

## Calke Abbey 2018 Access Statement

Calke Abbey, Ticknall, Derbyshire, DE73 7LE

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### Introduction

1. Calke Abbey sits in a 600 acre estate with areas of woodland, wetlands and ponds. The house, gardens, restaurant and shop are located near each other surrounded by meadow land in the centre of the estate.
2. Some mobile networks have limited reception across the whole site.
3. Assistance dogs are welcome in all areas of Calke Abbey. We welcome dogs on leads in the stables and on the estate. Please ensure dogs are on leads and under control as Calke Abbey has areas of grazing stock on the estate.
4. Water bowls are available for assistance dogs in the restaurant and café courtyards and can be provided in the house and gardens upon request.
5. Light levels are low inside some areas of the house for conservation reasons.
6. The gardens and grounds have some areas of steep and rough terrain.
7. Of the rooms in the house, seven are on the ground floor and these are all wheelchair accessible. A virtual tour and room and object guides are available in the house's entrance hall if requested.
8. Calke Abbey welcomes scooters; however, we do not have the facility to recharge scooter batteries.
9. An information video about Calke Abbey is available in the Fowl House by the shop and restaurant. The entrance doorway to the Fowl House is 890mm and has a small step.

### Arrival & Parking Facilities

1. There are brown signs to follow for Calke Abbey. Access from M42/A42 exit 13 and A50 sign posted Derby South. Entry via Ticknall main entrance only.
2. There are over 30 parking spaces suitable for blue badge holders or people with limited mobility adjacent to the Ticket Office (34 metres to Ticket Office)
3. The car park surface is tarmac dressed with 6mm gravel.
4. At peak times and for large events overflow car parking will be used. This may mean parking on a grassed surface further away from the Ticket Office (approx. 130 metres). Car park attendants are on duty at peak times and will assist if visitors require disabled or easy access parking spaces near to the Ticket Office.
5. There is a buggy service available for visitors. This includes a buggy which can accommodate wheelchairs. Powered mobility vehicles can not be taken on a buggy.
6. The buggy can set you down near the entrance to the church and gardens. To continue to see the gardens there is a short walk over gravel paths of approx. 80 metres. To access the church a short walk of 120 metres over grassed paths and 5 wide stone steps must be accessed. The buggy can take visitors from the Ticket Office to the entrance of the house.

## Main WCs

1. The main toilet block is located next to the Riding School.
2. In the ladies' toilet there are 8 cubicles. There are automatic hand driers available and light is a mix of fluorescent and natural light.
3. In the men's toilets there are 4 cubicles and 6 urinals and 2 low level urinals. There are automatic hand driers and a mix of natural and fluorescent lighting.
4. There is one unisex accessible toilet (1.5m x 2.45m) with a pull cord alarm. This toilet is lit with fluorescent lighting.
5. The accessible WC has a pull down rail on the right hand side and a fixed rail on the left and has an automatic hand drier.
6. There a changing places facility for child nappy changing which has a mix of natural and fluorescent lighting. A small sink and disposable hand towel dispenser are in this room. There are bins for nappy waste here and a chair so the area can be used for feeding although feeding is welcome throughout the property.
7. There are further toilets in the gardens.

## Visitor Reception

1. The building is adjacent to the car park.
2. Carers are admitted free of charge when accompanying a person who has National Trust membership or is paying normal admission. This is standard practice throughout the National Trust.
3. The entrance door is metal and glass with push down handle and is 1000mm wide and opens inwards. Staff can assist with opening the door if required.
4. The height of the reception desk is 1040mm at its highest and has a lower section which is 850mm high. Staff are able to come to the front of the reception desk to assist if required.
5. The Ticket Office is lit by natural light and has additional LED lighting.
6. There is one chair with arm rests on both sides and an additional seat with an armrest on one side only.
7. The exit door is 980mm wide and opens outwards. Wheelchair and mobility scooters can exit via the entrance door if required.
8. There is an induction loop available at the reception desk.
9. Wheelchairs are available upon request subject to availability from the Ticket Office (also available on the first floor of the house and in the gardens). There are two standard sized wheelchairs in the Ticket Office, which are self-propelled, and one child sized wheelchair. Wheelchairs can be reserved in advance by calling 01332 863822.
10. The Ticket Office has some soundproofing to minimise noise at busy times.

## Route to the House

1. The route from the Ticket Office to the house is approx. 300 metres.
2. This route has a variety of surfaces in parts tarmac dressed with 6mm gravel, compacted earth and flagstones on approach to the house.
3. Access to the house is beyond a staffed ticket check with a gate 1045mm wide which then leads to gently sloping path of textured tarmac.
4. The buggy can take visitors from the Ticket Office to the House entrance upon request. One of the electric buggies is able to accommodate wheel chairs.

## House

1. The entrance to the house is via a large door which has a turn knob and opens inwards. The entrance hall is manned and staff can assist with opening the door.
2. The light in many areas of the house is kept at a low level for conservation purposes.
3. The ground floor of the house is accessible to wheelchair users. There are a total of 10 rooms that can be independently accessed and a further 5 rooms which can be accessed with requested assistance from staff or volunteers as they are off standard visitor route. This includes the ground floor family apartments, which are open in the mornings and in the afternoons by request.
4. Access to the first floor is via the main staircase, which has 26 wide, shallow steps and a handrail. If the staircase can be negotiated, there are 2 standard wheelchairs which are subject to availability. Access beyond the schoolroom requires staff or volunteer assistance as it is not the standard route.
5. There are seats available for visitors in the main rooms of the house. Room guides can assist with any requests for seating.
6. The main rooms in the house are staffed by room guides.
7. There are no toilets in the house. The nearest toilets are located next to the Riding School.
8. There are photograph albums with images of the contents of the house, parkland and gardens available in the Entrance Hall for those who cannot access the entire site.
9. There is a virtual guided tour available for visitors. Please ask at the Entrance Hall to view it.
10. Printed guide – a Braille guide and large print guide of the house are available to borrow, please request a copy from house staff in the Entrance Hall.
11. Small mobility scooters can access the ground floor although on busy days or times the number of scooters allowed may be restricted.
12. To aid sensory experiences a list of objects which are available to touch in each room is in the Entrance Hall.
13. There are no flashing fire alarms in the House. However, in the event of a fire staff will assist in evacuating the buildings.

## Catering – Restaurant

1. The restaurant is located between the Ticket Office and the Riding School and is approx. 55 metres from the Ticket Office.
2. The restaurant courtyard has a firm and level compacted earth surface and the edges of courtyard are laid with brick paving.
3. Entry to the restaurant is via a glass and metal door with a small raised lip across the doorway. The door opens outwards and is 1190mm wide. Staff can assist with opening the door if required.
4. There is an additional entrance to the restaurant over gravelled path and laid brick via the large glass and metal doors to the indoor seating area.
5. The counter height in the restaurant is 910mm.
6. Staff will assist visitors as required if they experience difficulty queuing and/or carrying food and drinks.
7. Circulation space between the tables varies but is of around 1000mm.
8. Till points in the Restaurant have induction loops.
9. Tables are approx. 700mm high and are a mix of fixed and movable seating so can accommodate wheelchairs.
10. Staff will assist with ensuring visitors have a suitable table where appropriate.
11. Menus are on handwritten blackboards and staff will assist with explaining menus if required.
12. There is an outdoor seating area which has movable seating and is suitable for wheelchairs.

## Catering - The Café

1. The Café is located between the Ticket Office and the Restaurant – approx. 35 metres from each.
2. The path to the café is wide, firm and level and of compacted earth and stone
3. The entrance to the café is level and brick paved.
4. The doors are automatic opening and activated by a large push switch and swing outwards.
5. The counter height in the Café is 910mm.
6. The till points in the café have induction loops.
7. Menus are written on blackboards and staff will assist with explaining menus if required.
8. Staff will assist visitors as required if they experience difficulty queuing and/or carrying food and drinks.
9. The Café has movable furniture and can accommodate wheelchairs, staff are happy to assist if required.



## Retail

1. Entrance to the shops is via one of two doorways. The first is the same as the restaurant entrance. The second is via the Smithy Courtyard, which opens inwards and is 960mm wide.
2. Circulation space in the shop varies but there is approx. space of 1000mm between the display stands
3. The floor is even and is bricked and wooden.
4. The till point has an induction loop.
5. Staff will assist reaching down items to view if they cannot be reached by customers.
6. There is no large print version of the price list available but staff are happy to assist with pricing enquiries.
7. The shop is on one even level.

## Garden and Pleasure Grounds

1. The gardens can be accessed via the buggy. The set down point is just beyond the church path and is a walk over level, fine gravelled paths of approx. 65 metres to access the gardens. There are a number of rest 'perch' benches on the route. There are 2 wheelchairs stored near the drop off point that can be borrowed by visitors by asking the buggy driver.
2. There are various paths within the garden area from grassed paths to fine gravel
3. Some areas such as in the Kitchen Garden and the orchard area of the Physic Garden have undefined walk ways and terrain can be uneven and not easily accessible.
4. There are steps in some of the garden buildings such as the Orangery which do not have hand rails and are not wheelchair accessible.
5. There is a selection of seating throughout the gardens dependant of season. Seating ranges from deck chairs to solid wood benches with back rests and armrests.
6. Access to the Pleasure Grounds is via grassed pathways and can be uneven in places and has some areas of sloping terrain.
7. The Grotto and the Ice House are not wheel chair accessible.
8. Access to the Grotto is via an uneven downward sloping path way.
9. The Grotto has a pond of water approx. 1 metre deep.
10. Access to the Ice House is via a sloped and uneven pathway and steps. It is unsuitable for people with restricted mobility and wheelchairs.

## Garden Toilets

1. There is a toilet block in the gardens which consists of 2 ladies cubicles and a men's room with a urinal and toilet cubicle. One cubicle in the toilet block is an accessible toilet but is not alarmed. It has a hand wash basin but not hand drying facility within the toilet.
2. The accessible toilet has a left hand side fixed rails and movable right hand side rail.
3. In the accessible toilet there is a drop down baby changing table and wash hand basin, hand-drying facilities are in the communal area.
4. All garden toilets have a mix of natural and florescent lighting.
5. There is a shared hand washing and automatic hand driers in the toilet block.
6. There is no alarm in the accessible toilet as it is in an unmanned building.

## The Church

1. The church can be accessed from the House or Ticket Office via the buggy.
2. There is a walk of approx. 120 metres from the set down point to the church over grassed and in places uneven pathway.
3. The approach to the church has five continuous stone steps followed by one further step.
4. There is a further single step in the entrance to the church.
5. The floor in the church is flagstones which are uneven and worn in places.



If you require this information in alternative formats, please get in touch on the contact details below.

### Contact details for more information

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