

Visual Story



I am going to visit Chatsworth. Chatsworth is a big house in the countryside. It also has a large garden and a farmyard that I can visit while I am here. I can choose where I would like to go. There are different tickets I can choose on the website. If I buy a ticket to see inside the house, this also includes the garden. Or I can choose to only visit the garden or Farmyard. The park and Stand Wood are free to access if I would like to spend the day outside. I can find nature trails and things to do on the Chatsworth website.

Book your tickets & prices: <https://www.chatsworth.org/visit-chatsworth/book-tickets/>

Family visits and free activities to download: <https://www.chatsworth.org/visit-chatsworth/visitor-information/plan-your-visit/family-day-out/>

Accessible Chatsworth & maps: <https://www.chatsworth.org/visit-chatsworth/visitor-information/accessibility/>

If I choose to go inside the house this story will help me get familiar with some of the spaces in the house so that I feel more comfortable when I get there. The staff at Chatsworth are very friendly and there are always people to ask for help during my visit.

Helpful tips when I am inside the house

- The house might be busy. The house might be loud 🗣️, bright ☀️ or dark 🌑. Each room feels different. Ceiling heights are different throughout the house and can be low, high, or covered in paintings or patterns.
- There are clocks in the house that chime – I may hear a *ding* 🕒 while I am walking through the house.
- I can borrow a **sensory bag** at the entrance desk. There are fiddle toys, ear defenders and sunglasses I can use to help me stay calm while I walk around the house. I can use mood cards to share how I am feeling at any time 😊😐😞
- There are safe spaces and rest stops along the route. I can go here if I need a break. If I am struggling in any room, I can speak to a member of staff. They will help me find the nearest quiet space. I can skip rooms if I want to.
- Sometimes there are groups of adults or school children on a tour in the house – up to 20 people. They are with a Guide. I can walk past them or I can wait for them to go ahead of me.
- **I can skip any room I don't feel comfortable in or I can ask to leave the house if I do not feel happy.** I can ask a member of staff to help me to a different room or take me to the nearest exit.



The house has a route to follow – there are some arrows to show me which way to go. Here is an example of a sign on the route.



There is a lift to each floor. I can ask a member of staff to help me get to this lift. It will take me up or down to each floor along the route.



Sensory Bags

These are available at the entrance hall desk. Inside the Sensory bags are fiddle toys to help keep me calm and distract me if I am feeling overwhelmed. I can also ask for **ear defenders and sunglasses**. I can use these if it is too loud or bright for me. I can use mood cards to share how I am feeling at any time 😊 😐 😞. If I want to swap fiddle toys or remove any items from the bag, a member of staff will help me. I will give this back to a guide before I enter the gift shop.



Objects & Art in the house

There are a lot of valuable objects in the house. Some of these objects are old and we need to keep them safe and clean. I cannot touch the objects and paintings on display. There are things I can touch – there are some activities along the way that invite me to touch. If I am not sure about what I can or cannot touch I can ask a member of staff.



While I am in the house there are chairs I can sit on for a rest. There are some chairs that I cannot sit on because they are part of the collection and might be old or fragile. They have a spiky plant on them – this is to let me know not to sit down on it. I can ask a member of staff if I am not sure or if I need a seat - no one will be angry if I sit on the wrong chair.

Arriving at Chatsworth



This is the car park kiosk

If I travel by car to Chatsworth, I will meet a person in the car park kiosk and will show them our ticket or booking confirmation. We will park the car and walk towards to entrance gates. If I arrive by bus I will walk from the Bus Stop to the entrance gates.



These are the toilets

Before I go inside the house, I can use the toilet. There is no public toilet inside the house (but I can ask a Guide if I do need the toilet once inside - they will help me).



This is the café and locker room

I can buy a drink or lunch at the café. I can put my bag in a locker in the room next to the café if a member of staff tells me it is too large to carry in the house. I need a £1 coin or a trolley coin for the locker. When I collect my bag later, I will get my coin back. My bag will be safe in the locker while I am in the house and garden. If I am with a group, my group leader can get a key for a large locker from our visitor team at the entrance gate.



This is the entrance gate that leads to the house. A member of staff will say hello to me at the gate and check my ticket. I will walk through the gates towards the entrance of house.

This is a member of staff. They wear a uniform. If they are outside they may wear an overcoat to keep warm and dry. They will help me. I can ask them questions. It is fine to talk to them at any time.



This is the drive that leads to the house. I will walk down this drive towards the house. There is a hopscotch on the drive. I can play on the hopscotch if I want to.



At the end of the drive I will see the entrance to the house. There is a signpost and two blue sculptures on either side of the door. I can walk through this doorway. I will go inside the house through this door. If it is busy I may need to wait outside for a few minutes.



Entrance Hall

This is the Entrance Hall. When it is cold the fireplace is lit to keep us warm. There is a painting on the ceiling and stone pillars. Also in this room is the ticket desk.



This is the **Entrance desk**. If I have a pre-booked ticket I will go to the desk and a member of staff will scan it – this is in the booking confirmation email I received when I booked online. I can also buy a ticket here if I did not book one in advance.

I can ask the person at the desk for a **Sensory Bag** to use while I am in the house. I will return this to a member of staff when I reach the gift shop at the end of the route in the Sculpture Gallery.

I can buy a guidebook here if I want to. This has information about the house and the history of the family who live here.



Ground Floor

On the ground floor I will be welcomed by a guide. I will walk along a short corridor to get to the Painted Hall. There are some paintings on the walls and a patterned marble floor.



Painted Hall

I will go into the Painted Hall. There is lots to see in the Painted Hall. There are paintings on the walls and the ceiling. It is a very big room with high ceilings and it can be busy with people. The floor is black and white and there are big glass doors.

There is a door on the right to go outside. I can get some fresh air or take a break from the busy Painted Hall.



Inner Court

This area is called the inner court. It is surrounded by lots of windows. There is a big silver circle. It is called Skystation. It is a seat. I can sit on it and lay back to look up at the sky.





Staircase Den

When I go back into the Painted Hall, I will walk past the staircase to the grotto. There is a den under these stairs. I can go inside this den if I need a break.



The Grotto

This space is smaller and darker than the painted hall. I can hear a trickle of water from the little fountain inside. There are objects on a table in front of a family painting. I can touch these objects – there are prompts on the table for me, including Braille.

I will walk down the corridor. It is narrow here. There are paintings, statues and fire places to look at. I cannot touch any of these. There are windows looking onto the inner court.



Oak Room

The next room I will visit is the Oak Room. The walls and the ceiling are wood and the ceiling is low. I can see the garden through the window. There is a Maze on the floor that I can walk on if I want to. I will walk through a doorway into the next room



Chapel

The next room is the chapel. This is a big room with a very high ceiling. It is a dark room and the walls are wood. There are some paintings on the walls and ceilings.

After this room, I will go back in to the Chapel Corridor, through the Grotto and Painted Hall and go up the stairs. **If I need to use the lift I can ask a member of staff in the Painted Hall to help me.**



Great Stairs

These are the Great Stairs. I will walk up the stairs to the landing. At the top of the stairs I can look at the Painted Hall. There is a seat I can sit on and a reading corner. I can take a break and read some books here.



I will walk up the next flight of stairs to the next floor. There are different ceiling heights and a balcony at the top of the stairs. On the balcony there are chairs I can sit on for a rest.



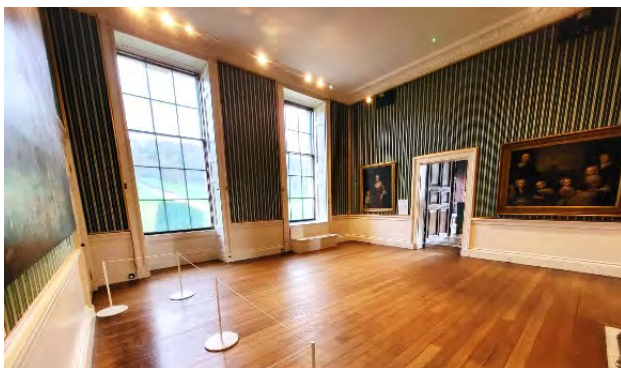
First Floor

If I use the lift, I will be guided to the Great Stairs balcony or I can ask to miss out Scots Passage and the guest bedrooms and go straight to the **Green Satin Room** described below.



Scots Passage

I will turn right into a carpeted room with a bright chandelier hanging from the ceiling. The route leads down a narrow and dark corridor and through some bedrooms. I can ask a member of staff to help me into **Green Satin Room** if I do not want to walk down here.



Green Satin Room

This room has two big windows and a view of the garden. There is a large painting of what Chatsworth and its garden used to look like.

I will go through the door and into the Great Chamber.



This is the **Great Chamber**. It is a large room with wooden walls, a wooden floor and a painted ceiling. It has windows looking into the garden. The doors are very large and are open for me to walk through. There is a large mirror in the corner of the room.

There are foam chairs that I can sit on. I can lie down on the chairs if I like and look at the painted ceiling above.



Chambers

I will walk through the large doorway into 3 more rooms. Each room is different and they are quite dark. They all have decorated walls and ceilings and some paintings on the walls.



State Bed Chamber

This room has a large red bed in it and paintings of children on the floor. This has a rope in front of these so I cannot touch it.



State Closet

At the end of the corridor I will walk into the State Closet. This is a small and dark room with decorative plates on the walls, a fire place and a large hanging chandelier.



Old Master Drawing Cabinet

This room is very small and dark, and has no windows. It has pictures on all 4 walls. I can walk through it or I can stop and look at the pictures.



South Sketch Gallery

I am now in a long, bright room with light green, stripy walls. There are large paintings on the walls and two big sparkly chandeliers on the ceiling.



West Sketch Gallery

I will walk through this long, narrow room. There are tables made from natural stone. There are lots of paintings on the walls and some statues of people's faces.



North Sketch Gallery

I am now in another long, bright room lined with mirrors on one side and a textured wall on the other side. This is a piece of ceramic art. I cannot touch the walls but there is a plinth that I can touch to feel the ceramic texture. I can ask a Guide to show me this. At the end of the room there are stairs and a lift to go back downstairs. There is a Guide here to help with the lift or direct the way.





North Wing

At the bottom of the stairs, I am now on the **Oak Landing**. I can see a high wall with lots of paintings of people. There is a bright green table and two balconies. I can look down into the Painted Hall from this balcony.



Ante Library/ Library

I will walk into the Ante Library. There may be lots of people. There is a grand piano and a window looking onto the garden.

If I look to my right I can see inside the Library. There are thousands of books in here but I cannot go inside. There is a metal gate across the entrance.



Great Dining Room

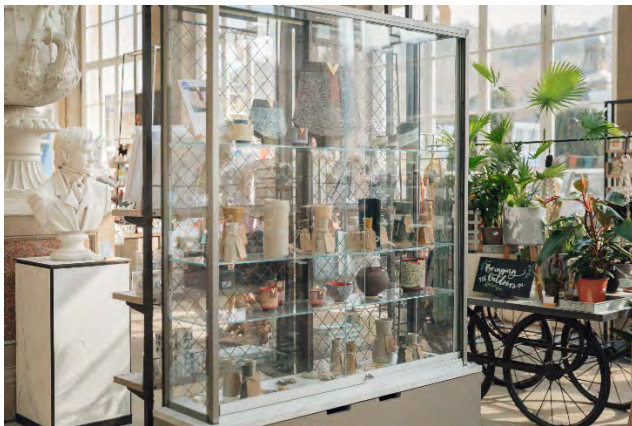
This room contains a large dining table with chairs. On the table there are plates and glasses. There are very large paintings of people, and large windows looking into the garden. It has a patterned ceiling. There is a Guide to answer questions.



Sculpture Gallery

This is the last room on the route. It is large and much cooler than the other rooms. It is full of white sculptures of people.

There are three plinths I can interact with. I can stand with one of the plinths and pose like the sculpture for a photo.



The End

I am now at the end of the house route. As I leave this room I will return my Sensory Bag with its belongings to the member of staff in the Sculpture Gallery. I can collect a Ways to Play garden trail to use outside. I will leave the room and walk into the gift shop.

This shop can be busy. I can walk through the shop to go out into the garden or I can look at things in the shop. The exits to the garden are marked on the glass doors.

I can go and enjoy the garden, stop for a break or go out of the garden gate to collect my bag from the locker store if I used one. I can return to the garden. I will show the staff at the garden entrance my ticket on my way back into the garden.