

## Project Case Study

### *Little Moreton Hall, Cheshire*

#### **| The Challenge...**

To allow people with and without hearing impairments at Little Moreton Hall to clearly hear the proceedings of guided tours.

#### **| The Solution...**

A portable and highly customised touring guide radio system, made by Swedish company Comfort Audio, and supplied by Gordon Morris Ltd.

#### **| The Benefits...**

Better integration and participation in guided tours for all visitors.



Service providers face increasing demands to improve access for their facilities. Under the requirements of the Disability Discrimination Act 1995, organisations are obliged to make provision for those with disabilities, including hearing impairment. Little Moreton Hall is a historic National Trust-owned house, with garden, restaurant, shop and guided tours. Guided tours are a hallmark of this picturesque Tudor hall, and the sizes of the tour groups are often large and sometimes more than one group will be taking a tour at the same time.

The portable induction loop system that the Property Manager, David Watts, previously used for the hall was inadequate, dated and unsuitable for the needs of Little Moreton, and having tried to deal with this sensitive issue for over two years they were referred, by the National Trust's Access Office, to Gordon Morris Ltd. for help.

#### **Finding the Right Solution**

As with all of the Touring Guide and Touring Conference Systems, if a customer has not used the system before, a member of the Gordon Morris team will always go to demonstrate the equipment to ensure that the system has been properly introduced and is working to its' full and impressive potential. A visit to the site allowed for the member of the Gordon Morris technical team to determine what system specification was required for the building and for the amount of people who needed to hear or be heard. These factors are of utmost importance when considering a hearing system.

Little Moreton Hall caters for a large number of hard of hearing visitors, and the demonstration allowed the opportunity for a volunteer at the Hall, who is hearing impaired, to try out the system. This assured the Property Manager that the equipment was right for the building and for the specification. A free 10 day loan of the equipment was provided after which the system was returned and then promptly purchased. David Watt's states that "The professional advice and personalised service Gordon Morris Ltd. gave us meant that we found the Touring Guide System, which was perfect for our requirements."

#### **David Watts's Feedback**

"We are delighted that this Touring Guide System is on the market and that it is so effective. The modern technology has proved very popular with our visitors and we are now able to provide a quality service for people who are deaf or hard of hearing. The Touring Guide System ensures that everyone is able to hear the guides when they deliver their tours. Visitors now feel included, not excluded, because the appropriate, user-friendly technology allows them to participate fully in the Little Moreton Hall experience. In fact, many of our visitors have requested more information about the other products provided by Gordon Morris Ltd. Overall, we have been delighted with all aspects of the equipment, advice and levels of service".

Gordon Morris Ltd would like to thank David Watts for his kind cooperation with this article and wishes everyone at Little Moreton Hall the very best for the future.

To find out more about what they can offer visit: <http://www.nationaltrust.org.uk/main/w-littlemoretonhall>