

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 and farmyard. 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, 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 through the house and can be low or high. Some ceilings are 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 fidget 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 is a **quiet space** along the route. I can go here if I need a break. I will ask a Guide to help 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.
- Sometimes there are groups of adults or school children on a tour in the house – up to 30 people. They are with a Guide. I can walk past them, or I can wait for them to go ahead of me.
- There are labels that explain some of the objects and rooms. I can read these if I like. There are large print copies of the labels in each room. I can ask a guide to show me where these are.



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 are Guides in uniform throughout the house. I can ask them for directions if I am unsure. It doesn't matter if I go the wrong way.



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 can be pre-booked online before a visit, or they are available in the entrance hall. Inside the Sensory bags are fidget 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 fidget toys or remove any items from the bag, a member of staff will help me. I will give this back to the 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 may be other things I can 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 I cannot sit 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 and changing places facilities

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 takeaway food outlet and locker room

I can buy a drink or snack here. I can put my bag in the locker in the room next to the café, if a member of staff tells me my bag 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. If I haven't prebooked my ticket, I can buy one here. 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 north drive that leads to the house. I will walk down this drive towards the house. There are sculptures and trees along the drive.



At the end of the drive, I will see the entrance to the house. I will go inside the house through this doorway. If it is busy, I may need to wait in a queue outside for a few minutes.



Entrance Hall

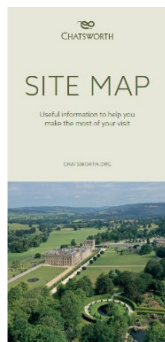
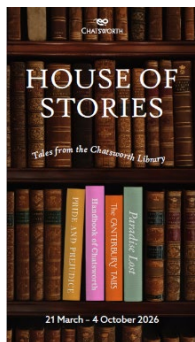
This is the Entrance Hall. I will be greeted by a visitor welcome assistant when I enter. This person can help me if I need to use the lift to get to the next floor of the house.

When it is cold the fireplace is lit to keep us warm. There is a painting on the ceiling and on the walls, a large sculpture in the middle of the room, and stone pillars.

In this room is the Welcome Desk. I can hire an audio guide here. It is £3.50 to hire. A guide will show me how to use the audio guide. I can also buy a guidebook here for £7.95 if I want to. This has information about the house and the history of the family who live here. I can book these items in advance if I purchase a ticket online, or I can pay on arrival.



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 at the end of the route in the Sculpture Gallery.



There is a free site map available. This will show me where things are outside. I can ask the guide if I am not sure which leaflet to take.



Ground Floor

I will walk a few steps in the Entrance Hall and 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.

If I need to use the lift, a member of staff in the Entrance Hall will assist me.

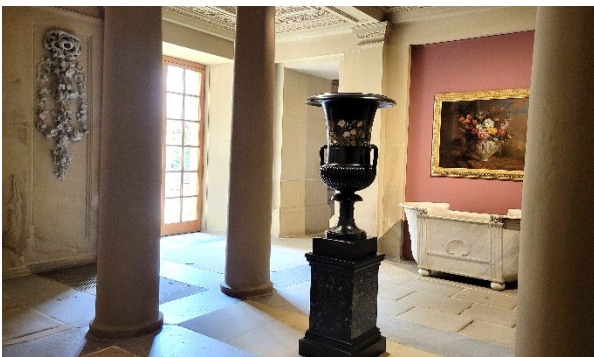


Painted Hall

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.

Inner Court

I can look out at the Inner Court. There is a stone fountain.



The Grotto

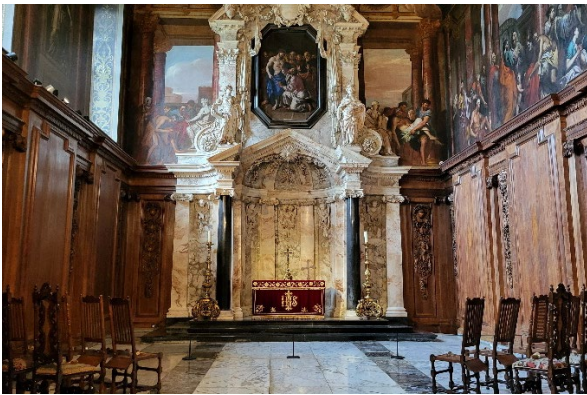
This space is smaller and darker than the painted hall. I can hear a trickle of water from the little fountain inside.

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



Oak Room

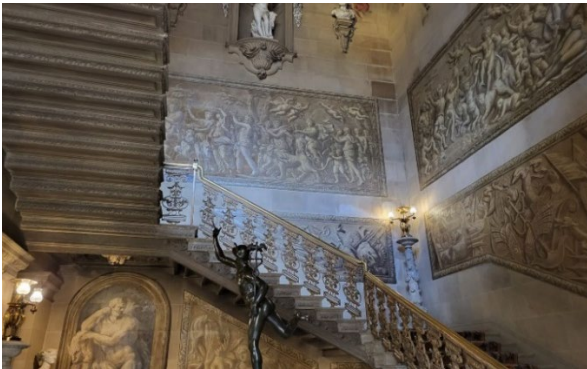
The next room I will visit is the Oak Room. The walls and the ceiling are wood and the ceiling is low. I can see the garden through the window. There are small paintings in the oak panels and carvings in the wood.



Chapel

The next room is the chapel. There are some paintings on the walls and ceilings.

After this room, I will go back into 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.

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

I will go through the doorway and into the **Great Chamber**. If I used the lift, I will be escorted to the **Great Stairs balcony** and into the **Great Chamber**.

This large room is the start of the House of Stories exhibition. I will see a big model of a book with writing on it – this describes the exhibition. I can pick up a free exhibition leaflet about the objects on display or take a House of Stories family trail.



Green Satin Room

If I walk to the end of the Great Chamber, I can enter the Green Satin Room on my left. 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.

There is a table where I can sit and do the activities provided. I can use the paper and pencils. I can sit here for as long as I like. I can take my comic or poem away with me. When I am ready to leave this room, I can **go back into the Great Chamber** to continue through the house. I can follow the House of Stories family trail to find the objects.



Quiet Space

If I want a break from the house route, I can ask the guide in the Great Chamber, if I can use the Quiet Space. This is a small, quiet room, off the route, where I can relax and regulate. There are chairs and stools to sit on, sensory items to use and books to look at. I can stay here for as long as I need to.

If I cannot regulate in here, I can ask the Guide to help me leave the house through the nearest exit. The staff will be happy to help me.



State Apartments

I will walk through the large doorway into a long corridor. Each room is different and they are dark. They all have decorated walls and ceilings and paintings on the walls.

I will walk through the **State Drawing Room** and **State Music Room**. I can pause to look at the objects on display. There are speakers where I can listen to people read some of the writing on display.



State Bed Chamber

This room has a large red bed in it and objects on display. I cannot touch or lean on these, but I can look.

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 fireplace and a large hanging chandelier. There is a speaker where I can listen to someone read some of the writing on display.



Old Master Drawing Cabinet

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



South Sketch Gallery

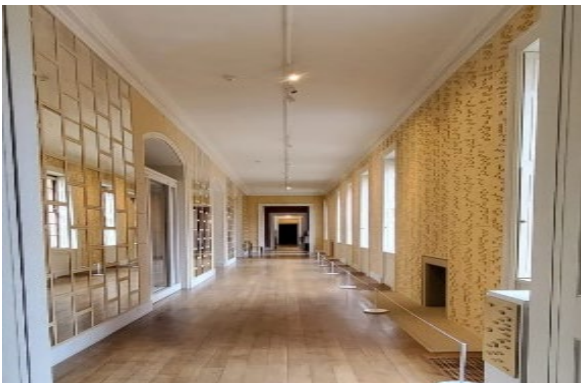
I am now in a long, bright room with light green, stripy walls. There are large paintings on the walls and two big sparkly chandeliers on the ceiling. There is a speaker where I can listen to someone read some of the writing on display. There are minerals to look at and a writing desk at the end of the corridor.

I can walk down the corridor to look at the objects or go left into the next corridor.



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. Halfway down, on the left, a door is open to a room. This is a dark room with painted walls and a large elaborate bed inside. I cannot go inside, but I can stop to look.



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 with samples on it that I can touch to feel the texture. I can ask a Guide to show me this.

At the end of this corridor, I will walk along a balcony. I can stop to look at the paintings on the wall. If I do not like the height of the balcony, I can walk past this and enter the reading space on my left. This is the Alcove Room.



Alcove Room

This room has bookshelves and chairs inside it. It is a place to relax. I can borrow a book and sit down to read. I can sit here for as long as I like and enjoy the different books.

When I am ready to leave the Alcove Room, I can continue across the hallway into the Guest Bedrooms. I can skip these rooms and go back across the balcony and down the stairs if I do not want to stay here.



Guest Bedrooms

I will go into a series of rooms called the guest bedrooms. There are a few rooms to walk through. There are more objects from the exhibition to look at. There is furniture to look at but I cannot sit or lay on them. There are speakers where I can listen to people read some of the texts. I will walk through these rooms and then return to the balcony.



I will turn left at the balcony. At the end of the balcony, I will follow the route **through a door on the right.** There are **stairs and a lift to go downstairs.** There is a Guide here to help direct the way. There are many steps so I can choose to use the lift if I need to. A Guide can help me with this.



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 panel with two speakers on the landing. I can listen to people talk about one of the paintings.

There is a bright green table and two balconies overlooking the Painted Hall. I can look down into the Painted Hall from these balconies.



Ante Library/ Library

I will walk into the Ante Library. There is a grand piano and a window looking onto the garden. On 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.

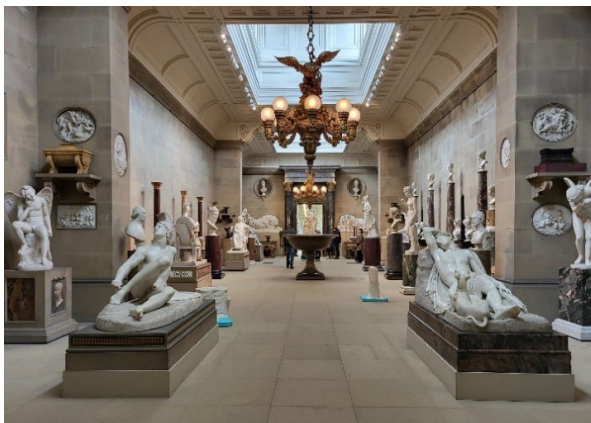


Great Dining Room

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

Spotlight Gallery

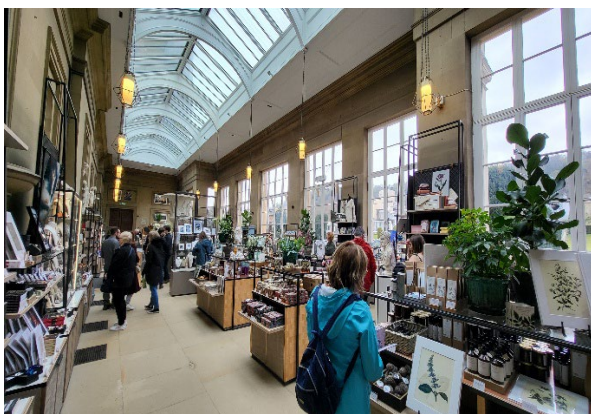
On my left, the display is about the Cascade. The Cascade is a water feature in the garden. If I visit the garden, I can see it. I can look at the objects in this room for as long as I like.



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 marble sculptures of people. Some of the sculptures are of naked people.

Before I leave the Sculpture Gallery, if I borrowed a red Sensory Bag, I will return it with its contents, to the Guide in this room. If I rented an audio guide, I will return it here. I am now at the end of the house route. I will leave the room and walk into the gift shop. I can keep the leaflets if I want to, or I can recycle them before I leave the house.



The gift shop can be busy. I can walk through the shop and 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.

Once outside, I can use the **toilets** in this area. 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) and return to the garden. I will show the staff at the garden kiosk my ticket on my way back into the garden.



I can pick up a **Ways to Play family trail** at the garden kiosk. The trail has a map and some activities to do in the garden. I can also use the **site map** I collected at the House Entrance, to find my way around. If I don't have a site map, I can collect one from the garden kiosk.