



## Case Study

### Dunster Castle

Client: National Trust

#### Services Provided:

- Accessibility for disabled persons to the castle
- Onsite training and delivery
- Ongoing support & maintenance

#### Background

Dramatically sited on top of a wooded hill, a castle has existed here since at least Norman times, with an impressive medieval gatehouse and ruined tower giving a reminder of its turbulent history. Home of the Luttrell family for more than 600 years, the present building was remodelled in 1868–72 by Antony Salvin. The fine oak staircase and plasterwork ceiling he adapted can still be seen. Visitors can relax on the sunny sheltered south terrace, which is home to a variety of subtropical plants. Panoramic views over the surrounding countryside and moorland complete the experience.



#### Objectives

- The objective was to implement a T09 Wheelchair Carrier:
- Increase visitor rate with this stair access solution
- Provide easy operation for staff to enable disabled persons to visit unattainable parts of the castle and fine oak staircase
- Provide an easy to use solution, encouraging regular visits from disabled customers
- Provide a comfortable solution for customers to go up & down stairs in a safe and dignified Manner
- Offer regular maintenance and training programs

#### Solution

The Solution was to implement a T09 Wheelchair carrier, fully supplied by Baronmead which included a wheelchair, 1 year service contract, delivery and training for up to 8 staff.

The manager decided to take a train the trainer course supplied by Baronmead so they could train their own staff in the future.

