

ACCOMMODATION WITH SUPPORT DESIGN GUIDE



Providing whole solutions for whole lifestyles, providing genuine options and real choice which deliver opportunities for individual growth, development and wellbeing.

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FOREWORD

Sunderland City Council is engaged within an ambitious project to deliver supported accommodation to meet the needs of our current and future communities.

This includes the provision of extra care housing schemes; core and cluster accommodation; specialist housing, and supported accommodation to meet the needs of vulnerable people who choose to live in the city, including:-

- Older people
- People with learning disability
- People with mental wellness requirements
- Long term conditions including physical disability
- Complex needs
- Cognitive impairment, and
- Sensory impairment.

We aspire to work in successful partnerships which will provide high quality, vibrant, safe, attractive, sustainable and well designed supported accommodation which creates an enabling environment for residents. We expect good design to add to environmental, economic, social and cultural value which will help local communities to flourish.

This design guide is intended for use by everyone involved in the supported housing development process to assist in achieving high quality and sustainable 'places for living'. It will support the achievement of high standards of design and construction and it will provide planning committee members and officers with the tools to challenge poor design. The guide will be subject to regular review and subsequent updating. This will occur as a result of changes in legislation and standards and feedback from providers and developer partners.

The design of specialist accommodation often requires discussion and development of detailed layouts. Some issues may not present obvious or standard solutions. Therefore, this document is not intended to be prescriptive.

We expect Registered Social Landlords and developers who want to build supported accommodation in the City to sign up to the principles held within this publication.

This document will be reviewed bi monthly.

Please visit www.sunderland.gov.uk to find the most up to date document.

INTRODUCTION

We acknowledge that there are costs and challenges associated with delivering good quality and well designed accommodation. However, the Council wants to ensure that supported accommodation developed in the city maintains longevity in terms of appearance; cyclical maintenance; running costs responses to climate change, and adaptability to meet future life styles and technologies throughout the life of the building and is future proofed.

The council have a long term ambition to significantly reduce the number of people being placed into residential / nursing care in the city by providing them with a choice of lifestyle including a choice of quality, independent living accommodation. It is therefore, our aspiration to enable the development of independent living, while reducing the numbers of residential / nursing care establishments being agreed through the planning route. ¹

This guide is aligned to the City Council's Residential Design Guide (Supplementary Planning Document (SPG)). The Residential Design Guide must be referred to initially for general detail and more specific detail related to supported accommodation can be identified in this document.

It must be considered that most published design guidance in this specific field relates to extra care development, therefore, this document weighs heavily in this regard. As more good practice is published relating to other support accommodation requirements and those of the designs helpful to specific vulnerable groups this will be drawn into this document. However, most of the design issues for extra care can be translated / considered into accommodation for other vulnerable client groups.

The accommodation must be designed to enable individuals to find privacy, comfort, support and companionship, in addition to being a resource to the local community. It must also meet the various requirements of staff working from within the building and respond to market changes relating to tenure mix. Good design is about creating attractive and successful buildings that work well within the local area. The benefits of good design include:-

- Making people feel positive about their neighbourhood
- Creating a good quality of life
- Enriching the existing environment
- Supporting existing residential areas and create higher capital values
- Attracting people
- Increasing marketability and prestige
- Lifting confidence in the surrounding area.

Our aim is to enable provision of a choice of housing products for people who choose to live in the city of Sunderland. Their aspirations and expectations around the type of accommodation they require must be met. Achieving this

¹ Sunderland city Council - Accommodation with Support Needs Analysis – January 2009

will be measured against the design quality; its connections into the surrounding environment and customer satisfaction with their home.

We aspire to encourage within our enabling role:-

- Partners to place resident's needs and aspirations central to their design
- Joined up approach to design, development, long term management, maintenance and service charges
- Embracing sustainability and energy conservation within design
- Keeping quality high and costs low.

We maintain that healthy, safe, well-designed buildings, spaces and environments are central to the quality of life and wellbeing of our residents. By meeting current needs and aspirations we anticipate that people will be able to live independently for longer in their own home of choice, with support tailored to meet their individual need, which can be adapted as their needs change.



Community herb garden provided at Todmorden

SECTION 1: COMPLETE AND THOROUGH DESIGN

Dialogue should be maintained with local planners; the wider local community and local business to support community 'ownership' and pride in the proposed development, even before it is built. If design or planning problems are encountered, the most constructive solution can often result from sharing them and working towards a commonly agreed solution.

Be flexible and adaptable as compromise may be required. If areas of contention are not addressed at pre planning stage, then they may become grounds for refusal or call in.

The spaces and environments surrounding our homes are an extension of personal space, bringing individual homes together and forming a community of residents. The aim would be to provide an identity to be proud of and offers clear connections with the wider neighbourhood. This will be achieved by:

- Creating identity and variety – a safe environment where residents have a sense of belonging and ownership
- Designing to encourage friendships; knowing your neighbours and enjoying the use of shared spaces
- Encouraging wellness activities in external and internal spaces
- Create an external environment which is bio-diverse with multi use opportunities providing materials which will endure and improve over time.

Lifetime homes means designing in flexibility and adaptability needed to allow for easy incorporation of wheelchair accessibility, addition / removal of internal walls, and ease of extension. This is particularly important for older households, or other households with support requirements who may be dependent upon nearby local networks form emotional and physical support.

1.1 Attractive, Safe and Secure Places

A safe and secure design can involve:

- Easy access for people with disabilities and emergency services
- Clear definition of space
- Deterring crime - buildings facing onto streets and footpaths with windows facing onto them; car parking visible from homes.

The Royal Town Planners Institute (RTPI) Good Practice Note 8: Extra Care Housing – Development Planning, Control and Management also provides planning guidance and refers to other guidance documents.

CHECKLIST – Have you:	
• Maintained dialogue with Local Planning Officers ?	✓
• Supported community ownership of the building?	

• Provided clear connections with the surrounding neighbourhood?	
• Implemented Lifetime Homes guidance?	
• Provided an attractive, safe and secure design?	

1.2 Putting the Customer First

We want to ensure that the development of accommodation meets the needs of people in our communities. To do this we aim to provide access to good quality, well designed homes enabling vulnerable households to live independently with support tailored to meet the needs of the household. We want to ensure that the accommodation will also provide for the needs of their whole household; that it will be safe and warm; enabling the household to live fulfilling lives with access to social and wellness facilities whilst acknowledging cultural requirements.

Our aspiration is to enhance the quality of our resident's lives with the homes they have available to them now, and to ensure that the accommodation is future proofed to meet the needs and expectations of residents into the future. We want to encourage a sense of pride in the home and neighbourhood in which they live. We want to ensure that people have access to shared and public spaces, local amenities and facilities which will enhance their quality of life.



Activity / Games Room

It is essential that the physical environment is enabling in terms of the likely impairments that residents may experience in their lives due to increasing age, frailty, disability or impairment.

Good design can mean:-

- Enriching existing character
- Diversity
- Understandable places
- Achieving pride of place/ Creating a sense of place
- Easy movement – easy to access and move through with safe and welcoming routes
- Enduring and flexible places – built to last and energy efficient according to the intended use but with the ability to be easily used for another purpose.

1.3 Co-ordinating design and development with long term management and maintenance

Developing accommodation requires thought around the use of the internal and external spaces. Life issues for the people living in the accommodation must be considered to gain an understanding around how the buildings and communal areas will be used. This will enable the management and maintenance of those areas to be understood, particularly relating to service charges.



Beckwith Mews, Silksworth first floor corridor

It is expected that mixed tenure provision will be considered in all future housing developments as appropriate to the local housing market. Consideration must be given to the use of the accommodation, including considering the anticipated demographic profile which should provide an understanding of the appropriate level of management required, and how

innovative design and decoration solutions may help to reduce the impact on areas affected, e.g. heavy footfall and wheelchair use.

CHECKLIST – Have you:	✓
• Thought clearly about the use of all spaces?	
• Considered the 'life issues' of the expected occupants and how they will use the spaces?	
• Considered the impact of your design on service charges?	
• Considered how the scheme will be managed and paid for?	
• Designed areas appropriate to their use?	

1.4 High Quality with Low Costs

Quality should not always be costly and can be provided by innovative procurement / design and understanding the people who will be living in; working in, and visiting the accommodation. Embracing value for money principles and being efficient in some areas may enable additional resources to be invested elsewhere.



Silksworth Community Library at Beckwith Mews Extra Care Scheme

Consideration must be given to any operational services being provided from the building and whether there is opportunity to utilise existing local services, rather than provide them within the scheme build.

In turn, there is opportunity to consider services which can be provided in the building maximising use by local residents by supporting the principles of a community hub as appropriate.



Winton Court Extra Care Scheme, Gateshead – local shop



CHECKLIST – Have you:	✓
<ul style="list-style-type: none"> Identified services in the local area which could support the scheme? 	
<ul style="list-style-type: none"> Identified services lacking in the local area which could be provided within the scheme? 	
<ul style="list-style-type: none"> Considered how services provided in the scheme can support the wider local community? 	

1.5 Local Context

Context emphasises the requirement for the layout and appearance of buildings to be based on an appraisal of the character of the site including buildings and land in the surrounding local area. Larger new developments e.g. extra care accommodation must cater for the needs of residents and visitors, and must consider and raise the general aspirations and expectations of neighbouring residents and the general public (as appropriate).

With an application for accommodation involving 'housing with care', the design statement should include specific reference to the issues related to the model. This is likely to be of considerable assistance to the planning officers dealing with the application.

CHECKLIST – Have you:	✓
• Carried out an appraisal of the site, taking into account the surrounding local area	
• Carried out a demographic analysis of the local population in terms of age profile, the existing provision for housing 'with care' in the area and its 'fitness for purpose' and a projection of future need to establish a case for new housing?	
• An explanation of the model of development including communal provision, tenure opportunities and integration into the wider neighbourhood?	
• Benefits that the development will bring to the area in terms of facilities, employment, release of existing housing in the community due to under occupation (as appropriate)?	
• Reference to precedent and guidance on similar models to aid the planning process?	
• Assessed / evaluated your parking requirements based upon residency and expected service provision within the scheme?	

We would like to enable the creation of homes that people will positively choose to move into and want to stay in by:

CHECKLIST – Does your design:	✓
• Create distinctive homes which are safe, spacious, welcoming and user friendly?	
• Provide homes which are tenure neutral in appearance and standards?	
• Provide environmentally sustainable homes and future-proofing designs to bring long term benefits to residents?	
• Ensure that high quality standards and materials are maintained throughout the whole life of the building?	

SECTION 2: PLACE SHAPING

2.1 Supporting the local community

Wellbeing at home is vital and this can be achieved by ensuring there are effective links to local amenities, shops, public transport, opportunities for social interaction and green and attractive surroundings.

The opportunity to mix tenures, use Modern Methods of Construction and be innovative around design and architecture enables opportunity to create vibrant and exciting places to live and visit.

Feeling safe at home and in the neighbourhood is a recurring issue raised by our more vulnerable residents. Effective urban design can help achieve good connectivity between neighbourhoods, provide defensible private space, and places that feel safe. The following should be considered:

2.2 Well connected and convenient

Creating and sustaining a community is about building homes in places where people want to live for the longer term, with access to social and wellness activities; shops; public transport and local amenities. To help deliver this we should:

- At an early stage, establish the context of the site by analysing how well it will serve the client group for which the supported accommodation is being developed;
- Local convenience shops should be available, ideally within a safe five minute walk of the site;
- Larger shops and supermarkets should be easily available within a ten to fifteen minute drive or by public transport
- There should be good and regular public transport nearby
- If there is no large open space or park nearby will the scheme provide communal garden / outside space?

CHECKLIST – Does your design:	✓
• Have entrances that are clearly visible from the street, well lit and welcoming?	
• Provide formed boundaries between public and private space using attractive and durable materials – are the barriers clear but unobtrusive?	
• Avoid putting car parking under buildings at ground or semi basement level so as not to create poor quality street frontages?	
• Ensure that communal spaces and gardens have a clear purpose and are overlooked by homes or passers by (as appropriate)?	



Roker Marina, Sunderland

Area for Consideration

- If there are strong local patterns of urban design this may need to be reflected within new design. This may be re interpreted in a contemporary way.
- If a 'place' lacks character or is poor in terms of design, the new development can become a beacon or exemplar for regeneration and future development.
- Materials must be chosen for their longevity and not cause undue and costly maintenance problems.
- There must be no distinction between different forms of tenure within the layout or the architectural treatment of the buildings.
- New development must be integrated into and connected with the wider neighbourhood, avoiding the feeling of a separated estate or gated community and should help to breakdown barriers to adjoining neighbourhoods.

Each development sits within, and contributes to, local communities; local businesses; local facilities, enhancing the sustainability of that neighbourhood and ensuring a positive future for its residents.

CHECKLIST – Does your Design:	✓
<ul style="list-style-type: none"> • Providing sustainable and innovative designs which can strengthen neighbourhood identity and community ownership (<i>this could include provision of district heating or CHP to the local community</i>)? 	
<ul style="list-style-type: none"> • Encourage the dissolution of barriers to adjoining neighbourhoods? 	
<ul style="list-style-type: none"> • Provide homes and facilities to strengthen neighbourhood cohesion and sustainability? 	
<ul style="list-style-type: none"> • Maximise the use of green spaces as focal points, meeting places, activity areas for all ages? 	
<ul style="list-style-type: none"> • Understand the sustainability of services and buildings in the area, and support them within the aims of the scheme ? 	

2.3 Parking Provision

Car parking must be carefully considered and integrated with the landscape. All of these opportunities need to be carefully considered at design stage in terms of their function, durability and ongoing maintenance.

Areas for Consideration

- Local streets must not be dominated by cars and car parking associated with residents and people visiting or working at the housing provision
- Larger parking courts for apartment developments need to be carefully designed to avoid compromising the living conditions for ground floor homes. Parking courts should be designed to be safe for pedestrians; cyclists; people in wheelchairs and using mobility scooters. Low car speeds must be encouraged through design.
- Car parking areas and public walkways to the scheme / front door should be well lit.
- Safe drop off point is required and consideration must be given to accommodate rear tail wheelchair lifts on minibuses. It is good practice to arrange a 'horse shoe' drop off configuration to avoid the need to reverse with the associated health and safety risks.
- The entrance canopy should be designed to allow residents to move directly into a sheltered area and minimise exposure to inclement weather.

If developments incorporate local shops and facilities, are close to public transport and include attractive, safe pedestrian and cycling routes this will help reduce car usage without reducing car accessibility or car ownership. It will also enable a high quality of life for those least likely to own a car. Convenient cycle storage should be provided for any staff and visitors to the development (dependent upon scale of the building). Parking provision must be determined by locality and the availability of other forms of transport. Adequate spaces should be provided to prevent people parking in inappropriate places e.g footpaths, grass verges, across local resident's driveways, local residents off street parking areas.

CHECKLIST – Have you:	✓
• Integrated car parking into the landscape of the scheme?	
• Considered planting of trees and shrubs in the parking areas?	
• Provided lighting to the car park area to help with way finding, safety and security?	
• Designed the car parking and drop off areas to be safe for pedestrians, cyclists, people in wheelchairs and people using mobility scooters?	
• Provided canopy or shelter provision at the entrance to the building?	
• Provided cycle storage areas?	
• Provided adequate parking for the successful operation of the building and minimised inappropriate 'public' parking?	

SECTION 3: MAXIMISING THE USE OF OUTSIDE SPACE

3.1 Seating and planting

Outside space should be maximised to enable people to undertake indoor activities outside during warmer weather. This could include a patio with tables and chairs as an extension to the restaurant / café; activity area and circuit area for people to move around on foot or in their wheelchair with pagoda's and seating areas as stop off points. Pergolas covered in climbing plants can provide shading for south facing terraces or to shade seating areas. Water features can support a stimulating and tactile environment and provide effective focal points. Raised planting areas provide the opportunity for residents to contribute to planting / gardening activities. This also provides the opportunity for the accommodation to grow some of its own food including the use of fruit trees and herbs.



Example seating and environmental design

Seating areas should be designed to meet the requirements of all residents of all abilities, particularly wheelchair users. Benches should be located at all main entrances for those awaiting transport. The design and location of seating must consider the requirements for a minibus and taxi drop off undercover and to allow for the anticipated size and tracking of emergency and service vehicles, turning heads and waiting bay.

Secure wandering circuits of a suitable material should be incorporated into the scheme to provide opportunities for exercise. Seating points should be located to allow for rest points. Loose gravel surface treatment should be avoided, especially if there are disabled or elderly residents. Resin bound

gravel is usually more appropriate. Avoid unguarded changes in site level with only very gentle ramps acceptable if residents are to include people with mobility issues. A minimum path width of 1200mm is adequate if wider wheelchair passing spaces are required. Dead ends should be avoided; short cuts anticipated and paths providing a clear route back to their origin.

Giving consideration to the residents living at the accommodation, garden areas should be functional, useful and safe external spaces which can provide areas for relaxation; socialising; activities and private space. The benefits of green space have a direct effect on quality of life in terms of both physical and mental wellbeing.



Seating areas giving private but attractive space – The Staiths at Gateshead

3.2 Activities

Appropriate play provision, dependent upon the age groups living in the new development should be considered. This could be basketball area; kick-about area for young people; small play area for families with children or visiting young children; flat green area for bowls / yoga / tai chi which can support older person activities.



Outdoor table tennis and social space day and night - The Staiths at Gateshead



Alternative use of outside space – The Staiths Development, Gateshead

CHECKLIST – Have you:	✓
• Maximised the outside spaces and provided seamless access from indoors?	
• Designed the scheme to maximise use of the outside as an extension to the building?	
• Considered activities which could be undertaken outside and designed the external areas in such a way to accommodate those activities?	
• Considered providing focal points including water features; pagodas; seating; sculptures; outside games areas?	
• Provided a garden which meets the needs of residents including providing potting sheds; green-houses; raised bed planters; fruit trees; herbs?	
• Provide adequate and appropriate seating arrangements?	
• Provided wandering circuits with adequate seating and providing shade?	
• Maximised views and the landscape (if available)?	
• Provided appropriate ground covering to meet the needs of those living in the scheme / building?	
• Made the outside place an interesting, accessible and enjoyable place to use?	

SECTION 4: MAXIMISING THE NATURAL ENVIRONMENT

4.1 Biodiversity

Biodiversity should also be incorporated into the design to encourage wildlife into the garden space and maximise the potential of the plants used i.e fruit trees; herbs for kitchen use and craft use; plants for sensory enhancement; areas to encourage fitness activities and social activities.



Llys Eleanor Extra Care Scheme has a wealth of state of the art features including 'intelligent' sprinkler system and telecare/assistive technology to aid daily living. Environmental features include rain water harvesting linked to wc facilities and allotments in pleasant extensive grounds.



Llys Eleanor Extra Care – Flintshire County Council

CHECKLIST – Have you:	✓
<ul style="list-style-type: none"> • Considered plants to stimulate the senses including tall sweeping forms to provide movement, varied textures to create sounds and encourage sense of touch ? 	
<ul style="list-style-type: none"> • Used vibrant colours and highly aromatic plant mixes? 	
<ul style="list-style-type: none"> • Minimised maintenance and provide opportunities for resident participation? 	
<ul style="list-style-type: none"> • Considered green spaces as a wide web of spaces and habitats; planting plans should enhance the natural ecology of these spaces? 	
<ul style="list-style-type: none"> • Considered the use of green roofing in the scheme design to provide an attractive outlook for upper floor homes as well as contributing to rainwater retention; bio diversity and energy efficiency? 	
<ul style="list-style-type: none"> • Provided privacy and enclosure for residents, especially where their front windows may overlook public access areas / car parks? 	
<ul style="list-style-type: none"> • Maximised the use of rain water storage to provide easy recycled watering systems for garden / lawn areas? 	
<ul style="list-style-type: none"> • Considered providing, wherever possible / appropriate, Sustainable Urban Drainage Systems (SUDS)? 	
<ul style="list-style-type: none"> • Ensured refuse collection points are within limits set by the local authority and if vehicles are required to enter the site, ensure that adequate turning areas are provided? 	



Provision of a vegetable garden area at Redhill Primary School - Worcester

SECTION 5: ENERGY AND RESOURCES EFFICIENCY

5.1 Sustainability and energy conservation

New developments must consider their impact on the environment; how they can respond to rising energy cost, the need to reduce carbon emissions and for overall, long term sustainability and recognise good practice in these areas.

We expect to see both sustainability and energy conservation embraced within design for new buildings, in particular, the use of natural light, recycling of rain water, high levels of heat conservation, solar panels, heat pumps, ground and air source, and biomass heating along with renewable electricity supply where practicable. In turn we anticipate lower costs for residents in terms of heating charges and service charges due to efficiencies which can be accrued over a period of time due to reaching and surpassing sustainability standards. This will support affordable warmth and help people out of fuel poverty.



BedZed and Peabody Trust

5.2 Affordable running costs

The design, installation and management of energy efficient and affordable utilities is crucial to the continuing success of every home. Each design must ensure that energy consumption and costs to residents are as low as possible. This will require design consideration from the very initial stage of a

project so that orientation, window design, heat loss and heat gain are considered along with the potential cost in use of appliances.

Sustainable energy supply should be incorporated with the intention of minimising or eliminating the use of fossil fuels and reducing carbon emissions.

For space and water heating this may result in the use of:

- Solar hot water
- Ground source heat pumps
- Air source heat pumps
- Biomass boilers
- Biomass district heating linked to the local community

For electricity supply this may result in the use of:

- Wind turbines (including off site wind generators with dedicated supply)
- Solar photo-voltaic cells, panels or roof tiles
- Biomass combined heat and power

Long term costs within management and maintenance that may be passed to residents through service or maintenance charges are considered early and kept to a minimum.

Early consideration should be given to the provision of telephone; TV; broadband and digital services to eliminate the need for residents to make their own arrangements. Communal TV aerials and / or cabling of services should be provided.

5.3 Minimising energy consumption in construction and design

It is the responsibility of all new development to minimise energy use in the construction and ongoing use of buildings and to maximise passive and active technologies to support the reduction of both CO₂ emissions and fossil fuel energy use.

5.4 Minimising Construction Waste

Careful design and specification, including off site manufacture, can help reduce waste during construction.

5.5 Recycling Materials and Buildings

Reusing buildings, parts of buildings or elements of buildings such as bricks, tiles, slates or large timbers all help achieve a more sustainable approach to design and construction. Re-cycling and re-use of materials can help to minimise the extraction of raw materials and the use of energy in the production and transportation of materials. Developments should maximise

the re use of existing buildings (where appropriate) which can support social environmental and economic objectives.

5.6 Environmental sustainability

Within our enabling role the Council will expect its developer partners to aspire towards achieving the Code for Sustainable Homes level 4 with the aim to achieve higher Code levels in the future. Innovative design and construction, including the contribution of modern methods of construction, will be a vital element of delivering this target.

The Code requires that the design of the buildings and the layout of the site is considered across the following topics: energy use, carbon emissions, water, materials, run-off, waste, pollution, health and wellbeing, management, and ecology. There is a Code requirement for a design stage assessment and post-completion assessment which should be identified in the design programme from the outset. Our approach is to maximise passive solar gain, build airtight dwellings with adequate ventilation, shading and cooling, and incorporate thermal mass to reduce overheating where appropriate.

All designs and technologies that affect how the home works must be designed and installed so that they can be easily managed by residents or, alternatively, do not require their attention at all. We believe that design that meet the Code standards will, at each level, have increasingly significant benefits for residents, through reduced running costs and improved health.

Needs and aspirations of residents will change in time and we must acknowledge that the pace in technological change is rapid. New developments should be adaptable to those changes over their lifespan.

Every building and each individual home should be designed for future proofing, to allow for the addition of new technologies. Also as summers become warmer the need for cooling is likely to increase and efforts should be made to provide this through natural ventilation methods rather than by air conditioning.

Where appropriate flood resistance and resilience measures must be considered within the development design, along with measures to reduce overheating and promote water efficiency.

Internal air pollution and toxicity is a particular issue in buildings made more airtight to prevent heat loss. Many materials used in construction and finishing give off VOCs (volatile organic compounds). This can be avoided by using natural breathable products and water based finishes.

CHECKLIST – Have you:	✓
• Recognised good practice within sustainability and energy conservation?	
• Maximised natural light, recycling of rain water, high levels of heat	

conservation, solar panels, heat pumps, ground and air source, and biomass heating along with renewable electricity supply where practicable?	
• Ensured that energy consumption and costs to residents are as low as possible alongside supporting affordable warmth?	
• Minimised or eliminated the use of fossil fuels and reduced carbon emissions in design?	
• Integrated communal TV aerials, satellite and / or cabling of services into the building?	
• Minimised construction waste?	
• Provided for re-cycling and re use of materials if practicable?	
• Achieved or surpassed Code for Sustainable Homes Level 4?	
• Acknowledged future proofing to allow for new technologies?	
• Provided for natural ventilation methods?	
• Arranged for the use of natural breathable products and water based finishes within the building?	



Ecos Homes Scheme, Great Bow Yard, Somerset demonstrating sustainable construction.

SECTION 6: BUILDING OPERATIONS

6.1 Refuse and recycling

- Designs within the home and the building must be innovative and adaptable to meet the increasing demands for effective recycling and refuse collection.
- Refuse / recycling points must be located
- Refuse and recycling requirements will be met within the internal arrangements of the building
- Collection facilities must not be intrusive in the landscape or within the communal areas
- Refuse collection and storage with recycling facilities puts greater demand on good management and maintenance. Adequate space must be provided for the increased size of containers and the amount of refuse which is now separated for recycling.

CHECKLIST – Have you:	✓
• Provided effective opportunity for recycling and refuse collection?	
• Located refuse / recycling points in easily defined areas?	
• Provided internal arrangements for collection of refuse?	
• Provided refuse collection arrangements designed so as not to be intrusive in the landscape?	
• Provided adequate sized refuse collection areas which can be easily cleaned with easy collection?	
• Provided collection points away from buildings and communal areas?	

6.2 Care Teams / Staffing

The working environment must be pleasant and practical to enable staff to work within it effectively. The building must be easily accessible to staff who will require conveniently located ancillary accommodation with comfortable and functional facilities including storage areas; changing area; lockers; shower; rest room with small kitchen area and adequate office space.

CHECKLIST – Have you:	✓
• Considered the staffing provision in the scheme and their accommodation requirements?	
• A clear understanding of the number of staff expected to work in the building and their roles to understand the impact on the building design?	

SECTION 7: ACCOMMODATION REQUIREMENTS

Extra Care

7.1 Security

The main entrance to the scheme will have two way access door which will enable people to gain open entrance during working hours, however, have the ability to switch to a one way opening after hours. Switching to one way will ensure security of the building with access only by intercom system or fob.

The foyer area will include office space for the court manager and will act as a reception area. CCTV offers residents a means of communicating with the front door and can be a Secure by Design requirement. It would be usual to provide two CCTV monitors with 28 day recording facility. The location of the monitors must be practical and accessible by the Court Manager and also the 'out of hours' staffing team to ensure health and safety of residents and contracted care staff out of office hours.

Resident's areas should only be accessible behind progressive privacy doors, giving their areas clear and distinct space.

Ancillary access to the restaurant and laundry areas should be separate to the main entrance for safety and visual reasons.

CHECKLIST – Have you:	✓
• Provided adequate front door provision which gives two way access?	
• Provided an intercom/ door panel for out of hours visitors to access residents?	
• Provided adequate CCTV arrangements?	
• Provided progressive privacy doors which gives residents a clear and distinct space which is behind public areas?	

7.2 Tenure

Consideration must be given to mix and type of tenure proposed. There should be no discernable difference in finish regardless of tenure and units of each type of tenure. Tenure choices should be pepper-potted throughout the scheme.

CHECKLIST – Have you:	✓
• Provided mixed tenure?	
• Identified which apartments / housing units will be available for which tenure type?	
• Ensured that the tenure types are pepper potted throughout the	

building?	
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7.3 Management Arrangements

Effective management of the scheme must be considered from the onset. Management is particularly important at higher density where there is more intensive usage and a greater proportion of shared, communal space. The cost of management, reflected in service charges, is a major issue in terms of affordability so designing to minimise the cost of management and spreading the cost over as many homes as possible is a key part of the design process.

7.4 Health and Safety Including Fire

Schemes should be designed to ensure the safety and wellbeing of residents, staff and visitors to the scheme. The fire strategy for the building and means of escape need to be fully considered as part of the overall design. In particular the evacuation procedure and how the buildings structural fire precautions and the Fire Management Plan work together.

If sprinklers are incorporated the design of the system shall be in accordance with relevant British Standards and LRC Guidelines.

Fire responses need to be carefully managed with the assistive technology put in place within the building.

CHECKLIST – Have you:	✓
• Considered the management arrangements for the scheme and how they will be paid, without impacting too significantly on service charges?	
• Compiled a clear fire and evacuation strategy?	
• Provided adequate fire management and fire escape facilities?	
• Arranged fire management alongside the assistive technology?	

7.5 Colour Contrast and Material Selection

Colour contrast between walls, floors, doors and architraves, as well as fittings and furniture, assists residents with visual impairment in identifying the different surfaces and edges of their surroundings. Patterns should be limited so as not to cause confusion between, for example, the edge of a chair and the carpet.

Colour schemes from each area, and at the entrance to each flat gives each group of flats an individual look. This will assist residents in locating 'their home'. Measures should be taken to ensure non resident areas such as stores and staff areas have the facility to be locked off and the doors and frames are 'visually lost' in the wall colour to detract residents from trying to

enter restricted areas. This could lead to confusion and anxiety as they attempt to action a sign on a door – for example a door with a ‘push’ sign on it – only to find it locked.

Handrails should be on both sides of corridors and stairways. A change in material and colour at changes of direction, will assist residents with visual impairment in identifying the route through the building.

Shiny surfaces must be avoided, especially on floors. Tiling in a satin or matt finish reduces glare that can confuse residents with visual impairments.

Interior timberwork painted with satinwood as opposed to gloss will reduce glare.

Use of patterned wallpapers should be avoided as they cause problems in the following ways;

- Bold patterns can be over stimulating
- Small patterns such as geometric ones can produce blurred vision and eye fatigue
- Vertically striped wallpaper can make some people feel dizzy
- Curved and angled lines on walls can affect balance
- Still life patterned wallpaper can be confused with reality.

CHECKLIST – Have you:	✓
• Carefully considered the materials, colours and interior design of the building?	
• Considered the needs of potential residents of the building against the design?	

7.6 General Signage

Signage to comply with Approved Document Part M which includes guidelines such as minimum character size, sentence case, embossing, height, type face etc. The Sign Design Guide produced by The Sign Design Society and JMU, which is cross-referenced in Part M, is a useful reference. Appropriate signage delineating disabled parking bays will be designed in accordance with BS 8300:2001. Signage must include the wording in Braille. Signage must not be over used in the building as this will give an institutionalised feel to the building.

For residents with dementia, there is specific dementia signage available which can help to identify their apartment and rooms in their apartment. The signage provides both the word e.g ‘Bathroom’ alongside a picture of a toilet. This enables people with either special or word issues to recognise the sign and help them to way find in the building and in their own apartment. Such signs can be found:-



www.dementia-signage.co.uk

CHECKLIST – Have you:	✓
• Identified which signage you require?	
• Considered the location of signage both internally and externally?	
• Ensured that the signage meets the needs of people who will be using it?	
• Provided specialist signage if required?	

7.7 Communal Facilities

Communal facilities are usually provided centrally to serve all residents. Some have been developed in clusters or friendship groups with 8 or 10 flats having an individual lounge and dining room. This must be decided at first stage of the design process.



Restaurant area at Beckwith Mews Extra Care Scheme, Silksworth

The scheme must have progressive privacy. Public spaces such as communal lounges, dining rooms, laundries and catering kitchens should be located centrally and away from residents' apartments. Staff, visitors or day users of the building should not need to walk through corridors off which apartments are accessed to reach their destination. Guest rooms and assisted bathing areas should be located away from the public areas and

closer to the individual dwellings. Entrances to service areas should be separated visually from the main entrance.

The building must have a clear and logical layout which can be easily understood. Communal areas shared with members of the public should lead from the main entrance foyer with minimal barriers to encourage use and easy access.

Good lighting is important throughout the routes but higher light levels can be used to differentiate public from private areas.² Lighting in corridor areas should be programmed to dim during later evening hours, with PIR detection of movement which will cause the lighting to return to full power and gradually return to dim while corridors are unused. This will help to reduce electric usage and associated service charges for electric utility.



Entrance, main foyer and lounge with library access to the right – Beckwith Mews, Silksworth

Small seating bays can break up walking distances and provide a ‘rest stop’, however, this should be discussed with Fire Officers to ensure that they are confident and in agreement with the proposal.

Communal spaces should be designed to accommodate specific activities and include adequate storage for related equipment.

Disabled access toilets must be provided in the communal spaces, preferably close to principal entrances. They should be easily identifiable with automatic

² Extra Care Housing: Environmental Design to support activity and meaningful engagement for people with dementia – Journal of Care Services Management Vol. 3 no. 3 pp 250-257

lighting which dims as someone leaves the facility. Wash hand basins must be provided in each toilet facility and they must all be linked into the telecare system. An alternative to a pull cord fitting for the alarm should be considered to prevent children from pulling the cord and activating the alarm.



Seating area, Beckwith Mews, Silksworth

CHECKLIST – Have you:	✓
• Agreed which communal facilities you are providing?	
• Agreed the location of the facilities and ensured that they are in the most accessible location?	
• Looked at the proposed facilities and their location in front of progressive privacy and away from staircases and lifts which lead to resident only areas?	
• Is the layout of the facilities clear, logical with an easy flowing route?	
• Removed all barriers to the communal facilities, encouraging access and use from residents and visitors to the scheme?	
• Provided adequate seating areas in the main foyer?	
• Provided adequate disabled toilet provision with adequate lighting provision, washing provision and linked to assistive technology ?	
• Maximised the use of natural lighting whilst providing effective natural ventilation?	
• Have areas been adequately / innovatively designed to meet the needs of the activity to be carried out in the area ?	
• Has adequate storage facilities been provided ?	
• Have you provided for a discrete 'back entrance' provision within the building on the ground floor, to provide dignity and privacy to those being taken from the building by ambulance or by undertaker?	

7.8 Restaurant / Café Areas

Restaurant areas are located within the main foyer of the scheme to enable easy access to the provision for both residents and visitors to the scheme. The restaurant size should be adequate to cater for residents, staff and visitors and also provide an adequate kitchen area; changing area and office provision. The kitchen will require effective ventilation to maintain a comfortable and safe working area for the catering staff. The use of CCTV and telecare speech units should be considered (as appropriate) within the restaurant area, to facilitate the safety of residents and catering staff.

The restaurant must provide adequate turning points for people using wheelchairs and walking sticks / zimmer frames around the restaurant furnishing.

Where space is available the restaurant should be clearly linked to an outside patio space to enable the restaurant to be extended outside in warmer weather encouraging 'al fresco' dining. Provision of a barbecue area can be advantageous to encourage social events. Access doors should not be identified as 'fire exit' doors as this may discourage people from venturing outside.

The kitchen should be lockable with access limited to authorised staff only.

CHECKLIST – Have you:	✓
• Located the restaurant (if provided) in the best location for the building and its residents?	
• Provided for adequate office space, kitchen space, storage, wc and changing facilities?	
• Provided adequate natural ventilation with secondary ventilation during warmer months in the kitchen area?	
• Considered how the restaurant area can be maximised by linking it to external spaces?	
• Provided adequate turning spaces and walking areas for people with a disability?	
• Provided locks to the kitchen; office; changing areas?	

7.9 Lounge Areas

Lounge areas use a large amount of space and consideration should be given to the location of the lounge to maximise use by residents. Such areas can often be found behind progressive privacy to ensure that residents have their own specific lounge area. Lounges accommodate a range of activities, each of which generates equipment and artefacts that need to be kept available for use, this may include television; CD player, games, books, Wii game.

All items represent activities that people living in extra care accommodation can enjoy, however, adequate storage or display must be provided to remove clutter which is not helpful for people with dementia. A design approach

which allocates specific zones to different activities with adequate designated storage would produce more legible spaces.³



Cinema

CHECKLIST – Have you:	✓
• Planned the location of your lounge(s) to gain maximum use from residents?	
• Considered the potential use of the spaces and designed them with those activities in mind?	
• Provided adequate TV sockets and electrical sockets in sensible locations?	
• Considered the layout of the room to provide for furnishing and ensure a comfortable rather than institutional layout of furnishing?	
• Provided adequate storage provision either integral or within a furnishing budget?	

7.10 Circulation

Circulation areas should be adequately designed for people with poor mobility and wheelchair users, avoiding long, dull areas. Circulation spaces should be clear and rational to assist people suffering from cognitive impairment. It is also useful to break down the building into identifiable zones and the provision of visual clues (through pictures and graphics). Windows should reveal orientating external views and landmarks to help people to feel in contact with the natural world and part of a community in addition to providing reference views to the outside. Signage will greatly assist way finding, however a consistent approach to signage and display of notices should be adopted to prevent them from becoming overwhelming and creating an ‘institutional’ appearance. Spaces should clearly convey their purpose with routes designed to support way-finding using graduated spatial hierarchies from public to private space.

³ Extra Care Housing: Environmental Design to support activity and meaningful engagement for people with dementia – Journal of Care Services Management Vol. 3 no. 3 pp 250-257

Providing a place to sit and enjoy a view at the end of corridors can avoid the sense of frustration suffered by residents with short term memory loss who might wander to the end of corridors. Double banked internal corridors with rooms opening off both sides are notoriously bad for way-finding (especially when they are subdivided by closed fire doors) and should be avoided or minimised. Many extra care buildings have corridors leading to private apartments that are similar in appearance; the design challenge is to make them distinct from each other. Colour coding is often used to distinguish different zones, but it is not as effective as glazed openings with views to significant external features, which also convey information about seasonal variation. 4

CHECKLIST – Have you:	✓
• Avoided long corridors which can feel institutional and affect accessibility?	
• Avoided using mirrors in circulation areas?	
• Maximised the use of natural light?	
• Created clear circulation patterns for orientation?	
• Provided the ability to see outside at regular points to aid orientation?	
• Provided regular seating areas, rest stops (if agreeable with Fire Officer)	
• Designed ends of corridors to avoid dead ends which can be frustrating for people suffering with dementia?	
• Ensured that corridor widths are a minimum of 1800mm wide to allow for wheelchairs to pass?	
• Designed corridors as a social space linking the flats rather than just as a means to access accommodation?	
• Used different colour pallets to identify different floors or clusters of flats?	
• Provided artwork and features at key access points and changes in direction to aid orientation?	
• Provided handrails which turn into the walls at the end of corridors?	
• Provided level thresholds?	
• Provided a cill at the front door to enable the area to be personalised?	
• Designed in a 30% tonal contrast between the wall and the floor?	
• Avoided bands or border strips of colour on floor surfaces so as not to suggest a barrier or step?	
• Provided circulation areas internally to avoid residents having to go outside to gain access to central facilities?	
• Provided hold open devices on fire doors which are linked to the fire alarm system which are recessed flush to reduce snagging points?	
• Provided for a 300mm space which is required to the leading edge of all doors to facilitate ease of use by wheelchair users, in	

accordance with Approved Document Part M?	
<ul style="list-style-type: none"> • Ensured that skirting boards are continuous across the base of riser cupboards to make them appear as part of the wall? 	
<ul style="list-style-type: none"> • Ensured that riser cupboard doors and doors to non resident areas are painted in with the wall colour so they are visually lost within the wall (if appropriate for the client group). This will reduce confusion and frustration amongst residents with dementia. 	
<ul style="list-style-type: none"> • Considered using colour and personalisation to enable people to identify with their own front door? 	
<ul style="list-style-type: none"> • Avoided the use of a monotonous succession of doors along the corridor? 	
<ul style="list-style-type: none"> • Provided vision panels in doors on main traffic routes with a minimum visible zone between 900mm and 1500mm above floor level? 	

Residents must be able to move freely around the building without needing to carry key fobs or remember codes as this can create an institutional environment. People need to feel that they are entitled to use a space. This has important implications for the design of communal areas. If people do not feel a sense of ownership of a space they will tend to avoid it, or behave in a passive way within it. Design strategies can help to counteract disengagement, for example people are more likely to access facilities that are presented as part of a flowing route. Closed doors on to rooms tend to be avoided. Open plan areas are used, partly for social reasons where people will sit to give them more of a chance to socialise, particularly if in an area where people are walking through. 3

7.11 Stairs and Protection from Falling

Stairs and ramps are to be guarded to protect people from falling by means of a 1100mm high guard at landings and a 900mm high guard on flights. Where possible the stairs should be designed to avoid a straight flight in order to avoid falls. The balustrades should be solid to mitigate the need for an open stair well and avoiding possible trapping of limbs etc.,

7.12 Acoustics

Acoustics must be considered by separating noisy rooms from residents living, sitting and sleeping areas. If layout permits, try to ensure that the living rooms of two adjoining flats are next to each other, and bedrooms of adjoining flats are next to each other. Hearing assistance systems should be made available in the main public area for residents with impaired hearing. The reverberation time of large spaces needs to be controlled in accordance with relevant guidance to improve intelligibility.

7.13 Emergency Call and CCTV

The type of system to be installed must be considered to reflect how the residents can maintain independence with an appropriate level of assistance without intrusion on their rights. Dispersed systems of telecare and telehealth assistive technology should be provided enabling peripheral technology to be added as resident's needs change. A telecare overlay allows the implementation and use of telecare sensors, combined with communications technology and tailored support, it helps to manage the risks associated with independent living including, falls, gas leaks and fire. It enables care staff to receive alarm calls from a variety of identifiable telecare sensors. Alarm calls received by the Contact Centre off site, can provide details of the sensor type and location. The telecare system must provide the ability to configure telecare on a per resident basis enabling telecare to be utilised to provide tailored care services.

CCTV should cover the full curtilage of the building and will be recorded preferably on a 21 day arrangement within the care manager's office. The CCTV monitor must be in an easy to view position within the office and provide easy reach to the recording system. A second monitor should be provided to enable monitoring during out of hours by the care team, in an easily accessible location.

CHECKLIST – Have you:	✓
• Considered the design of staircases to reduce the risk of falls?	
• Considered your acoustics and areas in which they need to be managed?	
• Provided for hearing loop facilities?	
• Provided a telecare overlay which links in with your contracted care team and contact centre? (as appropriate)	
• Provided efficient CCTV and recording facilities which adequately promotes safety within the building; providing easy access to visual monitors and the recording unit?	
• Undertaken a safety check of the designed building to ensure that CCTV and assistive technology is in place as required?	

7.14 Lifts

Lifts should be located adjacent to central facilities and have a clear 'waiting' space in front of them. If the lifts are intended to be used for evacuation they will require a lobby, ideally with hold open devices.



Lift in main entrance – Beckwith Mews

Sizing of lifts must be in relation to the transportation of wheelchair users and stretchers. Mirrors should not be provided in lifts as these can cause confusion to residents with dementia.

Normally two lifts are provided in case of breakdown with one wheelchair lift whilst the other needs to be a stretcher lift.

CHECKLIST – Have you:	✓
• Agreed the number of lifts your building requires?	
• Considered how lift breakdown will be managed and future proofed this arrangement ?	
• Ensured that the lift is large enough to transport stretchers and to meet hospital and undertaker requirements?	
• Made sure that the lift manufacturer’s design does not include mirrored interiors or shiny floor surfaces?	
• Considered how easy the lift is to operate and how clear the signage / buttons are within the lift casing?	
• Ensured that the lift has a verbal system which advises the passenger of their location / doors opening / doors closing etc.,?	

7.15 Treatment Rooms and Assisted Bathing

Wash hand basins are to be provided in all clinical areas, OT rooms and medical rooms. In clinical and hazardous areas wash hand basins should be stainless steel with wall mounted lever mixer taps to avoid cross contamination. Hand rinse basins will not be fitted with a plug or chain stay hole to avoid sitting water.

Soap dispensers and paper towel dispensers should be provided at each washing facility. Large paper sheet dispensers should be provided in treatment areas.

A suitable assisted bath must be fitted which provides thermostatic and computer-controlled filling systems to prevent scalding. A separate wc and changing area must be provided to respect the privacy of the individual.

The assisted bathroom and treatment rooms should be decorated in such a way to promote a 'spa' appearance rather than a clinical appearance. The use of plants and domestic furnishing can give these areas a comfortable and relaxing feel.

The use of the treatment room must be carefully considered. It is likely to provide opportunities for external practitioners to visit to provide services such as:-

- Chiropody / podiatry
- Beauty / massage
- Optical
- Flu jabs
- Bandages / dressings
- Complimentary therapies

At least a therapy chair must be provided which easily converts from a treatment chair into a strong and stable couch allowing transition from a seated to a lying position. Such an item would usually provide an electronic lift and power-assisted section. To enhance this area for relaxation, a dimmer light option should be available.

CHECKLIST – Have you:	✓
• Confirmed which treatment / health areas the scheme will provide?	
• Considered the uses of the rooms and designed them to accommodate those uses?	
• Provided for whb, changing, wc provision to respect the privacy of the 'customer'	
• Provided for clinical waste disposal as required?	
• Provided soap dispensers; towel dispensers as required?	
• Provided storage areas for cleaning equipment; medical provisions; safe; towels etc.,	
• Considered the cost of the equipment that will need to be supplied within the rooms to make them fit for purpose?	

7.16 Bariatric Care

Consideration should be given to the level of care and need that the facilities and accommodation can offer and be designed to meet.

Any units designated for Bariatric Care (care of residents over 26st) if included will need to be located on the ground floor. These require wider door-sets to accommodate larger specialist equipment, wheelchairs, shower chairs etc.,

The bedroom and bathroom should have the ability to provide a heavy duty XY ceiling track hoist fitted that will lift up to 45st. The bathroom if furnished will need to accommodate larger residents.

CHECKLIST – Have you:	✓
• Considered the need to design for bariatric care in your building?	
• If it is to be designed in, have you provided this on the ground floor?	
• Have you provided for reinforced ceilings and floors to take heavy duty hoists?	
• Have you considered the type of bathroom furnishing you will require to accommodate the resident and considered reinforced flooring on well used areas?	
• Have you designed wider doorways and spaces to accommodate larger wheelchairs in both the apartments and communal spaces?	

7.17 Guest Suite

A comfortable and welcoming room must be made available for visiting guests to the scheme. Twin beds must be provided with space for a wardrobe, small fridge and hot drink making facilities. An ariel socket must be provided for TV provision. The guest suite will provide a bath with overhead shower, whb and toilet. It will follow similar principles to those outlined later for 'Bathrooms'.

CHECKLIST – Have you:	✓
• Have you provided a room of adequate size for a guest room?	
• Have you considered the amenities to be provided in the room i.e tea bar / shower / bath?	
• Have you provided enough space for twin beds and furnishing?	
• Have you provided ariel socket and sufficient twin electric sockets and are they located in the most appropriate place?	

7.18 Meet and greet

Regardless of where residents choose to meet and greet their visitors, the environment should be welcoming and pleasant. The following must be considered:-

CHECKLIST – Have you provided outside of the home:	✓
• Space to park a vehicle; store a bicycle?	
• Space to store a mobility scooter with charging point?	
• Space to store a buggy, wheelchair, pram or pushchair?	
• Communal decoration which is easily cleaned, easy to maintain but welcoming?	
• Space for visitors in a wheelchair, or with a support frame to gain access to rooms and facilities?	



Entrance foyer at Beckwith Mews, Silksworth

CHECKLIST – Have you provided in the home:	✓
• Adequate room to enter into the home, put down bags, and take off and hang up coats and outside shoes?	
• Space to greet visitors?	
• Easy access to bathroom facilities from the front entrance?	
• Circulation spaces which are adaptable to meet the changing needs of residents?	

SECTION 8: SPACE INSIDE THE HOME

8.1 Apartment / Living Space

A resident must be able to express their own personality and life style within their own home regardless of their diverse requirements. They must have the opportunity to choose their home and be proud of where they live, taking ownership in their home and the surrounding neighbourhood.

Every design for new supported accommodation must focus on the quality of the spaces created, establishing the sense that this is a pleasurable place to live in, which will adapt to, rather than constrain the changing needs of a household.



Example living area at Barton Mews, Staffordshire

Resident's needs and aspirations may vary according to tenure mix, culture and household mix, property size, location and adaptation due to disability.

As a baseline we want to ensure that people receive in their home a sense of safety; good natural light; warm comfortable rooms; space to manoeuvre comfortably; adequate storage and a pleasant outlook. A well designed home should meet the physical and social needs of all residents and be receptive to the needs of specific vulnerable residents.

Design for wheelchair users should be considered throughout the apartment and certain areas such as the kitchen, can be designed to permit adaptation for people to use as their needs develop.

The apartment must be designed to take into account that people's care needs may change, yet they must have the ability to remain in their apartment. Providing an electric spur at the side of the window frame can help with future proofing as this can enable assistive technology to be used to activate opening and closing of windows / ventilation areas if required.

Good natural lighting should be maximised in the apartment. Low light levels reduce the ability to read, lip read and increases the risks of falls and it is not suitable for people with visual impairment.

We want to create an environment where people can socialise and know their neighbours; feel proud to invite friends and family to their home; have access to social activities; transport; health and wellbeing facilities regardless of their tenure, income group or culture.

CHECKLIST – Have you:	✓
• Provided a property which someone can make into their own home?	
• Provided a home which will adapt to, rather than constrain the changing needs of the household?	
• Considered the needs of the people who will be living in the building e.g. religious / cultural / disability requirements and fed this into the design?	
• Does the living area provide a safe, comfortable space, maximising natural light, providing manoeuvrability, adequate storage and a pleasant outlook?	
• Has the needs of people using a wheelchair been considered when designing the accommodation?	
• Designed the living space to consider the potential that care needs may change, yet the person needs to be able to maintain living in this accommodation?	
• Has natural lighting been maximised considering those with visual impairment?	
• Does the whole environment promote opportunities to socialise; enable people to feel proud to live in it and to welcome their friends and families into it?	

8.2 Bedrooms

A bedroom must provide for sleep and relaxation with safe movement and adequate space for storage. Where appropriate the bathroom should be linked directly to the bedroom to enable quick and easy access for those with poor mobility. Windows must be easily accessible and easy to open giving consideration to people with mobility, disability and dexterity problems. Ventilation must be achieved while maintaining home security / safety.



Main bedroom at Woodridge Gardens, Washington

CHECKLIST – Have you:	✓
• Provided adequate storage; a comfortable and relaxing space with safe movement?	
• Have you linked the bathroom ‘en suite’?	
• Provided easy access windows, which are safe and secure as well as providing adequate and easy ventilation?	
• Ensured that accommodation is noise insulated to minimise noise from neighbours?	
• Provided double glazing?	
• Provided reinforced ceiling to enable hoist fixing if required?	
• Considered those with dexterity problems when providing built in blinds, and made sure they are easy to reach from a wheelchair?	

8.3 Bathrooms

The layout of the bathroom must be space efficient allowing for later adaptation of additional supports and aids.

CHECKLIST – Have you designed a bathroom which will have:	✓
• At least a walk in shower with shower curtain and the facility to move the shower head lower on the wall for those using bath seats?	
• A lower level bath and walk in shower provision with shower curtain (as appropriate to the household)?	
• Combine shower head rails with a grab rail to avoid residents pulling the shower rails off the wall in the event of losing their	

balance?	
• Easily operated shower controls?	
• Thermostatic control button on the shower control?	
• Toilet with economy flushing system and support rails as appropriate?	
• Accessible wash hand basin, which can be reached at wheelchair height?	
• A mirror which can be used by either someone standing or someone in a wheelchair?	
• Taps with lever handles?	
• Non slip flooring?	
• Towel rail with thermostatic control (if provided)	
• Thermostatically controlled heating?	
• Ease of access on the approach to the bathroom?	
• Outward opening doors which allow access by the care team, should a resident fall against it?	
• A simple lock which can be released from outside in an emergency?	
• Been designed to building regulations part M and BS 8300:2001. This provides configurations for wheelchair access to toilets and to showers.	
• Toilet with a contrasting toilet seat for easy identification?	
• Lighting which will immediately activate upon access into the bathroom and gradually reduce illumination when resident leaves the room?	
• Minimised splash back from the shower area onto other bathroom fittings?	
• Adequate drainage to make sure that water does not pool or leak into other living areas?	



Example bathroom provision at Barton Mews, Staffordshire

In larger family bathrooms consideration must be given to:-

CHECKLIST : Have you designed for a larger family bathroom:	✓
• Provided a low level bath with shower attachment on the taps in addition to the walk in shower?	
• Provided a separate wc and hand basin to the main bathroom to meet wheelchair standards, located on the ground floor to meet lifetime homes standards.	

8.4 Cooking and Eating

Allow space for kitchen / dining table and chair for the household / visitors



Sitting room with dining area at Woodridge Gardens, Washington

CHECKLIST – Have you:	✓
• Provided adequate and comfortable space for seating and dining?	
• Provided good working surfaces and plenty of space for preparing food?	
• Ensured that there are no unnecessary spaces or gaps between floor units?	
• Maximised storage space while making sure that the wall units and base units are practical for frail and disabled people?	
• Provided a lockable cupboard within easy reach for storage of medicines?	
• Provided excellent ventilation in the kitchen area to eliminate cooking odours from moving into the living area of the home?	
• Provided white goods with excellent efficiency ratings?	
• Provided a fridge with the freezer to the upper part of the appliance?	
• Integrated the electric oven into the cupboards at a height easily	

accessed without having to bend down to lift food (taking into account frail / elderly / disabled residents)	
• Provided snag free cupboard handles?	
• Provided a contrast between the workbench/ the units and the flooring?	
• Good lighting, especially if natural lighting is not available?	
• Electric hob with controls to the front to stop people from reaching over and burning themselves?	
• Flat ceramic hob to prevent pans from being off balance on raised plates?	
• Provided an isolation switch to enable the hob to be isolated if appropriate?	
• Provided a washer dryer and / or dishwasher and provided a flood detector linked to assistive technology?	
• If washer dryer / dishwasher are not to be provided as standard, is the plumbing in place to enable the resident to plumb appliance in if they require?	
• Provided a window? If so, is it easy to reach and open without having to stretch across benches or reach up ?	
• Provided a window with integral blinds? If so, is it easy to reach, easy to clean and is it blackout?	



Kitchen with accessible oven; locking cupboard; hob with front controls

SECTION 9: LIVING, PLAYING, WORKING AND STUDYING

A home must provide different areas to fulfil different needs of those living there.

CHECKLIST – Have you:	✓
• Provided individual rooms and spaces with areas that can accommodate different furniture layouts?	
• Provided adequate storage areas?	
• Located service provisions e.g. TV aerial; satellite in a location which is logical, taking into account furniture layout?	
• Provided key digital connections, such as telephone points, TV and broadband in accessible locations with telephone point provided in sitting room and both bedroom?	

Evidence shows that a second bedroom is a high priority for residents. A third habitable room in housing for older people is now an HCA expectation.



Second bedroom provision at Beckwith Mews, Silksworth

Schedule of Accommodation for Extra Care is attached at Appendix 1

Design Standards and Guidance Documents attached at Appendix 2

SECTION 10: DESIGNING FOR DEMENTIA

Fundamental dementia design guidance includes the following recommendations, which have been addressed in the overall design guide (in particular within the section covering Extra Care Accommodation):

- Observing a domestic scale
- Creating a homely environment for residents
- Using familiar materials and colours.

There is a reduced capacity for people with dementia to be able to judge risk or foresee danger; forgetfulness is another issue which could lead to danger in some areas. It is common for people with dementia to get lost trying to find their way around a building. This reflects a person forgetting such basic information as the location of one room in relation to another. If numerous visual cues or reminders are incorporated in the design, these can help by acting as way finders and make the situation less stressful and confusing for those residents.

Providing well lit, inviting entrances to day rooms, natural lighting, changes in floor and wall textures, colours, identifiable architectural features, recognisable and distinctive individual room designs to compensate for residents' sensory and memory losses. It must also be considered that a number of people with dementia may have other sensory disabilities, therefore, hearing and sight loss may be prevalent along with the cognitive impairment.

Clear glazed screens to communal areas will permit residents to understand the use of a room without resorting to signage.

Clear and uncomplicated circulation routes are easier to interpret and reduce the possibility of residents getting lost and frustrated. Avoid dead end corridors and stairs with blind turnings.

There is a need for residents to personalise their own space. A shelf next to each front door can provide a space for a photo, picture or item which enables people to know they are home.

CHECKLIST – Have you:	✓
• Taken into account the guidance already covered for extra care within this design guide?	
• Considered the client group in your design removing features which could cause confusion or risk?	
• Considered the accommodation types required i.e one or two bedroom apartments and external bungalows?	
• Considered that people may move into this accommodation with their spouse carer who may not suffer from dementia?	
• Provided very clear routes, with no dead ends, use of windows for land-marking and identifiable features?	

<ul style="list-style-type: none"> • Designed out borders on floors; across entrances to facilities and minimised shadow casting to avoid 'false' barriers being created? 	
<ul style="list-style-type: none"> • Designed the building and garden areas to be easily accessed and aid those who wander, while providing secured access at the garden boundary? 	
<ul style="list-style-type: none"> • Designed a building with gardens which ensures that individual's dignity and rights of privacy are maximised? 	
<ul style="list-style-type: none"> • Provided visual clues and reminders within the overall design of the scheme? 	
<ul style="list-style-type: none"> • Maximised natural day light and ensured that all areas of the building are well lit ? 	
<ul style="list-style-type: none"> • Considered the potential that residents may have hearing and sight loss and factored this into the design? 	
<ul style="list-style-type: none"> • Provided clear glazed screens in communal areas and within apartments as appropriate to enable residents to find their way easily around the building and minimising frustration? 	
<ul style="list-style-type: none"> • Maximised colours the use of colours and textures within the designs to stimulate and engage the residents 	
<ul style="list-style-type: none"> • Provided areas specifically to stimulate and engage residents in activities including therapy areas which provide aromatherapy and massage; sensory rooms; texture walls and pictures to encourage touch and recognition? 	
<ul style="list-style-type: none"> • Provided reminiscence features e.g. pictures and boards? 	
<ul style="list-style-type: none"> • Considered dignity features within fixtures and fittings i.e. vivid colours can aid visually including toilet seats; handrails; door furniture; 	
<ul style="list-style-type: none"> • Provided dementia signage to support people to navigate their way around their apartment and the building? 	
<ul style="list-style-type: none"> • Considered the internal design and ensured that no high gloss or mirrored surfaces are designed into the scheme? 	
<ul style="list-style-type: none"> • Provided a restaurant / café area which is warm, colourful and inviting, which encourages people to eat; is safe; respects people's dignity; provides for the needs of the residents? 	
<ul style="list-style-type: none"> • Provided dignity crockery to ensure nutrition and hydration features are enhanced? 	

SECTION 11: DESIGNING FOR VISUAL IMPAIRMENT

Consideration must be given to lighting, colour schemes and tonal contrast, casting of shadows, audible signals and tactile information. There should be a contrast between the floor, walls and ceiling so that those with visual impairment can have an increased awareness of spatial dimensions. There should be a contrast between ironmongery, doors, door frames and walls to distinguish these clearly; the new Part M requirements of the Buildings Regulations should be considered.

Avoid shiny surfaces, especially shiny floor surfaces. Non reflective materials, such as matt wall finish tiles and flooring, especially in bathrooms and kitchens, reduce glare. Highly patterned floor and worktop surfaces should be avoided as this makes objects set against them harder to distinguish. Natural materials assist way finding, divide spaces, highlight level changes and help create a warm and less clinical environment. Callers can be recognised – via clear glazing beside the door, a door view, audible caller recognition or door entry system. Letter boxes should be centred within the door with a 'letter cage' on the inside.



Example of gated dog run for Guide dog

Where homes share a communal outdoor space, an enclosed and gated dog run, with water and drains, is available for guide dogs to be taken for toileting. A dog run in a private garden conforms to minimum size requirements

defined by 'Guide Dogs' and adheres to good practice defined by them.⁴ Floor covering, such as laminate or hard wood flooring can be problematic for dogs who will slip on such flooring. If a building is to be provided for people with visual impairment, then non slip flooring should be considered in all areas, to support guide dogs to carry out their working role.

CHECKLIST – Have you:	✓
• Considered lighting requirements; colour schemes and tonal contrast within design, specifically for those people with partial sight?	
• Minimised borders on floors and shadow casting?	
• Maximised audible signs and tactile information?	
• Provided contrasting between ironmongery and doors; door frames and walls; kitchen units and benches; walls and floors?	
• Avoided the use of shiny / glossed surfaces?	
• Provided natural materials to support way finding, enabling the resident to feel their way along corridors and communal spaces?	
• Avoided the use of patterns within design?	
• Provided ways in which visitors to the building / individual apartments can be recognised?	
• Provided for the current or future needs of guide dogs i.e provided gated dog runs; non slip flooring; play pen area when dog is off duty?	



Portland College, Mansfield which won RIBA award

⁴ Housing for People with Sight Loss – A practical guide to improving existing homes – Thomas Pocklington Trust Good Practice Guide June 2009

SECTION 12: DESIGNING FOR OTHER DISABILITIES

12.1 Learning Disability

Design features to assist people with visual impairment are generally useful for people with learning disabilities. See Appendix 1, design guidance for further information.

12.2 Hearing Impairment

Consideration needs to be given to the provision of hearing loops in all communal spaces as appropriate. Materials that reduce reverberation times are essential, particularly in larger spaces where acoustics can become a problem. Greater 'visual access' to a person's surroundings can help compensate for impaired hearing. Specify finishes for large spaces with higher ceilings such as lounges and dining rooms with a high acoustic absorbency to reduce echoes for the benefit of those with hearing impairment.

CHECKLIST – Have you:	✓
• Provided adequate hearing loops?	
• Provided materials to reduce reverberation times?	
• Enhanced visual access to compensate for impaired hearing?	
• Provided high acoustic absorbency in communal areas to reduce echoing?	

12.3 Mobility

People living in and visiting the scheme may use wheelchairs, walking sticks, zimmer frames or any combination of these. Space standards should accommodate the use of all of these.

12.4 Long Term Illnesses / Conditions

Designs should accommodate the needs of residents with typical long-term conditions and health aspects associated with stroke, heart disease, cancer, diabetes and obesity.

CHECKLIST – Have you:	✓
• Considered within the design, the needs of residents with long term conditions?	
• Provided adequate treatment areas to provide preventative treatments in addition to providing medical / physio suites?	

As guidance is developed for other vulnerable groups within our communities, the guide will be updated to reflect those needs in relation to building accommodation to suit identified disabilities.

ACKNOWLEDGEMENTS

The following guidance has been considered when devising this information:-

Design and Quality Standards – Homes & Communities Agency
Housing Quality Indicators – Homes & Communities Agency
Code for Sustainable Homes, CLG (Communities and Local Government)
Planning Policy Statement 1 & 3 CLG
Places, Homes, People, Policy Guidance English Partnership's Quality Standards, English Partnerships
Achieving Building for Life, HATC, CABE and Housing Corporation (now HCA)
Extra Care Housing: Environmental Design to support activity and meaningful engagement for people with dementia – Journal of Care Services Management Vol. 3 no. 3 pp 250-257

Giving consideration to this guidance and to other publications from the Department of Health (DH) and Housing Learning Improvement Network, we have defined the principles, guidance and requirements that enforce a quality framework to encourage a consistent approach towards quality design within all future supported housing schemes.

Gratitude is also extended to the Housing LIN members who provided information and comments which have been drawn into this guide.

APPENDIX 1 - SCHEDULE OF ACCOMMODATION⁵

We recommend the typical 1 bed flat to be 54m squared and the 2 bed flat to be 68m squared. The following schedule represents a scheme of 40 flats and gives an indication of spaces to consider with suggested floor areas. Project specific factors will dictate which spaces are appropriate and where they are located within the scheme. For example, some schemes will offer formal day care and will therefore, be able to sustain more activity spaces and there will be different requirements in schemes located in vibrant urban settings as opposed to a quiet rural area.

Accommodation

Residents Accommodation

1 bed 2 person flats

Approx 54m squared

2 bed 3 Person flats

Approx 68m squared

Communal Accommodation & Facilities

Main Communal Lounge

1.5m squared / flat

Located near to and visible from the main entrance with a focal point such as a fireplace or similar. Dining and lounge spaces should be linked but should occupy distinctly separate spaces. Views and direct access onto a south facing terrace and garden area a major benefit. Alcoves and niches will allow smaller groups to gather together.

Dining Area

1.2m square / flat

If possible this room should link to an external terrace to allow dining outside in good weather. This space could be designed in several ways, as a restaurant or café with table service or servery counter, or as a domestic dining room. Allow space for residents using wheelchairs and walking aids. The overall area is dependent upon the number of diners e.g use as a luncheon club by outsiders.

Residents Tea Kitchen

10m squared

Provide adjacent to lounge and dining space, for use by residents and for refreshments for small functions. Could double up as servery counter for main meals.

Small Lounges or Hobby rooms (2 min) min 15m squared

Can be located on upper floors and used for private parties with relatives, small gatherings, specific activities etc. Should be easily accessible and not located at the ends of corridors or isolated from the main circulation route. The number of these will depend on the size of the scheme and whether the flats are arranged in clusters.

Communal WCs

4m squared

⁵ Design Principles for Extra Care – Housing LIN Factsheet No. 6 – 13.2.08

Located near to entrance area and communal lounge / dining areas.
Designed for wheelchair accessibility.

Assisted bathrooms (1 min) **12 – 15m squared**
Equipped with baths to allow both assisted and independent use by residents. These rooms should be designed to be as domestic as possible, space should allow baths to be located in a peninsula position. WCs should be screened from the main bathroom or ideally located in a separate but adjoining room.

Hairdressing and Beauty Therapy **6m squared**
Could be located near to entrance area and might have a multi purpose use.

Informal Seating Spaces **3m squared (min)**
(Throughout scheme)

Large re charging store for electric buggies and scooters **25 – 30m squared and**

Staff and Ancillary Accommodation
Manager's Office **15m squared**
With views into the main entrance area, space for desk, computer table, chair, plus two visitors chairs and document storage.

Care Staff Office **18m squared**
Space for two desks, files storage and table for handover meetings. Privacy is important due to the confidential nature of the work.

Photocopy Area **4m squared**
Easily accessible by all staff

Staff overnight room **18m squared**
With en suite facilities
The need for this space will depend on staff arrangements and whether night waking staff will be employed.

Staff rest room with kitchenette **15-20m squared**
Space for table and chairs plus a couple of armchairs.

Staff locker / change room & shower/wc **12m squared**
All staff will need locker space and possibly an area for changing clothes. Provide at least two dedicated staff toilets and consider the need for a separate staff shower.

Guest room with en suite **20m squared**
To be designed for wheelchair user access, accommodating twin beds with en suite shower WC and basin.

Laundry **20 m squared**

For use by residents and staff with adjoining external drying yard. It may be appropriate to divide the laundry to provide separate resident and staff areas. Specify at least one machine with a sluice cycle option.

Main catering kitchen and associated Storage and staff facilities **60m squared**

The brief for this space will depend on whether a full catering service is to be provided or if the requirement is for a less intensive use e.g regeneration kitchen.

Cleaners storage **5m squared**
General storage **20m squared**

Services and Plant

Minimum of 1 no. lift to all floors: 2600 x 1800mm
Minimum 13 person (stretcher size)

Lift motor room if required 4m squared

Refuse Store (including lobby and cupboard for clinical waste) 20m squared

Recycling collection point 6m squared

Plant Room and Service Risers

The size of the plant room(s) will vary significantly from scheme to scheme depending on the method of space heating selected and the extent of individual metering decided upon. Space required for water storage (including the possibility of booster tanks and pumps if the building height dictates) will also vary. As a guide allow 20-25m squared, but ensure specialist service engineer's advice on size and location at the earliest possible opportunity.

Electrical Intake / Meter room 10m squared

Other spaces to consider:

A number of additional spaces should be considered which will of course be determined by factors specific to the site, the scale of development and local need. The need for such additional facilities may be identifiable but it may still be financially prohibitive. Where appropriate consider the following additional facilities:-

- Shop (if there is no provision in local area)
- Library
- Therapy Room
- Treatment Room
- IT facilities / information points / touch screens
- Café / bar / pub
- Leisure facilities
- Outreach staff offices.
-

APPENDIX 2 - DESIGN STANDARDS AND GUIDANCE DOCUMENTS⁶

Compulsory Standards:

The following is not an exhaustive list of all standards and legislation to be met when designing and building Extra Care Housing but does give the main documents that apply specifically. A definitive guide to Extra Care with statutory status does not exist so careful interpretation and detailed knowledge of all the related standards is essential.

- Approved Document M (2006 Edition) – The Stationery Office

The Building Act 1984 requires compliance with the building regulations. Within England and Wales this is covered by guidance found within the 'Approved Documents'. Approved Document M gives technical guidance on providing access to and within buildings by all building users including disabled people. The latest version of this document is informed by BS 8300:2001 Design of Buildings and their approaches to meet the needs of disabled people - Code of Practice (see below).

- Disability Discrimination Act 1995 - The Stationery Office, 1995

Please note: Under 'The Care Standards Act 2000' the Department of Health have published 'National Minimum Standards for Care Homes for Older People'. This document is not applicable to the built environment of Extra Care Sheltered Housing as the building would not be registered as a Care Home.

Housing Corporation – Design and Quality Standards, April 2007

These standards now classify housing for older people into 3 categories:

1. Housing for older people (all special design features) = Extra Care
2. Housing for older people (some special design features)
3. Designated supported housing for older people.

It is essential that these categories are interpreted correctly and it is clear from the outset which category your Client is aspiring to achieve.

The documents to which the new Design and Quality Standards refer to are:

Wheelchair Housing Design Guide, Stephen Thorpe National Wheelchair Housing Association Group, 2006

Design Guide for the Development of New Build Accommodation for Older People, by PRP Architects for the Abbeyfield Society, 2001
Secured by Design - <http://www.securedbydesign.com>

⁶ Design Principles for Extra Care – Housing LIN Factsheet No. 6 – 13.2.08

Further Design Guidance and Good Practice References

NHF: Standards and Quality in Development – A Good Practice Guide
Relevant Sections – Part C: The Internal Environment
Part E: Accessibility & Technical Illustrations, with in the appendices
National Housing Federation, 1998

Adapting Homes: A guide to adapting existing homes for people with sight loss, Linda Rees and Caroline Lewis, RNIB Cymru, 2003

A Design Guide for the Use of Colour and Contrast to Improve the Built Environment for Visually Impaired People, Dulux Technical Group, ICI Paints, 1997

BS 8300:2001 Design of buildings and their approaches to meet the needs of disabled people – Code of Practice, The British Standards Institution, 1999

Building Sight: the Royal Institute for the Blind – a useful handbook of building and interior design solutions for the needs of visually impaired people. Peter Barker, Jon Barrick, Rod Wilson, HMSO in association with the RNIB, 1995.

The following documents are also recommended:

- BREEAM guidelines
- The Extra Care Housing Toolkit, October 2006: Provides a range of papers, ideas, checklists and diagrams designed to help in planning specialist housing and service provision. Replaces the document 'Developing and Implementing Local Extra Care Housing Strategies'. www.icn.csip.org.uk
- Extra Care Housing: Development Planning, Control and Management RTPI Good Practice Note 8, 2007. www.integratedcarenetwork.gov.uk
- Housing Green Paper, Homes for the Future, July 2007. Briefly discusses 'Housing for an Ageing Population' in chapter 5, also refers to the 'National Strategy for Housing and Ageing Society' paper for more detail. www.communities.gov.uk.
- Lifetime Homes, 16 design feature 'Standards' that together aim to create accessible and adaptable housing in any setting. www.lifetimehomes.org.uk
- Building for Life, CABE: 20 Questions which form a basis for writing development briefs. www.buildingforlife.org.

- National Affordable Housing Programme 2008-11 Prospectus, Housing Corporation September 2007. www.housingcorp.gov.uk.
- Planning for Retirement Housing, A Good Practice Guide by the Planning Officers Society and the Retirement Housing Group, November 2003.
- The Suffolk Very Sheltered Housing Design and Management Guide, Ninth Revision, January 2007, Available on line from www.suffolkcc.gov.uk.
- Towards Lifetime Neighbourhoods: Designing Sustainable Communities for All, published in partnership with Communities and Local Government November 2007.
- Legislation Maze: Inclusive Accessible Design, Guidance on accessibility design issues required during the course of a building project, using the new RIBA Plan of Work Stages.
- National Strategy for Housing in an Ageing Society, 2008. This Strategy includes announcements such as Lifetime Homes becoming a mandatory part of the Code for Sustainable Homes. www.communities.gov.uk
- Housing for people with sight loss - A Thomas Pocklington Trust design guide. 2008. Thomas Pocklington Trust and Habinteg Housing Association.
<http://www.pocklington-rust.org.uk/lightinganddesign/newdesignguide.htm>
- Good Practice Guide No 4: Housing for people with sight loss: A practical guide to improving existing homes. 2009. Nikki Joule and Ros Levenson. Published by Thomas Pocklington Trust. Email: research@pocklington-trust.org.uk
<http://www.pocklington-trust.org.uk/research/projects/goodpracticeguides/gpg4.htm>

Various Publications on Designing for Dementia are available from:

- Design for Dementia, Stephen Judd, Mary Marshall & Peter Phippen, London: Hawker Publications, 1998
- Dementia Services Development Centre, University of Stirling, Stirling, FK9 4LA, Scotland. www.stir.ac.uk/dsdc
- Designing for Special Needs. An architect's guide to briefing and designing options for living for people with learning disabilities, Maurice Harker & Nigel King, the Shirley Foundation, 2002, RIBA Enterprises
- Homes for the Third Age, a design guide for extra care sheltered housing, David Robson, Anne-Maria Nicholson, Neil Barker, University of Brighton and Hanover Housing Association, E&F N Spon, 1997
- Housing Sight, a guide to building accessible homes for people with sight problems, Linda Rees and Caroline Lewis, RNIB Cymru, 2003
- Put Yourself in My Place, designing and managing care homes for people with dementia, Caroline Cantley and Robert C Wilson, The Policy Press, 2002.