiosk.

There is a lot of natural light in the room, but there are also fluorescent light bulbs too.

There are a two chairs in reception which both have arm rests.

There are Induction Loops in Reception, Tea room, Shop and Entrance Hall of the main house.

There are two manual wheelchairs available to borrow, free of charge.

Carers who accompany disabled National Trust members are admitted free of charge.

5. House

The main House entrance hall is approximately 120 metres from the car park.

Outside the House, the paths are a mixture of firm gravel and paving – please be aware that the gravel can become slushy in wet weather.

There is a cobbled courtyard from which the toilets, the Tea Room and Shop are accessed.

To avoid the cobbled courtyard to access the garden, please walk on the grass around the Tudor Great Hall, where there is level access. In wet weather the grass can become muddy.

Once inside the House, the floor surfaces are mainly wooden, some stone flags, and some areas are carpeted.

Entrance Hall - the door to the Entrance Hall is manually operated – it is propped open in fine weather. It is 110cm wide. There is one step down to access the Entrance Hall with an immediate right turn into the room. To go further into the House, there are 6 steps to a corridor and other rooms.

There is always a team member in the Entrance Hall who will be able to direct you to help if required.

Accessible route – please tell staff at the car park kiosk or Reception if you will need an accessible route into the House. You will be directed to a level entrance to the Great Hall (across the cobbled courtyard, a firm gravel path and then a paved route). Once in the Great Hall, the floor surface is comprised of flag stones and is uneven.

From the Great Hall, we have portable ramps which will enable manual wheelchair users to access the ground floor of the House. (There are two steps from the Great Hall to access the Dining Room and Ante Room and two steps to move to other rooms on the ground floor. The ramps cover these steps.)

Great Hall – the Tudor Great Hall has no soft furnishings and so the hard surfaces could cause sound echoes. The lighting is largely natural.

Lighting – lighting levels are low inside the House because of the need to protect the collection.

There is limited natural light, with low artificial lighting (fluorescent light bulbs).

Staircase – there are 12 steps to a first half landing with a left turn. Three further steps to the Sitting Room. 6 steps then take you to the first floor Drawing room, Bedroom and Dressing Room. There is a handrail to the left along the full staircase. Seats are available in the Sitting Room and at the bottom of the staircase.

Small Rooms – the Study and School Room on the ground floor may be difficult to turn any wheelchair around in easily.

Seats – there are seats for visitors to use throughout the House.

Volunteers – there are volunteers on each floor of the House who will be able to tell you about Rufford and direct you to help should you need it. They can also direct you to information sheets (also in large print) in each part of the House if you prefer to find out information for yourself.

Induction Loop - there is an Induction Loop in the Entrance Hall.

Talks – each day the volunteers offer a series of 15 minute talks about different features in the House. These usually take place in the Great Hall. The talks will be signposted outside the House.

Large Print Guides – please ask in the Entrance Hall for the large print guide to borrow as you tour the House.

Powered wheelchairs and mobility vehicles – if you would like to check whether your powered wheelchair or mobility vehicle will be suitable to access the House, please contact us prior to your visit. We will do our best to answer your questions. Alternatively, please ask on arrival if you would like to borrow a manual wheelchair free of charge.

Where can I wait? – if you don't want to do the same amount of the visit as other members of your party, please feel free to use any of the seats on the ground floor of the House to wait. If you are able to use the stairs, there are comfortable armchairs and sofas in the Sitting Room (half way up the staircase) with newspapers and magazines to read and a jigsaw to do.

6. Catering

The tearoom is approximately 50 metres from the main car park.

The main tearoom entrance is accessed via a firm gravel path to the cobbled courtyard and has one step up with a turn left into the room.

If you would prefer level access, please let us know via the car park kiosk and we will direct you.

Alternatively, please press the bell at the main tearoom entrance and a team member will be able to arrange level access via a paved path for you.

The main entrance door is 80cm wide, and the alternative level access door is 82cm wide. Both doors are manually operated, but staff are always available to help if you need it.

There is some natural light, but there is also artificial fluorescent lighting in the tearoom.

The floor is paved with flag stones which are uneven.

Your tearoom order will be taken at your table and will be delivered to you at your table. There is limited space around some of the tables, but the staff will be able to help you by rearranging chairs if necessary.

Large print menus and straws are available.

7. Retail

The Shop is approximately 10 metres from the main car park.

It can be accessed either via the firm gravel surface of the car park or via the cobbled courtyard.

Both entrances to the shop are 76cm wide. Once inside, the flooring is a mixture of flag-stone and brick, and is uneven.

The shop doors are always propped open.

Because of the hard surfaces used in the shop, there could be some sound echo. There is usually music playing inside too.

There is no natural light inside the shop – it is all artificial.

There is an induction loop at the till point.

Although there are no seats available in the shop, there are picnic benches in the courtyard for you to rest on.

The shop is always staffed and so there will always be someone to help you if you have any queries about the products or the wider site. They can even help to pass you items which might be too high for you to reach.

8. Garden

There is a map of the garden showing different routes which will be given to you on arrival on site. If you need another one, you can pick one up from the Reception room.

Around the garden, the paths are either firm gravel, or natural earth. (There are some areas of paved paths around the House). Both the gravel and the natural earth can become slightly slushy in bad weather. Tree roots can be trip hazards in the woods and along the canal paths.

The most direct path to the formal garden involves crossing the cobbled courtyard. You can avoid the cobbles by crossing the grass around the side of the Tudor Great Hall to get to the formal garden. There are no steps or stiles in the formal garden – it is all level access.

There are bridges and natural earth paths in the woods.

There are benches and picnic tables in the garden.

Water hazards - please be aware that the Leeds/Liverpool canal runs directly alongside the garden.

In the woods, there are a number of streams to be aware of.

Contact details for more information

T: 01704 821254 / 823810

E: ruffoldoldhall@nationaltrust.org.uk

Date: May 2018