

Melford Hall Access Statement

Long Melford, Sudbury, Suffolk, CO10 9AA

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Introduction

1. Melford Hall is situated in the middle of Long Melford. Access to the property is via a long driveway and a gravelled courtyard. The garden is over several levels and contains steps, slopes and gravelled paths. Inside the ground floor is all on one level, although door thresholds are notable throughout. The main staircase does not have a handrail but another staircase with handrail is available.
2. Mobile phone signal is very variable at Melford. If help is needed then it is best to contact a member of National Trust staff for assistance. The Property Office number is 01787 379 228, although there will be times throughout the day when it is not 'manned'.
3. Assistance dogs are welcome and visitors are welcome to walk their dogs on leads in our car park and on the 1 mile park walk.
4. The downstairs rooms at the hall are quite spacious but as visitors get quite close to the collections we ask that all backpacks and umbrellas are left with a member of staff at the front door. We also ask visitors to leave push chairs at the front door, rather than taking them around the house

Arrival & Parking Facilities

1. The entrance to the site is via a Gate Lodge right in the middle of Long Melford. There are brown signs leading to the property from either end of the village.
2. Disabled drivers are able to leave their cars in the courtyard of the main house, immediately by the front door; there is space for around 5 cars. Non-disabled drivers are able to drop off those with mobility problems at the front door before returning to the car park to park their car.
3. The car park is a mixture of grass and compacted gravel. The designated Disabled Parking area is in the Courtyard of the house and has a gravel surface.
4. There is no transfer vehicle facility available.
5. Visitors with mobility problems can be dropped off at the front door prior to the driver returning to the car park to park their car, this also applies if all the designated disabled car parking spaces are full.
6. Overflow car parking is in our Park and is entirely grassed. There is also a public car park available in the village a short walk away from the entrance Gate Lodge to the Hall.

WCs

1. There is a fully accessible toilet in the North Wing of the house, near the Back Door.
2. The accessible toilet is 3.2m x 2.05m. The outer door has a width of 730mm and the inner door has a width of 880mm.
3. The accessible WC is a right hand transfer.
4. There is not an adult changing facility.
5. The accessible toilet is lit by a window and also automatic electric lighting – the bulb is currently an energy saving ceiling mounted 'dome' light.

6. The WCs at our Gate Lodge have an automatic hand dryer and automatic lighting. In the house all the WCs, including the accessible toilet, have either paper or fabric hand towels and energy saving ceiling mounted 'dome' lights.

Visitor Reception

1. The main Visitor Reception is in one of our entrance Gate Lodges. It has a tiled floor, a barrel vaulted ceiling and a wooden counter and upholstered bench for visitor seating.
2. The entrance to the Visitor Reception building is level, although there is a slight slope down towards the building from the car park.
3. The entrance door is 870mm wide.
4. The door to Visitor Reception is traditional wood; it opens inwards and will usually be open when Visitor Reception is open.
5. The height of reception desk is 770mm. There is a lower section of the desk which is 740mm high. Staff can come out from behind the desk to help any visitor for which the desk is a problem and clip boards are available if needed.
6. Visitor Reception is lit primarily by natural light. There are also artificial energy saving lights.
7. There is an upholstered bench available for visitors to sit on.
8. There is an induction loop available on the Visitor Reception desk.
9. There is a portable induction loop available for the Membership desk, available upon request.
10. Manual wheelchairs are available for loan. These are available on a first come first served basis and are not available to book. There are two for the ground floor of the house and one for the upstairs of the house.

House

1. The house is roughly 312 metres or a 4 minute from the car park and Visitor Reception.
2. The main driveway is tarmac but the courtyard and garden paths are gravel. To access to the House gravel must be crossed.
3. There are two steps to the main front door of the Hall, a ramp is available. The back door into the garden has three steps with a handrail.
4. The main entrance door is a double door, with the outer door opening outwards, it will usually be propped open or, if not, opened by a member of the Melford Hall team. The inner doors are double doors and again will usually be open.
5. The entrance door is 1.18m wide.
6. The ground floor of the house has hard floors throughout, some wood, some stone. The north wing in particular is quite sparsely furnished and so can be quite loud.
7. There is a good level of natural light throughout the house, although the nursery has lower light levels for conservation. There is artificial lighting throughout the house, mainly LED or energy saving bulbs.
8. There are two floors of the house open to visitors. The main staircase to the upper floor is without handrails, there is an alternative staircase available with a handrail. There may be a Stannah Stairlift available but it is located within our catering preparation area and so if the tea room is very busy it will, regretfully, not be available for the safety of both visitors and staff. If it is available only one person who needs to use it will be allowed upstairs at any one time due to fire evacuation procedures.

9. The majority of rooms allow for easy turning of wheelchairs. The Nursery and Chapel are both much smaller rooms so may present difficulties, especially if there are other people in the room.
10. There is at least one chair in each room of the house that visitors are welcome to use – please ask a member of the National Trust team to help you locate it. The majority of these do not have armrests.
11. There are room guides throughout the house but they may not be in every room.
12. There are 4 visitor WCs in the house, of which one on the ground floor is assessable. The one on the first floor is an historic bathroom so provides a lot of space but does not have any hand rails.
13. We run daily taster tours between 12noon and 1pm. The taster tours end via the first floor of the Hall – alternative arrangements can be made for those unable to go upstairs. There are no portable induction loops available for these tours.
14. We do have basic Large Print and Braille guides available but they may not hold the most up to date rendition of the property story.
15. Powered wheelchairs and powered mobility vehicles are welcome inside the House on the ground floor.
16. If visitors don't want to do the same amount of the visit as other members of their group they are welcome to wait in the Great Hall on the Sofa's or window seat. This area may be busy with people.

Catering

1. The tearoom is roughly 312 metres or a 4 minute walk from the car park and Visitor Reception.
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4. The main entrance door is a double door, with the outer door opening outwards, it will usually be propped open or, if not, opened by a member of the Melford Hall team. The inner doors are double doors and again will usually be open.
5. The entrance door 1180mm wide.
6. The ground floor of the house has hard floors throughout, some wood, some stone. The north wing in particular is quite sparsely furnished and so can be quite loud.
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9. The majority of rooms allow for easy turning of wheelchairs. The Nursery and Chapel are both much smaller rooms so may present difficulties, especially if there are other people in the room.
10. The counter height is higher than 850mm, and there is no lower counter level however tearoom staff can freely come out from behind the counter to help visitors.

11. Staff will assist visitors as required, for example visitors can be seated if they experience difficulty queuing and staff will then assist them.
12. The circulation space between the tables is, on the whole, less than 1200 metres.
13. The Tea Room till has a fixed induction loop.
14. The Tea Room menu is on a large blackboard above the tea room counter.
15. We do not have any large handled cutlery or double handled mugs available. There may be straws available, please ask staff for their availability.

Retail

1. The shop is located alongside the carpark and visitor reception therefore it is roughly 26 metres or a 20 second walk from the car park and visitor reception.
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10. The display stands are against the walls so circulation should be easy, with the only narrow part the internal door between the two shop rooms, please call for details.
11. The Shop till has a fixed induction loop.
12. Shop staff will assist in the reaching down items to view if they cannot be reached by customer.
13. Please ask shop staff for the price of any item.

Garden

1. A map of the garden showing options for routes round the garden and information about path surfaces is currently being developed.
2. The North Lawn is easily accessible but access to the lower 'West' garden requires either negotiating three steps or going up the bank to the banqueting house and then following the path through Lord Somerset's residence to reach the lower lawn. This is possible for a wheelchair with assistance but not for powered mobility vehicles.
3. The paths in the garden are gravelled. In some places the gravel can be quite deep.

4. For information on the gradients of the paths throughout the gardens, please call the property office at Melford Hall.
5. There are three steps from the North Lawn down into the West lawn [main] area of the garden.
6. There is no handrail on these steps.
7. There is an iron gate into the North Lawn area of the garden that provides a level access into the garden for those unable to negotiate the three steps at the exit from the house, or those who are only visiting the garden. There is a gate in the wall to exit the garden for those who are able to negotiate the sloped path by the Banqueting house.
8. There is a small amount of information about the garden available at the back door to the house. There are complimentary garden tours available on some days, subject to volunteer availability.
9. There are benches throughout the garden for sitting on.
10. There is a pond in the centre of the West Lawn, surrounded by hedges. It has a small fountain that is in operation.

Contact details for more information

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Map

Currently being developed