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**Alzheimer's Disease  
International**

*The global voice on dementia*

# **World Alzheimer Report 2020**

**Design, Dignity, Dementia:**

**Dementia-related design and the built environment**

**Volume II: Case studies**

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## Introduction

This volume of the report presents, in 'case study' format, the information gathered by the survey described in volume 1. The aim is to illustrate the worldwide efforts that are being made to design buildings that meet the needs and aspirations of people living with dementia and those who care for them. The 84 case studies from 27 countries are based on the self-reports of the people who provided complete information in the survey. No attempt has been made to critique them, but the overviews contained in every case study have been structured according to the principles of design that have informed much of the content of volume 1. It is hoped that this will provide the reader with the opportunity to compare the approaches and priorities that underpin the design of the buildings that are described to inspire, stimulate debate, provoke questions and garner comments. However, volume 1 has alerted all who have read it to the dangers of making cross cultural comparisons, especially if those comparisons move in the direction of evaluations.

It is suggested that readers simply use the case studies to whet their appetites for more information, where appropriate, explore in more detail online, and when travelling perhaps schedule a visit and to go and see some of them for yourself:


Australia	Ireland	Peoples Republic of China
Canada	Israel	Poland
Costa Rica	Italy	Singapore
Dominican Republic	Japan	Sri Lanka
Estonia	Malaysia	Sweden
France	Mexico	Chinese Taipei
Greece	The Netherlands	Thailand
India	Nigeria	United Kingdom
Iran	Norway	USA

That was, of course, one of the dreams of the authors. We thought that we would be able to drop in on at least some of these places and get a first-hand impression of the challenges and successes being experienced by those who are serious about designing for people living with dementia. But two things intervened. COVID-19 dramatically impacting global travel and of course the budget for the project. So, we too are like the readers, looking forward to taking the opportunity when it arises. In the meantime, every case study has an email address in it and the information has been provided by someone who is motivated to share their knowledge and experience. They would enjoy being contacted.


# Australia: Hawthorn House

Name of the day care centre	Hawthorn House
Company	Alzheimer's WA
Address	40 Henry St
City/Town	Albany
State/Province	Western Australia
ZIP/Postal Code	6330
Country	Australia
Email Address	lorraine.benson@alzheimerswa.org.au
Contact Person	Jason Burton – Head of Dementia Practice and Innovation

House was the first care environment in the Southern Hemisphere to be registered for all ten Eden Alternative Principles.

 **How well does the design of the building support this vision: self-report**

Extremely well.

 **What are the most important elements in design**

- Safety
- Unobtrusive safety
- Spaces that are of a domestic scale
- Good lines of sight to help people living with dementia to see the key places they want to go to
- Good lines of sight for supervision of people living with dementia
- Easily seen wayfinding cues
- Familiar furnishings
- Easily found and unobstructed access to a garden, courtyard or outside space
- Opportunities to bring in personal items
- Provision of places to be alone
- Provision of places that are shared with the surrounding community
- Being designed with a specific vision of how people living with dementia should be supported

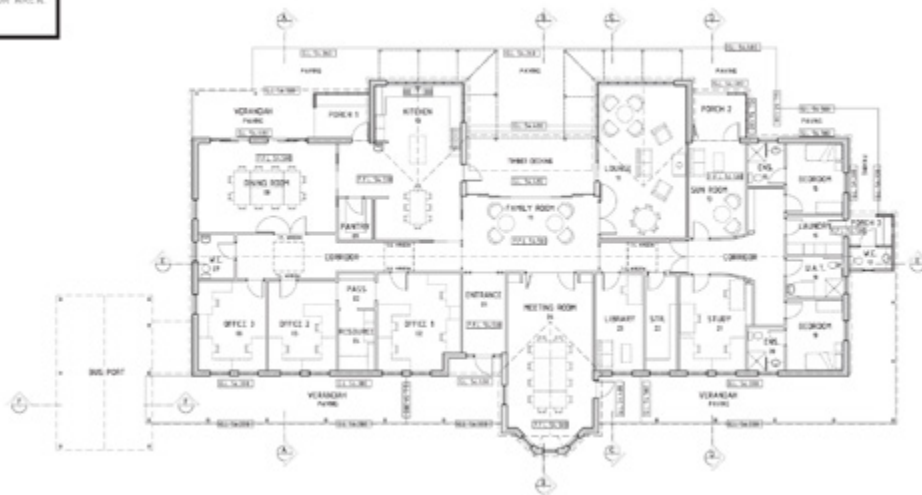
Web site or audio-visual material  
<https://www.alzheimerswa.org.au/video/dare-to-dream/>

 **Vision**

Hawthorn House has been designed to deliver a warm, familiar homelike environment. The brief was designed with The Eden Alternative model, person centred care and dementia enabling design principles at its heart. It is based around Alzheimer's WA (Western Australia) enabling household model that supports meaningful engagement, social connection and a sense of ownership by house members. It also acts as a community resource and hub and welcomes the community to the house. This includes groups such as a community choir, children's playgroup etc. Hawthorn

 **Plan**

TOTAL FLOOR AREA  
4535 m<sup>2</sup>





The façade of Hawthorn House was carefully considered to provide a familiar homely feel when approaching. The service had been delivered for many years in a late 1800's Federation style large home and the staff and house members wanted the design brief to include the new building being non institutional and having the same feel as the old Hawthorn House. Federation style features were included in the façade and details such as the lead lighting at the front door to match the old front door were included to give a sense of home. Both staff and house members, all agreed on moving in, that this part of the brief had been achieved and the new house felt just like the old one. In 2014 Hawthorn House won a Western Australia master builder award for best commercial building in the Great Southern.

Interior spaces were designed to provide good line of sight and logical transition between rooms to assist wayfinding. Consideration was given to use of natural light through large windows and roof windows. This is supplemented through familiar style domestic lighting to achieve recommended dementia design light levels. Environmental design considerations to maximize heating and cooling were incorporated and features such as double glazing, high ceilings, north facing living spaces etc. mean air conditioning is not required in summer and winter heating can be provided through domestic features such as a log fire and AGA cooker.

The dining room and living room are both domestic in scale and familiar. Meals are an important social occasion in the house and people enjoy lunch inside or outside.







The Alzheimer's WA Enabling Household™ model focuses on house members being active members of the household, with daily opportunities for meaningful engagement. The kitchen is large and welcoming and offers varying levels of engagement from sitting at the kitchen table watching what's going on, to preparing food or doing the dishes in the domestic style kitchen.



Hawthorn House is in regional WA and members are used to large gardens, with many having lived or worked on farms and outdoors. The outdoor spaces were created to maximize the beautiful natural block the house sits on and encourage people to be outside. Access to garden spaces is clear and wayfinding paths support transition through the garden spaces. Seating areas have been set up to enjoy the view of the woodlands or the paddock, filled with kangaroos and cows. The garden is an active space with a fruit orchard, chicken coup, clothes line, men's shed and raised vegetable-gardens – all meaningful engagement opportunities. Daily activities such as collecting eggs, gathering wood for the fire or picking fruit for lunch are all daily activities enjoyed by the house members. Views of the garden from inside the house are clear and assist in observing the garden space and in wayfinding into the garden.

## Overview

Hawthorn House was designed specifically as a day care centre for people living with dementia. It opened in 2014. On a typical day about 20 people attend.

Great care has been taken to avoid internal trip hazards in the form of uneven surfaces, steps and highly contrasting floor finishes and these have been minimised as far as it is practical in the outside spaces. Safety features such as fences, door locks or other barriers to movement have deliberately been made unobtrusive.

The places that attendees often want to go to, such as sitting areas, gardens, a toilet or activity spaces are very easily found as attendees can see everything they need to see from where they spend most of their time. Staff can also very easily see the attendees from where they spend most of their time, enabling them to provide unobtrusive supervision.

A lot of emphasis has been placed on reducing noise levels and clutter. The doors that are not intended to be used by people living with dementia have been blended into the background while a great deal of emphasis has been placed on the use of colour, contrast and lighting to highlight those things that the attendees may wish to find, the toilet door for example.

The way to the outside space is very clear and unobstructed to allow the attendees to walk freely and comfortably from the inside of the building to the outside and back in again.

A great deal of emphasis has been placed on providing objects and activities for attendees to engage with as they move around and on creating engagement destinations at the end of corridors.

The style of furniture is extremely familiar to the attendees. It has been chosen to be exactly what they are used to. There are many decorations, ornaments and artworks that are familiar. Attendees are allowed to bring in their own familiar objects.

There are many places where attendees can choose to be by themselves and where they can choose to be with a small number of people.

All rooms are clearly identifiable, their purpose is very clear.

The centre does enable attendees to spend time with people from the surrounding community by providing a limited number of places for visitors and attendees to meet.

# Australia: Northam Respite Centre

Name of the day care centre	Killara Day Centre
Company	Gary Batt & Associates
Address	20 Colin St
City/Town	West Perth
State/Province	Western Australia
ZIP/Postal Code	6005
Country	Australia
Email Address	gary@garybatt.com.au
Contact Person	Gary Batt, Director

Web site or audio-visual material  
<http://www.garybatt.com.au/killara-lodge-day-centre>



## Vision

Resident focus to assist them to live independently in their own home, as well as providing respite for families.



## How well does the design of the building support this vision: self-report

Extremely well.



## What are the most important elements in design

- Safety
- Unobtrusive safety
- Spaces that are of a domestic scale
- Good lines of sight to help people living with dementia to see the key places they want to go to
- Good lines of sight for supervision of people living with dementia
- Reduced levels of stimulation
- Easily seen wayfinding cues
- Familiar furnishings
- Easily found and unobstructed access to a garden, courtyard or outside space
- Opportunities to bring in personal items
- Provision of places to be alone
- Provision of places that are shared with the surrounding community
- Being designed with a specific vision of how people living with dementia should be supported



## Plan





The scale and domestic form of the buildings fit into the residential street context. The materials and hues are sympathetic to the regional landscape.

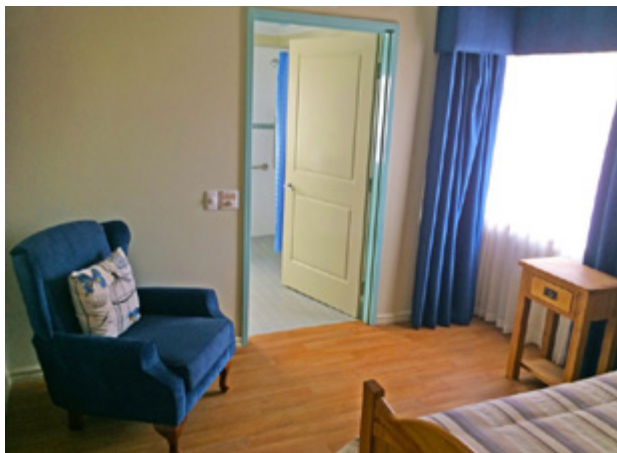


The open plan living areas provide good sight lines whilst giving distinct separation of spaces to clearly define each area's purpose.

Staff can discreetly view the breadth of the cottage from the kitchen.



The domestic kitchen is open for everyone to access and to participate. A discrete and concealed sliding gate may be engaged if necessary. Safety measures have been put in place such as an isolation switch for the gas hotplates.



Large bedroom permits ease of mobility and navigation by residents particularly if wheeled mobility devices are required. The position of the bathroom, with sight lines from the bed, provides good cueing to the resident.

Ample natural light enters the room via a corner window. Block out curtains and sheers assist to control any unwanted glare at certain times of the day.



The internal courtyards are large and inviting with a number of locations to rest and/or to engage with others or be on your own.

The wide clear defined paths and sails to provide a variety of shaded areas to sit.

## Overview

Northam Respite Centre opened in 2014. It was designed as a short stay respite cottage for people living with dementia. It accommodates 8 people and is part of a larger site accommodating up to 24 people. People staying in the cottage have access to the larger site.

A great deal of attention has been paid to ensuring that there are no trip hazards in the form of uneven surfaces, steps or highly contrasting floor finishes either inside or out. Safety features such as fences, door locks or other barriers to movement can be clearly seen.

The places that attendees often want to go to, such as sitting areas, the garden, a toilet and activity spaces are very easily seen. This good visual access also allows the staff to discretely supervise the residents.

A lot of emphasis has been placed on reducing noise levels and even more on reducing clutter. Most of the doors that are not intended to be used by people living with dementia have been blended into the background while a great deal of emphasis has been placed on the use of colour, contrast and lighting to highlight those things that the attendees may wish to find, the toilet door for example.

The way to the outside space is very clear and unobstructed to allow the attendees to walk from the inside of the building to the outside and back in again.

Some objects and activities for attendees to engage with as they move around are available.

The style of furniture is extremely familiar to the residents, it is exactly what they are used to. There are many decorations, ornaments and artworks that are familiar. Residents are encouraged to bring in their own, familiar objects.

There are many places for residents to be by themselves if they so choose and a few places where they can choose to be with a small number of people.

All rooms are clearly identifiable with their purpose being very clear.

People from the surrounding community can come into the centre, there are one or two easily accessible places where they can share time with the residents.



## Chinese Taipei: Chi Lau Lin 耆老林

Name of the day care centre	Chi Lau Lin 耆老林
Company	Chi Lau Lin 耆老林
Address	No. 106, Sancuo St., Nantun Dist.,
City/Town	Taichung City
ZIP/Postal Code	408006
Country	Chinese Taipei
Email Address	chilaulin@twagedcare.com
Contact Person	Chen I-Hsuan (Dana), Special Administrative Assistant



### Vision

We don't want to replace family or home, we just want to take care of the elderly when their offspring need to go to work or when the caregivers need to have some days off. And after attending classes for a day in Chi Lau Lin, it will be easier for them to fall asleep at night. When they live a regular life, they would be more emotionally stable, and the family would be in harmony.



### How well does the design of the building support this vision: self-report

Extremely well.

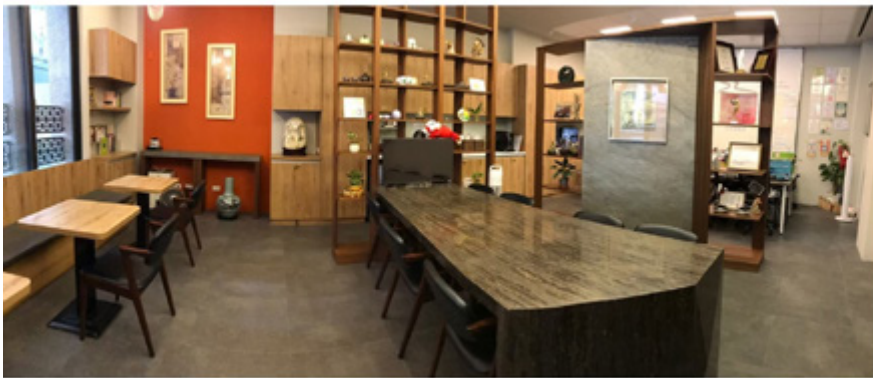


### What are the most important elements in design

- Safety
- Unobtrusive safety
- Spaces that are of a domestic scale
- Good lines of sight for supervision of people living with dementia
- Reduced levels of stimulation
- Easily seen wayfinding cues
- Provision of places to be alone
- Being designed with a specific vision of how people living with dementia should be supported



### Plan



Our day care centre is a six-storey building. This is the reception at the ground floor, and our office is right behind. When the attendees come in the morning, they would stay here for a while to chat, to have some tea, to draw pictures, etc. During the day, people with dementia are struggling and can't attend the class, we will take him/her to the reception and the staff at the office help look after them. Therefore, the front door is restricted, but if our staff needs to go out, they can go from the back door without disturbing the people in the front.





We arrange the day with different classes; therefore, most of the time attendees are in groups. However, when they want to be alone, there is a small living room or a suite.



The six-storey building, is divided it into seven areas, all with different furnishing and style. Artwork and colour schemes are used for identification and aesthetic appeal.



The patio is a dangerous place. To prevent falls, they use steel cable and steel rail to turn it into an artwork, which is not only aesthetic but also safer.



Images show the dining room, the kitchen, and gardens outside. In Chinese Taipei, especially in urban areas, there aren't too many chances to be in nature. French windows are used, so that to see the entire view outside. The fence at the edge is of the standard height, so the tall tree is the coverage, to prevent unnecessary accident.

## Overview

Chi Lau Lin 耆老林 opened in 2015. It was purpose designed as a day care centre for people living with dementia. The maximum number of daily attendees is 20, at the moment the usual number is six people.

A great deal of attention has been put on making sure that there are no trip hazards. The attention to safety has been continued in the provision of unobtrusive safety measures, such as the rails around the stairs.

Within each floor the places that attendees often want to go to, such as sitting areas, a toilet or activity spaces are easily and staff can very easily see the attendees from where they spend most of their time.

A lot of emphasis has been placed on reducing noise levels and clutter. Doors that are not intended to be used by people living with dementia have been blended into the background while a moderate amount of emphasis has been placed on the use of colour, contrast or lighting to highlight those things that the attendees may wish to find, the toilet door for example.

On the floors with access to the outside the way to the outside space is very clear and unobstructed to allow the attendees to walk from the inside of the building to the outside and back in again. A little emphasis has been placed on providing objects and activities for attendees to engage with as they move around.

The style of furniture and decoration does not reflect the experience of most of the people who attend and they are not encouraged to bring their own objects into the centre.

A variety of spaces is provided in the centre with attendees able to choose from many places where they can be by themselves or with a with a small number of people.

All rooms are clearly identifiable, their purpose is very clear.

The centre does not provide any amenities that are shared with the local community.

# Dominican Republic: Golden Age

Name of the day care centre	Golden Age
Company	Golden Age
Address	Calle Socrates Nolasco no. 7 Ens. Naco
City/Town	Distrito Nacional
State/Province	Republica Dominicana
Email Address	goldenagerrd1@gmail.com
Contact Person	Alexandra Campusano, Director



## Vision

We are a space dedicated to improving the quality of life of the elderly, promoting healthy ageing. We represent an ideal space for socialization, with the ideal balance between fun and stimulation that is needed. Our team is made up of experienced occupational therapists working with older adults, a neuropsychologist with expertise in cognitive stimulation, an educator, a nurse, and caregivers.



## How well does the design of the building support this vision: self-report

Very well.



## What are the most important elements in design

- Safety
- Unobtrusive safety
- Spaces that are of a domestic scale
- Good lines of sight to help people living with dementia to see the key places they want to go to
- Good lines of sight for supervision of people living with dementia
- Reduced levels of stimulation
- Easily seen wayfinding cues
- Familiar furnishings
- Easily found and unobstructed access to a garden, courtyard or outside space
- Opportunities to bring in personal items
- Provision of places to be alone
- Provision of places that are shared with the surrounding community
- Being designed with a specific vision of how people living with dementia should be supported



## Plan





The area of welcome and farewell, where the participants of different ages and conditions, physical and cognitive, can share their experiences and joy in the achievements of their peers.

*Área de recibimiento y despedida, donde los participantes de diferentes edades y condiciones físicas y cognitivas pueden compartir sus experiencias y la alegría de los logros de sus compañeros.*



The work area is comfortable and well illuminated for the performance of group activities, in this case speed of processing and following of instructions, designed for people with dementia. It also enables the participants to show the wall decorations that they have made for themselves.

*Espacio de trabajo cómodo e iluminado para realizar actividades grupales, en este caso rapidez de procesamiento y seguimiento de instrucciones, diseñado para personas con demencia donde se le da propósito a la actividad que realiza. También se muestran las decoraciones de las paredes que han sido realizadas por ellos mismos.*

The living room is multi-purpose, comprehensive and has good ventilation. It is used for lectures and training of older adults families and caregivers; it also works as an area for recreation and entertainment for participants.



*El salón multiuso, amplio y con buena ventilación es utilizado para charlas y capacitaciones de adultos mayores, familias y cuidadores; también funciona como área de recreación y esparcimiento para los participantes.*



The exercise area allows the participants to walk and take physical exercises. In this example the attendees are receiving a visit that promotes the integration of the generations; with the aim of achieving empathy in other segments of the population and dignifying the process of aging.

*El área de los ejercicios permite a los participantes realizar caminatas, ejercicios físicos y, en este caso, recibir visitas que promueven la integración generacional; con el objetivo de lograr empatía en otros segmentos poblacionales y dignificar el proceso de envejecimiento.*





The dining room is spacious and offers the opportunity to have lunch with family, and is also used for the celebration of birthdays. The decoration promotes joy and motivation, valuing the elderly and their contributions.

*El comedor es espacioso y les ofrece la oportunidad de almorzar en familia, también se utiliza para la celebración de cumpleaños. La decoración promueve alegría y motivación, valorando al envejeciente y sus contribuciones.*

## Overview

Golden Age day centre opened in July, 2015 following renovations to make it more suitable for people living with dementia. About 30 people attend in a typical day

Internal and external trip hazards in the form of uneven surfaces, steps and highly contrasting floor finishes have been carefully avoided. Where safety features such as fences, door locks or other barriers to movement have been provided they are easily noticed.

The places that attendees often want to go to, such as sitting areas, gardens, a toilet or activity spaces are very easily seen and staff can very easily supervise the attendees from where they spend most of their time.

A great deal of emphasis has been placed on reducing noise levels and clutter. Some the doors that are not intended to be used by people living with dementia have been blended with the background to avoid participants finding themselves in places that might cause them difficulties. Colour, contrast and lighting have been used to highlight those things that the attendees may wish to find.

The way to the outside space is very clear and unobstructed to allow the attendees to walk from the inside of the building to the outside and back in again.

A great deal of emphasis has been placed on providing objects and activities for attendees to engage with as they move around and to create engagement opportunities at the end of corridors.

The style of furniture is exactly what attendees are used to and there are many decorations, ornaments and artworks that are familiar. Attendees are allowed to bring in their own, familiar objects.

The building provides many opportunities for attendees to choose to be by themselves or to be with a small number of people.

All rooms are clearly identifiable, their purpose is very clear.

The centre does not provide amenities or spaces that can be shared with the local community.



## Greece: Alzheimer's Day Care Unit "Saint Ioannis"

Name of the day care centre	Saint John
Company	Alzheimer Hellas
Address	Leoforos Konstantinou Karamanli 164
City/Town	Thessaloniki
ZIP/Postal Code	54248
Country	Greece
Email Address	info@alzheimer-hellas.gr
Contact Person	Grammatikou Ersi

**Web site or audio-visual material**

<http://www.alzheimer-hellas.gr/index.php/en/home/aboutus>



**Vision**

The development of Care Units for people living with Alzheimer's disease – the provision of useful information and advice (24hour help-line) on dementia (caring, legal or financial issues) – the presentation of lectures by

health professionals and informal caregivers, covering all aspects of Alzheimer's disease – the development of professional seminars during the whole year.



**How well does the design of the building support this vision: self-report**

Extremely well.

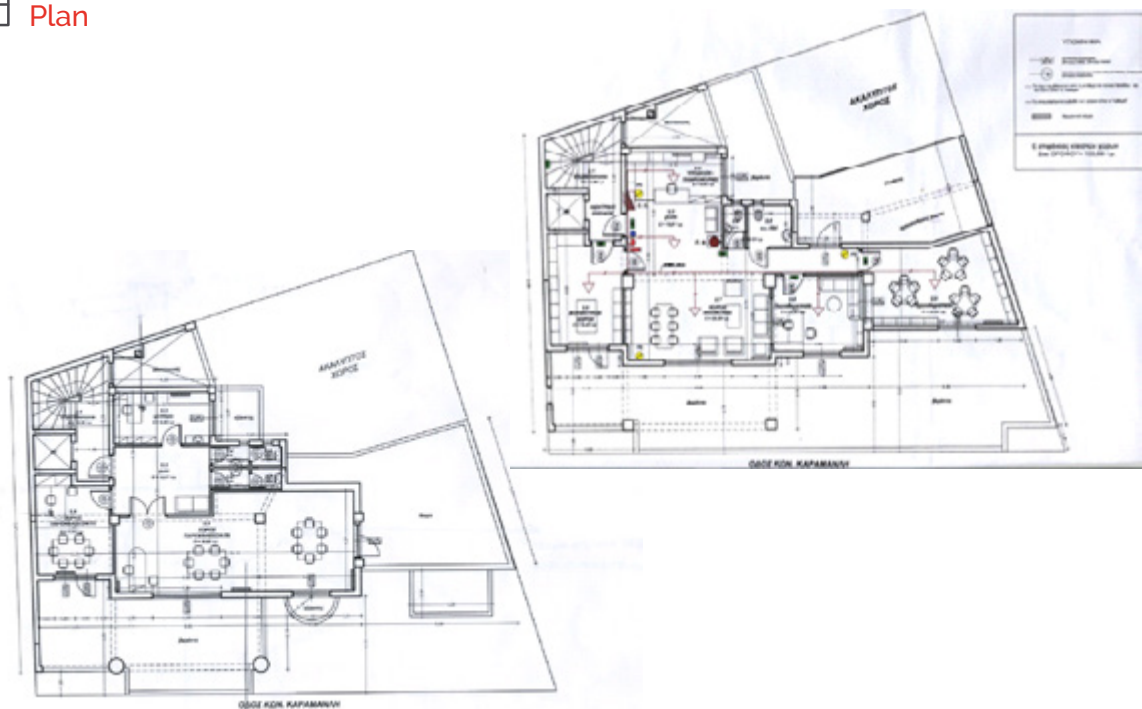


**What are the most important elements in design**

- Reduced levels of stimulation
- Opportunities to bring in personal items
- Provision of places that are shared with the surrounding community
- Being designed with a specific vision of how people living with dementia should be supported



**Plan**





*Snoezelen Room.*

Activity and leisure opportunities at the centre are important to enhance mood and engagement and to combat any feelings of isolation, frustration or boredom. However, choosing the most suitable type of activity for people in the mid to late stages of the disease is challenging. Given people living with dementia may not be able to participate in hobbies enjoyed in the past, it may be the sensory side of that activity that needs to be supported.

Sensory activities may also provide a level of stimulation, which increases awareness and attention. Matching the sensory demand of the activity with a well-designed environment will help the person with dementia to take part. Auditory stimulation is very effective for mood enhancement, relaxation, and cognition. It includes a wide range of sounds, ranging from natural sound (e.g. birdsong, waterfall, urban environment) to generated sound such as music. Both can be enjoyed live or played back through a sound system. A multi sensory space should provide both a good sound system with CD player, as well as items that produce life sounds such as musical instruments or water features.



*Computer Room.*

Cognitive functions (memory, speech, judgment, attention, etc.) are a key point of interest of this intervention. Its purpose is to stabilize or even reduce the individual's cognitive disorders. It uses a wide variety of activities such as memory exercises, current affairs, information retrieval (names of loved ones, names of objects), training in the use of memory aids (e.g. notebook, diary), etc. It includes a variety of fun and creative games; exercises on a touch computer, so that the use of the programme is simple and accessible even to those who are not familiar with the technology.

In recent years, many mental empowerment programmes are done using new technologies. There are now several applications with exercises for practicing all the mental functions, which we can access through our computer, our tablet or our smart phone. These exercises take the form of games making the mental exercise more interesting and interactive.



*Fitness Room.*

Low levels of physical activity are a risk factor associated with Alzheimer's disease. Also, older adults who exercise are more likely to maintain cognition. Exercise modulates amyloid  $\beta$  turnover, inflammation, synthesis, and release of neurotrophins, and cerebral blood flow. Physical exercise programmes for people with dementia usually include walking, cycling, aerobics and balance and muscle strengthening exercises. These programmes maintain a satisfactory level of physical condition and at the same time fight depressive feelings, since through exercise they have the opportunity to engage and socialise.

## Overview

Saint John's opened in 2009. It was designed as a day care centre specifically for people living with dementia.

The safety of people attending the centre has been addressed by minimising internal and external trip hazards, particularly those caused by uneven surfaces, steps and highly contrasting floor. The relaxed atmosphere is helped by making sure that safety features such as fences, door locks or other barriers to movement are unnoticeable.

Wayfinding has been facilitated by ensuring that the places that attendees often want to go to, such as sitting areas, gardens, a toilet and activity spaces are

very easily found. Staff supervision is helped by the design allowing them to easily see the attendees from where they spend most of their time.

There has been some emphasis placed on reducing noise levels and clutter to reduce over stimulation in the attendees. This has been helped by camouflaging many of the doors that are only intended to be used by staff. Colour, contrast and lighting have sometimes been used to assist attendees find the places that they need, the toilet for example. However, it is not always easy for attendees to find their way outside and back in again.

A lot of emphasis has been placed on providing objects and activities for attendees to engage with as they move around and engagement destinations can be found at the end of corridors.

The style of furniture is very familiar to the attendees and there are a few decorations, ornaments or artworks that are familiar. Attendees can bring in their own, familiar objects.

Attendees are able to choose from a small number of places to be by themselves or with other people.

The purpose of most rooms in the centre is clearly identifiable.

# India: Nightingales Trust Centre for Dementia Day care

Name of the day care centre	Nightingales Trust Centre for Dementia Day care
Company	Nightingales Medical Trust
Address	#337, 2nd Cross, 1st Block, R T Nagar
City/Town	BENGALURU
State/Province	Karnataka
ZIP/Postal Code	560032
Country	India
Email Address	nmt_rtnagar@nightingaleseldercare.com
Contact Person	Sreeja Rani, Centre Manager Dementia Day Care

Web site or audio-visual material  
 Nightingales Medical Trust: [www.nightingaleseldercare.com](http://www.nightingaleseldercare.com)



## Vision

To create a safe and comfortable environment for people with dementia and also provide a respite for the family caregivers.



## How well does the design of the building support this vision: self-report

Very well.

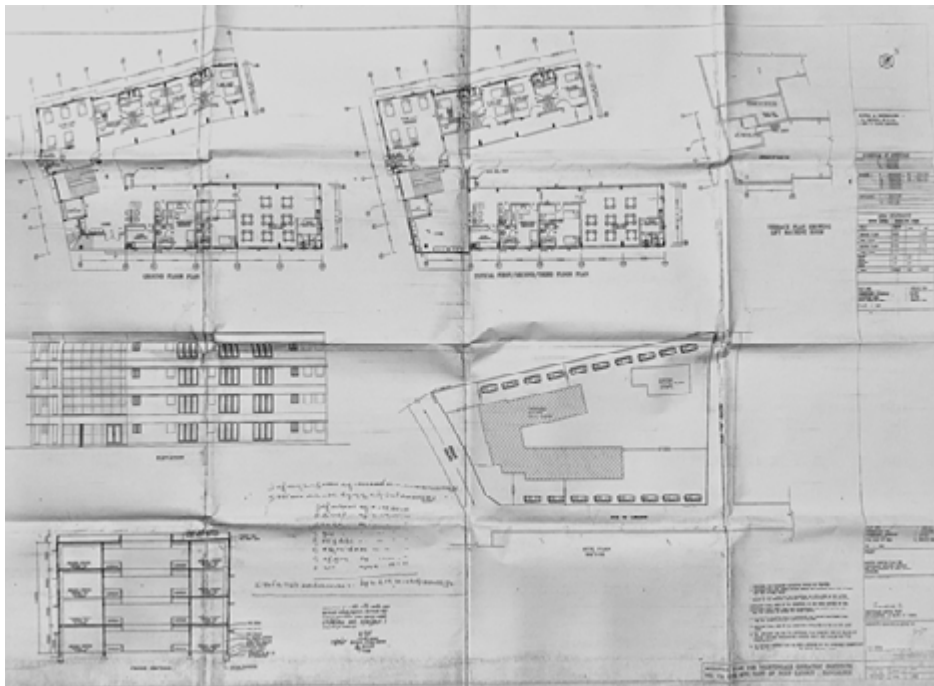


## What are the most important elements in design

- Safety
- Good lines of sight to help people living with dementia to see the key places they want to go to
- Easily seen wayfinding cues
- Familiar furnishings
- Easily found and unobstructed access to a garden, courtyard or outside space



## Plan





## Overview

Nightingales Trust Centre for Dementia Day care opened in 2018. It was renovated to make it more suitable for people living with dementia. It is part of a larger site that provides accommodation. On a typical day 12 people attend.

Trip hazards in the form of uneven surfaces, steps and highly contrasting floor finishes have been minimized. Safety features such as fences, door locks or other barriers to movement are very obvious.

The places that attendees often want to go to, such as sitting areas, a toilet or activity spaces are easily accessed as the attendees can see most of the things they need from where they spend most of their time.

Supervision and support is facilitated by staff being able to see the attendees from where they spend most of their time.

A lot of emphasis has been placed on keeping noise levels to a minimum and even more on reducing clutter. A little of emphasis has been placed on camouflaging the doors that are not intended to be used by people living with dementia. Colour and contrast have been used to highlight those things that the attendees may wish to find, the toilet door for example.

The way to the outside space is very clear and unobstructed to allow the attendees to walk from the inside of the building to the outside and back in again.

A great deal of emphasis has been placed on providing objects and activities for attendees to engage with as they move around.

The style of furniture is very familiar to the attendees and there are a few decorations, ornaments and artworks that are familiar. Attendees are not allowed to bring in their own, familiar objects.

The variety of spaces within the centre provides attendees with one or two places where they can choose to be by themselves or with a small number of people.

The purpose of most rooms is clearly identifiable.

The centre does not provide any amenities or spaces that can be shared with the surrounding community.



# India: Redcross Nightingales Trust Dementia Daycare Center, Hyderabad

Name of the day care centre	Redcross Nightingales Trust Dementia Daycare Center – RCNTDDC, Hyderabad
Company	Nightingales Medical Trust
Address	Adjacent To Gymkhana Club, Road No:2 Banjarahills, Lv Prasad Marg
City/Town	Hyderabad
State/Province	Telangana
ZIP/Postal Code	500033
Country	INDIA
Email Address	dementiahyd@nightingaleseldercare.com
Contact Person	PRASANTHI VELPULA- PSYCHOLOGIST & CENTER INCHARGE

Web site or audio-visual material  
<https://youtu.be/xGc2nqQGepQ>



## Vision

Our vision is to remove and end the stigma related to dementia and that everyone should come and openly speak about dementia.



## How well does the design of the building support this vision: self-report

Extremely well.

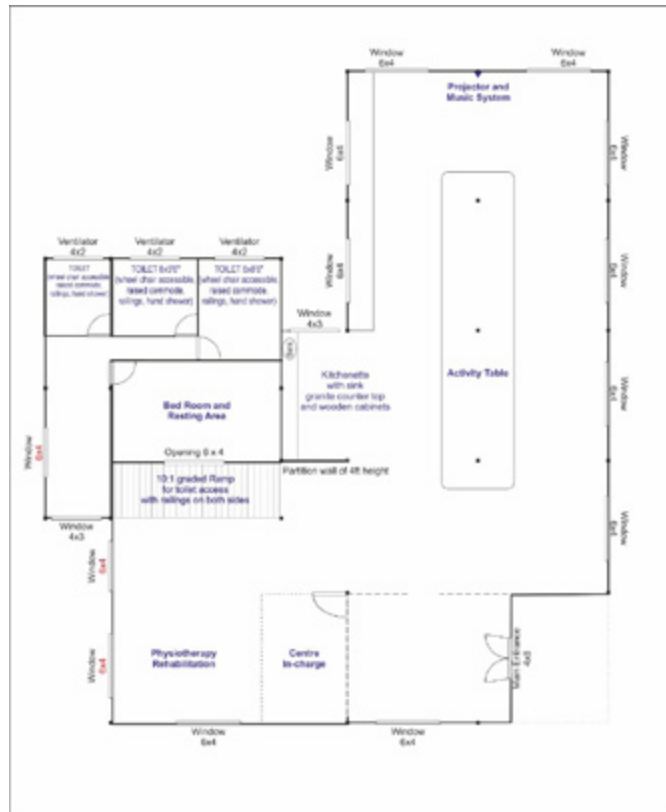


## What are the most important elements in design

- Unobtrusive safety
- Good lines of sight for supervision of people living with dementia
- Being designed with a specific vision of how people living with dementia should be supported



## Plan





A spacious and well-furnished hall where we conduct activities, games and video watching activities



Physiotherapy room with parallel bar, exercise balls, steps bar, shoulder pulley and pedal cycling.



Sleeping room for attendees to have a short nap post lunch. Also, to rest if feeling unwell.

Our wards playing and chatting in the activity room.



Clean and well equipped kitchen cabinets and mineral water facility.

## Overview

Redcross Nightingales Trust Dementia Daycare Center opened in 2017 after being renovated to make it more suitable for people living with dementia. It provides services for approximately 50 people, most of whom have a dementia.

Internal trip hazards in the form of uneven surfaces and steps have been almost totally eliminated. Safety features such as fences, door locks or other barriers to movement can be clearly seen.

The places that attendees often want to go to, such as sitting areas, a toilet or activity spaces are very easily found as attendees can see everything they need from where they spend most of their time. Supervision is facilitated by the open plan of the building which enables staff to see the attendees from where they spend most of their time.

A great deal of emphasis has been placed on avoiding over-stimulation by reducing noise levels and clutter and by camouflaging the doors that are not intended

to be used by people living with dementia. Colour and contrast have been used to highlight those things that the attendees may wish to find.

A great deal of emphasis has been placed on providing objects and activities for attendees to engage with as they move around.

The style of furniture is extremely familiar, it is exactly what the attendees are used to and there are many decorations that are familiar. Attendees are allowed to bring in their own, familiar objects.

There are places where attendees can choose to be by themselves and or with a small number of people.

All spaces are clearly identifiable, their purpose is very clear.

The centre does not provide spaces that can be shared with the local community.

## Iran: Iran Dementia & Alzheimer's Association – Ghasedak Day Center

Name of the building	Iran Dementia & Alzheimer's Association – Ghasedak Day Center
Company	IDAA
Address	Shahrak Ekbatan, Maydan Bassij, North Sattari Exit
City/Town	Tehran
State/Province	Tehran
ZIP/Postal Code	1396956144
Country	Iran
Email Address	faranehk@yahoo.co.uk
Contact Person	Faraneh Farin Overseas PR Coordinator

Web site or audio-visual material  
[www.iranalz.ir](http://www.iranalz.ir)



### Vision

To create a suitable space for people with dementia in which their skills, well-being and independence are promoted raising their quality of life.



### How well does the design of the building support this vision: self-report

Very well.



### What are the most important elements in design

- Safety
- Spaces that are of a domestic scale
- Good lines of sight to help people living with dementia to see the key places they want to go to
- Good lines of sight for supervision of people living with dementia
- Easily seen wayfinding cues
- Easily found and unobstructed access to a garden, courtyard or outside space
- Opportunities to bring in personal items
- Familiar furnishings
- Provision of places to be alone
- Provision of places that are shared with the surrounding community
- Being designed with a specific vision of how people living with dementia should be supported



### Plan



- |              |  |
|--------------|--|
| 1. Entrance  | 6. Assembly hall – physical activities |
| 2. Admission | 7. Dining room                         |
| 3. Manager   | 8. Kitchen                             |
| 4. Rest area | 9. Cloakroom                           |
| 5. Counselor | 10. Toilets                            |



This is a spacious assembly hall with windows all around it, where different groups can do various activities.



Indoor gardening activities.



Whenever people with dementia feel tired, unwell or need a nap, they rest in this area.



People living with dementia using the bars on the side of assembly hall to do their exercises.





## Overview

Iran Dementia & Alzheimer's Association – Ghasedak Day Center opened in 2015. It is for people living with dementia. It is part of a larger site that provides services to up to 100 people. On a typical day between 30 and 40 people living with dementia will attend the centre.

Internal and external trip hazards in the form of uneven surfaces, steps and highly contrasting floor finishes have been carefully avoided. Safety features such as fences, door locks or other barriers to movement are not obvious.

The places that attendees often want to go to, such as sitting areas, gardens, a toilet or activity spaces are very easily and staff can very easily see the attendees from where they spend most of their time.

A lot of emphasis has been placed on reducing noise levels and clutter. The doors that are not intended to be used by people living with dementia are treated

in the same way as other doors. A moderate amount of emphasis has been placed on the use of colour, contrast or lighting to highlight those things that the attendees may wish to find, the toilet door for example.

A little of emphasis has been placed on providing objects and activities for attendees to engage with as they move around.

The style of furniture is very familiar to the attendees and there are a few decorations, ornaments or artworks that are familiar. Attendees are allowed to bring in their own, familiar objects.

There are a few places where attendees can choose to be by themselves and one or two places where they can choose to be with a small number of people.

All rooms are clearly identifiable, their purpose is very clear.



# Japan: Grundtvig

Name of the day care centre	Grundtvig.inc
Company	Grundtvig.inc
Address	3-612 Parkside Komayose, 5682-6 Ooba
City/Town	Fujisawa
State/Province	Kanagawa
ZIP/Postal Code	251-0861
Country	Japan
Email Address	tkaneko@sfc.keio.ac.jp
Contact Person	Tomoki Kaneko

**Web site or audio-visual material**

The Housing Complex as One Big Family: <https://www.ahwin.org/grundtvig/>  
 Video: <http://www.news24.jp/articles/2020/02/25/07600302.html>  
 Programme Video: [https://www.youtube.com/watch?v=KEKdrD6COre&feature=emb\\_title](https://www.youtube.com/watch?v=KEKdrD6COre&feature=emb_title)



## Vision

Described as a housing complex, for one big family. Comfort and happiness are prioritised over risk management and importantly staff live on site.

The staff is not a provider of professional care but will function as a family member or neighbour involved in the person's life.



## How well does the design of the building support this vision: self-report

Extremely well.



## What are the most important elements in design

- Safety
- Unobtrusive safety
- Spaces that are of a domestic scale
- Good lines of sight to help people living with dementia to see the key places they want to go to
- Good lines of sight for supervision of people living with dementia
- Reduced levels of stimulation
- Easily seen wayfinding cues
- Familiar furnishings
- Easily found and unobstructed access to a garden, courtyard or outside space
- Opportunities to bring in personal items
- Provision of places to be alone
- Provision of places that are shared with the surrounding community
- Being designed with a specific vision of how people living with dementia should be supported



## Plan



※図面は建築士が作成したものであり、実際の状況とは異なる場合があります。  
 所在地： 湘南ライフタウン  
 パークサイド駅西  
 型式： 306-5 (約室)  
 タイプ： A  
 図面番号： 40217



Children and users live together.



Children join in.



Various generations interact in daily life.



Nurses live together in everyday life.



Our concept.

## Overview

Grundtvig.inc opened in 2015. The day care centre was renovated to make it more suitable for people living with dementia. It is part of the larger site that accommodates more than 500 people. On a typical day up to 29 people attend many of whom are living with dementia.

Internal trip hazards in the form of uneven surfaces, steps and highly contrasting floor finishes have been avoided. There is no outside area specifically associated with the day centre.

The places that attendees often want to go to, such as sitting areas, a toilet and activity spaces are very easily found as they can be seen from where the attendees spend most of their time. Gentle supervision is made easy by the layout as the staff can see what is happening from where they spend most of their time.

A lot of emphasis has been placed on reducing noise levels and clutter. No attempt has been made camouflage the doors that are not intended to be used by people living with dementia while a great deal

of emphasis has been placed on the use of colour, contrast and lighting to highlight those things that the attendees may wish to find.

A great deal of emphasis has been placed on providing objects and activities for attendees to engage with as they move around.

The style of furniture is extremely familiar, it is exactly what the attendees are used to and there are many decorations, ornaments or artworks that are familiar. Attendees are allowed to bring in their own, familiar objects.

There are many places where attendees can choose to be by themselves and where they can chose to be with a small number of people.

All rooms are clearly identifiable, their purpose is very clear.

The centre provides a shared space where people living with dementia can engage with other members of the community, young and old.

# Japan: Hanasanchi

Name of the day care centre	Hanasanchi
Company	Social welfare corporation Dowaen
Address	4 Nishino Hiromicho Yamashina-ku
City/Town	Kyoto city
State/Province	Kyoto-prefecture
ZIP/Postal Code	607- 8348
Country	Japan
Email Address	washizunoriyo2@gmail.com
Contact Person	Noriyo Washizu, Board member of Alzheimer's Association Japan

Web site or audio-visual material  
[https://www.dowaen.jp/support/home\\_nishino.html](https://www.dowaen.jp/support/home_nishino.html)



## Vision

Respect individual user's life and social inclusion. The atmosphere of this house combines the best of traditional and modern practices and aesthetics, bringing comfort and relief to people living with dementia.



## How well does the design of the building support this vision: self-report

Extremely well.

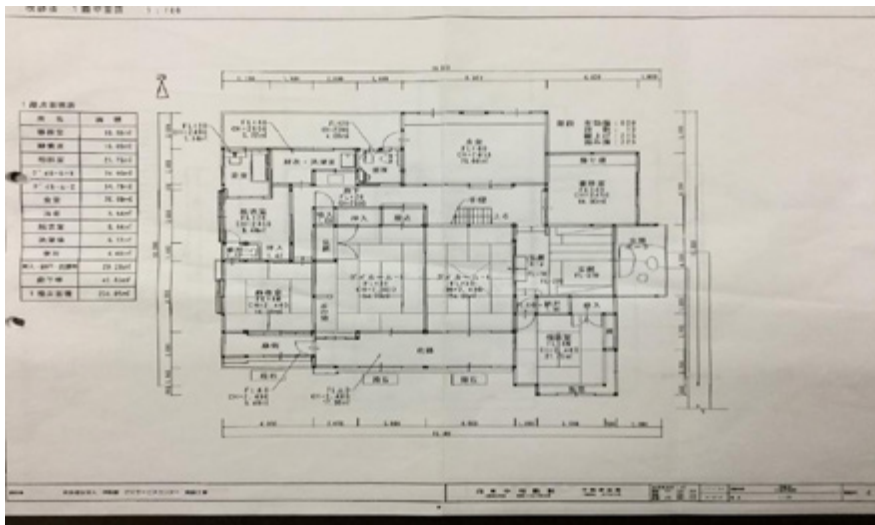


## What are the most important elements in design

- Unobtrusive safety
- Spaces that are of a domestic scale
- Good lines of sight to help people living with dementia to see the key places they want to go to
- Good lines of sight for supervision of people living with dementia
- Reduced levels of stimulation
- Easily seen wayfinding cues
- Familiar furnishings
- Easily found and unobstructed access to a garden, courtyard or outside space
- Opportunities to bring in personal items
- Provision of places to be alone
- Provision of places that are shared with the surrounding community
- Being designed with a specific vision of how people living with dementia should be supported



## Plan







*The gate*



*Kitchen*



*Traditional Japanese garden. People enjoy gardening and feeling of the seasons*



*Preparing for lunch. Everyone makes a significant contribution to the daily life of "Hanasanchi"*



*The combination of the traditional atmosphere and the universal design.*



## Overview

Hanasanchi opened in 2005 following renovations to make it suitable for people living with dementia. On a typical day 12 people living with dementia attend.

Internal trip hazards in the form of uneven surfaces, steps and highly contrasting floor finishes are very well avoided.

The places that attendees often want to go to, such as sitting areas, gardens, a toilet or activity spaces are easily seen from where they spend most of their time, minimising confusion. The attendees can be gently supported by the staff as they can easily see them as they go about their activities.

A calming environment has been provided by placing a lot of emphasis on reducing noise levels and clutter and most doors that are only intended for staff use are blended with the background. A lot of emphasis has been placed on the use of colour, contrast and lighting to highlight those things that the attendees may wish to find.

The way to the outside space is very clear and unobstructed to allow the attendees to walk from the inside of the building to the outside and back in again.

A lot of emphasis has been placed on providing objects and activities for attendees to engage with as they move around.

The style of furniture is very familiar to the attendees and there are many decorations and ornaments that are familiar. Attendees are allowed to bring in their own, familiar objects.

There is a variety of places available to the attendees enabling them to choose to be by themselves or with small numbers of other people.

All rooms are clearly identifiable, their purpose is very clear.

The centre provides places where the attendees can share time with people from the surrounding community.

# Japan: MUKU Nursing small scale multifunction


Name of the day care centre	MUKU Nursing small scale multifunction
Company	Joint company MUKU
Address	49, Oe, Hamatamacho
City/Town	Karatsu City
State/Province	Saga Prefecture
ZIP/Postal Code	849-5103
Country	Japan
Email Address	tkaneko@sfc.keio.ac.jp
Contact Person	Tomoki

**Web site or audio-visual material**

Webpage: <http://muku-llc.com/>  
 Facebook: <https://www.facebook.com/shoukibomuku/>  
 News: <https://www.sagatv.co.jp/news/archives/2019070800536>  
 Twitter: [https://twitter.com/michiko\\_saiki](https://twitter.com/michiko_saiki)

 **Vision**

The focus is on what is normal or usual and for staff and attendees to both live well.

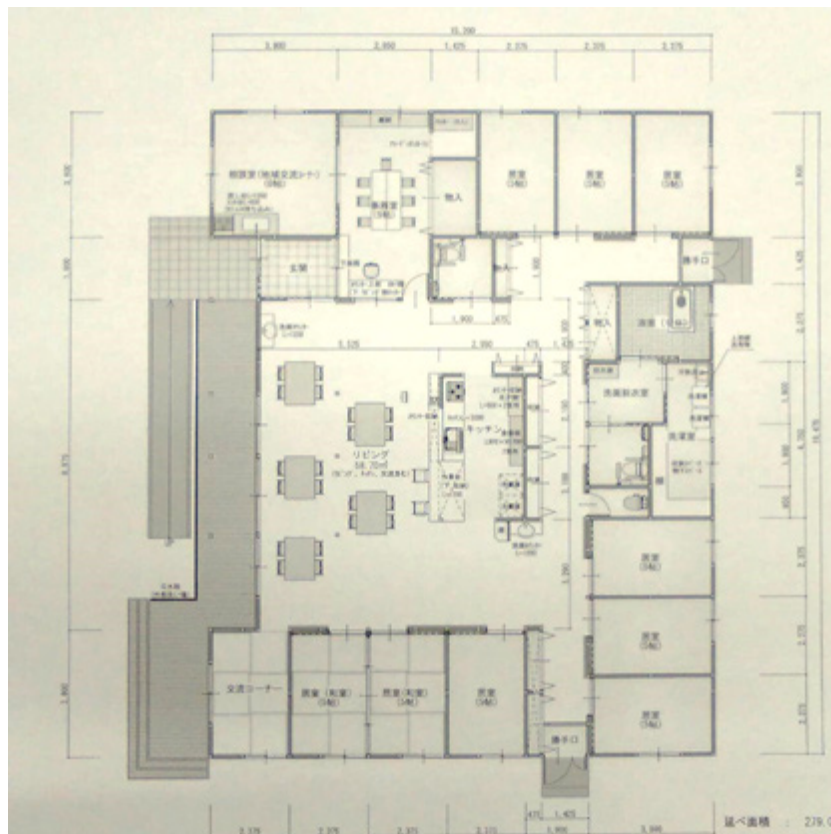
 **How well does the design of the building support this vision: self-report**

Very well.

 **What are the most important elements in design**

- Safety
- Familiar furnishings
- Opportunities to bring in personal items
- Provision of places that are shared with the surrounding community
- Being designed with a specific vision of how people living with dementia should be supported

 **Plan**





Creating an environment where attendees and children can interact and good use of natural products.



A familiar tatami room, where attendees can watch over the children.



A kitchen overlooking the surroundings, easy for anyone to use.



Park space in the backyard of the office. Attendees can play a role in watching over children.



BBQ space in the backyard of the office building. It is also be a place to interact with neighbours.

## Overview

MUKU Nursing small scale multifunction opened in 2017. It was designed specifically to provide services to people living with dementia and their carers. On a typical day about 29 people attend.

Careful attention has been paid to providing a trip free environment both indoors and out. Safety features such as fences, door locks or other barriers to movement are not at all obvious.

The places that attendees often want to go to, such as sitting areas, gardens, a toilet and activity spaces are very easily found as they can be seen from where the attendees spend most of their time. This layout also enables staff to provide discrete supervision and support.

A little of emphasis has been placed on reducing noise levels and a moderate amount of emphasis has been placed on reducing clutter. No emphasis has been placed on camouflaging the doors that are not intended to be used by people living with dementia while there is a little of emphasis on the use of contrast and lighting to highlight those things that the attendees may wish to find, the toilet door for example.

The way to the outside space is fairly easily found from most places in the centre and the way back in is quite clear.

Some objects and activities are provided for attendees to engage with as they move around.

The style of furniture is very familiar to the attendees and there are a few decorations and ornaments that are familiar. Attendees are allowed to bring in their own, familiar objects.

There are a few places where attendees can choose to be by themselves and many places where they can choose to be with a small number of people.

Most rooms are clearly identifiable.

The centre was designed to encourage interaction between the attendees and people in the surrounding community.



## México: Fundación Alzheimer León "Alguien con quien contar" AC

Name of the day care centre	Fundación Alzheimer León "Alguien con quien contar" A.C.
Company	Fundación Alzheimer León "Alguien con quien contar" A.C.
Address	Ancorada no. 127 Fraccionamiento San Ángel
City/Town	León
State/Province	Guanajuato
ZIP/Postal Code	37287
Country	México
Email Address	contacto@ institudodelamemoria.org.mx
Contact Person	Lic. Gabriela Nicté-Há Benítez Martínez Trabajadora Social

**Web site or audio-visual material**

<https://www.youtube.com/watch?v=4Fovojs0Hjs>



**Vision**

Each teacher knows the diagnosis, skills and abilities of attendees and develop their classes accordingly.



**How well does the design of the building support this vision: self-report**

Very well.

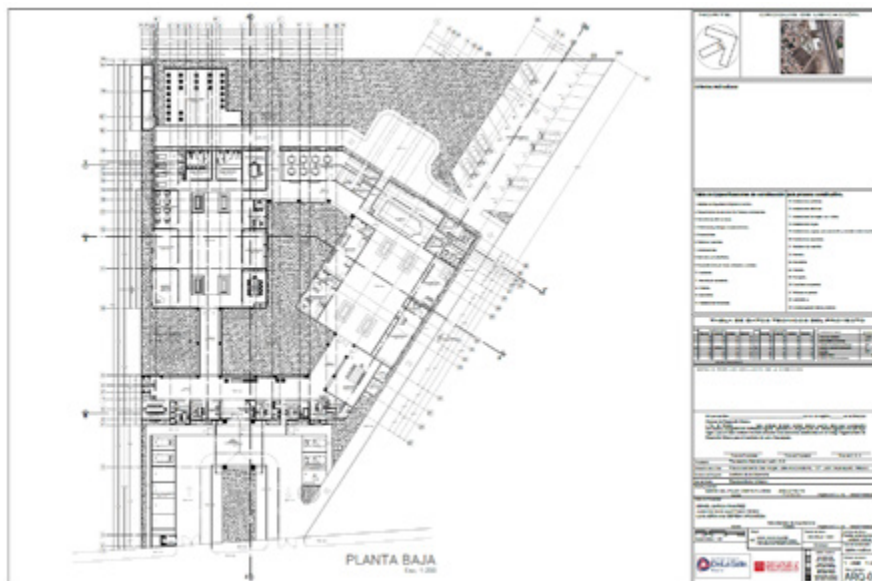


**What are the most important elements in design**

- Unobtrusive safety
- Good lines of sight to help people living with dementia to see the key places they want to go to
- Good lines of sight for supervision of people living with dementia
- Familiar furnishings
- Being designed with a specific vision of how people living with dementia should be supported



**Plan**







Main access to la Fundación Alzheimer León, Alguien con quien contar A.C.

Wide access corridors to the modules. Attendees with moderate-severe dementia go to the module of the Therapeutic Day Center which is located on the right and users with mild-moderate dementia go to the left to the Integral Stimulation Programme. Each module is independent. An image of the garden is also shown where you can see the green area as well as both modules of care for attendees.



This is one of the classrooms, where the cognitive stimulation class is taught. Classrooms are designed with a large space and capacity for 12 people, including wheelchair users.



Attention centre for attendees – planter boxes with benches for resting, a wooden railing throughout the area, good lighting on the sides of the classrooms and toilets are clearly marked and identified.



In this image you can see in the background the kitchen, which is run by a graduate in nutrition for the preparation and presentation of food; the dining room has a capacity for 30 people who will be accompanied by caretakers of the institution who help them.



## Overview

Fundación Alzheimer León "Alguien con quien contar" A.C. opened in 2005. It was designed as a day care centre for people living with dementia. More than 150 people attend in a typical day, most of them have a dementia.

Internal and external trip hazards in the form of uneven surfaces and steps are very well avoided. Safety features such as fences, door locks or other barriers to movement can be clearly seen.

The places that attendees often want to go to, such as sitting areas, gardens, a toilet or activity spaces are very easily seen, attendees can see everything they need to see from where they spend most of their time. The design allows very easy supervision by the staff.

A great deal of emphasis has been placed on reducing noise levels and clutter so that the people attending are not over-stimulated. Some of the doors that are not intended to be used by people living with dementia are hidden while a great deal of emphasis has been placed on the use of colour, contrast and lighting to highlight those things that the attendees may wish to find. example.

The building is quite complex so the way to the outside from some of the internal spaces is not always clear.

A great deal of emphasis has been placed on providing objects and activities for attendees to engage with as they move around engagement destinations have been created at the end of some corridors.

The attendees engage with furniture which is of a familiar style but there are almost no decorations, ornaments or artworks that are familiar. However, attendees are allowed to bring in their own, familiar objects.

The centre does not provide opportunities for the attendees to be by themselves. There are one or two places where they can choose to be with a small number of people.

All rooms are clearly identifiable with their purpose being very clear.

The centre provides one or two easily accessible places where the attendee can choose to be with people from the surrounding community.

# People's Republic of China: Aidaily Care Center

Name of the day care centre	Aidaily Care Center
Company	Tianjin Innovator Medical Tech. Co., Ltd
Address	Unit 3, Fengyu Yuan, Dongli District, Tianjin, China
City/Town	Tianjin
State/Province	Tianjin
ZIP/Postal Code	300300
Country	China
Email Address	Matthews@ADL66.com
Contact Person	Matthews Wong CEO

## Vision

The goal of the day care centre is to live up to our slogan "if I forget, promise you will remember."

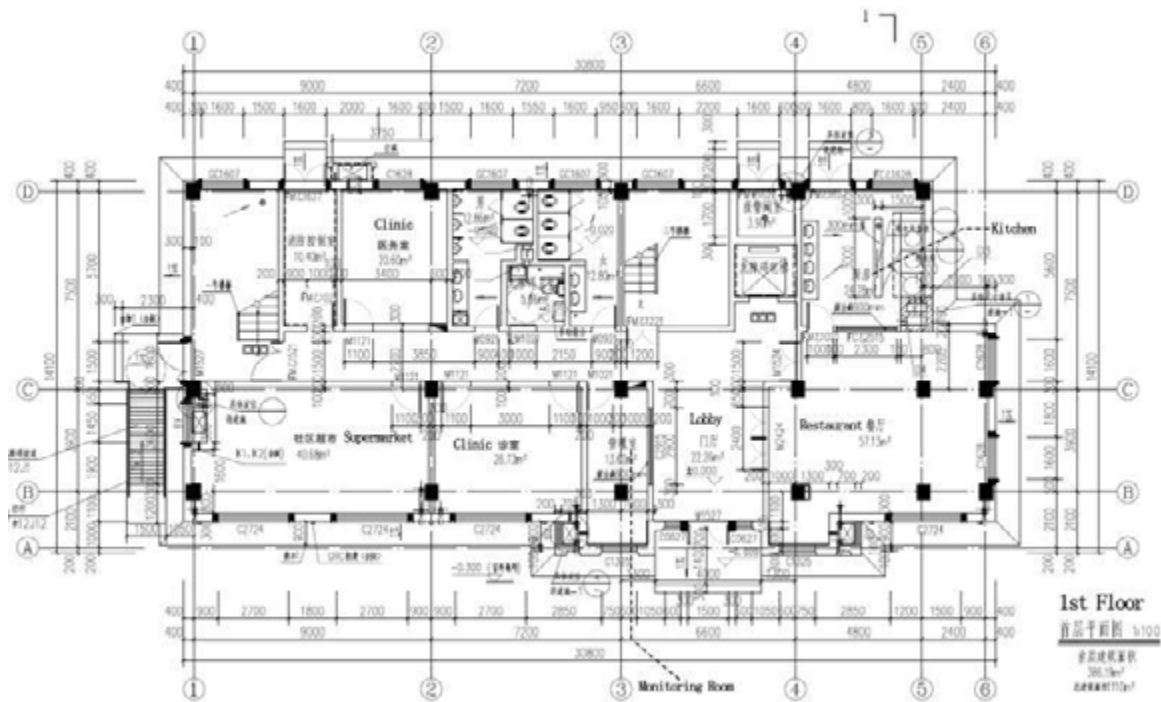
## How well does the design of the building support this vision: self-report

Very well.

## What are the most important elements in design

- Safety
- Good lines of sight to help people living with dementia to see the key places they want to go to
- Easily found and unobstructed access to a garden, courtyard or outside space
- Being designed with a specific vision of how people living with dementia should be supported

## Plan







We use AI based reminiscence therapy to help dementia people with symptoms of depression. This is the 'memory station'.



We help people living with dementia to keep fit and healthy. Using our AI product "Therapy in Action" to exercise vision, hearing, limbs, cognition, joints and gait.



We provide free plant nurseries. During COVID-19, weeks turned into months of sheltering in place, many are finding solace through gardening.



The research and development department of our company is developing the AI mattress and floor to record real time data



We provide a comfortable environment for people living with dementia. Colour on wall and floors helps to make sense of space. In every activity room we set the 'memory Panda' to ensure that the people with dementia avoid mistaking it for another room.

## Overview

Aidaily Care Center opened in 2018 as a purpose designed day care centre for people living with dementia. It is part of a larger site that attendees can access with the permission of staff. Approximately 16 people attend on a daily basis.

Internal and external trip hazards in the form of uneven surfaces, steps and highly contrasting floor have been almost totally avoided. Where safety features such as fences, door locks or other barriers to movement have been provided they are clearly seen.

The places that attendees often want to go to, such as sitting areas, toilet or activity spaces are very easily found as they can be seen from where the attendees spend most of their time. Staff are also assisted in providing supervision by being able to easily see the attendees from where they spend most of their time.

A great deal of emphasis has been placed on reducing noise levels with slightly less emphasis on reducing clutter. A lot of emphasis has been placed on camouflaging the doors that are not intended to be used by people living with dementia while colour, contrast and lighting have been used to highlight those things that the attendees may need to find.

The way to the outside space is not immediately obvious so attendees may have some difficulty walking from the inside of the building to the outside and back in again.

A great deal of emphasis has been placed on providing objects and activities for attendees to engage with as they move around and creating engagement destinations at the end of corridors.

The style of furniture may not be very familiar to the attendees but there are many decorations, ornaments that artworks that are familiar. Attendees are allowed to bring in their own, familiar objects.

There are many spaces where attendees can choose to be by themselves and a few places where they can choose to be with a small number of people.

All rooms are clearly identifiable with their purpose being very clear.

The centre provides one or two easily accessible places where the resident can choose to be with people from the surrounding community.



## People's Republic of China: SDIC & CEEDI Multi-sensory Activity Room

Name of the day care centre	SDIC & CEEDI Multi-sensory Activity Room
Company	State Development & Investment Corp., LTD.(SDIC) and China Electronics Engineering Design Institute CO., LTD.(CEEDI)
Address	7, Fuchengmenwai Street, Xicheng District, Beijing, China.
City/Town	Beijing
State/Province	Beijing
ZIP/Postal Code	100037
Country	China
Email Address	hanhan@ceedi.cn
Contact Person	Han Han, Deputy Director of CEEDI Research Institute of Health and Aging

### Web site and additional information

[https://mp.weixin.qq.com/s/TKk8DVozgkGuv4Txa8\\_ldA](https://mp.weixin.qq.com/s/TKk8DVozgkGuv4Txa8_ldA)  
<https://mp.weixin.qq.com/s/16DPckRwBOslKrJAgs-qbA>



### Vision

The purpose of the SDIC & CEEDI Multi-sensory Activity Room is to activate long-term memory, attention and autonomy by creating familiar and interesting multi-sensory scenes, such as childhood scenes, hometown food, old objects, dialects, sounds of nature and music, and previous activities.



### How well does the design of the building support this vision: self-report

Extremely well.

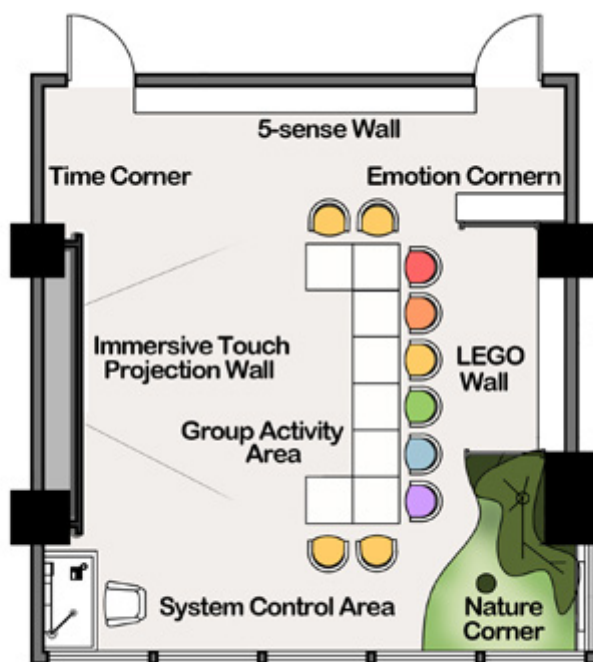


### What are the most important elements in design

- Unobtrusive safety
- Spaces that are of a domestic scale
- Good lines of sight to help people living with dementia to see the key places they want to go to
- Good lines of sight for supervision of people living with dementia
- Easily seen wayfinding cues
- Familiar furnishings



### Plan



- Easily found and unobstructed access to a garden, courtyard or outside space
- Opportunities to bring in personal items
- Provision of places to be alone
- Provision of places that are shared with the surrounding community
- Being designed with a specific vision of how people living with dementia should be supported



*Interactive Rhythm Light.*



*Nature Corner.*



*Five-sense Wall*



*Touch projection wall.*

## Overview

SDIC & CEEDI Multi-sensory Activity Room opened in 2019. It was created by totally remodelling a standard room in the SDIC Health Senior Apartment, a large facility accommodating between 250 and 499 people. The Activity Room provides services to 12 people at a time, most of whom have a dementia.

Safety has been addressed by avoiding trip hazards in the form of uneven surfaces, steps and highly contrasting floor finishes. Safety features such as door locks or other barriers to movement are discreet.

The open plan layout provides excellent visual access, the places that attendees want to go to are easily seen from where they spend most of their time. Staff can very easily see the attendees from where they spend most of their time.

Noise levels and clutter are reduced to a minimum to help provide a calm atmosphere and doors that are not intended to be used by people living with dementia

have been camouflaged so that they are not noticeable. A great deal of emphasis has been placed on the use of colour, contrast and lighting to highlight those things that the attendees may wish to find.

The location of the activity centre in a larger complex makes it difficult to give unobstructed and easy access to an outside space.

A great deal of emphasis has been placed on providing objects and activities for attendees to engage with as they move around.

The style of furniture is exactly what the attendees are used to and there many decorations and artworks that are familiar. Attendees are allowed to bring in their own, familiar objects.

Attendees are presented with a choice of spaces. They can be by themselves or with other people.



# Sri Lanka: Lanka Alzheimer's Activity Centre

Name of the day care centre	Lanka Alzheimer's Activity Centre
Company	Lanka Alzheimer's Foundation
Address	No.110, Ketawalamulla Lane
City/Town	Colombo
ZIP/Postal Code	10
Country	Sri Lanka
Email Address	Beverleymirando@yahoo.co.uk
Contact Person	Beverley Mirando – Board Director, HR & Administration.



How well does the design of the building support this vision: self-report

Extremely well.



What are the most important elements in design

- Safety
- Good lines of sight to help people living with dementia to see the key places they want to go to
- Good lines of sight for supervision of people living with dementia
- Familiar furnishings
- Easily found and unobstructed access to a garden, courtyard or outside space
- Opportunities to bring in personal items
- Being designed with a specific vision of how people living with dementia should be supported

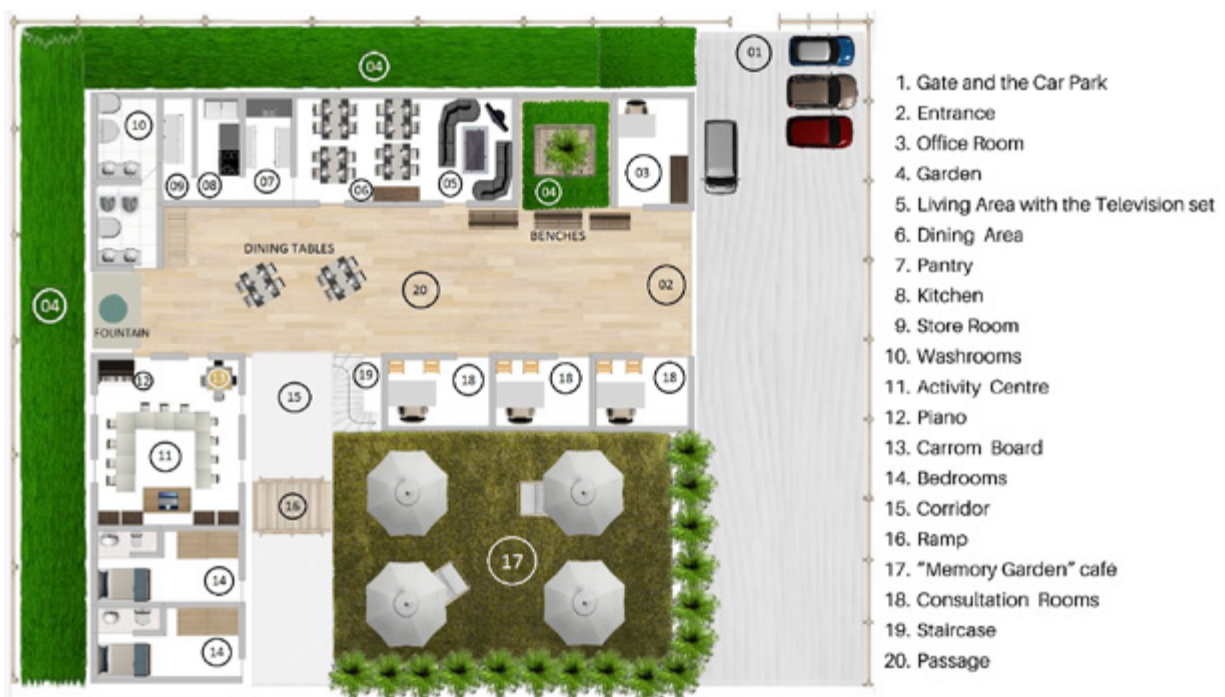


Vision

To improve the quality of life of those with Alzheimer's and related dementias and enhance the well-being of their families and carers.



Plan



1. Gate and the Car Park
2. Entrance
3. Office Room
4. Garden
5. Living Area with the Television set
6. Dining Area
7. Pantry
8. Kitchen
9. Store Room
10. Washrooms
11. Activity Centre
12. Piano
13. Carrom Board
14. Bedrooms
15. Corridor
16. Ramp
17. "Memory Garden" café
18. Consultation Rooms
19. Staircase
20. Passage



LAF was designed as an eco-friendly and people-centred building. It comprises two entrances, one leading to the Activity Centre (AC) and the other to the office. The AC has a large dining cum sitting room with access to a well equipped kitchen and pantry. It also has a spacious air conditioned auditorium with a piano, provision for audio visual presentations and sophisticated music system. It has separate user friendly toilets for ladies and gents with one toilet in each having disability access. A ramp permits clients to have access to the beautiful garden where they are able to enjoy morning tea and any celebrations.



## Overview

Lanka Alzheimer's Activity Centre opened in 2012. It was specifically designed as a day care centre for people living with dementia. The usual daily attendance is 22 and most of the people who attend have a dementia.

A great deal of attention has been placed on ensuring the safety of attendees by, for example, avoiding internal and external trip hazards in the form of uneven surfaces, steps and highly contrasting floor finishes. Safety features such as fences, door locks or other barriers to movement can be very easily seen.

The places that attendees often want to go to, such as sitting areas, gardens, a toilet and activity spaces are very easily seen from where they spend most of their time, making it easy for them to find their way around. The layout enables staff to monitor the attendees easily and discretely.

Clutter has been kept to an absolute minimum and a moderate amount of emphasis has been placed on reducing noise levels. A lot of emphasis has been placed on camouflaging the doors that are not intended to be used by people living with dementia while those things that the attendees need to find have been highlighted by the use of colour, contrast and lighting.

The way to the outside space is very clear and unobstructed to allow the attendees to walk from the inside of the building to the outside and back in again.

A great deal of emphasis has been placed on providing objects and activities for attendees to engage with as they move around and on creating engagement destinations at the end of corridors.

The style of furniture is very familiar to the attendees and there many decorations and artworks that are familiar. Attendees are allowed to bring in their own, familiar objects.

There are no places where attendees can choose to be by themselves. The attendees are able to choose from many places that enable them to be with small groups of people.

All rooms are clearly identifiable, their purpose is very clear.


The centre does not provide spaces that are shared with the local community.

# Thailand: Dementia Day Center

Name of the day care centre	Dementia Day Center
Company	King Chulalongkorn Memorial Hospital
Address	1873 Sor Tor Building Ratchadamri road
City/Town	Pathumwan
State/Province	Bangkok
ZIP/Postal Code	10330
Country	Thailand
Email Address	ddcchula@gmail.com
Contact Person	Chavit Tunvirachaisakul, MD PhD, consultant geriatric psychiatrist

 **Vision**

Providing enjoyable and cognitively stimulated activities to people living with dementia, and supporting their caregivers.

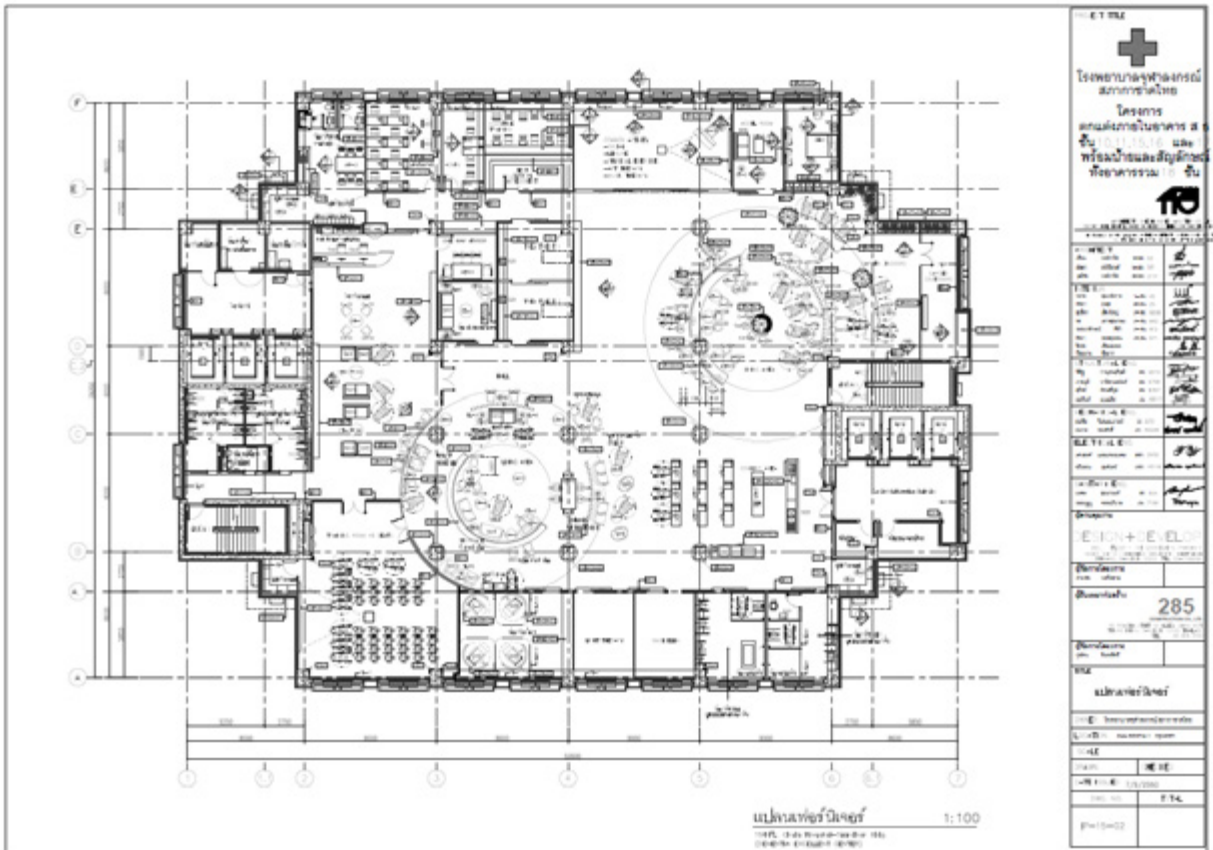
 **How well does the design of the building support this vision: self-report**

Very well.

 **What are the most important elements in design**

- Safety
- Unobtrusive safety
- Good lines of sight for supervision of people living with dementia

 **Plan**





Front waiting area, entrance from elevator hall, used for welcome attendees and medical checks, especially during COVID-19.

Further to the right is the cooking class/dining area. There are also a microwave, stove and a refrigerator for use.



This is the main activity room. It is a multifunctional room with a glass curtain to screen out some noise from the activity.



A leisure area where people with dementia and caregivers can have a seat and have their own individual activities, e.g. small game and reading.



A gardening area is for planting and watering plants. It is in-door but with a good sunlight and fresh air.



## Overview

The Dementia Day Center opened in 2018 as a purpose designed day care centre for people living with dementia. It is on a large site that provides services to more than 500 people. The day centre is usually attended by about 12 people.

The design has placed great emphasis on the provision of a trip hazard free environment with the avoidance of uneven surface and steps. Safety features such as fences, door locks or other barriers to movement are not obvious.

The places that attendees often want to go to, such as sitting areas, gardens, a toilet or activity spaces are easily seen from where attendees spend most of their time. Staff can very easily see the attendees from where they spend most of their time.

Noise levels have been minimised to some extent and a lot of emphasis has been placed on reducing clutter so that the environment is calming. No attempts have been made to make doors that are only intended to be used by staff blend into the background and only a little of emphasis has been placed on the use of colour, contrast or lighting to highlight those things that the attendees may wish to find, the toilet door for example.

Access to outside spaces is not encouraged or facilitated by the design but an internal gardening area is provided.

A great deal of emphasis has been placed on providing objects and activities for attendees to engage with as they move around.

The style of furniture may be unfamiliar to some of the attendees, there are a few decorations, ornaments and artworks that are familiar. Attendees can bring in their own, familiar objects.

The design affords the attendees many opportunities to be by themselves and there are a few places where they can chose to be with a small number of people.

Most rooms have a clearly identifiable purpose.

The day care centre does not in itself provide easily accessible places where the attendee can choose to be with people from the surrounding community, e.g. a coffee shop.


# United Kingdom: **Belong Newcastle under Lyme**

Name of the day care centre	Belong Newcastle under Lyme
Company	Belong
Address	Lower Street
City/Town	Newcastle-under-Lyme
State/Province	Staffordshire
ZIP/Postal Code	ST5 2RS
Country	United Kingdom
Email Address	Tracy.paine@belong.org.uk
Contact Person	Tracy Paine


Web site or audio-visual material  
<https://www.belong.org.uk/locations/newcastle-under-lyme>

 **Vision**

Belong creates vibrant village communities enabling older people to live the lives that they choose.

 **How well does the design of the building support this vision: self-report**

Extremely well.

 **What are the most important elements in design**

- Unobtrusive safety
- Spaces that are of a domestic scale
- Good lines of sight to help people living with dementia to see the key places they want to go to
- Good lines of sight for supervision of people living with dementia
- Reduced levels of stimulation
- Easily seen way finding cues
- Familiar furnishings
- Easily found and unobstructed access to a garden, courtyard or outside space
- Opportunities to bring in personal items
- Provision of places to be alone
- Provision of places that are shared with the surrounding community
- Being designed with a specific vision of how people living with dementia should be supported

 **Plan**







This picture shows an attendee participating in one of the Belong community 'Experience Days'. The jukebox is a favourite.

grab rails, flooring, light, signage and colour. We have day care customers who once danced here when it was a nightclub, and enjoy the opportunity to do the same under the new glitter ball.



This is an image of the route through from the Bistro to the Heritage Gallery which offers spaces for day care, for attendees and the general public. The rooms in this area include a hair salon, tea rooms, arts and crafts room, library, a reminiscence room and a pub. The photo shows children taking part in the heritage trail and looking at the time line depicting the history of the people and the uses that have been associated with the building. Dementia design features are threaded in with



This is the Old Pomana Inn, the pub. It sits within the core of the Belong village and within the Heritage Centre which was restored as part of the development. The pub provides a place for activity, socialising, games and parties and also reminiscence with artifacts from the local Burton brewery, including extremely old beer bottles. Design features include non shiny, non slip flooring with no floor strips at thresholds, colour contrast with furniture, easy to see wayfinding,



understandable imagery, reminiscence plaques with history, good lighting, colour contrast sockets and absence of heavy patterns in fabrics.

The Samuel Belles tea room is named after the potter who lived here in the 18th century. We have used traditional recognisable furniture and crockery. The mural on the wall was painted by a local artist and it is an image of the Belong Maxims building and the surrounding area using the style of the ancient pottery that was reclaimed on this site. The pottery belongs to the local museum and is on loan to Belong. This room has access to the secure garden with walkways around and a water feature. It also has a kitchen where day care customers and attendees can bake and host afternoon tea parties for members of the local community or for birthdays etc.

The Reminiscence Lounge is within the core of the Belong Village and Heritage centre. This room holds an exhibition from the local mining museum, Apedale Colliery and has artifacts that show the history of the local industry. We also have items on loan from the



Museum and several reminiscence boxes with many items that are used to share history with both older people who live in or visit the village but also to take into schools. Children do come and visit and undertake a history trail. We have selected familiar furniture, plain and distinctive colours and ensure colour contrast. The carpet is the same colour as the hard flooring into the Pomana Inn. The furniture is solid, seat height good and the arms are easy to see. Wayfinding is good with the absence of doors.

## Overview

Belong Newcastle under Lyme opened in 2018 as a purpose designed village community for people living with dementia. The village contains many facilities that support the social and creative life of the residents.

Throughout the village internal and external trip hazards in the form of uneven surfaces, steps and/or highly contrasting floor finishes have been avoided and there has been a strong emphasis on providing safety features such as fences, door locks or other barriers to movement in an unobtrusive way.

Sitting areas, gardens, toilets and activity spaces are easily found and the layout facilitates easy, unobtrusive supervision by the staff.

Clutter has been kept to an absolute minimum and a moderate amount of emphasis has been placed on reducing noise levels. Doors that are not intended to be used by people with dementia have been blended with the background while things that are meant to be easily visible have been highlighted by the use of colour, contrast or lighting.

The ways to the outside spaces are very clear and unobstructed to allow easy and safe transition from the inside of the building to the outside and back in again.

A great deal of emphasis has been placed on providing objects and activities for engagement as people walk around. Corridor ends have been utilised as engagement destinations.

The style of furniture is extremely familiar and there are many decorations, ornaments and artworks that are familiar. Community members are allowed to bring in their own, familiar objects.

There are a few places for being by yourself and many places for being with a small number of people.

The purpose of all rooms is clearly identifiable.

There are many easily accessible places for sharing time with people from the surrounding community.

# United Kingdom: Copper Kettle Cafe

Name of the day care centre	Copper Kettle Cafe
Company	Abbeyfield The Dales
Address	Fern Bank Drive
City/Town	Bingley
ZIP/Postal Code	BD16 4FA
Country	United Kingdom
Email Address	alexcaruso@aca-i.com
Contact Person	Alex Caruso



How well does the design of the building support this vision: self-report

Extremely well.



What are the most important elements in design

- Unobtrusive safety
- Spaces that are of a domestic scale
- Good lines of sight to help people living with dementia to see the key places they want to go to
- Easily seen wayfinding cues
- Familiar furnishings
- Easily found and unobstructed access to a garden, courtyard or outside space
- Opportunities to bring in personal items
- Provision of places that are shared with the surrounding community
- Being designed with a specific vision of how people living with dementia should be supported

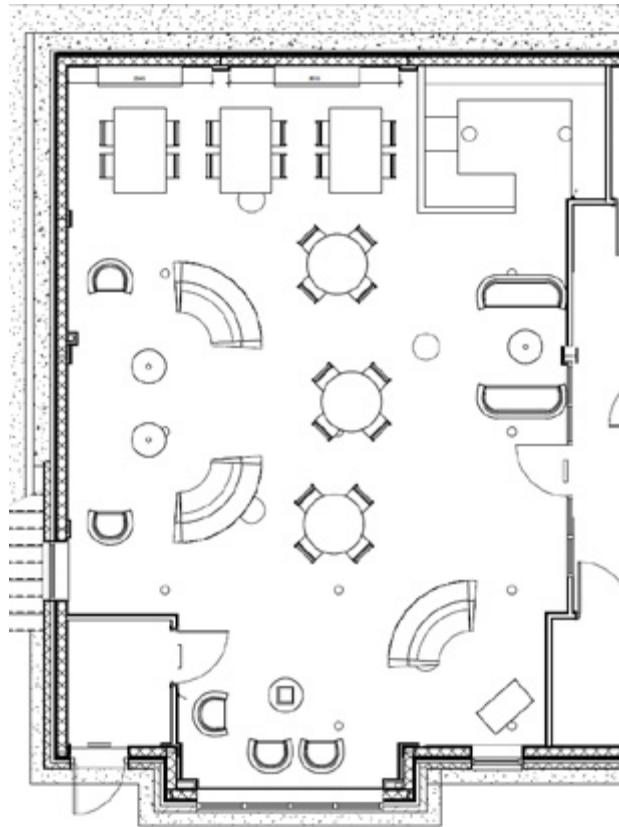


Vision

An environment that allowed everyone to regain balance and control of their health and condition in a subliminal way.



Plan







All images are reproduced with permission from Alessandro Caruso Architects, [aca-i.com](http://aca-i.com)

Every space was designed to create a small cluster with good quality acoustics and connecting visually to other spaces, supported by natural light or enhanced by an artificial window where this was not possible.

## Overview

Copper Kettle Cafe opened in 2018. It is part of a site that provides services to up to 100 people. It was designed to support people living with dementia and the majority of people who attend it have a dementia.

Internal and external trip hazards in the form of uneven surfaces and steps have almost totally been avoided. Where safety features such as fences, door locks and other barriers to movement are provided they have deliberately been made to be unobtrusive.

The open plan layout provides very good visual access, the places that attendees often want to go to, such as sitting areas, gardens, a toilet or activity spaces are very easily seen and staff can very easily see the attendees from where they spend most of their time.

A great deal of emphasis has been placed on reducing noise levels and clutter. Doors that are not intended to be used by people living with dementia are camouflaged while a great deal of emphasis has been placed on the use of colour, contrast and lighting to highlight those things that the attendees may wish to find.

The way to the outside space is very clear and unobstructed to allow the attendees to walk from the inside of the building to the outside and back in again.

A great deal of emphasis has been placed on providing objects and activities for attendees to engage with as they move around.

The furniture has been selected to be exactly what the attendees are used to. Many decorations, ornaments or artworks are familiar and attendees are allowed to bring in their own, familiar objects.

There are many places where attendees can choose to be by themselves or with a small number of people.

All of the spaces in the centre are clearly identifiable, their purpose is very clear.

The centre provides spaces that can be shared with the local community.


# United Kingdom: Kilmarnock Dementia Resource Centre

Name of the day care centre	Kilmarnock Dementia Resource Centre
Company	Alzheimer Scotland
Address	15 Kilwinning Road
City/Town	Irvine
ZIP/Postal Code	KA12 8RR
Country	United Kingdom
Email Address	jgray@alzscot.org
Contact Person	Joyce Gray deputy director development


Web site or audio-visual material  
<https://www.youtube.com/watch?v=nzGXxmG4bgI>

 **Vision**

See additional information below.

 **How well does the design of the building support this vision: self-report**

Very well.

 **What are the most important elements in design**

- Unobtrusive safety
- Spaces that are of a domestic scale
- Good lines of sight to help people living with dementia to see the key places they want to go to
- Good lines of sight for supervision of people living with dementia
- Reduced levels of stimulation
- Easily seen wayfinding cues
- Familiar furnishings
- Provision of places to be alone
- Provision of places that are shared with the surrounding community
- Being designed with a specific vision of how people living with dementia should be supported

 **Plan**





The café is light, with excellent flooring. It has a modern café feel with really well tested tables and chairs a central focus of the Dementia Resource Centre (DRC).



The entrance, bright light and uncluttered, has a receptionist and Dementia Advisor working in the area so there is always someone on hand to greet people who pop in for the first time. We have both analogue and digital products on display.



The kitchen is designed to ensure maximum ease of finding products and facilities, open shelving, good domestic products and lots of areas of contrast.



The entrance to café demonstrates the solid colour flooring, excellent light levels and non-confusing wayfinding. Text rather than images is used on toilet doors, as the demographic is proportionality living well with their illness and decided not to use images as this presents a more significant vision of future need.



We have this zoned sitting area next to reception so there is a welcoming space if anyone wants to sit down for a quiet chat.

### Overview

Kilmarnock Dementia Resource Centre opened in 2014 having been renovated to make it more suitable for people living with dementia. It is a large centre providing services for more than 50 people in a typical day.

Internal trip hazards in the form of uneven surfaces, steps and highly contrasting floor finishes have been almost totally avoided.

The places that attendees often want to go to, such as sitting areas, a toilet and activity spaces are very easily seen by them and this layout facilitates easy supervision by the staff.

A great deal of emphasis has been placed on reducing noise levels and clutter to avoid over-stimulating the attendees and many of the doors that are not intended to be used by people living with dementia have been blended with the background to minimise the risks the attendees finding themselves in confusing or potentially dangerous places. A great deal of emphasis has been placed on the use of colour, contrast or lighting to highlight those things that the attendees may wish to find, the toilet door for example.

There is no courtyard, garden or outside space provided.

A great deal of emphasis has been placed on providing objects and activities for attendees to engage with as they move around and on creating engagement destinations at the end of corridors.

The style of furniture is very familiar to the attendees and there many decorations, ornaments and artworks that are familiar.

There are one or two places where attendees can choose to be by themselves and more places where they can be with a small number of people.

All rooms are clearly identifiable, their purpose is very clear.

The centre provides some amenities and spaces that can be shared with people from the surrounding community.

## Additional information

### VISION STATEMENT

The care sector until recently seemed able to justify very care-less design, and "user-centric" approaches are a relatively recent development. Some of the thinking that shaped our work around designing environments, for people living with dementia, and their families and carers, was grounded in the approaches we have used in our dementia circle project

There are a couple of basic approaches that influence our thinking:

People with dementia range from the almost well to the very unwell – it's a sliding scale so not the same as designing for specific physical disabilities.

The challenges that people living with dementia have with their environments are similar to all of us but exaggerated. Confusing and stressful environments are much more so for people living with dementia.

There is a fine balance between stressful environments and stimulating environments (this is the same for ALL people).

Older people with dementia often have other physical challenges (poor vision, impaired mobility, poor hearing) and this can exacerbate stress.

Dogmatic "rules" about light levels, or contrast, or colour psychology must always be subject to good contextual thinking including physical and cultural influences. Good design for people living with dementia is no more about "box ticking" than good design for healthy people.

Specifically we take care to:

- Avoided complicated pattern and colour mixes
- Avoided encoded cues that have to be learned
- Considered cues that are more intuitive (better for long term memory)
- Avoided complicated changes of direction, too many choices (like doors)
- Considered sound, light, and contrast as part of the sensory mix

We took care to avoid institutional approaches (this is bad for people living with dementia and very bad for their loved ones)

We wanted to make accessible and understandable social settings, a sense of "homeliness" is important – and can be conveyed through appropriate scale and finish.

Our dementia resource centres reflect this considered approach to design, and we hope that they will be the benchmark of good user centric buildings, that we can host innovative supports for many years to come.

We hope that within our buildings we will have also have ranges of products and information that allow families to self-manage and take considered risks.



# United States: Center for Living Supportive Day Program

Name of the day care centre	Center for Living Supportive Day Program
Company	Martha's Vineyard Center for Living
Address	29 Breakdown Lane PO Box 1729
City/Town	Vineyard Haven
State/Province	MA
ZIP/Postal Code	2568
Country	United States
Email Address	lesliec@mvcenter4living.org
Contact Person	Leslie Clapp, Executive Director

Web site or audio-visual material  
[www.mvcenter4living.org](http://www.mvcenter4living.org)



## Vision

The Center is a welcoming environment where people living with dementia are able to socialize and engage in activities with their peers and members of the community without stigma and regardless of physical and/or cognitive ability.



## How well does the design of the building support this vision: self-report

Extremely well.

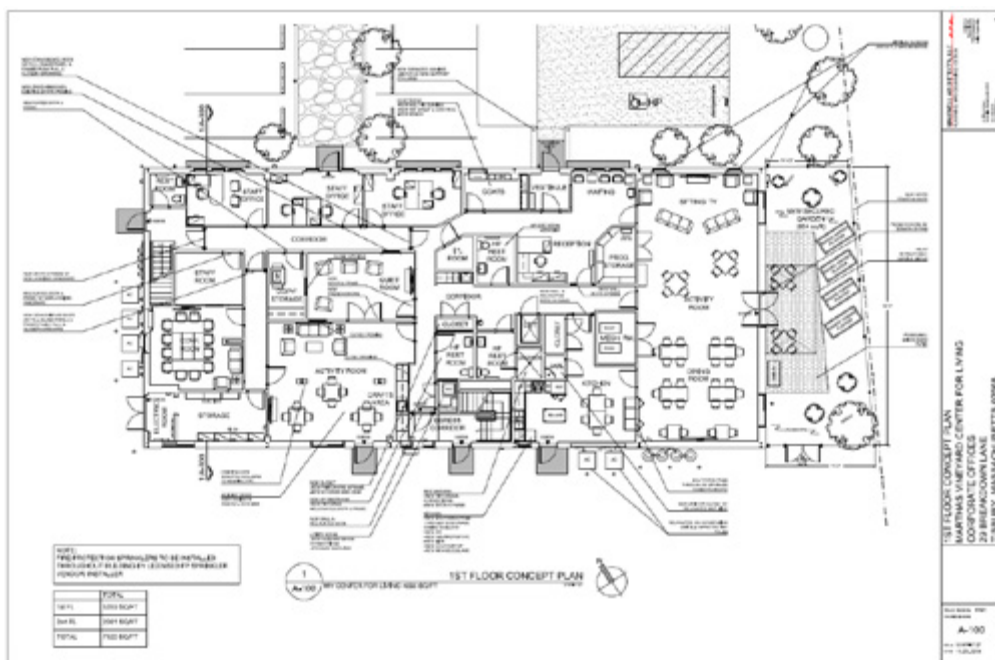


## What are the most important elements in design

- Unobtrusive safety
- Good lines of sight to help people living with dementia to see the key places they want to go to
- Good lines of sight for supervision of people living with dementia
- Reduced levels of stimulation
- Easily seen wayfinding cues
- Easily found and unobstructed access to a garden, courtyard or outside space
- Being designed with a specific vision of how people living with dementia should be supported



## Plan





The main gathering space is adjacent to the dining area. It is warm and welcoming and the comfortable chairs/recliners invite people to join in and be part of whatever is going on, or sit back and observe while surrounded by friends.



Main Street in the opposite direction. The view is from the Art and Quiet Rooms all the way through to the outdoor garden.



This is what our friend John Zeisel calls the "Main Street" in our space. There is a clear view from one end (where the activity and dining areas are), to the opposite end where the art and quiet rooms are. Wayfinding is clear and easy and all three accessible rest rooms are along this hallway.



The Quiet Room is a cosy area where a small number of people gather for conversation, listen to music or take a nap. It also has French doors that lead into the Art Room if someone wants to observe and be a part of an art activity from a quieter distance.



This is our enclosed garden area. Pardon our appearance. Due to the current pandemic we have been unable to do proper upkeep and planting in the garden area. It's about 840 sq ft, so large enough for a seating area under an awning and for people to move around the planted areas. A small raised bed is in the works.

## Overview

Martha's Vineyard Center for Living opened in 2017. It was not originally designed to be suitable for people living with dementia but was renovated prior to opening. Typically it is used by 36 people with dementia per day.

Internal and external trip hazards in the form of uneven surfaces, steps and/or highly contrasting floor finishes have been extremely well avoided and the focus on providing a safe environment that does not inhibit the freedom of the attendees has been continued by ensuring that safety features such as fences, door locks or other barriers to movement are unnoticeable.

The places that attendees often want to go to, such as sitting areas, gardens, a toilet or activity spaces are easily seen from where they spend most of their time and staff can very easily see the attendees as they go about their work.

A great deal of emphasis has been placed on reducing noise levels and clutter to provide the attendees with as calm an atmosphere as possible. A moderate amount of emphasis has been placed on camouflaging the doors that are not intended to be used by people living with dementia and a lot of emphasis has been put on the use of colour, contrast and lighting to highlight those things that the attendees may wish to find.

The way to the outside space from the main activity room is very clear and unobstructed, it encourages attendees to walk from the inside of the building to the outside and makes it easy for them to find their way back in again.

A great deal of emphasis has been placed on providing objects and activities for attendees to engage with as they move around and engagement destinations at the end of some corridors have been provided.

The style of furniture is very familiar to the attendees and there many decorations, ornaments or artworks that are familiar. Attendees are allowed to bring in their own, familiar objects.

Attendees are able to choose from a small number of places where they can be by themselves and there are many places where they can choose to be with a small number of people.

All rooms are clearly identifiable, their purposes are very clear.

The centre does not provide easily accessible places where the attendee can choose to be with people from the surrounding community.

# Australia: Aldersgate

Name of the residential care centre	Aldersgate
Company	Uniting Communities
Address	160 OG Road
City/Town	Felixstow
State/Province	SA
ZIP/Postal Code	5070
Country	Australia
Email Address	melo@unitingcommunities.org
Contact Person	Mel Ottaway – Executive Manager Services for Older People



How well does the design of the building support this vision: self-report

Well.



What are the most important elements in design

- Safety
- Unobtrusive safety
- Spaces that are of a domestic scale
- Good lines of sight to help people living with dementia to see the key places they want to go to
- Easily seen wayfinding cues
- Familiar furnishings
- Easily found and unobstructed access to a garden, courtyard or outside space
- Opportunities to bring in personal items
- Provision of places to be alone
- Provision of places that are shared with the surrounding community
- Being designed with a specific vision of how people living with dementia should be supported



Vision

Build compassionate communities and great lives.



Plan







The private and secure garden setting provides pathways and areas of interest for residents to engage with along the way.



Coloured bedroom doors promote vibrancy in the space and assist in wayfinding.



Lounge areas and sitting nooks provide spaces to enjoy natural light and engage with items to create a sense of familiarity and coziness.



The home-like kitchen and dining space setting provides a sense of home comfort and familiarity.



Residents rooms are personalised to create a secure, comfortable setting.



## Overview

Aldersgate opened in 1984. It was designed as a residential care centre for people living with dementia. It has 9 domestic style cottages accommodating 50–99 residents some of whom have dementia.

There are specific areas in the centre for the people with dementia, and they can access other areas of the centre with staff supervision.

Trip hazards such as uneven surfaces, steps and highly contrasting floor finishes, have been very well avoided in the external areas. Internal trip hazards are also well avoided. Features that impact safety for residents are barely noticeable and not obvious. These include fences, door locks and any barriers to movement.

Staff can easily see residents from where they spend most of their time, and residents can easily see places where they need to go, such as sitting areas, garden or toilet.

There has been a great deal of emphasis placed on reducing noise levels, and a more moderate amount on reducing clutter and camouflaging doors where people with dementia are not invited to enter. Similarly, moderate attention has been paid to using colour, contrast or lighting to highlight areas residents may need to go, e.g. the toilet door.

From each cottage the way to the outside space is very clear and unobstructed, with the resident being able to walk from inside-to-outside and visa versa.

Residents are encouraged to engage in activities and objects as they move around, with a great deal of emphasis on their provision and on creating corridor destinations for engagement.

The cottages provide a style of furniture that is very familiar to residents, with many familiar decorations and artworks. Residents are permitted to bring any of their own familiar items.

There are many places within the cottages where residents can choose to sit quietly by themselves, as well as a few places where they can choose to be with a small number of others.

Most of the rooms are clearly identifiable.

There are easily accessible places where a resident can mingle with the local community should they so choose, e.g. café, hairdressing salon.

## Australia: Anne Jeffery

Name of the residential care centre	Anne Jeffery (no longer existing)
Company	Old Colonists' Association of Victoria
Address	20 Rushall Crescent
City/Town	Fitzroy North
State/Province	Victoria
ZIP/Postal Code	3068
Country	Australia
Email Address	enquiries@ocav.com.au
Contact Person	Phillip Wohlers Chief Executive Officer



How well does the design of the building support this vision: self-report

See additional information.



What are the most important elements in design

- Unobtrusive safety
- Spaces that are of a domestic scale
- Good lines of sight to help people living with dementia to see the key places they want to go to
- Good lines of sight for supervision of people living with dementia
- Easily seen wayfinding cues
- Familiar furnishings
- Easily found and unobstructed access to a garden, courtyard or outside space
- Opportunities to bring in personal items
- Provision of places to be alone
- Being designed with a specific vision of how people living with dementia should be supported



Vision

Provide a supportive environment for people living with dementia.



Plan





Path to lounge and dining area from bedroom areas.



Courtyard with raised planter boxes.



Sit out area in garden with pathway leading from bedroom areas to the dining room and lounge room.



Kitchenette.



Dining area with generous high ceilings and highlight windows for evenly distributed daylight.

## Overview

Anne Jeffery is no longer operating. It opened in 1998 as a purposefully designed residential care centre for people living with dementia. It accommodated 6 residents, with an additional flexi 6 rooms that could be either for residents with dementia, their partners or mainstream aged care.

It was part of a larger care unit accommodating more than 100 residents. In the original design, the people living with dementia were confined to the special unit.

Risks from internal and external trip hazards, such as uneven surfaces, steps and highly contrasting floor finishes, were practically eliminated i.e. extremely well avoided. Other safety features including fences, door locks and barriers to movement were still somewhat obvious.

Places residents wished to access such as a toilet, garden or activity space, were easy to see from where they spent most of their time. Staff could also easily observe residents when working around the centre.

Reducing noise levels as a part of unhelpful stimulation received great attention, with a little emphasis on reducing clutter within the centre. For helpful stimulation, camouflaging doors received a moderate amount of attention, with a great deal of emphasis on the use of colour, contrast and lighting to highlight areas residents wished to find, such as the toilet door.

The residents were able to see the way to outside spaces, walking from inside to outside and visa versa through a very clear and unobstructed access route.

While the centre did not have corridor ends to use as engagement destinations, it placed some emphasis on providing objects and activities for resident engagement as they moved around.

The furniture style in the centre was exactly what residents were accustomed to, with many familiar decorations, ornaments and pieces of artwork. Residents were also invited to bring their own familiar objects.

There were a few places available where residents could opt to be alone. If they chose to be with others there were many areas available for conversation with a small group.

All rooms were clearly identifiable and their purpose was very clear.

The centre did not provide amenities or spaces where residents could choose to be with the local community.

## Additional information

### HOW WELL DOES THE DESIGN SUPPORT THE VISION?

In a review of Anne Jeffery by Kirsty Bennett (Residential facilities for people with dementia: How do residents use these and what is best, 2005), even though the facility had a relatively low area (35sqm) per resident, the facility scored high (43 second highest of the 8 facilities studied) on the Professional Environmental Assessment Protocol (PEAP) and third highest for 'Adherence to Design Principles Scale'.

Staff observations included: fantastically homelike; residents improved when moved from the hostel into Anne Jeffery; very simple plan is good; choice of socializing spaces and low number of residents. Of the 8 facilities studied, the residents of Anne Jeffery were most often observed in engaging activities despite staff ratios being some of the lowest.

The most polarising feature used at Anne Jeffery was the separation of the bedrooms from the living areas, with circulation via veranda spaces, with staff seeing both positive and negative aspects of the design. 'The design is not dominated by corridors and the residents engaged with the outside' The evidence is that all the resident will have transitioned via the outside from their bedrooms to the living area during the day. The use of the external spaces was only observed at one other facility despite some cases doors being open and the weather fine. Other researchers observe the importance for the psychological health and wellbeing for every-day contact with the outside. Bennett also notes in a conclusion that the more privacy the higher the incidence of engagement and the higher the provision of safety and security the lower the incidence of residents engaging with others. This is borne out by other researchers in relating the architectural depth of a building to social engagement.


How well did the design support the vision? From the families point of view, they did not want relatives to leave the unit when they become too frail. At night residents stayed in their rooms while during the day they interacted and engaged with others in the lounge, dining and kitchen areas, with a low staff ratio and small building area.



# Australia: Bethanie Gwelup

Name of the residential care centre	Bethanie Gwelup
Company	Bethanie Group
Address	72-74 Huntriss Road, Gwelup
City/Town	Perth
State/Province	Western Australia
ZIP/Postal Code	6018
Country	Australia
Email Address	todd.p@kpa-architects.com
Contact Person	Todd Paterson, Director of KPA Architects

subtle textures and fabrics which are warm, soft, calm and inviting. Designed and built with dementia needs at the forefront, the high care building caters to its residents on a personal level by including memory boxes with personal items to each room, no dead ends in circulation to assist with residents' wayfinding and an abundance of natural light to enhance wellbeing.

 **How well does the design of the building support this vision: self-report**

Extremely well.

 **What are the most important elements in design**

- Safety
- Spaces that are of a domestic scale
- Good lines of sight to help people living with dementia to see the key places they want to go to
- Good lines of sight for supervision of people living with dementia
- Easily seen wayfinding cues
- Familiar furnishings
- Easily found and unobstructed access to a garden, courtyard or outside space
- Opportunities to bring in personal items
- Provision of places that are shared with the surrounding community
- Being designed with a specific vision of how people living with dementia should be supported

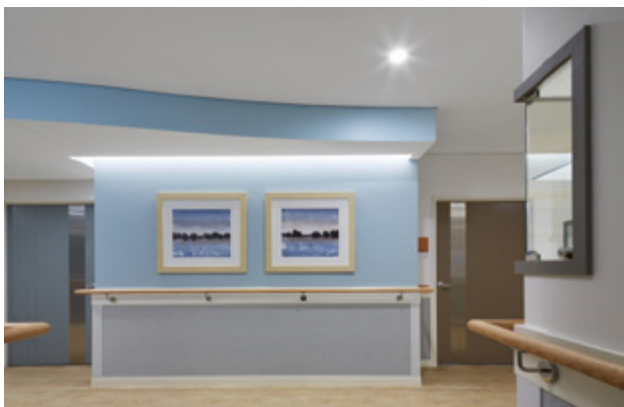
Web site or audio-visual material  
<https://kpashare.egnyte.com/fl/wsualc7gle>

 **Vision**

In the first of its kind in Western Australia, KPA Architects successfully collaborated with Bethanie Group to develop an innovative "campus style model" where their residential aged care living is cohesively linked to apartment living. The concept behind this model is to allow for a 'Continuum of Care,' something that Bethanie Group are committed to delivering to their residents. Creating a home-like, warm and inviting environment for residents, family members and staff has been achieved through the selection of colours, finishes,

 **Plan**





The use of colours enables residents identify which corridor their bedroom is located, along with the use of memory boxes with personalised items to each bedroom.



Common areas have been designed to hold several functions including relaxation, arts and crafts, exercise and music activities. With subtle room dividers, residents can be on their own whilst still being visible to staff and part of the wider group. The use of colours and materials help stimulate residents' energy while also creating a fun space.



The use of colour to differentiate spaces enables residents to identify the location and activity of spaces, while creating warmth with contrast.



Bedrooms overlook landscaped areas to help connect residents with nature. Each bedroom has warmth through the use of colour and materials, as well as a clear, unobstructed view to the ensuite.

## Overview

Bethanie Gwelup opened in 2017. It was designed as a residential care centre for people living with dementia. It accommodates 99–150 people, some of whom have dementia. It is part of a larger site accommodating 150–249 people. Within the site there are designated areas for people with dementia. Residents can go to the other parts of the site when supervised by staff.

Hazards in the internal and external environments such as uneven surfaces, steps and highly polished floors have been very well avoided. Where safety features including fences, door locks or other barriers to movement have been provided, they are easily noticed and are very obvious.

Residents and the places they may want to access such as sitting areas, gardens, activity spaces or a toilet, are easily seen from the areas where staff and residents spend most of their time.

A lot of emphasis has been placed on reducing unhelpful stimulation within the centre. This includes reducing the levels of noise and clutter, as well as camouflaging doors residents are not meant to use.

Highlighting the things that matter to residents has received a great deal of emphasis through the use of colour, contrast and lighting.

Residents are able to walk to and from the outdoor spaces through very clear and unobstructed routes.

Great attention has been paid to residents being provided with objects and activities as they move around the centre, with a lot of emphasis focussed on creating destinations for engagement at the ends of the corridors.

A very familiar environment is provided through the selection of furniture and décor, with many items such as artwork that is familiar to residents in their daily lives. Residents are also allowed to bring items from their own homes.

There are many places within the centre where residents can elect to sit with a small group, with a few places where they can choose to be on their own.

The purpose of rooms within the centre is very clear with all rooms being clearly identifiable.

There are easily accessible locations that residents can choose from to engage with people from the surrounding community.

## Australia: Casa Cabrini

Name of the residential care centre	Casa Cabrini
Company	Italian Aged Care
Address	33 Kent Road
City/Town	Marangaroo
State/Province	Western Australia
ZIP/Postal Code	6064
Country	Australia
Email Address	todd.p@kpa-architects.com
Contact Person	Todd Paterson, Director of KPA Architects

Web site or audio-visual material  
<https://kpashare.egnyte.com/fl/UcAdELQqvQ>



The design intent set out to encompass the Mission of Villa Terenzio. This mission is "to provide an excellent standard of care within a cultural and spiritual community, enabling an optimum quality of life in a home-like environment". Casa Cabrini caters for older persons with dementia, transitioning into dementia and without dementia. The layout of the building has been designed to balance the needs of the residents whilst maintaining efficiencies for staffing and servicing.

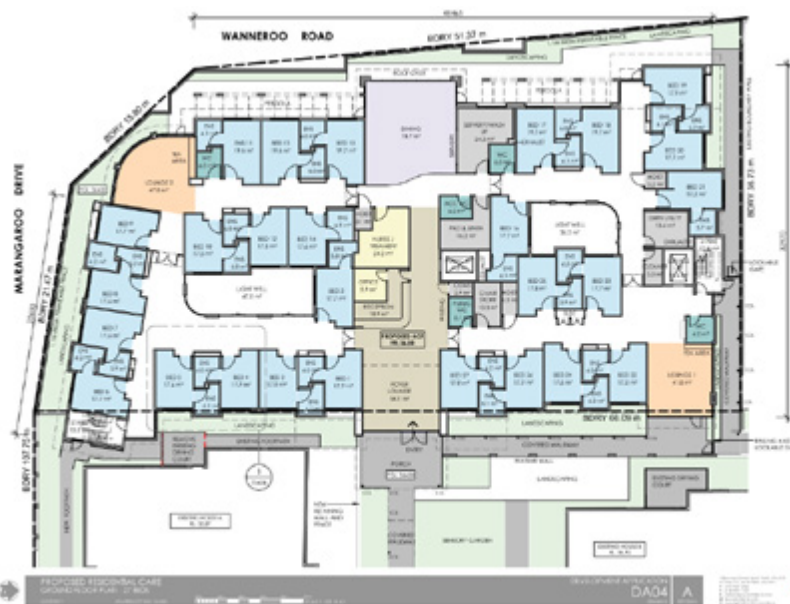
Refer to additional information for more background.

How well does the design of the building support this vision: self-report

Extremely well.

What are the most important elements in design

- Safety
- Unobtrusive safety
- Spaces that are of a domestic scale
- Good lines of sight to help people living with dementia to see the key places they want to go to
- Good lines of sight for supervision of people living with dementia
- Easily seen wayfinding cues
- Easily found and unobstructed access to a garden, courtyard or outside space
- Opportunities to bring in personal items
- Provision of places that are shared with the surrounding community
- Being designed with a specific vision of how people living with dementia should be supported







The internal circulation has been designed to remove the need for 'dead ends', which in turn helps reduce confusion for residents and enables continual paths of wandering. All corridors have relief of natural light through the use of lightwells or are 'flushed out' at the ends through cleverly located lounge and sitting common areas.



Nurse stations, offices and stores are located centrally to reduce travel distances for staff to enable them to increase their time with residents. As shown in this image, the nurse office is close to the dining room, which is also used as a communal and activity space.



Common areas are located along circulation paths to the outside of the building, offering views of surrounding activity and outlook to the distant sunset. All common areas receive an abundance of natural light and ventilation for personal comfort and improved building performance, filtering throughout the building. Central dining spaces take advantage of sunsets for evening meals, while the ground level dining space provides opportunity for outdoor dining in the adjacent alfresco area under the vines.



The outlook from the lounge and sitting areas, over newly created promenades, surrounding tree tops and streets, provide a point of interest and conversation for the residents.



Resident bedrooms are modern and spacious, designed with a balance of functionality, ageing and dementia specific needs, with staffing requirements. The generous size of rooms allows residents to personalise their own space and make the bedroom their own home. Residents can see into the ensuite from their beds, with sensor driven night-lights activated as soon as a resident leaves their bed.

## Overview

Casa Cabrini opened in 2019, and was designed as a residential care centre for people living with dementia. It accommodates 50–99 residents, some of whom have dementia. The centre is part of a larger site of over 100 residents. Within the site there are designated areas for people with dementia, and these residents can go to other parts of the site without staff supervision.

Trip hazards such as uneven surfaces, steps and highly polished floors are very well avoided in internal and external areas within the centre. Safety features such as fences, door locks or other barriers to movement have not been camouflaged so they are somewhat obvious.

Places residents may wish to access such as a toilet, garden or activity space, are easy to see from where they spend most of their time. Staff can also easily observe residents from their staff station and around the centre.

A lot of emphasis has been placed on creating a quieter environment by reducing noise levels and clutter. More moderate attention has been paid to camouflaging doors that people with dementia are not intended to use, with the same emphasis on the use of colour, contrast and lighting to highlight the things residents may wish to locate.

Residents are able to access the inside and outside areas with very clear and unobstructed routes to and from the centre.

Within the centre, as residents move around, moderate attention has been paid to objects and activities to involve them along the way, with a greater emphasis on establishing engagement destinations at the end of the corridors.

The style of furniture is somewhat familiar to the residents with a few decorations, ornaments or artworks that are familiar. Residents are encouraged to bring in their own familiar objects.

There are many places within the centre where residents can choose to be a small group, and a few places where they can choose to be on their own.

All rooms within the centre are clearly identifiable and each has a very clear purpose.

The centre does not provide amenities or spaces that can be shared with the local community.

## Additional information

### EXTENDED VISION

Casa Cabrini designed by KPA Architects is a new 84-bed, three-storey residential care home. Being part of the larger Villa Terenzio located in Marangaroo, Perth, WA, it is the first stage of redevelopment for the larger existing residential care site. The design intent set out to encompass the Mission of Villa Terenzio. This mission is "to provide an excellent standard of care within a cultural and spiritual community enabling an optimum quality of life in a home-like environment".

Casa Cabrini caters for older people with dementia, without dementia and transitioning into dementia. The layout of the building has been designed to balance the needs of the residents whilst maintaining efficiencies for staffing and servicing. To break up long corridors and remove the institutional feel these types of buildings can sometimes bring, KPA introduced a unique design trick of shifting one half of the building over. This design innovation creates interest in the floor plate, allows light to filter through and gives opportunity of wayfinding through the use of identifiable walls of colour.

Lounges, dining rooms and activity areas are clearly identifiable, face a view of landscaping and are evenly spread throughout each floor plate. Each common area on the ground floor leads out to courtyard spaces, each providing a place of seclusion and socialising.

The aesthetic of Casa Cabrini is modern with strong Italian integrity and classic familiarity. The new building showcases a simple palette of materials that sets a new language for Villa Terenzio, whilst being sympathetic and co-existing harmoniously with the existing residential care buildings. A central piazza area acts as a common focal point and outdoor wandering landscaped space for residents. Ornamental grape vines grow vertically and over the external colonnade spaces, reminiscent of the Italian alfresco area where families would gather, sit and dine on long tables – a familiarity to many residents.

# Australia: Corumbene Care

Name of the residential care centre	Corumbene Care
Company	Corumbene Care
Address	13-23 Lower Rd,
City/Town	New Norfolk
State/Province	Tasmania
ZIP/Postal Code	7140
Country	Australia
Email Address	stephen@cykelarchitecture.com.au
Contact Person	Damien Jacobs



## Vision

The Lachlan is a considered design intervention which has removed the institutional aesthetic of a dementia wing and has created a flexible and adaptive living space for people living with dementia. The reprogrammed environment assists residences to live independently and allows them to continue to enjoy their own particular way of life.



## How well does the design of the building support this vision: self-report

Extremely well.



## What are the most important elements in design

- Spaces that are of a domestic scale
- Good lines of sight to help people living with dementia to see the key places they want to go to
- Easily seen wayfinding cues
- Easily found and unobstructed access to a garden, courtyard or outside space
- Opportunities to bring in personal items
- Provision of places to be alone
- Provision of places that are shared with the surrounding community

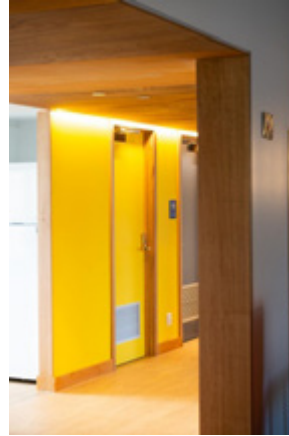


## Plan

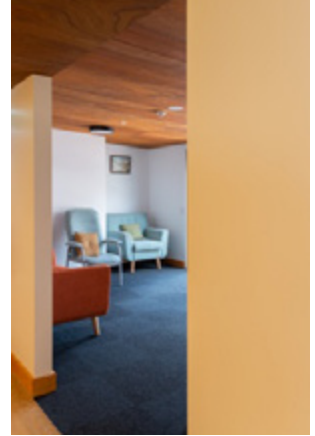




The sitting area represents clear sites lines and simple wayfinding with the use of the mural. There is also an unobtrusive nurse's work desk with passive surveillance.



The use of colour and contrast assists in identifying doors for use by residents (above left).



A small separate lounge room for more intermittent occasions with direct access to a secure courtyard (above right).



Another view of the sitting area where the nurse's work desk is unobtrusive.



The introduction of doors to the resident rooms allows direct access to the deck and courtyard.



## Overview

Following the Corumbene Care residential centre opening in 2018, it was further renovated to make it more suitable for people living with dementia.

While it is part of a larger site accommodating between 50 and 99 residents, the Lachlan accommodates 13 residents and is only used by people with dementia.

Trip hazards have been almost eliminated in the internal and external environment. Such hazards include uneven surfaces, steps and highly contrasting floor finishes. Other features affecting safety including fences, door locks and other barriers to movement, do not stand out as obvious.

Staff and residents can very easily see each other and any of the spaces the residents may need, including the toilet, garden, sitting and activity areas from where they spend most of their time.

Reducing clutter as part of unhelpful stimulation has received a great deal of attention, with a moderate amount of focus on noise levels within the centre. Blending doors into the background that are not intended to be used by people with dementia has also received moderate attention, with greater emphasis applied to highlighting areas they may wish to explore, such as finding a toilet door. This has been achieved through the use of colour, contrast or lighting.

The way to the outside is very clear and unobstructed, with residents able to walk back and forth between the inside and outside.

There has been a lot of emphasis on providing objects and activities for engagement of residents as they move throughout the centre and, to a lesser extent; some consideration in providing destinations for engagement at the end of corridors.

The Corumbene style of furniture provides a very familiar space for residents and includes many familiar decorations, ornaments and artworks. Residents are permitted to bring personal, familiar items.

There are a few places available where residents can opt to be alone. If they choose to be with others, there are many areas available for a small group conversation.

Each room within the centre is clearly identifiable with a very clear purpose to each one.

Continuing to be part of the local community is encouraged with two easily accessible locations to enable residents to engage with others, if they choose to do so.

## Australia: Eunice Seddon

Name of the residential care centre	Eunice Seddon
Company	Wintringham
Address	32 Potter Street
City/Town	Dandenong
State/Province	Victoria
ZIP/Postal Code	3175
Country	Australia
Email Address	phillipg@wintringham.org.au
Contact Person	Phillip Goulding



### Vision

Eunice Seddon is a place where ageing parents who are carers of children with intellectual disabilities could have a place where they could be looked after and their children could be living close by and also provide them access to aged care when needed. And so it was designed for people living with a range of disabilities, dementia included so that the person is supported to live in the way that they choose



### How well does the design of the building support this vision: self-report

Extremely well.



### What are the most important elements in design

- Unobtrusive safety
- Spaces that are of a domestic scale
- Good lines of sight to help people living with dementia to see the key places they want to go to
- Good lines of sight for supervision of people living with dementia
- Reduced levels of stimulation
- Easily seen wayfinding cues
- Familiar furnishings
- Easily found and unobstructed access to a garden, courtyard or outside space
- Opportunities to bring in personal items
- Provision of places to be alone
- Provision of places that are shared with the surrounding community
- Being designed with a specific vision of how people living with dementia should be supported



### Plan

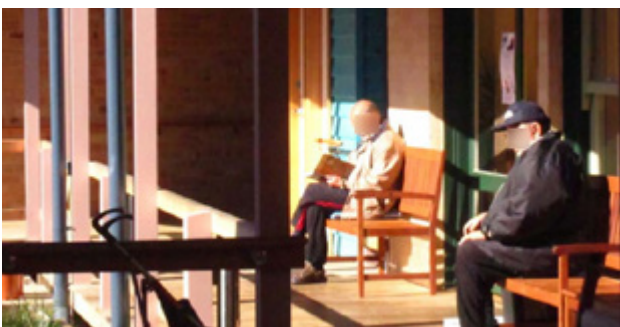




A unit view: individual, visual access, variation, services cupboards concealed, good light, good ventilation, good acoustics, good air quality, close to gardens, good views, simple wayfinding.



Windows and doors need to be recognizable by shape and visual contrast. Service doors and the like need to be disguised to reduce the unwanted stimulation and confusion of message.



The open indoor/outdoor allows greater connection with garden areas. Research shows Vitamin D deficiency in residents in aged care homes. The simplest way to obtain Vitamin D is to go outside.



Retaining, renovating and re-using the existing house continues the heritage of the site and retains the emotional connection for residents between the old and the new.



All circulation is by means of verandah or other unenclosed covered area. This is a key aspect providing environmental, social and health outcomes for residents. Abundance of natural ventilation restricts build up of humidity and odours. Garden areas have many documented benefits for everyone.

## Overview

Eunice Seddon, part of a joint project between Wallara Australia, Wintringham and Housing Choices, opened in 2010. It is a predominantly new building with the existing heritage house being renovated and reused as staff areas and communal spaces. It was designed for people living with a range of disabilities, dementia included.

The Eunice Seddon accommodates 60 aged homeless people, most of whom are living with some sort of dementia. It is part of a larger site, co-located with another 14 residents in specialist accommodation for younger people with an intellectual disability.

Internal and external trip hazards in the form of uneven surfaces, steps and highly contrasting floor finishes have been practically eliminated. Care has been taken to ensure that safety features such as fences, door locks or other barriers to movement are unobtrusive.

The places that residents often want to go to, such as sitting areas, gardens, activity spaces or a toilet are very easily seen by the residents from where they spend most of their time. The layout does not allow residents to easily see the staff as they go about their duties.

In recognising unhelpful stimulation for residents, there has been a great deal of attention paid to reducing noise levels and a moderate emphasis on reducing clutter within the centre.

Additionally, there is a great deal of emphasis on camouflaging doors that are not intended to be used by people living with dementia and also on the use of colour, contrast and lighting to highlight areas residents may wish to access such as a toilet door.

Residents are able to walk freely from inside the buildings to the outside and back again with a very clear and unobstructed path of travel.

While a lot of consideration has been given to providing objects and activities for residents to engage with as they move around, the housing layout means there are no internal corridors within the centre.

The style of furniture is very familiar to the residents with a few decorations and artworks that are recognizable. Residents are encouraged to bring in their own familiar objects.

Around the centre there are many places where residents can choose sit quietly by themselves or engage with a small number of others.

All rooms are identified clearly with a very clear purpose to each one.


If a resident chooses to mix with others from the surrounding community, there are one or two easily accessible places available to enjoy their company.




# Australia: Garden City Aged Care

Name of the residential care centre	Garden City Aged Care
Company	Alzheimer's Association of Queensland
Address	51 Khandalla St Upper Mount Gravatt
City/Town	Brisbane
State/Province	Queensland
ZIP/Postal Code	4122
Country	Australia
Email Address	katerina@aqdesign.com.au
Contact Person	Katerina Sparti Interior Design Manager

care to our residents; the family, the community and our organisation. Each contributes significantly to the quality of life for the resident.

 **How well does the design of the building support this vision: self-report**

Extremely well.

 **What are the most important elements in design**

- Unobtrusive safety
- Spaces that are of a domestic scale
- Good lines of sight to help people living with dementia to see the key places they want to go to
- Good lines of sight for supervision of people living with dementia
- Reduced levels of stimulation
- Easily seen wayfinding cues
- Familiar furnishings
- Easily found and unobstructed access to a garden, courtyard or outside space
- Opportunities to bring in personal items
- Provision of places to be alone
- Being designed with a specific vision of how people living with dementia should be supported

 **Vision**

We are passionate about creating homes where older people feel in control, as well as valued, connected and independent. We aim to provide home-like environments which are socially engaging, exciting and achieve an enriched quality of life. We deliver individualised care that is based on each resident's needs, choices, interests and abilities. Our care enables each person to live a life that has personal meaning by engaging in and doing things that bring them joy as well as continue to experience their life interests and hobbies. Our model of care centres on three equal relationships when delivering

 **Plan**



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All images courtesy of Mindi Cooke Photography



An example of the familiar and domestic scale rooms that feature within the home. This fully operational kitchen is the heart of the home and encourages independent use, participation in daily routine and social space for all. Residents, staff and relatives alike feel comfortable using this domestic kitchen, whether to help with dinner or bake a cake for a birthday. All meals are prepared in this kitchen, allowing the noises, conversations and smells that accompany cooking to be transported throughout the home.



The nurse's station is in the resident living space. The clinical elements that are required in resident areas have been designed to look like beautiful, functional pieces of cabinetry yet provide ample space for clinical necessities. This staff area has been designed as a standing only zone, which allows staff to maximise their time delivering care to residents. This has also been

applied to the hand-wash basins to have soap and paper dispensers for staff access, simply concealed in the cabinetry. The clinical stations have no signage or clinical clutter that is often in staff areas. The clinical, back-of-house and administrative elements that are necessary in a Residential and Aged Care Facility (RACF) are concealed and downplayed so that the resident's home is not compromised.



This is a resident bedroom demonstrating the high level of consideration given to the resident experience and flexible use of the space. The bedrooms cater for residents with high care needs, with a spacious footprint including an ensuite and discreet ceiling mount hoists. Specific dementia monitoring nurse call technology captures residents' movements with passive infrared sensors to monitor behaviour and alarm if required. All bedrooms have operable windows and doors which offer choice for residents with ventilation and an abundance of natural light. The ensuites include non-invasive censored guide lighting and the toilet is on direct view from the bed, which is an important feature for residents with dementia. The bedrooms have ample storage for clothing and open shelves for personal belongings.

All bedrooms have space for a personal piece of furniture, as featured in the photograph. A series of timber shelves can be seen from the entry of each resident room. These were carefully considered to house the resident's personal objects, photographs and trinkets to encourage memory recall and create familiarity for those that live there. For the less mobile residents they are better connected to view their personal items in sight from the bed rather than a memory box out of sight.



The central courtyard is an example of the seamless connection between indoor and outdoor spaces. Living in Queensland, it was essential that the home responded to the climate, with connection to external spaces providing opportunity for residents to go outside and carry out meaningful activities in the outdoors. The building features an abundance of natural light throughout, with the inclusion of large windows and operable doors and windows that connect internal spaces to beautiful outdoor courtyards and meaningful entertainment areas. The ground floor home features two central courtyards, linking existing buildings and providing recreational walkways for mobile residents. The courtyards were designed to connect residents' homes. They are shaded with various styles of seating/dining and BBQ facilities.



This is one of the resident living rooms. The home has multiple living spaces providing residents choice and opportunity to accommodate visitors. Both internal and external spaces vary in size and ambiance. We encourage staff to assist residents to move between

these spaces throughout their day. The living spaces provide a sense of familiarity and connection with different living spaces lending themselves to different activities. Tea and coffee stations are available in multiple areas for both residents and families to enjoy. With meaningful things to view and engage in, the interior is layered with furniture, artwork, soft furnishing and objects that promote conversation, touch on nostalgic memories and evoke joy. Colour, texture and pattern all aid in creating the domestic interiors, feeling as though you have walked into a family home. Furniture and artwork are sourced from many suppliers and combined within rooms, to feel as though the items within the living spaces have been collected over time, like we do in our homes.

## Overview

When it opened in 2019, Garden City Aged Care was designed as a residential care centre for people living with dementia. It is part of a larger site capable of supporting 50 to 99 residents. The centre houses over 50 residents, many of whom have dementia. Within the site there are designated areas for people with dementia, and these residents can go to the other parts of the site when supervised by staff.

Trip hazards in the form of uneven surfaces, steps and highly contrasting floor finishes have been almost totally avoided both inside and out.

Safety features that may cause anxiety for residents are not obvious.

The centre provides good visual access for residents and staff. Sitting areas, gardens, toilet, activity and other areas where residents may like to go are very easily seen from where residents spend most of their time, and staff can very easily monitor residents as they perform their daily duties around the centre.

In recognising unhelpful stimulation for residents, there has been a lot of attention on reducing noise levels and a great deal of emphasis placed on reducing clutter. Doors that are not intended for use by residents have been addressed with a great deal of emphasis on successfully blending them into the surroundings. The use of colour combined with contrast or lighting has received a lot of emphasis and highlights key places a resident may wish to go such as the toilet door.

There is a very clear and unobstructed connection to outdoor spaces, with external glass doors remaining open to allow residents to walk from the inside of the building to the outside and back in again.

Residents are encouraged to engage as they move around with a lot of emphasis on the provision of objects and activities and a great deal of emphasis on developing opportunities for engagement at the end of hallways.

The centre resources very familiar furniture styles, artworks and items of interest for the residents and provides many familiar artworks, ornaments and decorations. Residents are encouraged to bring their own familiar objects from home.

Within the centre there are many places where residents can sit quietly by themselves or converse in a small group. Most rooms are clearly identifiable.

There are easily accessible places that residents can use to engage with the local community.



# Australia: Gaynes Park Manor

Name of the residential care centre	Gaynes Park Manor
Company	Life Care
Address	251 Payneham Road Joslin
City/Town	SA
State/Province	Adelaide
ZIP/Postal Code	5070
Country	Australia
Email Address	scolegate@ marchesepartners.com.au
Contact Person	Scott Colegate – Marchese Partners Principal Adelaide

Web site or audio-visual material  
<https://www.lifecare.org.au/gaynes-park-manor>



## Vision

'Live Every Day' – Designing to maximise each resident's opportunity to live their best life each day through greater personal choice, freedom, flexibility and support.



## How well does the design of the building support this vision: self-report

Extremely well.

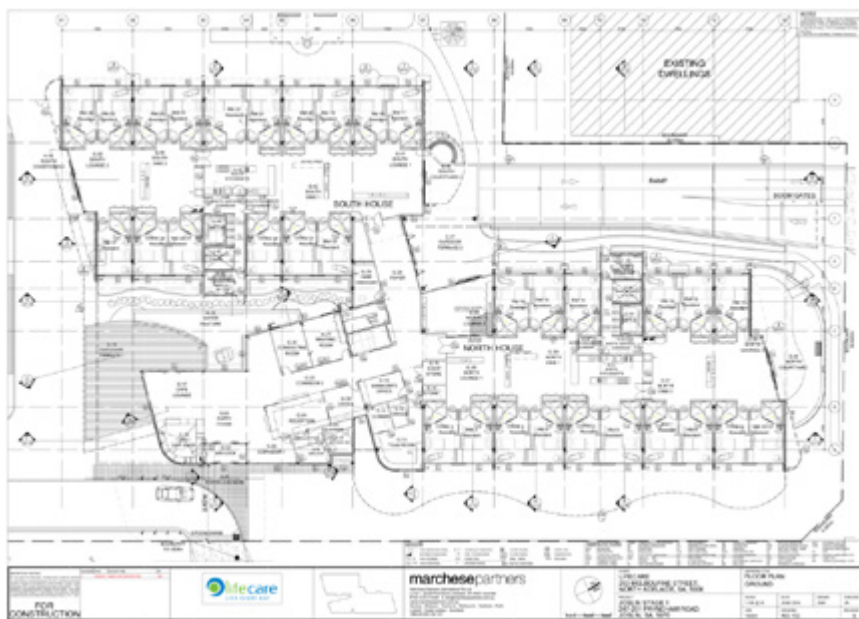


## What are the most important elements in design

- Safety
- Unobtrusive safety
- Spaces that are of a domestic scale
- Good lines of sight to help people living with dementia to see the key places they want to go to
- Good lines of sight for supervision of people living with dementia
- Reduced levels of stimulation
- Easily seen wayfinding cues
- Familiar furnishings
- Easily found and unobstructed access to a garden, courtyard or outside space
- Opportunities to bring in personal items
- Provision of places to be alone
- Provision of places that are shared with the surrounding community
- Being designed with a specific vision of how people living with dementia should be supported



## Plan





The resident bedroom has a clear line of sight from the bed to the toilet and a clear panel in the wardrobe to assist older adults living with dementia.



High quality and easily accessible outdoor areas include a bird aviary and shaded seating areas, and provide meaningful connection to the natural environment for residents, visitors and staff.



Residents sharing a cup of coffee in the house kitchenette with a resident sitting in her room in the background demonstrates an appropriate balance between privacy and social connection, which is important in reducing loneliness and social isolation.



Ground floor cafe space features high levels of natural light and direct connection to outdoor areas and is easily accessible to all residents, visitors and staff.



Internal sitting areas enjoy high levels of natural light, distinctive artwork and – most importantly – a range of interconnected spaces enabling residents to socialise in small or large groups.

## Overview

When it opened in 2017, Gaynes Park Manor was designed as a residential care centre for people living with dementia. It accommodates 50–99 residents, the majority of whom have dementia.

The centre has achieved almost total elimination of trip hazards such as uneven surfaces, steps and highly polished floors in the inside and outside areas. Features that impact safety for residents are barely noticeable. These include fences, door locks and any barriers to movement.

Residents can very easily see places they may wish to go as they move through the centre, including sitting and activity areas, gardens or a toilet. Staff can very easily see the residents from where they spend most of their time.

A great deal of attention has been paid to reducing noise levels and clutter. Camouflaging doors not intended for resident use have received a lot of emphasis, with greater attention on the highlighting of places through the use of colour contrast or lighting.

Residents are able to see and access the outside areas with very clear and unobstructed routes when moving to and from the building.

A great deal of emphasis has been placed on providing objects and activities for residents to engage with as they move around. Equal emphasis has been placed on shaping engagement zones at the end of corridors.

A very familiar environment is provided through the selection of furniture styles and the décor with many items such as artworks that are familiar to residents in their daily lives. Residents are also allowed to bring items from their own homes.

There are many places within the centre where residents can elect to sit with a small group and where they can choose to be on their own.

All rooms are clearly identifiable with each room having a clear purpose.

Residents continue to feel part of the surrounding community with the availability of several places where they can choose to be with others, e.g. café.

## Australia: Glengara Care

Name of the residential care centre	Glengara Care
Company	Marchese Partners
Address	220 Hansens Road Tumbi Umbi
State/Province	NSW
ZIP/Postal Code	2261
Country	Australia
Email Address	lmaloy@ marchesepartners.com.au
Contact Person	Lynsey Maloy Head of Interiors



### Vision

To provide a well designed and considered space for residents to call home. Allow residents to be the focus and for the space around them to enhance their experience.

Our passion for a new person-centred approach to Glengara Care has also translated into a new design where community is brought to the individual.

The design blurs the lines between the public and domestic realms' understanding of how they might intertwine with each other to create opportunities for the residents to safely reach out beyond their own spaces in encouraging them to move, interact and engage.

Refer to additional information for the full vision.



### How well does the design of the building support this vision: self-report

Extremely well.

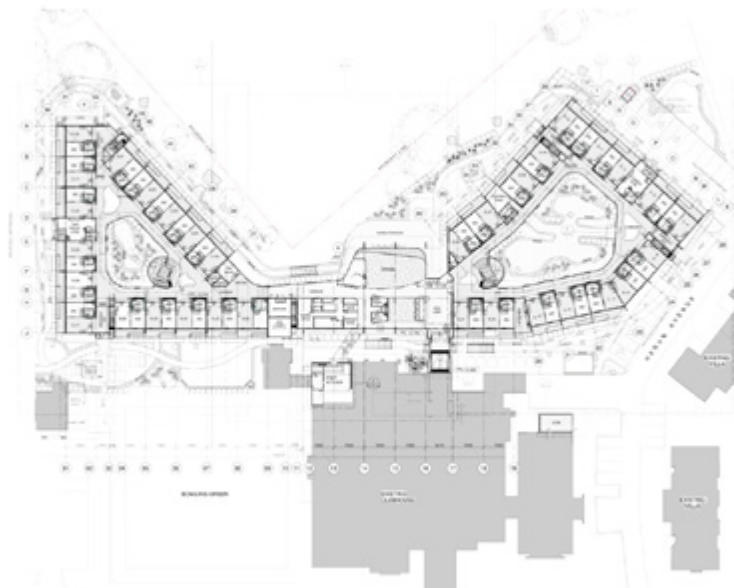


### What are the most important elements in design

- Safety
- Unobtrusive safety
- Spaces that are of a domestic scale
- Good lines of sight to help people living with dementia to see the key places they want to go to
- Good lines of sight for supervision of people living with dementia
- Easily seen wayfinding cues
- Familiar furnishings
- Easily found and unobstructed access to a garden, courtyard or outside space
- Opportunities to bring in personal items
- Provision of places to be alone
- Provision of places that are shared with the surrounding community
- Being designed with a specific vision of how people living with dementia should be supported



### Plan







This was a key space when designing the facility. Glengara Care is connected to an existing senior living village and our connection to the new facility is through the clubhouse. We therefore wanted to have a smaller lounge area where residents could meet behind the reception, an area that served as a link between the two parts of the village. This also provided small seating areas that allowed the care suite residents to sit and read, watch television or enjoy the fireplace. It has a visual connection to the entrance, dining and beautiful landscape beyond. It also serves as a connection between the 2 themed houses. Our inspiration was the contextual position of the building on the central coast and the overarching themes were of the natural bushland and the coastal connection.



The care suite design was a collective process between us and our client Retire Australia. This was a new care model that they were looking at. The size of the suites increased and provided a resident's own living room, bedroom, bathroom and kitchenette. The size of the suites were in the region of 46m<sup>2</sup>. The layout was designed to give the resident familiarity in terms of the inclusions. The kitchenette, reflective of what you expect in any apartment or home, however provided with safety as a foundation for what we produced. The kitchens don't include cooktops or an oven but allow a sense of ownership for the residents and this model is considered to be a stepping stone out of a family home into care. Refer to additional information for more.



Within each care suite we have a fully accessibly sized bathroom. We worked closely with University of Stirling DSDC Department to work through all aspects of design for Glengara Care development, in particular the bathrooms. As with all areas, we have provided the future opportunity to adjust the bathrooms to suit the requirements for the resident. Contrasting features have been the key here as well as the bathrooms feeling homely. Feature contrast walls add a feeling of individuality as well as a visual contrast for those with deteriorating sight. Assistance, maintenance and freedom have all played a huge part in the development of the care suites and bathrooms.



At the top and bottom of the staircases and throughout the building, we have numerous sitting areas. This creates small intimate areas residents can comfortably sit alone or amongst a group. One of our key design criteria for senior living and aged care design is the opportunity for choice. These small sitting areas reflect each household with theming and provide a variety of seating options. A lengthy study was undertaken prior to selecting the furniture, which is reflected in the offering to residents.



The internal courtyards were a key design decision that allowed residents to enjoy the beauty of the setting as well as a secure place to wander. There are numerous access points to the courtyard as well as a visual journey through the upper part of the building and through the circular staircase at the core of each house. (Seen in the image to the right with the middle section in glass.)

Refer to additional information for more about the staircase.

## Overview

Glengara Care is opening in 2020 and sits within Glengara's Retirement Village and existing facilities. It has been designed as a residential care centre for people living with dementia, and accommodates 50–99 residents, some of whom have dementia.

Internal trip hazards in the form of uneven surfaces, steps and highly contrasting floor finishes have been strenuously avoided and the same care has been used in keeping them to a minimum in the outside spaces. Other safety features such as fences and other barriers to movement remain extremely obvious

The places that residents often want to go to, such as sitting areas, gardens, a toilet or activity spaces, are very easily found by the residents as they can see everything they need to see from where they spend most of their time. This good visual access also allows staff to very easily see the residents from where they spend most of their time.

Noise levels are considered unhelpful to residents during their daily life, with a lot of emphasis placed on reducing this, as well as moderate attention paid to reducing clutter within the centre.

Camouflaging doors not intended for resident use and highlighting things residents may wish to locate through the use of colour, contrast or lighting, have both received a great deal of attention and focus.

The way to the outside space is clear and easy to access from parts of the building and, in those cases, allows the residents to easily walk from the inside of the building to the outside and back in again.

The availability of objects and activities for engaging residents as they move around the centre has received a lot of emphasis, with great attention paid to creating engagement destinations at the end of hallways.

The style of furniture is very familiar to the residents and there are many decorations, ornaments or artworks that are familiar. Residents are permitted to bring in their own familiar objects.

There is a wide variety of spaces and places available to the residents, so they are free to choose to be by themselves or with other people.

All rooms within the centre are clearly identifiable with a very clear purpose.

The centre provides up to two easily accessible places for the resident to choose from, enabling them to feel part of the local community, for example the ground level café.

## Additional information

### EXTENDED VISION

To provide a well designed and considered space for residents to call home, allow residents to be the focus and for the space around them to enhance the experience.

Our passion for a new person-centred approach to Glengara Care has also translated into a new design where community is brought to the individual. The development sits within Glengara's Retirement Village and existing Facilities.

The design blurs the lines between the public and the domestic realms understanding how they might intertwine with each other to create opportunities for the residents to safely reach out beyond their own spaces encouraging them to move, interact and engage.

The common corridors turn into pedestrian lanes around courtyards allowing the residents to bring their own furniture, tables and chairs. A window in each apartment kitchen faces this lane to allow for sight lines and conversations fostering for opportunities for the residents to socialise.

The external design is simple and contemporary. The facade is finished in a light coloured panel which assists in reflecting natural light and also is meant as a metaphor for the way the light passes through the native gum tree forests in the area, reconfirming the approach that the design should serve as memory triggers for the residents.

## CARE SUITES

All care suites have been designed to allow for future adaptation if required. Circulation and space, along with finishes, allow for a resident to stay for as long as they need. Elements of future proofing are embedded. Again, the colour palette draws from the theming with subtle reminders for the residents. We have provided an element of choice for residents dependant on the level of care they require. Such as the provision for a fridge, microwave and washing machine to be options for families to purchase. This has allowed Retire Australia to offer residents and families control over what is included. The right space and care for each resident rather than a one size fits all approach.

## Australia: IRT Macarthur

Name of the residential care centre	IRT Macarthur
Company	IRT Group
Address	1 Hyde Parade Campbelltown
City/Town	Sydney
State/Province	NSW
ZIP/Postal Code	2560
Country	Australia
Email Address	areed@irt.org.au
Contact Person	Alex Reed – Strategic Projects Manager

Web site or audio-visual material  
[https://www.youtube.com/watch?v=q\\_vzZzEaiRo&feature=youtu.be](https://www.youtube.com/watch?v=q_vzZzEaiRo&feature=youtu.be)



### Vision

IRT has adopted the Journey of Care model in their residential aged care centres. The Journey of Care model caters for residents with similar care needs, supporting them through the design of the physical environment, dedicated equipment and specialist programmes aligned to care pathways for three distinct neighbourhoods. The neighbourhoods are: 'Vitality', which focuses on resident vitality and creating an environment where people come to live,

not just receive care; 'Discovery', which focuses on discovering resident abilities, enabling them to live with dementia with independence, individuality and dignity, and 'Serenity', which offers compassionate care for residents' physical needs, while also nurturing their spirit as they move towards end of life.

Refer to additional information for future vision.



### How well does the design of the building support this vision: self-report

Very well.

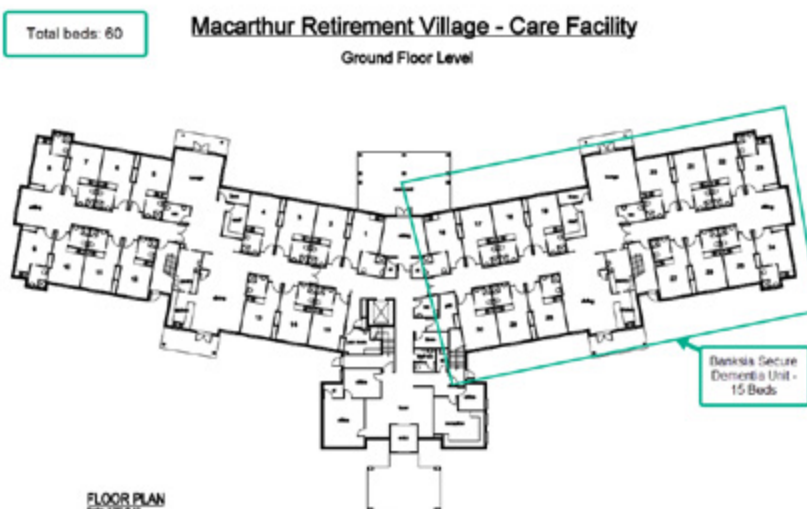


### What are the most important elements in design

- Unobtrusive safety
- Good lines of sight to help people living with dementia to see the key places they want to go to
- Good lines of sight for supervision of people living with dementia
- Reduced levels of stimulation
- Easily seen wayfinding cues
- Easily found and unobstructed access to a garden, courtyard or outside space
- Opportunities to bring in personal items
- Provision of places to be alone



### Plan

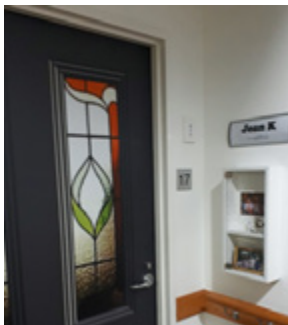




Locked doors are disguised to reduce agitation and frustration in people with dementia. Operational related areas disguised to reduce resident visual stimulation and potential confusion as to what items were and aid with creating a more familiar place.



This included: unobtrusively reducing risk and reducing unhelpful stimulation by painting out locked staff or service related doors, relocating non-resident related signage to the top of all doors, disguising hand basin areas required for staff usage, creating storage spaces for laundry skip bins and reconfiguring the nurse station to appear less institutional and more welcoming.

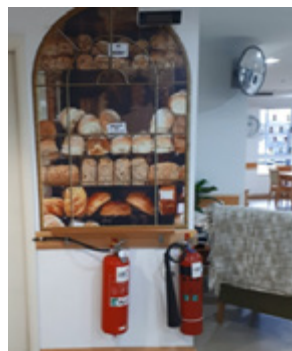


Care suite door decals and memory boxes have been installed to aid residents to identify their bedrooms.

Wayfinding corridor colours have been used to help residents navigate to and from their rooms and common areas with greater ease. Blue toilet doors have been introduced for all commonly accessible toilets to aid ease of identification and assist in maintaining independence.

Café signage and related food images have been installed to act as cues to support movement and wayfinding through the use of both text and image.

Through the support of a carefully chosen mural design the garden area was enhanced to become a peaceful and relaxing area whilst allowing for a clearly defined path to aid movement with opportunities for engagement along the way including seating,



watering plants, raised garden beds and shaded seating close to the main building. The garden wall and gate were disguised to unobtrusively reduce risk.



## Overview

IRT Macarthur first opened in 1989. The whole site provides accommodation for 250–499 people, with the centre described here being renovated for the care of people living with dementia. The centre accommodates 50–99 residents, many of whom have dementia. Within the site there are designated areas for people with dementia, and these residents can go to the other parts of the site when supervised by staff.

In the centre, uneven surfaces, steps and other trip hazards, such as contrasting floor finishes, have been very well avoided inside the buildings and well avoided in the outside areas. Safety features such as fences, door locks or other barriers to movement are unobtrusive and therefore not obvious to residents.

While staff have very good visual access to residents from where they spend most of their time, residents can also easily see sitting areas, gardens, toilets, activity areas and most things that they need from where they spend most of their time.

There has been great attention paid to reducing clutter within the centre, with a moderate amount placed on reducing noise levels. Additionally, while there is a lot of emphasis on camouflaging doors that residents are not invited to enter, great attention has been applied to the use of colour, contrast and lighting to highlight areas residents may wish to access such as a toilet door.

The route to the outside is very clear and unobstructed to enable residents to move in both directions between the inside and outside of the building.

A lot of emphasis has been placed on providing objects and activities for residents to engage with as they move around and also on providing engagement destinations at the end of corridors.

The selection of furniture styles and the décor provides a somewhat familiar environment with a few ornaments and artworks that are familiar to residents in their daily lives. Residents are allowed to bring familiar items of their own into the centre.

The centre also provides a few places where residents have the opportunity to be alone or in conversation with others.

All rooms are clearly identifiable and their purpose is very clear.

Easily accessible locations are available for residents if they wish to be with people from the local community.

# Australia: Koh-I-Noor Contemporary Aged Care

Name of the residential care centre	Koh-I-Noor Contemporary Aged Care
Company	KPA Architects
Address	32 Pangbourne Street Wembley
City/Town	Perth
State/Province	Western Australia
ZIP/Postal Code	6014
Country	Australia
Email Address	todd.p@kpa-architects.com
Contact Person	Todd Paterson, Director of KPA Architects


Web site or audio-visual material  
<https://kpashare.egnyte.com/fl/TDUJm5pxlq>

 **Vision**


The design approach of Koh-I-Noor was to create a home for residents at a domestic scale. An informal, friendly, easily comprehended floor plan helps create a familiar homely ambience, which avoids the rigid and institutional nature typical of this building type. The 80 bedroom aged care home is split over two levels for residents, with a basement car park sunk below the street level. Each floor is broken up into wings with a secure dementia wing located on the ground floor. The dementia wing has large corridors and open communal areas which reveal attractive internalised courtyards

and garden spaces. The courtyards provide shaded areas for socialising, napping, games and activities, whilst the garden space provides an area for gardening and a place where the residents can feel part of the broader community and yet still be secure.

Refer to additional information for extended vision.

 **How well does the design of the building support this vision: self-report**

Extremely well.

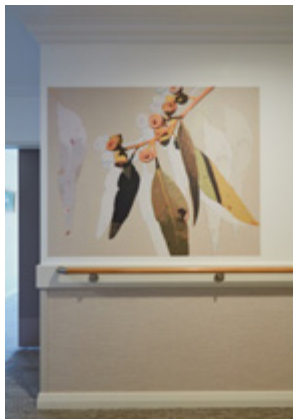
 **What are the most important elements in design**

- Unobtrusive safety
- Spaces that are of a domestic scale
- Good lines of sight to help people living with dementia to see the key places they want to go to
- Good lines of sight for supervision of people living with dementia
- Easily seen wayfinding cues
- Easily found and unobstructed access to a garden, courtyard or outside space
- Opportunities to bring in personal items
- Provision of places that are shared with the surrounding community
- Being designed with a specific vision of how people living with dementia should be supported

 **Plan**



An example of the wayfinding scheme found within the dementia wing and throughout the building. KPA created and designed custom imagery artwork, each responding to its themed wing, to help residents identify where they are in the building and to help find their way around. The wayfinding and artwork provide a connection through imagery, which is meaningful and reminiscent to residents. This is evident in the internal activity and common areas which are highlighted through colours, patterns, images and shapes from the natural park land surroundings and historical urban development sites.



With family and/or staff supervision, residents can venture to the large upper deck, a favourite of the aged care home. The upper deck faces the street and allows residents to spend time in either sun or shade, at the treetops with a view to watch the action in the street and feel connected to the neighbourhood, whilst being safe and secure.



The internal courtyard is visible and accessed from communal areas and creates a constant connection to nature, providing a place for socialising, resting, games and activities.



Bedrooms have large windows, flooding the rooms with natural light and ventilation, views to nature and landscaping. The soft interior colour palette and natural materials of timber create the feel of a warm home, not a clinical facility. Residents are allowed to bring their own furniture, photos and mementos to enable them to make their bedroom their home and a familiar, safe space.



## Overview

Koh-I-Noor Contemporary Aged Care is a freestanding facility opening in 2018. It was designed as a residential care centre for people living with dementia, and is used by some with dementia. The centre accommodates 50–99 residents.

Hazards such as uneven surfaces, steps and highly polished floors are extremely well avoided in internal and external areas within the centre. Other safety features such as fences and other barriers to movement are noticeable, remaining somewhat obvious.

Both staff and residents can very easily see each other from where they spend most of their time and residents are able very easily see all they need such as the garden, sitting areas, toilet or activity zones.

A lot of attention has been focussed on the reduction of noise levels and clutter within the centre, as has the camouflaging of doors that residents are discouraged from entering. Additionally, helpful stimuli such as the use of colour, contrast and lighting has received a lot of emphasis to aid usage by residents e.g. finding the toilet door.

Residents are able to walk back and forth between the inside and outside areas with very clear and unobstructed routes to the outside spaces.

There are objects and activities for engagement as residents move around with a lot of emphasis on their provision. Greater attention has been paid to developing engagement destinations at the end of corridors.

The style of furniture is very familiar with a few decorations, ornaments and artworks that are also familiar to residents. Residents are encouraged to bring in familiar objects of their own.

Residents have the opportunity to select a few places to be alone, or alternatively many places to enjoy the company of a small group.

Each room within the centre is clearly identifiable with a very clear purpose to each one.

At this time there are no easily accessible places for residents if they choose to be with people from the surrounding community.

## Additional information

### VISION CONTINUED...

With family and/or staff supervision, dementia residents can venture to other parts of the building, including the large upper deck, which is a favourite of the residents. The upper deck faces the street which allows residents to spend time at the treetops with a view to watch the action in the street and feel connected to the neighbourhood. The wayfinding scheme and colour palette is themed from the colours of local lakes and nature parks, such as Lake Monger and Kings Park. It is integral to the design of the dementia wing and to the greater Koh-I-Noor, as it provides a welcoming familiarity to those making the transition to their new home. Custom imagery artwork responds to its themed wing, to help residents identify where they are in the building and to help find their way around if they are disorientated.


# Australia: Korongee

Name of the residential care centre	Korongee: A village for people living with Dementia
Company	Glenview
Address	264A Main Road Glenorchy
City/Town	Hobart
State/Province	Tasmania
ZIP/Postal Code	7010
Country	Australia
Email Address	simon.drysdale@thomasadsett.com
Contact Person	Simon Drysdale: Group Director Seniors Living & Aged Care


Web site or audio-visual material  
<https://glenview.org.au/korongee/>

 **Vision**

An authentic enablement to be experienced at many scales.

 **How well does the design of the building support this vision: self-report**

Extremely well.

 **What are the most important elements in design**

- Safety
- Unobtrusive safety
- Spaces that are of a domestic scale
- Good lines of sight to help people living with dementia to see the key places they want to go to
- Good lines of sight for supervision of people living with dementia
- Reduced levels of stimulation
- Easily seen wayfinding cues
- Familiar furnishings
- Easily found and unobstructed access to a garden, courtyard or outside space
- Opportunities to bring in personal items
- Provision of places to be alone
- Provision of places that are shared with the surrounding community
- Being designed with a specific vision of how people living with dementia should be supported

 **Plan**





Aerial drone site wide photograph that clearly describes how this village merges into context and enables clear legible orientation throughout the site.



All of the design elements add to the Korongee village experience, which promotes independence and authentic connections for the people living there.



The village design, which features 12 houses in 4 cul-de-sacs, a community centre, salon, a general store, café and wellness centre. It has been informed by extensive research on best practice models of dementia care.



Each home has its own feel and unique design, reflecting different ways of life for the people who live there.



The landscape of Korongee reflects dementia design principles, providing residents with multiple visual cues to help them easily find their way around the gardens and village grounds.

## Overview

Korongee: A village for people living with dementia was opened in 2020. The village accommodates 96 residents in 12 cottages specifically designed for people living with dementia.

Both inside and outside the buildings, trip hazards in the form of uneven surfaces, steps and highly contrasting floor finishes have been almost totally avoided. Where safety features such as fences, door locks or other barriers to movement have been provided, they remain somewhat obvious.

The places that residents often want to go to, such as sitting areas, a toilet or activity spaces are very easily found as they can be seen from where the residents spend most of their time. Staff can also very easily see the residents, making it possible to provide discreet supervision and support from where they spend most of their time.

Within the village a lot of emphasis has been placed on creating a tranquil environment by reducing noise levels. Great attention has been paid to reducing clutter and to camouflaging doors that people with dementia are not invited to use. In highlighting helpful stimuli, this same emphasis has been applied to the use of colour, contrast and lighting to enable residents to recognise things they may wish to find.

Residents are able to find their way to and from outside spaces through very clear and obstructed routes in and out of the buildings.

A great deal of attention has been paid to providing objects and activities for residents to engage with as they move around, as well as engagement destinations at the end of hallways.

A familiar environment is provided through the selection of furniture styles and the décor with a few ornaments and artworks that are familiar to residents in their daily lives. Residents are also permitted to bring their own personal/recognizable items.

Throughout the village there are many places available where residents can choose to sit quietly by themselves or converse in a small group.

All rooms within the village are clearly identifiable, with each having a very clear purpose.

Feeling part of the community is aided by the availability of several venues where the resident can choose to be with people from the surrounding community.




# Australia: Melaleuca Wing – Memory Support Unit

Name of the residential care centre	Melaleuca Wing – Memory Support Unit
Company	Bolton Clarke
Address	126–138 Galleon Way
City/Town	Currumbin Waters
State/Province	Queensland
ZIP/Postal Code	4223
Country	Australia
Email Address	fehrenberg@marchesepartners.com.au
Contact Person	Frank Ehrenberg – Principal

the culture of the organization can support the unique needs, experiences and abilities of people living with cognitive impairment.

Refer to additional information.

 **How well does the design of the building support this vision: self-report**

Extremely well.

 **What are the most important elements in design**

- Safety
- Unobtrusive safety
- Spaces that are of a domestic scale
- Good lines of sight to help people living with dementia to see the key places they want to go to
- Good lines of sight for supervision of people living with dementia
- Reduced levels of stimulation
- Easily seen wayfinding cues
- Familiar furnishings
- Easily found and unobstructed access to a garden, courtyard or outside space
- Opportunities to bring in personal items
- Provision of places to be alone
- Provision of places that are shared with the surrounding community
- Being designed with a specific vision of how people living with dementia should be supported

**Web site or audio-visual material**

<https://www.boltonclarke.com.au/news-resources/resources/videos/galleon-garden3/>



**Vision**

Given the progressive nature of the condition, it is likely that many people living with dementia will make use of residential care facilities at some time. It is widely acknowledged in the aged care industry that people with dementia form a significant and growing proportion of their clientele. In many senses "Aged Care is Dementia Care". The design of these facilities can play an important role in ensuring that the quality of life for people with dementia living in residential facilities is maximised. In turn, this will reduce the stress and anxiety felt by families and carers when facing the often difficult decisions around residential placement and will encourage carers to take up residential respite opportunities. The physical and social environments and



**Plan**





Resident's lounge/living areas are filled with plenty of natural light and ventilation via operable windows and air-conditioning systems. Acoustic absorption is also provided to the ceilings to increase resident's comfort to this active space. The spaces are designed to facilitate connectivity and social engagement but also create the ability for residents to contemplate and sit by themselves. Service cupboards are 'hidden' out of view by using decals of murals and imagery.



Resident's communal kitchen is located adjacent to the lounge area for ease of access when dining and socialising. Residents have access to cooking facilities, drinks fridge etc., to make their own food with assistance from carers or simply have the ability to keep hydrated. The kitchen is also used by visitors for social visits and gatherings.



Resident's bedroom with views out to the communal landscaped gardens. Generous natural light and ventilation is provided via the large format operable windows which have retractable curtains to control privacy. Warm floor and wall finishes create a more 'home-like' feel. Premium rooms have optional "hot walls" which provides flexibility with bed and furniture locations. Appropriate luminance contrast between floor, walls and ceiling have been considered for residents with declining visual acuity.



The landscaped garden courtyard is designed to create a safe and tranquil outdoor area for the residents. It includes gazebos, age appropriate bench seating, raised productive garden beds, play area/swing for grandkids and featured memory triggers e.g. caravan and shade structures. The landscape pathways are designed as a wandering loop with nodes and possibilities of different opportunities to engage, socialise, choose an activity or simply wander.



The exterior of the building is modern in form while using traditional and domestic style finishes e.g. weather boards whilst the internal really feels like a home and non-institutional to better support resident wellbeing.

## Overview

The Melaleuca Wing – Memory Support Unit opened in 2018. It was specifically designed as and is only used as a residential care centre for people living with dementia. The centre accommodates 36 residents within a larger campus of 100–149 residents.

Internal and external trip hazards have been addressed and are extremely well avoided with steps, uneven surfaces and contrasting floor finishes being removed or designed out. Safety features that may cause anxiety for residents are unobtrusive.

The unit provides good visual access for residents and staff to sitting areas, gardens, toilet and activity areas; residents can easily see what they need and staff can very easily see residents from where they spend most of their time.

There has been a great deal of attention on reducing noise levels with a lot of emphasis placed on reducing clutter.

Doors that are not intended for use by residents have been addressed with great attention paid to successfully blending them into the surroundings, as has the use of colour, contrast or lighting to highlight key places a resident may wish to go such as the toilet door.

There is a very clear and unobstructed route to outdoor spaces to allow residents to walk from the inside of the building to the outside and back in again.

Residents are encouraged to be involved as they move around with a great deal of emphasis on the provision of objects and activities, and more moderate attention on developing destinations for engagement at the end of hallways.

The style of furniture is exactly what residents are used to and with the many decorations, ornaments and artworks the style is extremely familiar to them. Residents are allowed to bring in their own familiar items.

There are a few places available where residents can opt to sit quietly by themselves, or if they choose to be with others, there are many areas around the centre to enable conversation with a small group.

All rooms are clearly identifiable and each one has a clear purpose.

If a resident chooses to enjoy the company of others from the surrounding community, there are one or two easily accessible places available to do so.

## Additional information

It is well recognized that a building and an environment can have a significant effect on a person with memory impairment. An enabling environment will assist the person to reach their full potential and does not create excess disability. This results in quality of life for residents, their families and staff. Good design plays an important role in achieving best practice outcomes in Residential Aged Care, not only for the residents, but importantly also for the aged care service provider through operational efficiencies and better care and support services. Additionally, good design also improves outcomes for staff and volunteers through the creation of excellent working environments. Galleon Gardens, Melaleuca Wing: The Memory Support Unit (MSU) facilities at Bolton Clarke Galleon Gardens needed an upgrade and expansion, to support resident health and wellbeing and meet the needs of a growing older population in the Gold Coast region. For this reason, this project was identified as a priority within Bolton Clarke's portfolio. Marchese Partners liaised with key stakeholders to understand the project requirement details in order to provide innovative design solutions, including re-planning of the facilities to ensure they are both operationally efficient and provide an increased quality of life and amenity for future residents. In summary:

- Provide/maintain a total of 36x MSU beds in a secure environment including the refurbishment of existing MSU building and new wing extension
- Rationalisation of support services and administration areas
- Provide increased open plan breakout areas for both lounge and multi-purpose use
- Rationalisation of servery location and functionality
- Improved operational efficiency of existing facilities
- Improved internal circulation and connection to outdoor landscape spaces which are safe and step-free
- Landscape garden courtyards embody a true ease of maintenance with a minimum water requirement
- Smaller and more intimate dining spaces
- Create an inviting and well-articulated building entry and vista through to existing garden spaces
- Connection into the existing Dunlop Wing for operational efficiency
- High quality low maintenance materials
- Safety and security for the future residents
- Conceal BOH areas including service cupboards from resident access/view
- Use contrasting finishes and colours to help guide residents with vision impairment (e.g. test Light Reflectance Values)

## Australia: NewDirection Care at Bellmere

Name of the residential care centre	NewDirection Care at Bellmere
Company	NewDirection Bellmere Pty Ltd
Address	41 Lotus Avenue
City/Town	Bellmere
State/Province	Qld
ZIP/Postal Code	4510
Country	Australia
Email Address	natasha@newdirectioncare.com.au
Contact Person	Natasha Chadwick, Founder and CEO

Web site or audio-visual material  
<https://newdirectioncare.com.au/>



### Vision

To live as normal a life as possible, where the freedom of home follows.



### How well does the design of the building support this vision: self-report

Extremely well.



### What are the most important elements in design

- Unobtrusive safety
- Spaces that are of a domestic scale
- Good lines of sight to help people living with dementia to see the key places they want to go to
- Good lines of sight for supervision of people living with dementia
- Reduced levels of stimulation
- Easily seen wayfinding cues
- Familiar furnishings
- Easily found and unobstructed access to a garden, courtyard or outside space
- Opportunities to bring in personal items
- Provision of places to be alone
- Provision of places that are shared with the surrounding community
- Being designed with a specific vision of how people living with dementia should be supported



### Plan







A typical 7 bedroom with ensuite. Open and accessible kitchen with contrasting benchtops, flooring and cupboards so that a person living with dementia can easily access a normal kitchen layout to undertake daily activities with the assistance of a house companion. Intimate lounge area and dining room close to kitchen with a 8–10 person dining table so that all residents and house companions can eat together family style.



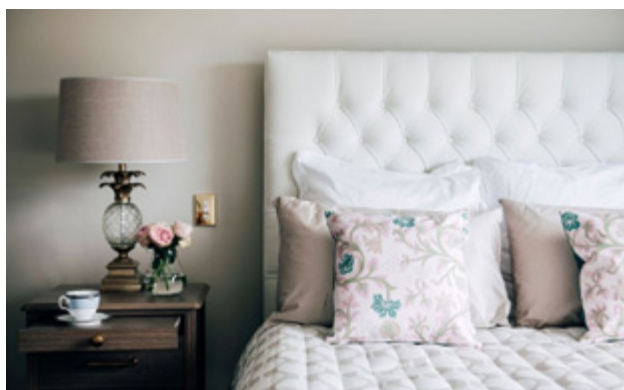
The Art Deco Cinema complete with red velvet curtains, cinema screen, seats and a popcorn machine. The Cinema is part of the "downtown" shops and services that are available for all residents living at NewDirection Care and like all the other services, also available for the external community.



The Corner Store, which is iconic in Australian culture, is replicated at NDC Bellmere and is fully stocked so that residents, their families, house companions and general community can shop daily for general food and personal items. The 17 houses at NDC Bellmere all purchase their food for each meal from the Corner Store and residents have access to the store for general purchases. If a resident is living with dementia, the storeperson has an iPad with a photo of the person, their likes and dislikes, any allergies and details on the amount of money they have available to purchase items. If a resident takes something without paying, the storeperson simply calls the relevant house to advise them.



Every home has a backyard with a BBQ and seating area as is typical in most Australian homes. Residents are able to enjoy the variety of indoor and outdoor areas of the home they live in. Residents are able to move freely within their homes, in their homes' outdoor area or within the microtown™, which has extensive gardens, streets, BBQ areas and parks as well as all the services including a Café, Wellness Centre, GP and Dental Centre, Music Studio, Cinema and The Corner Store.



Residents have a choice of a Single, Queen, Double or King bed so that they are able to continue to maintain intimate relationships in privacy, as well as sleep in a bed that is most like the size of the bed they would have been sleeping at in their own home.

## Overview

NewDirection Care at Bellmere was specifically designed as a residential care centre for people living with dementia. It accommodates 120 residents in 17 domestic-style homes.

Internal and external trip hazards in the form of uneven surfaces, steps and highly contrasting floor finishes have been almost totally avoided. Safety features such as fences, door locks or other barriers to movement are inconspicuous.

The places that residents often want to go to, such as sitting areas, gardens, a toilet or activity spaces are very easily found as they can be seen from where the residents spend most of their time. This layout assists staff by making it easy for them to support the residents through keeping them in view as they go about their activities.

A great deal of emphasis has been placed on reducing noise levels and clutter. The doors that are not intended to be used by people living with dementia have been blended with the background, while things that the residents may wish to find, e.g. toilet door, are highlighted by the use of contrast and lighting.

The way to the outside space is very clear and unobstructed in order to enable the residents to walk from the inside of the building, to the outside and back in again, without being confused.

A great deal of emphasis has been placed on providing objects and activities for residents to engage with as they move around and on creating engagement destinations at the end of corridors.

The style of furniture is very familiar to the residents and there are many decorations, ornaments and artworks that are recognizable. Residents are allowed to bring in their own familiar objects.

There are many places where residents can choose to be by themselves or with a small number of people.

All rooms are clearly identifiable and their purpose is very clear.

There are several easily accessible places where the resident can choose to be with people from the surrounding community, e.g. the cafe.

## Additional information

Bellmere is a microtown community and has been in operation since September 2017. We have adopted a "dementia village" approach, without catering exclusively to people with dementia. Bellmere supports senior Australians, as well as some younger Australians, with complex care needs and a variety of diagnoses, including dementia. Everything at NDC Bellmere is supported by our values of individuality, community, relationships, respect and empathy. At Bellmere, we challenge the institutional model of traditional aged care and focus on enabling residents to live their lives as closely as possible to what they have experienced in their own homes, with the necessary supports to ensure their care needs are met. This means that residents live in homes according to their lifestyle, not diagnosis, and are supported to be as independent as possible.

Due to the higher levels of people living with dementia, living in the NDC Bellmere microtown and the higher than normal levels of severe dementia, it is important to note that NDC takes a human rights approach to people who are living with dementia. This includes no physical or chemical restraint and being able to live as a valued and equal member of the microtown community. The NDC team are all trained extensively in dementia care,

responsive behaviours and diffusing situations that may occur in a communal environment. NDC works extensively, internally and externally with specialists and the RADAR team to manage significant responsive behaviours, especially those seen more commonly in males with younger onset dementia. However, all people can have a "bad day" and we recognise that some behaviours will be seen as you would expect in everyday life.

Due to the increasing numbers of people diagnosed with younger onset dementia, accessing aged care now and in the future, the NDC Bellmere model is considered a more attractive model with this audience who have greater expectations around choice and quality of life. The NDC Bellmere environment enables continued relationships with partners and younger children who in many instances are uncomfortable visiting a still "young" partner and/or parent in traditional aged care environments. The microtown consists of 17 domestic-style homes across two hectares. Each home can accommodate up to 7 residents (one house accommodates 8 people). Each person has their own private bedroom with ensuite bathroom and partners are welcome to stay overnight.

## Australia: O'Mara House

Name of the residential care centre	O'Mara House
Company	Mecwacare O'Mara House
Address	15 Hunter Road
City/Town	Traralgon
State/Province	Victoria
ZIP/Postal Code	3844
Country	Australia
Email Address	Wendy.Mayer@mecwacare.org.au
Contact Person	Wendy Mayer



How well does the design of the building support this vision: self-report

See additional information.



What are the most important elements in design

- Unobtrusive safety
- Spaces that are of a domestic scale
- Good lines of sight to help people living with dementia to see the key places they want to go to
- Reduced levels of negative stimulation
- Easily found and unobstructed access to a garden, courtyard or outside space
- Easily seen wayfinding cues
- Familiar furnishings
- Opportunities to bring in personal items
- Provision of places to be alone

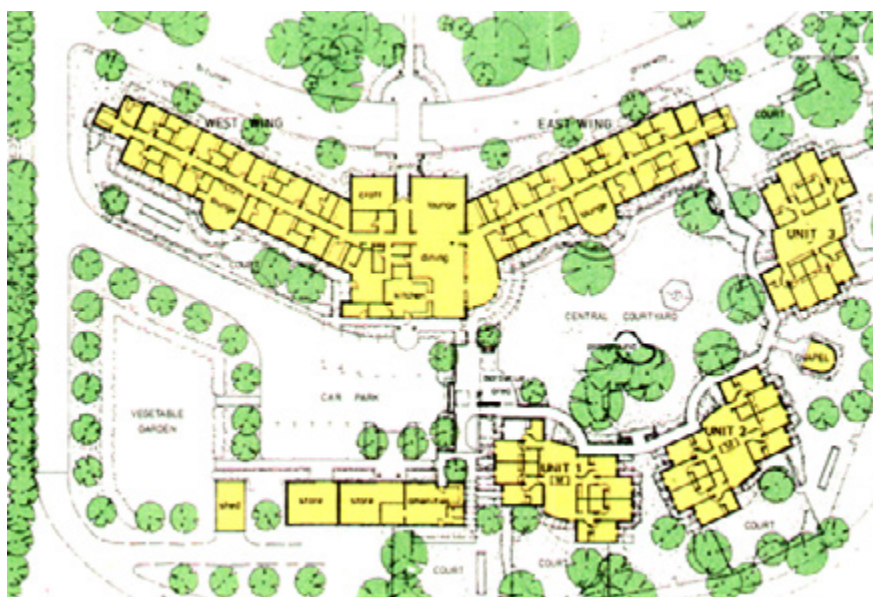


Vision

The O'Mara House Committee of Management had recognised the need for dementia specific accommodation in the mid 1980's. The plan departed from the usual long double loaded corridors that were common at the time for Age Care. The Committee was supportive of the smaller scale individual buildings for people living with dementia in secure gardens settings.



Plan







There are areas to sit outside, located with pergolas outside bedrooms.



Central garden setting has the option for sitting quietly in the garden and sunshine.



This shows the partially glazed in, protected front yard garden.



Aerial view of the 3 x 8 bed cottages around a central secure garden and showing the secure rear gardens. Chapel is in a separate building in garden setting. The whole external perimeter was planted with River Red Gums to provide a landscape back drop.



Resting spots in the garden with the Chapel steeple in the distance to aid orientation.

## Overview

O'Mara House was an older facility, redesigned for people living with dementia, and reopened in 1990. The centre accommodates 67 residents, some of whom have dementia. While there were specific areas for people with dementia, the original design allowed access to all the communal residential areas

Internal trip hazards in the form of uneven surfaces, steps and highly contrasting floor finishes have been almost totally avoided. To a lesser extent, external trip hazards have been well avoided. Other safety features such as fences and other barriers to movement remain noticeable and are somewhat obvious.

From where they spend most of their time, residents can easily see places they may wish to go such as sitting areas, gardens or activity areas. Alternatively, staff are able to easily supervise residents from where they spend most of their time.

The way to the outside spaces is very clear and unobstructed and residents are free to move back and forth between the inside and outside.

The selection of furniture styles and the décor provides a somewhat familiar environment with a few decorations, ornaments and artworks that are familiar to residents in their daily lives.

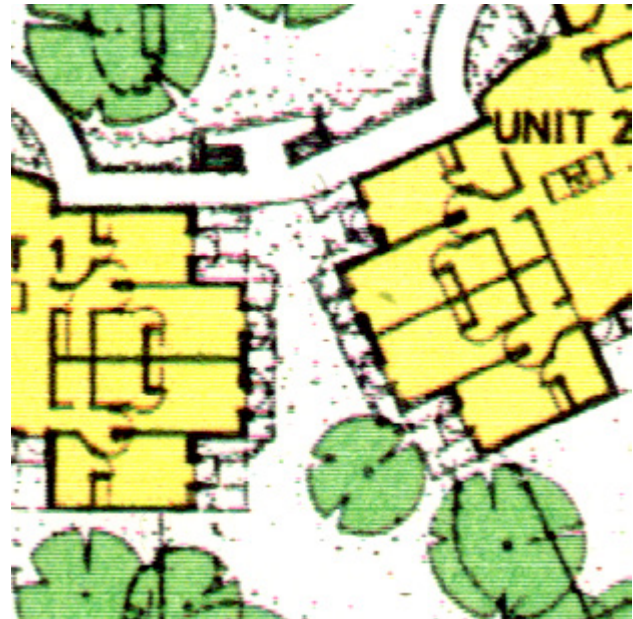
Places are available for residents if they choose to be alone, with a few additional places provided if residents choose to be in a small group.

Most rooms within the centre are clearly identifiable.

Links to the surrounding community are very limited. There are no easily accessible places dedicated to shared use by residents and those living around them.

## Additional information

O'Mara House was a typical 1970's double loaded corridor low care home for aged residents. Redesigned in 1987, the alterations opened in 1990. The original 35 bed facility was converted to 24 beds in purpose built 8 bed houses specifically for people living with dementia with secure communal gardens and private back gardens for each house. Each bedroom opens out to a private pergola covered outdoor area.



# Australia: Riverside Launceston

Name of the residential care centre	Riverside Launceston
Company	Health Science Planning Consultants
Address	525 Flinders Street
City/Town	Melbourne
State/Province	Victoria
ZIP/Postal Code	3000
Country	Australia
Email Address	info@hspc.com.au
Contact Person	Mary Monaghan – Architect



## What are the most important elements in design

- Unobtrusive safety
- Spaces that are of a domestic scale
- Good lines of sight to help people living with dementia to see the key places they want to go to
- Good lines of sight for supervision of people living with dementia
- Reduced levels of stimulation
- Easily seen wayfinding cues
- Familiar furnishings
- Easily found and unobstructed access to a garden, courtyard or outside space
- Opportunities to bring in personal items
- Provision of places to be alone
- Provision of places that are shared with the surrounding community
- Being designed with a specific vision of how people living with dementia should be supported



## Vision

Holistic and individual care.

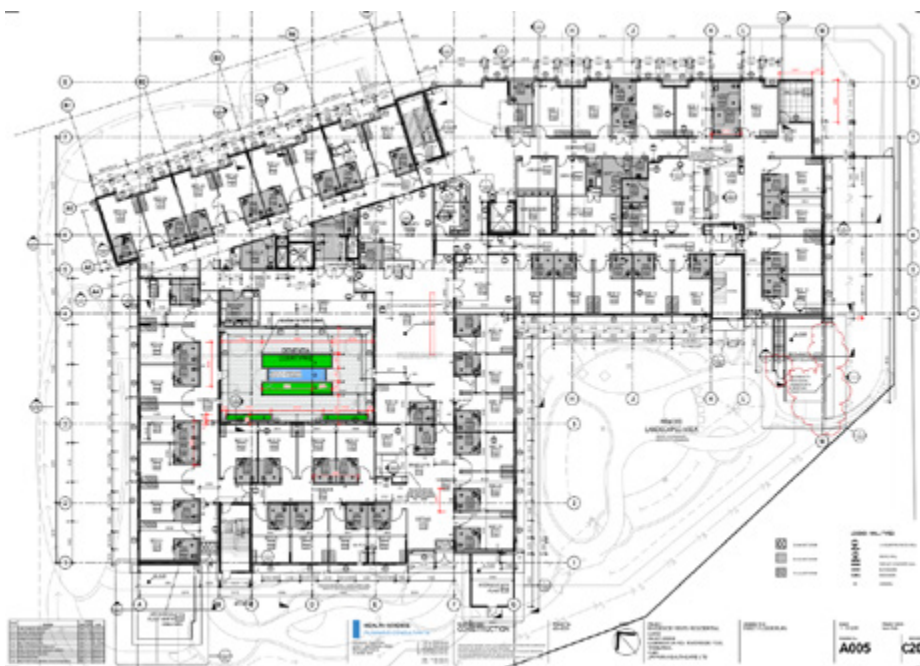


## How well does the design of the building support this vision: self-report

Well.



## Plan







The TV room is separated from the lounge room to avoid loud noises. Black skirting was selected to give contrast between wall and floor. Residents use doors that have black frames while white frames signify no use.



This is a view over the whole building and onto the Valley. In the foreground, it shows a secured courtyard with clearly defined walking paths, seating areas, and undercover seating areas.



A resident's bedroom. The blue chairs and small white table are examples of furniture the residents can bring. There is space to allow general furniture to be installed. Again, black skirting to identify wall edge and black window frames to windows to define the views. Plain carpet so items can be found.



This is the Level 2 lounge area. The clients' input into the design has resulted in an area which is quite bright on some days. The carpet insert, which was originally proposed to define the lounge from the corridor, makes the floor look uneven. The view out is appreciated by all the residents, and the river is tidal, so the passing of time can be noticed.



Ground level entry to building. Open for all visitors to the Café. Separated from the normal part of the residents, living space so it becomes a destination for the residents.



## Overview

Riverside Launceston opened in 2018–19 and part of the building was designed particularly for people with dementia. The centre accommodates 22 residents, many of whom have dementia, and is located within a large site of 50–99 residents. The centre is also part of a larger site accommodating 50–99 residents. Within the site there are designated areas for people with dementia, and these residents can go to the other parts of the site with permission from staff.

Trip hazards in the form of uneven surfaces, steps and highly contrasting floor finishes have been well avoided both inside and outside. Other features that impact safety, including fences, door locks or other barriers to movement are clearly seen; they are extremely obvious.

Staff can easily provide discreet supervision for residents from where they spend most of their time and residents can easily see places where they need to go, such as sitting areas, garden or toilet.

Within Riverside, unhelpful stimulation has been moderately addressed in reducing noise levels and clutter. A lot of emphasis has been placed on camouflaging doors that residents are not intended to enter and also on using colour, contrast or lighting to support residents finding the things they may wish to use e.g. toilet door.

Access is not always clear and can be partially obstructed to the outside space when allowing residents to walk back and forth between the inside and outside of the building.

Engagement for residents is greatly encouraged through access to objects and activities and to destinations at the end of hallways throughout the centre.

The style of the furniture is not always what the residents have been used to. There are a few familiar decorations, ornaments and artwork spread around the centre. Residents are allowed to bring in their own personal and familiar objects.

There are a few places available where residents can opt to be alone. Alternatively, if residents wish, they can choose to be with others in the many places available for conversation with a small group.


All rooms within the centre are clearly identifiable with each room having a clear purpose.

If a resident chooses to mix with others from the surrounding community, there are one or two easily accessible places available to enjoy their company e.g. the café.


# Australia: The Meadows

Name of the residential care centre	The Meadows
Company	HammondCare
Address	Judd Avenue, Hammondville
City/Town	Sydney
State/Province	NSW
ZIP/Postal Code	2170
Country	Australia
Email Address	hello@dementia.com.au
Contact Person	Liz Fuggle, Design Capacity Consultant

with everyday life as they choose to bring meaning, pleasure, contentment and/or purpose to their life) and empowered staff (primary care deliverers make day-to-day decisions to promote wellbeing and comfort and are valued as core carriers of knowledge about the individuals they serve.) Adapted from HammondCare's Model of Care (Jan 2019).

 **How well does the design of the building support this vision: self-report**

Extremely well.

 **What are the most important elements in design**

- Safety
- Unobtrusive safety
- Spaces that are of a domestic scale
- Good lines of sight to help people living with dementia to see the key places they want to go to
- Good lines of sight for supervision of people living with dementia
- Reduced levels of stimulation
- Easily seen wayfinding cues
- Familiar furnishings
- Easily found and unobstructed access to a garden, courtyard or outside space
- Opportunities to bring in personal items
- Provision of places to be alone
- Provision of places that are shared with the surrounding community
- Being designed with a specific vision of how people living with dementia should be supported

 **Vision**

The philosophy that drove the hostel planning was one that affirms the intrinsic value of each person and their right to respect and dignity. The design had to provide security in a familiar domestic environment, which was based in the memory of 'home'. The built environment would compensate for physical and intellectual deficits in an unobtrusive and almost imperceptible manner. Promoting quality of life through dignity, independence, safety and family participation became the measure for each concept plan reviewed in 'Building Peace of Mind: The Meadows Dementia Hostel'. There are 6 elements to HammondCare's model of care including: individualised care (we get to know the person in order to understand and respond to their needs), a relationship focus (we form positive relationships with families, the residents and each other), comfort focus (we manage and respond to physical, emotional, social and spiritual pain), life engagement (we support people to be engaged

 **Plan**



HammondCare  THE MEADOWS, HAMMONDVILLE, NSW, AUSTRALIA  
HammondCare 2019



The entrance to each cottage is in keeping with the Federation style of other homes in the neighbourhood and accessed like a normal house from the street. Features to note are the lack of HammondCare branding, the traditional doorbell and the domestic scale.

The backyards for each cottage are easy for residents to access; paths lead back to a communal area or a bedroom corridor. Boundaries are secure but discreet. There are raised flower beds, outdoor taps, lots of covered seating areas for use in all weather, and rotating dryers in line of sight from the domestic laundries.



Each bedroom corridor leads to a maximum of seven bedrooms. At the end is a small sitting area with an exit to the back yard. There are no dead ends, minimising confusion. Exits to staff areas are very discreet and there are no commercial trolleys for medication or laundry used. Bedroom doors are distinguished with both visual and tactile cues, including alternating styles of door handles.



The living/dining rooms are open plan, but the spaces are well defined by the use of a divider, ceiling fretwork and furniture arrangements. The kitchen at the centre of each cottage gives excellent visibility for staff and residents down both bedroom corridors and across the Living and Dining Rooms.



Bedrooms are single with ensuites, and domestic architectural details such as cornices, timber windows, picture and plate rails. Residents are encouraged to have as many of their own possessions and furniture as possible, and they can lock their doors.



## Overview

The Meadows has been in operation since 1995. It was designed specifically as a residential care centre and is only used by people living with dementia. Located within a larger site of 250–499 residents, the centre accommodates 40 residents.

Risk for residents in the form of trip hazards, such as uneven surfaces, steps and highly contrasting floor finishes, have been very well avoided within The Meadows, both inside and outside. Safety features such as fences, door locks or other barriers to movement are unobtrusive and barely noticed by the residents.

Visual access to sitting areas, gardens, toilet, activity and other spaces that residents often need, is very clear and staff can very easily supervise the residents from where they spend most of their time.

Reducing noise levels and clutter as a part of managing unhelpful stimulation, has been given a great deal of attention, as has the camouflaging of doors that residents are discouraged from using. Additionally, highlighting areas such as the toilet door through the use of colour, contrast or lighting helps residents locate such areas.

A very clear and unobstructed route with no dead ends is available to the outside to support movement for residents between the inside and outside.

Residents are encouraged to engage as they move around with a great deal of emphasis on the provision of objects and activities and on areas for engagement at the end of the hallways.

The style of furniture is exactly what residents are used to and the many decorations, ornaments and artworks are extremely familiar. Residents are invited to bring in their own familiar objects.

There is a wide variety of spaces and places available to the residents, so they are free to choose to be by themselves or with other people.

Each room within the centre is clearly identifiable with a very clear purpose to each one.

Feeling part of the community is facilitated by the availability of several places where the resident can choose to be with people from the surrounding community.



# Canada: **Résidence Pujalon et Zaccaria**

Name of the residential care centre	Résidence Pujalon et Zaccaria
Address	Chemin Cédrière
City/Town	Morin Heights
State/Province	Québec
Country	Canada
Email Address	mlessard@lparchitectes.net
Contact Person	Marc Lessard architect

onto the living areas of the main floor for surveillance of his wife. He also has a view of the front of the house if she accidentally gets out.

**How well does the design of the building support this vision: self-report**

Extremely well.

**What are the most important elements in design**

**Vision**

This is a private residence being built for a female living with dementia and her male spouse as the carer.

The person living with dementia is a concert pianist and a piano teacher. Playing piano is very grounding and satisfying for her. She should play music until the end of her life. A music room is provided, easily accessible and seen from major rooms of the house. Also the music can flow into all main rooms. Even though the site is very restrictive, we managed to keep most activities on the main floor for her to minimise trip hazards and unusable areas. The connection with nature is constant from one room to another. A caregiver suite is thought of for her future needs. Her husband has an open office at the mezzanine level

- Safety
- Unobtrusive safety
- Spaces that are of a domestic scale
- Good lines of sight to help people living with dementia to see the key places they want to go to
- Good lines of sight for supervision of people living with dementia
- Familiar furnishings
- Easily found and unobstructed access to a garden, courtyard or outside space
- Opportunities to bring in personal items
- Provision of places to be alone
- Provision of places that are shared with the surrounding community
- Being designed with a specific vision of how people living with dementia should be supported

**Plan**

**INTERVENTIONS CONCEPTUELLES PRINCIPALES**

1. LA PERSONNE ATTEINTE DE LA MALADIE D'ALZHEIMER EST PARANTE DE COMBANT ET PROFONDÉMENT ENFONCÉ LA VIE DANS LES INSTRUMENTS DE MUSIQUE ET LA PLUSTRÉ DE LA MONTAGE DANS RÉSIDENCE EST AU CŒUR DE L'INTERPRÉTATION CONCEPTUELLE.
2. LES ESPACES DE VIE SONT COMPLÈTEMENT OUVERTS ET BIEN VUS POUR DES CHAMBRES.
3. LES 2 CHAMBRES AU 2<sup>ND</sup> ÉTAGE SONT DES LIGES VUS-AVIS FACIL, PAR LE CAS ÉCHÉANT L'ESPACE DE CHAMBRE PARTAGÉE PAR LES 2 CHAMBRES.
4. LE BUREAU D'UN CARTELLERIE PERMET AU CONCOMITANT DE BIEN SURVEILLER LES ALIÉS ET FERMER MONTAGNES ET EXTÉRIEURS.
5. UNE SUITE AU 1<sup>ER</sup> ÉTAGE JARDIN EST PRÉVUE POUR UNE SOUS-BOUVANTE LE CAS ÉCHÉANT.

CHEMIN DE LA CÉDRIÈRE

RESIDENCE PUJALON - ZACCARIA  
CHEMIN DE LA CÉDRIÈRE, MORIN HEIGHTS, QC  
Titre: PLAN DES CHAMBRES (PROJ. ANNAIRE)  
Date: 2013-08-01

Echelle: 1/8" = 1'-0"  
Date: 05/08/2010  
N.É.: 20 1027

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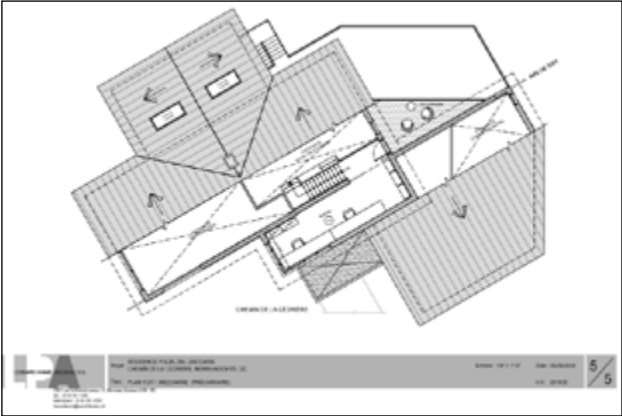
The person with Alzheimer's disease is a concert pianist and a piano teacher. The view on the musical instruments and the fluidity of the music in the residence is at the heart of the conceptual approach.

The living spaces are completely open and quickly visible from the bedroom area.

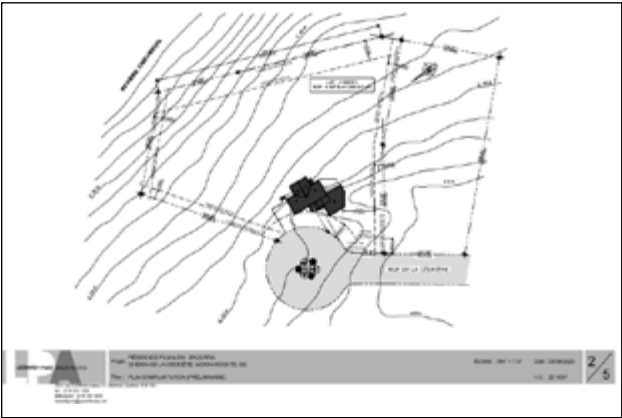
The 2 bedrooms on the ground floor have vis-à-vis access, facilitating, if necessary, the spirit of the room shared by the 2 spouses.



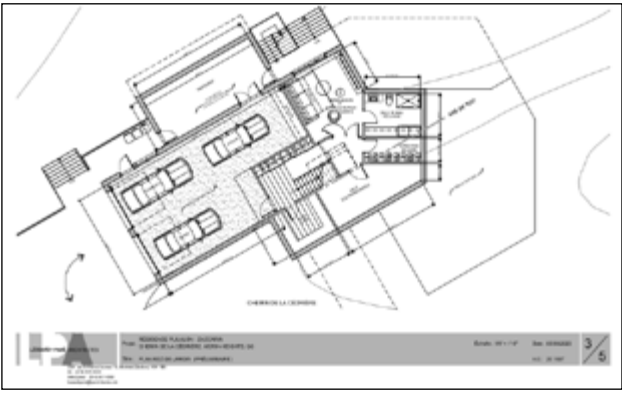
The external view of the residence as it sits on the land.



The open mezzanine office allows the helping spouse to monitor the comings and goings inside and outside.



The contour of the land surrounding the residence.



A suite on the ground floor is planned for a nursing assistant if necessary.

## Overview

Résidence Pujalon et Zaccaria is still in the planning stage. It is being designed as a family residence for a husband and wife who is living with dementia. The wife will be free to enjoy all parts of the residence without supervision.

Internal and external trip hazards in the form of uneven surfaces, steps and highly contrasting floor finishes are being very well avoided wherever possible. Other safety features such as fences and other barriers to movement are still noticeable and remain somewhat obvious.

The person with dementia will very easily see the places she needs when moving through the residence, including sitting and activity areas, gardens or a toilet. Her husband will be able to easily see his wife from where he spends most of his time.

Noise levels and clutter have received a lot of consideration as part of reducing unhelpful stimuli within the residence. A moderate amount of attention has been paid to camouflaging doors that the person with dementia is not intended to use, and also to the use of colour, contrast and lighting to highlight the things she may wish to locate.

The way to the outside space may be somewhat clear and/or partially obstructed when the couple are walking back and forth between inside and outside.

The person with dementia will be encouraged to engage as she moves around with a lot of emphasis being placed on her occupation through the provision of objects and activities, and also creating destinations for engagement at the end of corridors.

Being a residential home, the couple will provide their own style of furniture, knowing it will be exactly what the wife is used to, as will the many decorations, ornaments and artworks. The wife will be able to keep her own familiar objects.

Throughout the residence there will be many places available where the person with dementia can sit quietly by herself or converse with a small group.

All rooms within the residence will be clearly identifiable with each room having a clear purpose.

At this time there are no easily accessible places for the person with dementia to choose to be with people from the surrounding community.

## Croatia: Dom za starije osobe "Domenico Pergolis" Rovinj

Name of the residential care centre	Dom za starije osobe "Domenico Pergolis" Rovinj
Address	Carducci 18
City/Town	Rovinj
State/Province	Istarska županija
ZIP/Postal Code	52210
Country	Croatia
Email Address	dom.domenico.pergolis@pu.t-com.hr
Contact Person	Marija Major, social worker



How well does the design of the building support this vision: self-report

Well.



What are the most important elements in design

- Safety
- Spaces that are of a domestic scale
- Good lines of sight to help people living with dementia to see the key places they want to go to
- Good lines of sight for supervision of people living with dementia
- Reduced levels of stimulation
- Easily seen wayfinding cues
- Familiar furnishings
- Easily found and unobstructed access to a garden, courtyard or outside space
- Opportunities to bring in personal items
- Provision of places to be alone
- Provision of places that are shared with the surrounding community
- Being designed with a specific vision of how people living with dementia should be supported

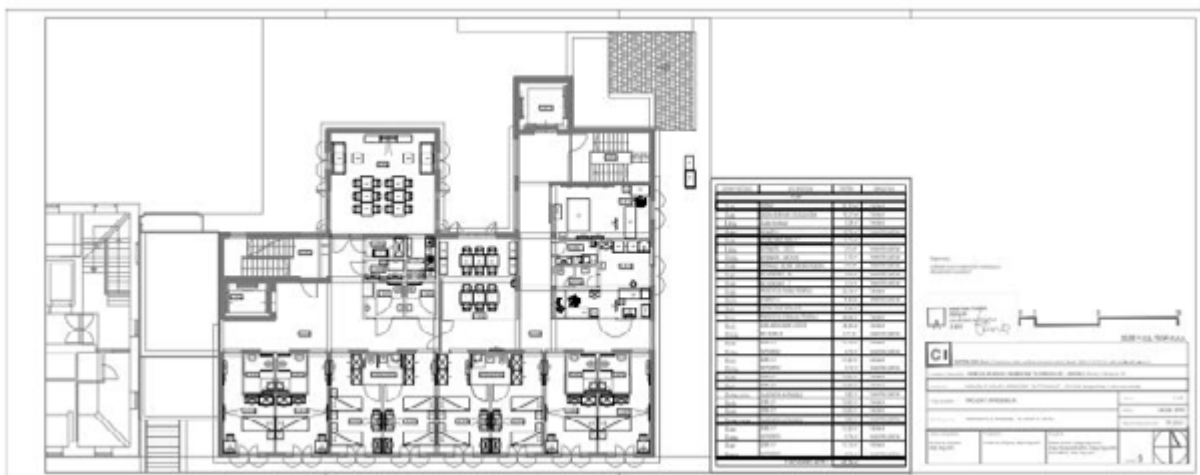


Vision

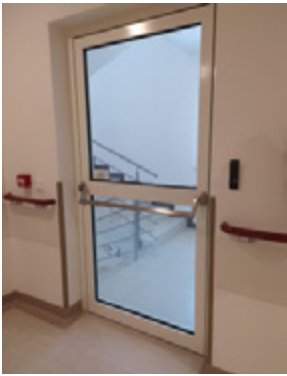
To help a person living with dementia to enjoy life, choosing how to live and doing activities they love in a safe environment.



Plan





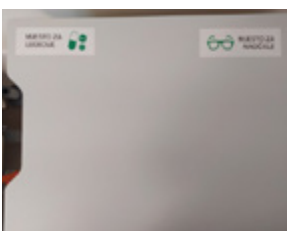


Safety: The entry/exit of the centre is securely controlled.

Electrical wall sockets within the centre have safety covers to prevent accidental access by residents.



The corner based staff station blends unobtrusively into the surroundings and provides good lines of sight for supervision.



Signage is provided with words and pictures to provide easily seen wayfinding.

Places to be alone are available and familiar items may be added.

## Overview

Dom za starije osobe "Domenico Pergolis" Rovinj is a new building, opening recently in 2020. Located in a larger site of over 150 people, it was designed as a residential care centre for people living with dementia and accommodates 16 residents. Within the site there are designated areas for people with dementia, and these residents can go to the other parts of the site when supervised by staff.

Risk for residents in the form of trip hazards, such as uneven surfaces, steps and highly contrasting floor finishes, have been very well avoided within the centre. External trip hazards are well avoided. Other safety features including fences and door locks are not obvious to residents.

Places residents may wish to access such as a toilet, garden or activity space, are very easy to see from where they spend most of their time. Staff can also very easily observe residents from their staff station and around the centre.

Noise levels are considered unhelpful to residents during their daily life and a lot of emphasis has been placed on reducing these, with greater attention being paid to reducing clutter within the centre. Camouflaging doors not intended for resident use has received little emphasis, with moderate attention focussed on highlighting the places residents want to find through the use of colour, contrast and lighting.

The centre does not have a courtyard, garden or outside space for residents to be able to move between the inside to outside and back again.

Residents are able to participate in some activities as they move around the centre, with moderate emphasis being placed on these, and on developing destinations for engagement at the end of the corridors.

The furniture style is not very familiar to residents. There are a few familiar decorations, ornaments and artworks. Residents are encouraged to bring in familiar items of their own.

There are a few places available to the residents, so they are free to choose to be by themselves or with other people.

To assist residents in finding their way, the purpose of some rooms is clearly identifiable.

At this time the centre does not provide easy access to places for residents to interact with the local community.

## Costa Rica: Verdeza

Name of the residential care centre	Verdeza
Company	Inmobiliaria Magenta S.A
Address	De Walmart Escazú, 1 km al oeste Trejos Montealegre
City/Town	Escazú
State/Province	San José
ZIP/Postal Code	1000
Country	Costa Rica
Email Address	pregunta@verdeza.com
Contact Person	alejandra.zamora@verdeza.com

Web site or audio-visual material  
<https://www.verdeza.com/gallery.php>



### Vision

Our staff work with sensitivity, integrity and passion for serving our residents. They support them and encourage their participation in activities.



### How well does the design of the building support this vision: self-report

Extremely well.

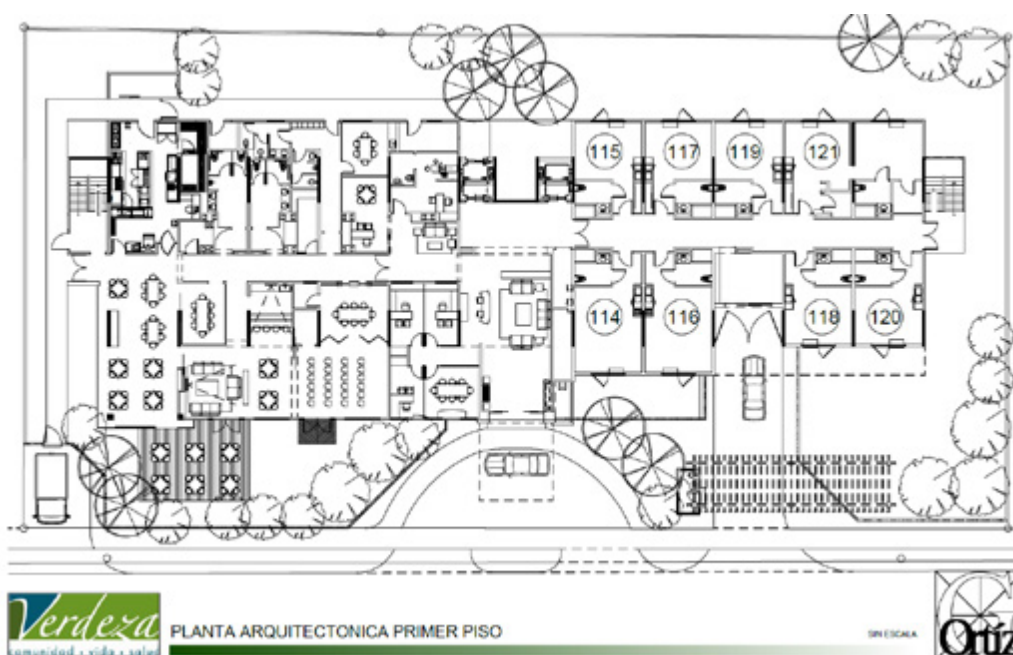


### What are the most important elements in design

- Safety
- Spaces that are of a domestic scale
- Good lines of sight to help people living with dementia to see the key places they want to go to
- Good lines of sight for supervision of people living with dementia
- Familiar furnishings
- Easily found and unobstructed access to a garden, courtyard or outside space
- Opportunities to bring in personal items
- Being designed with a specific vision of how people living with dementia should be supported



### Plan





Residents are playing volleyball. They exercise and work on coordination and reaction.



Reception area where they can sit down and read the newspaper.



Library. They can read books and newspapers here.



Elevators and emergency doors in the dementia wing have camouflage, for safety and to avoid the tendency to want to leave.





Restaurant where residents have their meals.

## Overview

Verdeza opened in 2013. There are 61 apartments in total. The dementia wing accommodates 17 people living with dementia.

Trip hazards in the form of uneven surfaces, steps and highly contrasting floor finishes have been deliberately avoided both inside and out. Where safety features such as fences, door locks or other barriers to movement have been provided, they can be clearly seen.

The places that attendees often want to go to, such as sitting areas, gardens, a toilet or activity spaces are very easy to find, as they can be seen from where the attendees spend most of their time. It is very easy for staff to supervise attendees because the layout makes it easy for staff to see them as they go about their activities.

In order to keep stimulation to appropriate levels, the building has been designed to moderate noise levels and a lot of emphasis has been placed on reducing clutter. Some doors that are not intended to be used by people living with dementia have been blended into the background, and a great deal of emphasis has been placed on the use of colour, contrast and lighting to highlight things that the attendees may wish to find.

The way to the outside space is not always clear so it can be difficult sometimes for attendees to walk from the inside of the building to the outside and back in again.

A great deal of emphasis has been placed on providing objects and activities for attendees to engage with as they move around and on creating engagement destinations at the end of corridors.

The style of furniture, decorations, ornaments and artworks has been selected to be familiar to attendees and they are allowed to bring in their own familiar objects.

The building provides many opportunities for attendees to be by themselves and a few places where they can choose to be with a small number of people.

Confusion is minimised by all rooms being clearly identifiable with an easily understood purpose.

There are some amenities that can be shared with people from the surrounding community.



# Estonia: Sihtasutus Koeru Hooldekeskus

Name of the residential care centre	Sihtasutus Koeru Hooldekeskus
Company	Sihtasutus Koeru Hooldekeskus
Address	Ida 2,
City/Town	Koeru alevik
State/Province	Järva vald, Järvamaa
ZIP/Postal Code	73001
Country	Estonia
Email Address	info@koeruhk.ee; terje@koeruhk.ee
Contact Person	Terje Teder, board member

Web site or audio-visual material

[www.koeruhk.ee](http://www.koeruhk.ee)



## Vision

Our vision is to be an innovative care home for people with dementia. People can choose from different activities, such as garden work, walking and sitting, therapies and more.



How well does the design of the building support this vision: self-report

Well.

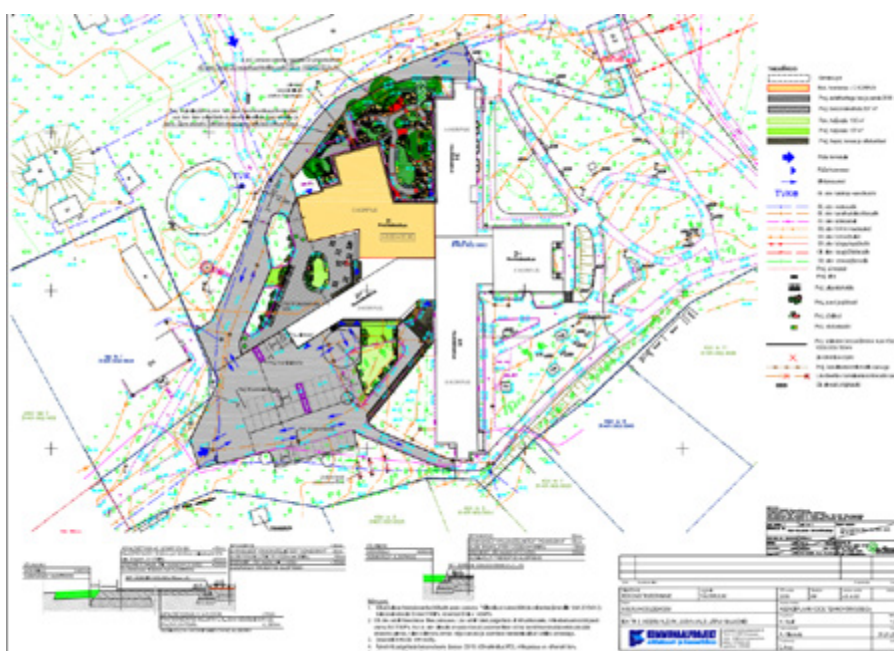


What are the most important elements in design

- Safety
- Unobtrusive safety
- Spaces that are of a domestic scale
- Good lines of sight to help people living with dementia to see the key places they want to go to
- Good lines of sight for supervision of people living with dementia
- Reduced levels of stimulation
- Easily seen wayfinding cues
- Familiar furnishings
- Easily found and unobstructed access to a garden, courtyard or outside space
- Opportunities to bring in personal items
- Provision of places to be alone
- Provision of places that are shared with the surrounding community
- Being designed with a specific vision of how people living with dementia should be supported



## Plan





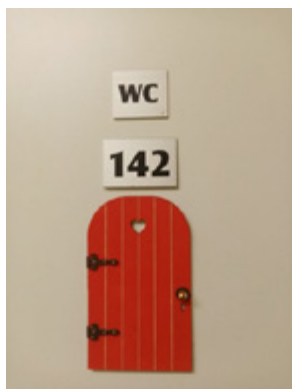
There are different places available for therapy in the garden. A place for sitting and resting in the corridor.



A nook is provided with historical memorabilia.

The living and dining room encourages participation through activities such as baking.

A number of cues are used on doors to help residents identify the room before they enter.



## Overview

Sihtasutus Koeru Hooldekeskus opened in 2010 and is being renovated to make it more suitable for people living with dementia in 2019–2020. The centre is part of a larger site accommodating 150–249 residents.

Sometimes used by people living with dementia, the centre accommodates 30 residents, with a specific area designated for people with dementia. These residents are able to visit other areas within the site with the supervision of staff.

While risk for residents in the form of trip hazards such as uneven surfaces, steps and highly contrasting floor finishes have been well avoided within the centre, external trip hazards have been practically eliminated. Other safety features such as fences and other barriers to movement remain noticeable and are very obvious.

The places that residents often want to go to, such as sitting areas, a toilet and activity spaces are very easily found as they can be seen from where they spend most of their time. Staff can also easily see the residents as they go about their daily routine.

A lot of emphasis has been placed on reducing noise levels and clutter, as well as camouflaging doors that are not intended to be used by people living with dementia. More moderate attention has been paid to highlighting things that the residents may wish to find through the application of colour, contrast and lighting.

The way to the outside space to allow residents to walk in either direction to and from inside and outside the centre is not always clear and can be partially obstructed.

Engagement for residents is greatly encouraged through access to objects and activities, with lesser but still a lot of emphasis on providing destinations at the end of hallways throughout the centre.

The centre provides a very familiar style of furniture for residents with many recognizable decorations, ornaments and artworks. Residents are also permitted to bring in their own familiar belongings.

Residents have the opportunity to select many places to be alone, with a few places to enjoy the company of others.

Most of the rooms within the centre are clearly identifiable.

If a resident chooses to enjoy the company of others from the surrounding community, there are one or two easily accessible places available to do so.

# France: Village Landais

Name of the residential care centre	Village Landais
Company	Groupment of public interest Village Landais Alzheimer
Address	36, rue Pascal Lafitte
City/Town	Dax
State/Province	Landes
ZIP/Postal Code	40100
Country	France
Email Address	village-alzheimer@landes.fr
Contact Person	Vincent GALIBERT, Director of the GIP



How well does the design of the building support this vision: self-report

Extremely well.



What are the most important elements in design

- Safety
- Good lines of sight to help people living with dementia to see the key places they want to go to
- Familiar furnishings
- Easily found and unobstructed access to a garden, courtyard or outside space
- Opportunities to bring in personal items
- Provision of places that are shared with the surrounding community
- Being designed with a specific vision of how people living with dementia should be supported



Vision

The whole project was created to maintain citizenship and people's capacity to choose themselves what kind of activities or leisure they'd like to do. The Village will look like any other village in the Landes' countryside and it will be open for inhabitants of Dax city.



Plan







This is the central square of the Village Landais, the Bastide. It will host the following: health centre, auditorium, sport's room, activities' room, hairdresser shop, small marketplace, multimedia library, restaurant.



This is a point of view of our 5 hectare garden. The Village will also host a mini-farm (with donkeys and chickens) and a vegetable garden.



This is the restaurant of the Village, where professionals, villagers, their families, volunteers and inhabitants of Dax can have a lunch or a coffee. It will also provide meals directly to the villagers' home.

## Overview

Village Landais opened in June 2020. It was designed for specific use as a residential care centre for people living with dementia. It accommodates 100–149 villagers.

Internal and external trip hazards in the form of uneven surfaces, steps and highly contrasting floor finishes have been very well avoided wherever possible.

Where safety features such as fences, door locks or other barriers to movement have been provided, they are easily noticed and very obvious.

The places that residents often want to go to, such as sitting areas, garden, a toilet and activity spaces are very easily found as everything they need, can be seen from where they spend most of their time. Staff can also very easily see the residents as they go about their duties, making it easy to provide discreet supervision.

Reducing noise levels as part of unhelpful stimulation has been addressed with a moderate amount of emphasis, with lesser attention on reducing clutter within the village. This systematic approach has been continued with emphasis on camouflaging the doors that are not intended to be used by people living with dementia, while also paying attention to the use of colour, contrast and lighting to highlight those things that the villagers may wish to find.

Access has been enabled by making the way to the outside spaces very clear and unobstructed to allow the villager to walk from the buildings to the outside and back in again.

The village has paid great attention to engaging its residents as they move around with the placement of objects and other happenings to occupy them. Engagement destinations at the end of corridors have not been provided.

The style of furniture is very familiar and there are a few decorations, ornaments and artworks that are also recognizable. Residents are encouraged to bring in items they are familiar with to their apartments.

Throughout the village there is a wide variety of places available where a resident can sit quietly by themselves or converse with a small group.

All rooms within the village are clearly identifiable with each room having a clear purpose.

Feeling part of the community is assisted by the availability of several venues where the residents can choose to be with people from the surrounding community.



# Indonesia: RUKUN Senior Care

Name of the residential care centre	RUKUN Senior Care
Company	RUKUN Senior Living
Address	Jl. Babakan Madang No. 99 Darmawan Park
City/Town	Sentul-Bogor
State/Province	West Java
ZIP/Postal Code	16810
Country	Indonesia
Email Address	herman@rukunseniorliving.com
Contact Person	Herman Kwik, Founder



## Vision

A place where people with dementia can go about their day safely.



## How well does the design of the building support this vision: self-report

Well.

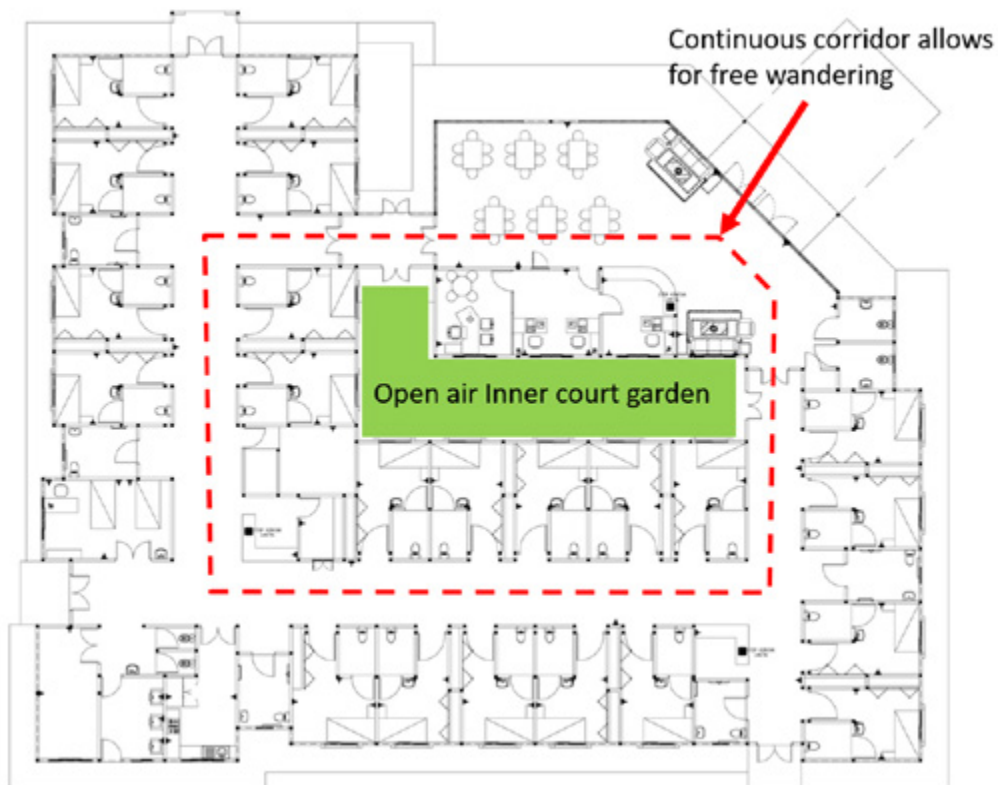


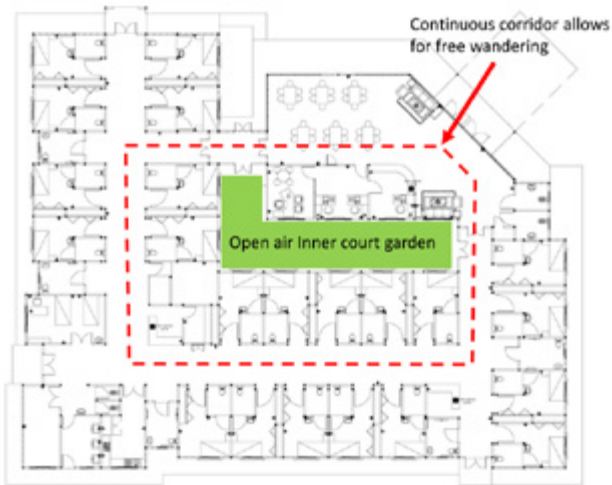
## What are the most important elements in design

- Safety
- Easily found and unobstructed access to a garden, courtyard or outside space
- Opportunities to bring in personal items
- Provision of places to be alone



## Plan





All exterior doors are secured with access control keypads. The continuous corridor allows for free wandering.



There are small seating areas available in corridors.



There is an open concept common area within the building.



Inner court gardens are available for residents.



These exterior doors that are not intended for use by residents are camouflaged.

## Overview

RUKUN Senior Care opened in 2015. It was designed as a residential care centre for people living with dementia. It houses 20 residents, many of whom have dementia, and is located within a larger site accommodating between 25–49 residents. Within the site there are designated areas for people with dementia, but these residents are unable to visit other parts of the site.

Risk for residents in the form of trip hazards such as uneven surfaces, steps and highly contrasting floor finishes have been very well avoided within the centre. External trip hazards are well avoided.

Other safety features such as fences and other barriers to movement are somewhat noticeable.

The places that residents often want to go to, such as sitting areas, gardens, a toilet or activity spaces are easily found and staff can easily see the residents from where they spend most of their time.

Reducing clutter as part of unhelpful stimulation has been given a great deal of attention, with a more moderate amount of emphasis on reducing noise levels and also on camouflaging the doors that are not intended to be used by people living with dementia. Similarly the highlighting of things that the residents may wish to locate has been achieved with moderate attention paid to the use of colour, contrast or lighting.

The way to the outside space to allow residents to walk in either direction between the inside and outside of the centre is not always clear and can be partially obstructed.

Residents are encouraged to engage as they move around with a great deal of emphasis on the provision of objects and activities and also on creating destinations for engagement at the end of corridors.

The style of furniture is somewhat familiar. There are decorations and artwork within the surroundings that are familiar. However, residents are invited to bring their own items into the centre to make them feel more at home.

The centre also provides a few places where residents have the opportunity to be alone or in conversation with others.

Most of the rooms within the centre are clearly identifiable.

Links to the surrounding community are limited as there are no easily accessible places dedicated to shared use by residents and those living in the community around them.

## Ireland: Willowview and Meadowview – SDU

Name of the day care centre	Willowview and Meadowview – SDU
Company	Daughters of Charity Disability Support Services
Address	2 Grange Road,
City/Town	Clonsilla,
State/Province	Dublin
ZIP/Postal Code	15
Country	Ireland
Email Address	lynn.galligan@docservice.ie
Contact Person	Lynn Galligan

**How well does the design of the building support this vision: self-report**

Very well.

**What are the most important elements in design**

- Unobtrusive safety
- Spaces that are of a domestic scale
- Good lines of sight to help people living with dementia to see the key places they want to go to
- Good lines of sight for supervision of people living with dementia
- Reduced levels of stimulation
- Easily found and unobstructed access to a garden, courtyard or outside space
- Easily seen wayfinding cues
- Familiar furnishings
- Opportunities to bring in personal items
- Provision of places to be alone
- Provision of places that are shared with the surrounding community
- Being designed with a specific vision of how people living with dementia should be supported

**Vision**

The Special Dementia Unit endeavours to promote hope, dignity, purposeful living and a dignified and peaceful death for all persons with dementia whilst incorporating the Daughters of Charity's core service values of respect, excellence, collaboration, justice and creativity, in looking after the individual resident and supporting and educating their loved ones along their journey.

**Plan**







The Internal Courtyard – peaceful and tranquil, yet supporting social activities and meaningful communication; combining a Healing/Sensory and Horticultural Garden.



The hallway has rounded corners and places to sit – mindful of resident safety and finding.



Bright, warm and homely spaces provide opportunities to be alone with views to outside.



The Living Area provides social connections and quiet personal space.



The kitchen, dining, living area is the heart of the home and cornerstone of daily life. A large curved island with two levels allow staff to engage face to face and discreetly supervise while residents manage their own kitchen and are able to sit together at mealtimes maintaining a sense of family a sense of family.

## Overview

The Willowview and Meadowview Special Dementia Units (SDU) opened in 2014, and was renovated to make it more suitable for people with dementia. The Unit is used specifically for residents with dementia and accommodates 14 in a stand-alone building within a larger site of between 50–99 residents.

Trip hazards in the form of uneven surfaces, steps and highly contrasting floor finishes have been almost totally avoided both inside and out. Care has been taken to ensure that safety features such as fences, door locks or other barriers to movement are unobtrusive i.e. not obvious.

The places that residents often want to go to, such as sitting areas, gardens, a toilet or activity spaces are very easily seen by the residents from where they spend most of their time. The layout also enables staff to very easily monitor the residents as they go about their duties.

Noise levels and clutter are considered unhelpful to residents during their daily life and a great deal of emphasis has been placed on reducing these within the Unit. Doors that are not intended to be used by people living with dementia have not been camouflaged and are easily seen against the surrounds. However, a lot of

attention has been paid to the use of colour, contrast or lighting to highlight those things that the residents may wish to find, such as the toilet door.

There is very clear and unobstructed access to enable residents to move in and out of the Unit, to and from outdoor spaces.

There are objects and activities for engagement as residents move around with a lot of emphasis on their provision and on using the corridor ends for further engagement.

The style of furniture is familiar to the residents as are the many decorations, ornaments and artwork throughout the Unit. Residents are permitted to bring in their own, familiar belongings.

Within the Unit residents have many choices for places to be alone or with others in small groups.


All rooms are clearly identifiable, and their purpose is clear.

Residents continue to feel part of the surrounding community with up to two easily accessible places where the resident can choose to be with others.


# Ireland: Bon Secours Care Village Expansion

Name of the residential care centre	Bon Secours Care Village Expansion
Company	O'Connell Mahon Architects
Address	Tellengana, Blackrock Road,
City/Town	Cork
State/Province	Cork
ZIP/Postal Code	T12 HP7R
Country	Ireland
Email Address	laurahanley@ oconnellmahon.ie
Contact Person	Laura Hanley, Project Architect

Refer additional information following overview for a detailed vision.

 **How well does the design of the building support this vision: self-report**

Very well.

 **What are the most important elements in design**

- Safety
- Unobtrusive safety
- Spaces that are of a domestic scale
- Good lines of sight to help people living with dementia to see the key places they want to go to
- Good lines of sight for supervision of people living with dementia
- Reduced levels of stimulation
- Easily seen wayfinding cues
- Easily found and unobstructed access to a garden, courtyard or outside space
- Opportunities to bring in personal items
- Provision of places to be alone
- Provision of places that are shared with the surrounding community
- Being designed with a specific vision of how people living with dementia should be supported

## Web site or audio-visual material

<https://www.oconnellmahon.ie/portfolio/bon-secours-care-village-expansion/>



## Vision

This expansion project is a dream that has become a reality for the Bon Secours Care Village. In BSCV we pride ourselves on the exceptional care we give to our residents on a daily basis to enhance their wellbeing and quality of life. We see it as a privilege to care for our seniors in a special way and share life's journey with them. The demand for our services is enhanced by our beautiful building which has recently been extended by a third from 67 beds to 97 beds.



## Plan

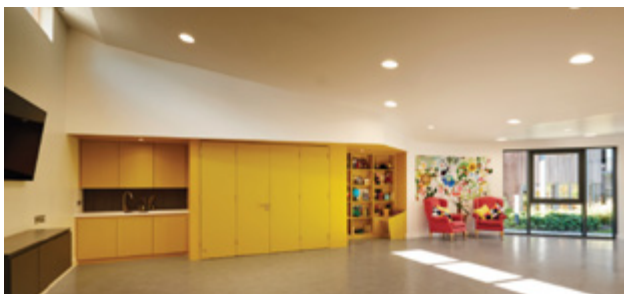




Accessible 'village green' courtyard with accessible routes from dining and activities room. Planters have been designed so that gardening can be conducted from a wheelchair and a number of 'memory nodes' have been included near to resting spots including a refurbished village water pump.



Aerial View of the development showing safe enclosed and accessible courtyards.



Renovated art and therapy room provides a flexible space for social engagement. Residents have inhabited the room by artwork created themselves within the space.



Although the facilities house over one hundred residents, care has been taken to ensure the architecture always reads at a domestic scale and feels familiar and homely.

### Overview

Bon Secours Care Village Expansion opened in 2002 in its original form and in 2018 was modified and extended to make it more suitable for people living with dementia. The centre accommodates between 50–99 residents, some of whom have dementia.

Internal and external trip hazards have been addressed and are extremely well avoided with steps, uneven surfaces and contrasting floor finishes being removed or designed out.

Features that impact safety for residents are barely noticeable and not obvious. These include fences, door locks and any barriers to movement.

Visual access is very easy to sitting areas, gardens, toilet, activity and other spaces that residents often need. Staff can easily supervise the residents from where they spend most of their time.

Within the centre importance has been placed on unhelpful stimulation such as moderately reducing noise levels with extra emphasis on reducing clutter. Additionally, there is a lot of focus on camouflaging doors that are not intended to be used by people living with dementia. Colour, contrast and lighting is used with great attention on highlighting areas residents may wish to access, such as a toilet door.

Residents are able to see and access the inside and outside areas with very clear and unobstructed routes to and from the centre.

Engagement for residents is greatly encouraged through access to objects and activities and destinations at the end of hallways throughout the centre.



The style of furniture is somewhat familiar and the majority of the decorations and artwork within the surroundings is familiar. Residents are invited to bring their own familiar belongings.

Throughout the centre there are many places available where residents can elect to either sit quietly by themselves or converse with a small group.

All rooms within the centre are clearly identifiable with each room having a clear purpose.

Continuing to be part of the local community is encouraged with easily accessible locations to enable residents to engage with others, if they choose to do so.

### Additional information (from Vision)

The new build has given us an opportunity to further enhance the wellbeing of residents and staff care. Enclosed courtyards and sensory gardens which are safe and level for residents to walk in with ample seating.

Raised flower beds to accommodate residents who wish to engage in gardening and planting is facilitated. Flowers with beautiful scents and that attract bees are in situ which awaken the sense of smelling and hearing. Residents can enjoy a stroll with their families.

Resident's activities are held outside on fine days. Summer picnics and barbecues are held regularly in the garden weather permitting. More spacious corridors, extra lounges and breakout seating areas with large windows give extra light and views over the Lee Valley and our beautiful gardens. This has already enhanced our resident's wellbeing by the spaciousness and the feeling of being in the countryside with beautiful views of nature and flowers and being able to see people coming and going.

Extended restaurant and activities room connecting with views of the gardens. This has enhanced the dining and social experience for our residents, families, friends and staff. It is bright and spacious, bringing a freshness to mealtimes.

We are now able to facilitate more people requiring high quality exceptional care to live and enjoy their senior years. Residents choose to live with us knowing they are safe, well cared for and can maintain choice over their daily lives. They are fully involved in planning their schedule, be it activities, food, outings etc.

This project has also contributed very positively to the wider strategic plan for delivering healthcare services by relieving acute hospital beds and working with the acute services in an effective and efficient manner." Nollaig Broe, Hospital Manager/Director of Nursing

## Israel: Beit-Hashemesh (House of the Sun)

Name of the residential care centre	Beit-Hashemesh (House of the Sun)
Company	Amal medical centers
Address	Israel, Ra'anana, Park-way 3
City/Town	Ra'anana
ZIP/Postal Code	3455744
Country	Israel
Email Address	beithashemesh@gmail.com
Contact Person	Daphna Golan-Shemesh, manager



How well does the design of the building support this vision: self-report

Very well.



What are the most important elements in design

- Safety
- Spaces that are of a domestic scale
- Good lines of sight to help people living with dementia to see the key places they want to go to
- Good lines of sight for supervision of people living with dementia
- Easily seen wayfinding cues
- Familiar furnishings
- Easily found and unobstructed access to a garden, courtyard or outside space
- Opportunities to bring in personal items
- Provision of places to be alone
- Provision of places that are shared with the surrounding community
- Being designed with a specific vision of how people living with dementia should be supported

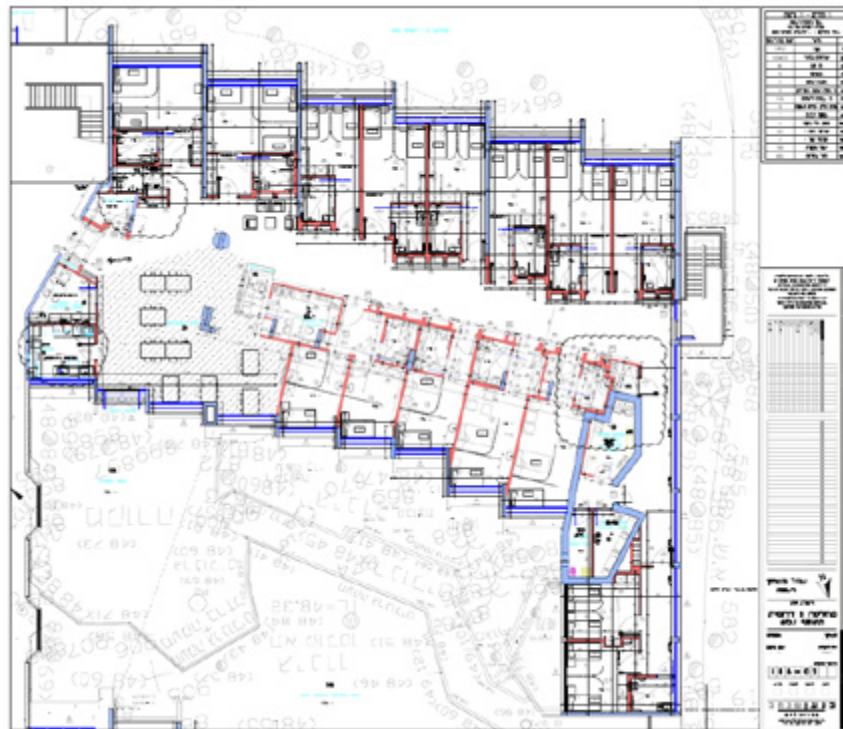


Vision

Our aim is to provide respectful care and preferably happiness for people who live with dementia. We very much believe in the importance of contact with nature being outside among plants and pets, in being active in many ways and times, being cared for by people who know the story of each individual and who understand dementia care and communication.



Plan





Outdoor group activity area.



Garden fish-pond with relaxing sound of water and view of fish and turtles.



Sitting area in corridor with personal items of residents in background, different armchairs and pets.



Safe roaming area with games for grandchildren.



## Overview

Beit-Hashemesh (House of the Sun) first opened in 1989. The whole site provides accommodation for more than 500 people. The section described here opened in 2018 after being renovated for the care of people living with dementia. It is a large section accommodating 100–149 people and is only used by people living with dementia.

Internal and external trip hazards in the form of uneven surfaces, steps and/or highly contrasting floor finishes have been extremely well avoided. Safety features such as fences, door locks or other barriers to movement have not been camouflaged so they are somewhat obvious.

The places that residents often want to go to, such as sitting areas, gardens, a toilet or activity spaces are easily seen by the residents from where they spend most of their time. The layout also enables staff to easily monitor the residents as they go about their duties.

A moderate amount of emphasis has been placed on reducing noise levels and clutter. However, doors that are not intended to be used by people living with dementia have not been camouflaged and are easily seen. A moderate amount of emphasis has been placed on the use of colour, contrast or lighting to highlight those things that the residents may wish to find, the toilet door for example.

Residents access to outside spaces has been enabled by making the way to the outside space very clear and unobstructed to allow the residents to walk from the inside of the building to the outside and back in again.

As residents move around they are presented with some opportunities to engage with objects and activities but there is only a slight on the creation engagement destinations at the end of corridors.

The style of furniture is familiar to the residents as are many decorations, ornaments or artwork. Residents are allowed to bring in their own, familiar objects.

There is a large variety of spaces making it easy for residents to choose to be by themselves or to be with other people.

All rooms are clearly identifiable with their purpose being very clear.

Feeling part of the community is facilitated by the availability of several places where the resident can choose to be with people from the surrounding community.



# Italy: Il Paese Ritrovato

Name of the residential care centre	Il Paese Ritrovato
Company	Cooperativa sociale La Meridiana
Address	Via Casanova 33/B
City/Town	Monza
State/Province	Monza e Brianza
ZIP/Postal Code	20900
Country	Italy
Email Address	rosella.molinari@cooplameridiana.it
Contact Person	Rosella Molinari - Coordinator of educational programmes and visits

Web site or audio-visual material  
<https://www.youtube.com/channel/UCzHn2ROaaiQRZv-dsBzxqXg/videos>



## Vision

We strongly believe that people with dementia must be free to live their life according to their natural rhythm choosing the places where to live, the people they like to meet and the activities they love.



## How well does the design of the building support this vision: self-report

Extremely well.



## What are the most important elements in design

- Unobtrusive safety
- Spaces that are of a domestic scale
- Good lines of sight to help people living with dementia to see the key places they want to go to
- Familiar furnishings
- Easily found and unobstructed access to a garden, courtyard or outside space
- Opportunities to bring in personal items
- Provision of places to be alone
- Being designed with a specific vision of how people living with dementia should be supported



## Plan





The colours and their harmony allow people with dementia to more easily recognize places and therefore choose where to go.



The bar is one of the places where people can be social again; here they can drink something, meet friends and caregivers, read a newspaper, or buy some food for the house.



The workshop for knitting, painting, sewing and other creative activities can be accessed spontaneously by people with dementia or they can take part in short courses; the environment facilitates reminiscence and rehabilitation.



A gym for multisensory activities, like aromatherapy, theatre, music therapy and soft exercise.



Every flat houses eight people with dementia in eight single rooms. The kitchen is the centre of social living. People can do domestic work spontaneously and occupational activities together with the therapist.

## Overview

Il Paese Ritrovato was designed to be a residential care centre for people living with dementia and opened in 2018. It accommodates between 50 and 99 people.

A lot of attention was paid to avoiding trip hazards in the form of uneven surfaces, steps and/or highly contrasting floor finishes both inside and outside. Safety features such as fences, door locks or other barriers to movement are unnoticeable to residents, in keeping with the vision to provide residents with a sense of freedom.

The places that residents often want to go to, such as sitting areas, gardens, a toilet or activity spaces are very easily found as the residents can see places they may want to access from where they spend most of their time. Similarly, staff can easily see the residents from where they spend most of their time.

A great deal of emphasis has been placed on reducing unhelpful stimulation by reducing noise levels and camouflaging the doors that are not intended to be used by people living with dementia. While clutter is minimised it is accepted that there will always be a certain amount of things lying around. Colour, contrast and lighting have been used to highlight those things that the residents may wish to find.

Ways to the outside spaces are very clear and unobstructed to allow the residents to walk from the inside of the building to the outside and back in again.

A great deal of emphasis has been placed on providing objects and activities for residents to interact with as they move around and engagement destinations have been provided at the end of corridors.

The style of furniture is extremely familiar, what the residents are used to and there are many decorations, ornaments or artwork that are equally familiar. Residents are allowed to bring in their own, familiar objects.

There is a great variety of places available to residents, allowing them to choose freely between being by themselves or with other people.

All rooms are easily identified with their purpose being very clear.

Contact with friends, relatives and people from the local community has been facilitated by providing a number of social spaces that the residents can share with them.



# Italy: RSA Monsignor Olgiati

Name of the residential care centre	RSA Monsignor Olgiati
Company	Fondazione Istituto Geriatrico La Pelucca onlus
Address	Via Tommaso Campanella 8/10
City/Town	Sesto San Giovanni
State/Province	Milano
ZIP/Postal Code	20090
Country	Italy
Email Address	info@fondazione.lapelucca.org
Contact Person	Gianmaria Battaglia, Director



How well does the design of the building support this vision: self-report

Extremely well.



What are the most important elements in design

- Safety
- Spaces that are of a domestic scale
- Good lines of sight to help people living with dementia to see the key places they want to go to
- Good lines of sight for supervision of people living with dementia
- Familiar furnishings
- Opportunities to bring in personal items
- Being designed with a specific vision of how people living with dementia should be supported

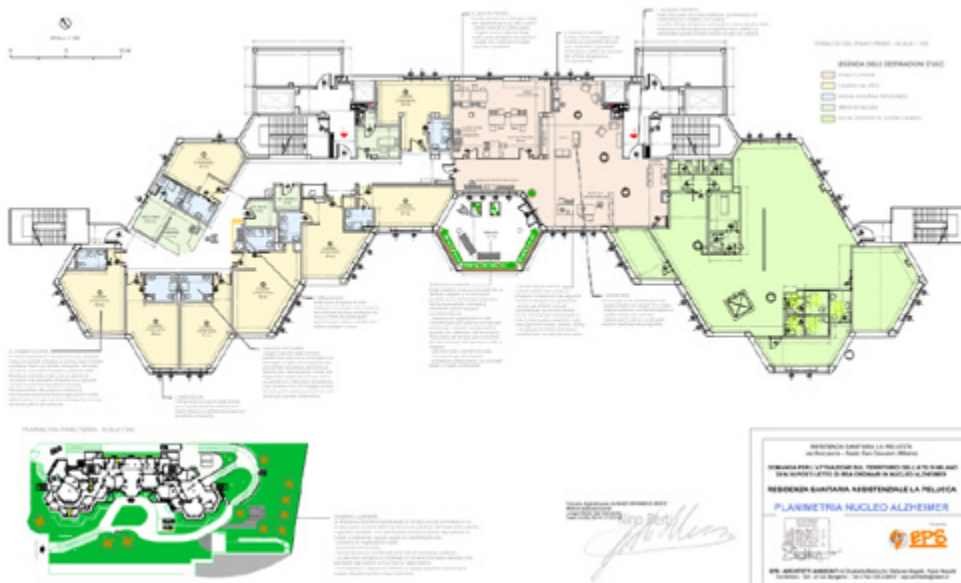


Vision

The vision derives from government regulation and focuses on the creation of a protected domestic and familiar environment.



Plan



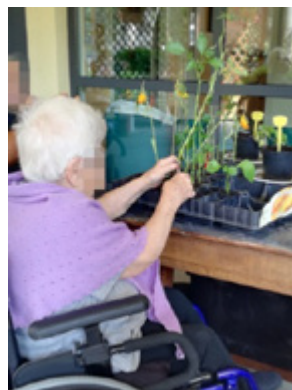




Reading newspapers represents an important opportunity to come together and share stories. People also feel they are still a part of their community and of their home country.



Residents, with their trolleys and shopping baskets, can buy what they want, thus satisfying their need for independence and for enjoying normal daily actions of a lifetime.



In the nursery we find dolls, cots and strollers and all the material necessary for care and where guests can "awaken" their memories of parenthood and the consequent positive emotions attached to this time of their lives.

Garden can be used both in summer and in winter. Guests take care of the vegetable garden and can practice gardening but also simply enjoying the view of the different colours and familiar smells.



Outside each door there is a drying rack where you can hang out your laundry and take care of it. The perception of continuity with the life spent in their home means that the adjustment of moving to the residential home is experienced only as a change of address.

### Overview

RSA Monsignor Olgiatei opened in 2019 and was further renovated to make it more suitable for people living with dementia. The centre accommodates 16 residents living with dementia and is part of a larger site housing 50–99 residents.

The centre has almost eliminated Internal and external trip hazards such as uneven surfaces, steps and highly contrasting floor finishes; they have been extremely well avoided wherever possible. Other Safety features including fences, door locks and other barriers to resident movement remain very obvious.

The places that residents often want to go to, such as sitting areas, gardens, a toilet or activity spaces are very easily seen from where they spend most of their time and the layout makes it easy for staff to monitor residents as they go about their duties.

A lot of emphasis has been placed on creating a calming environment by reducing noise levels and clutter. Additionally, there has been great attention given to camouflaging doors that are not intended to be used by people living with dementia as well as the use of colour, contrast and lighting to highlight areas residents may wish to access such as a toilet door.

Access is somewhat clear but partially obstructed to the outside space for residents to walk from the inside of the building to the outside and back in again.

Within the centre, as residents move around, a lot of attention has been paid to objects and activities to involve them along the way, and to create further activity stations at the end of corridors.

A very familiar style of furniture for residents is available with many familiar decorations, ornaments and artwork. Residents are also permitted to bring in their own, familiar belongings.

There are a few places around the centre where the residents are free to choose to be by themselves or with others in small groups.

To assist residents in locating places, all rooms are clearly identifiable with their purpose being clear.

The centre does not provide amenities or easily accessible spaces that can be shared with the local community.


# Japan: Andanchi Residence

Name of the day care centre	Andanchi Residence
Company	Mirai Kikaku Co., Ltd.
Address	7-4-1 Arai, Wakabayashiku
City/Town	Sendai
State/Province	Miyagi
ZIP/Postal Code	984-0032
Country	Japan
Email Address	miraikikaku.will@gmail.com

Web site or additional material  
[https://drive.google.com/drive/folders/1tJkldd13Tk08\\_w1oR0DtGrlifDkIxTN?usp=sharing](https://drive.google.com/drive/folders/1tJkldd13Tk08_w1oR0DtGrlifDkIxTN?usp=sharing)  
<https://www.g-mark.org/award/describe/49722?token=LjePiNmNEY>

 Vision

While listening to the person's life history and tastes, in addition to the staff, we will support roles and favourite activities while having a relationship with nursery school children and people with disabilities.

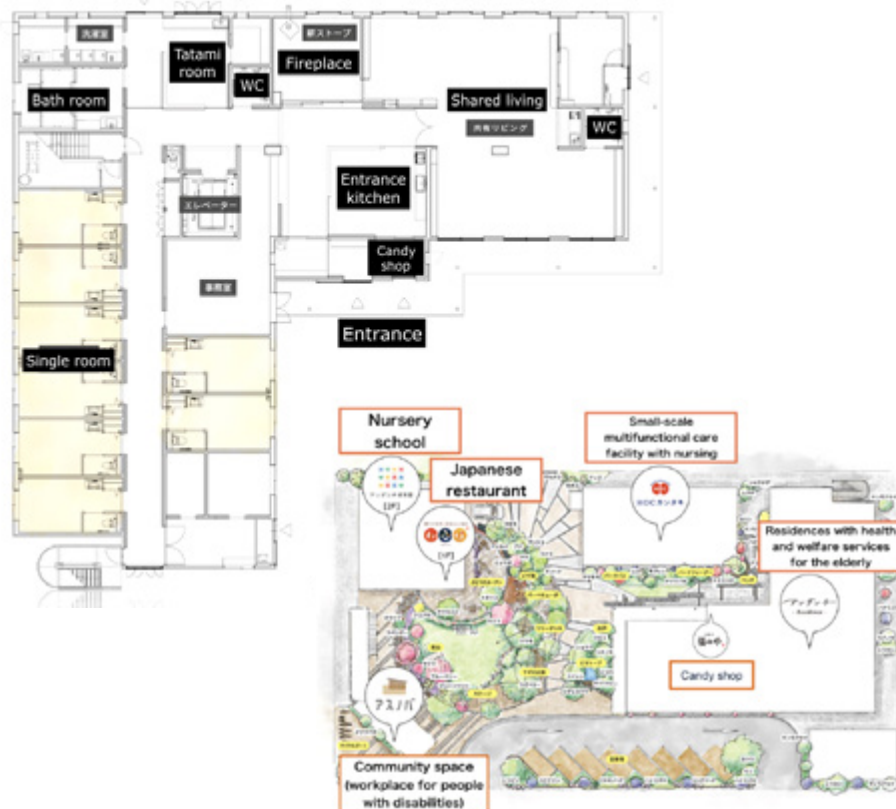
 How well does the design of the building support this vision: self-report

Very well.

 What are the most important elements in design

- Provision of places that are shared with the surrounding community

 Plan





A candy shop is set up at the entrance to allow local children to easily enter the housing for the elderly and interact with the elderly with dementia.

入り口に駄菓子屋を設置し、地域の子供達が気軽に、高齢者住宅に入れるデザインにして、認知症高齢者との交流を図っている。



A landscape festival in a large garden. The landscape makes it easy for people in the surrounding area to come and take a walk, but you can also interact with other generations.

広い庭での夏祭りの様子。周辺地域の方々が気軽に来れるランドスケープにしており、散歩はもちろんだが、多世代交流ができる。



There is a wood burning stove in the common room, where you can relax and enjoy tea. there are also cases in which calmness is restored by watching the fire and enjoying the smell of firewood.

談話室には薪ストーブがあり、ゆっくりとお茶を飲んだり過ごすことが出来る。火を見ることや薪の匂いにより、落ち着きを取り戻すケースもある。



Miso making for many generations. The finished miso is used for meals.

In the large living/dining space, we hold exchange events and rent out places to the local community to encourage daily exchanges.

多世代での味噌作りの様子。出来上がった味噌は、食事を使用している。広いリビングダイニングスペースでは交流イベントや地域の方への場所の貸し出しを行い、日常的な交流を促している。





As a whole, solid wood flooring is used, and the living and dining room is designed with a mixture of new furniture and old furniture.

全体的に、無垢の木の床材を使い、リビングダイニングは、敢えて家具を統一せず、新しい家具や古い家具を織り交ぜながら、空間デザインを行っている。

## Overview

Andanchi opened in 2018 and included a day care centre designed for people living with dementia. Approximately 25 people attend per day.

Trip hazards both inside and out have been minimised by avoiding steps and contrasting floor finishes. Safety features such as fences, door locks or other barriers to movement are not obvious.

The places that attendees often want to go to, such as sitting areas, gardens, a toilet or activity spaces are not easily seen from where they spend most of their time. Staff can not easily see the attendees from where they spend most of their time.

A moderate amount of emphasis has been placed on reducing noise levels and a lot of emphasis has been placed on reducing clutter. The doors that are not intended to be used by people living with dementia are not camouflaged. A moderate amount of emphasis has been placed on the use of colour, contrast or lighting to highlight those things that the attendees may wish to find, the toilet door for example.

The way to the outside space is not able to be seen clearly from all parts of the building, partially obscuring the way attendees walk from the inside of the building to the outside and back in again.

A moderate amount of emphasis has been placed on providing objects and activities for attendees to engage with as they move around and a slight emphasis has been placed on creating engagement destinations at the end of corridors.

The style of furniture is very familiar to the attendees as are many decorations throughout the home. Attendees may bring in their own, familiar objects.

There are many places where attendees can choose to be by themselves or with a small number of people.

All rooms are clearly identifiable, their purpose is very clear.

The centre provides an easily accessible meeting place where people living with dementia can spend time with others from their community.

# Japan: Douwaen Nibankan Nursing Home

Name of the residential care centre	Dowaen
Company	Social welfare corporation Dowaen
Address	11 Daigouenyamacho Fushimi-ku
City/Town	Kyoto city
State/Province	Kyoto-prefecture
ZIP/Postal Code	601-1371
Country	Japan
Email Address	washizunoriyo2@gmail.com
Contact Person	Noriyo Washizu (Board member of Alzheimer's Association Japan)

Web site or audio-visual material  
[https://www.dowaen.jp/support/resident\\_t-yougo.html](https://www.dowaen.jp/support/resident_t-yougo.html)



## Vision

Respect the individual resident's life.

Refer to additional information following overview.



## How well does the design of the building support this vision: self-report

Extremely well.

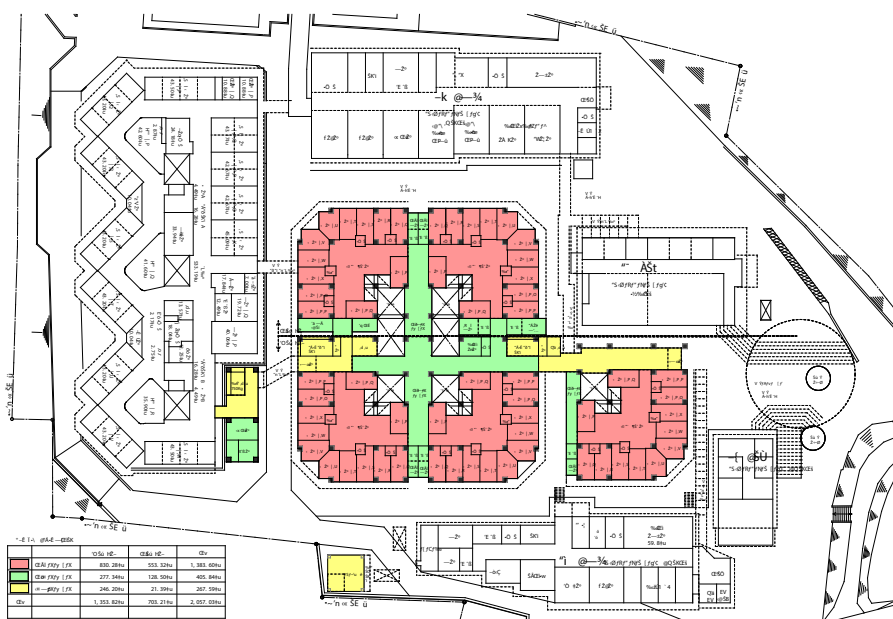


## What are the most important elements in design

- Unobtrusive safety
- Spaces that are of a domestic scale
- Good lines of sight to help people living with dementia to see the key places they want to go to
- Good lines of sight for supervision of people living with dementia
- Reduced levels of stimulation
- Easily seen wayfinding cues
- Familiar furnishings
- Easily found and unobstructed access to a garden, courtyard or outside space
- Opportunities to bring in personal items
- Provision of places that are shared with the surrounding community
- Being designed with a specific vision of how people living with dementia should be supported



## Plan





Entrance of the unit: Each unit has its own entrance like ordinary houses.



Kitchen: Each unit has its own small kitchen. The main dishes come from the central kitchen and residents can enjoy easy cooking and a homelike atmosphere here with the assistance of the staff.



Cushioning floor: This type of floor offers fracture risk reduction for residents and fatigue prevention for the staff.



Toilet with flip up table: The table helps the elderly to stand up and sit down, and provides a stable sitting position. In addition, it provides more comfortable posture for using the toilet with ease.



Sliding door: Provides a light cooling and heating system, which leads to decreased pneumonia cases.

## Overview

Douwaen Nibankan Nursing Home opened in 1921. It was designed as a residential care centre for people living with dementia. Accommodating 150–249 residents, it is mainly used by people living with dementia.

Risk for residents in the form of trip hazards such as uneven surfaces, steps and highly contrasting floor finishes have been extremely well avoided in the internal areas. These same hazards are well avoided in external areas. Features that impact safety for residents are still noticeable and very obvious. These include fences, door locks and any barriers to movement.

Residents and staff can easily see each other from where they spend most of their time, and residents can easily see places where they need to go such as sitting areas, the garden or toilet.

A great deal of emphasis has been placed on reducing noise levels and clutter. In addition a lot of attention has been paid to blending the doors into the background that people with dementia are not intended to use, as well as the use of colour, contrast or lighting to highlight areas residents may need to use e.g. toilet door.

The way to the outside space to allow residents to walk in either direction between inside the building and outside is not always clear and can be partially obstructed.

Residents are encouraged to engage in activities and objects as they move around with a lot of emphasis on their provision and on creating corridor destinations for engagement.

The centre provides a style of furniture that is very familiar to residents, with many familiar decorations, and artwork. Residents can also bring with them familiar objects from home.

There are a wide variety of locations within the centre with many places where residents can sit with a small group, or where they can choose to be on their own.

All rooms are clearly identifiable, their purpose is very clear.

There are easily accessible places where a resident, if they so choose, can be with others from the surrounding community.

## Additional information

Douwaen was established in 1921 by a Buddhist organization and has been taking a leading role in aged care in Japan since its foundation.

Today, it operates three nursing homes, day care centres (Hanasanchi is one of them), home help stations, home nursing care, case management office, and others.

Almost all operations are based on the Long-term care insurance system.

Douwaen's age-long contribution to community welfare is highly admired nationwide.

Nibankan is one of Douwaen's nursing homes, and it renovated conventional nursing home to an unit care style in 2011. The concept of Nibankan is "a comfortable living environment with care support function." The venue is divided into five units, and each unit has 12 semiprivate rooms, a lounge, kitchen, and bathroom. In such a setting, the elderly and people living with dementia can feel at ease without distraction.



# Japan: Kitaoji

Name of the residential care centre	Kitaoji
Company	Social welfare corporation Ligare
Address	49-3 Murasakinodaitokuji-cho Kita-ku
City/Town	Kyoto city
State/Province	Kyoto-prefecture
ZIP/Postal Code	603-8231
Country	Japan
Email Address	washizunoriyo2@gmail.com
Contact Person	Noriyo Washizu (Board member of Alzheimer's Association Japan)

Web site or audio-visual material  
<https://www.kitaoji8025.jp/kitaoji-2/>



## Vision

Living in the community. Respect the dignity. Cross generational interaction



## How well does the design of the building support this vision: self-report

Extremely well.

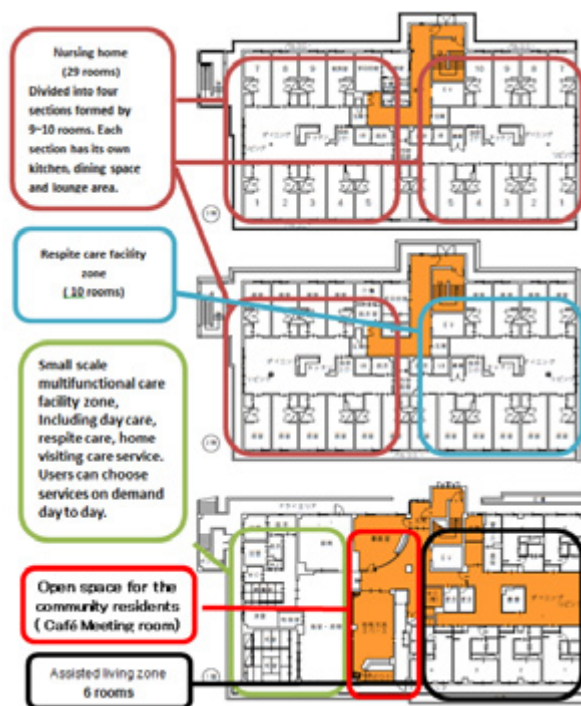


## What are the most important elements in design

- Safety
- Unobtrusive safety
- Spaces that are of a domestic scale
- Good lines of sight to help people living with dementia to see the key places they want to go to
- Good lines of sight for supervision of people living with dementia
- Reduced levels of stimulation
- Easily seen wayfinding cues
- Familiar furnishings
- Easily found and unobstructed access to a garden, courtyard or outside space
- Opportunities to bring in personal items
- Provision of places to be alone
- Provision of places that are shared with the surrounding community
- Being designed with a specific vision of how people living with dementia should be supported



## Plan





A living room has the option of dining Western or Japanese style.



Residents continue to go shopping in the neighbourhood.



The bathroom contains a traditional Japanese style wooden bathtub.



Regular visits by nursery kids encourage multi-generational interaction.



A private bedroom of the assisted living facility.

## Overview

Kitaoji Community based aged care facility opened in 2012. It was designed as a residential care centre for people living with dementia. There are 29 residents in the centre, many of whom have dementia. Kitaoji is part of a larger site accommodating between 50 to 99 residents.

Internally, there has been attention paid to avoiding trip hazards in the form of uneven surfaces, steps and highly contrasting floor finishes extremely well. Externally, the same hazards have been well avoided. Safety features including fences, door locks and other barriers to resident movement remain very obvious.

Places residents may need to go such as a toilet, garden or activity space, are very easy to see from where they spend most of their time. Staff can also easily observe residents when performing their duties around the centre.

High noise levels are considered unhelpful to residents during their daily life with a lot of emphasis placed on reducing these levels. A great deal of attention has been paid to reducing clutter within the centre.

Doors that are not intended for use by residents have been addressed with a lot of emphasis on camouflaging them. The use of colour has received a great deal of

attention, and when combined with contrast or lighting highlights the key places a resident may wish to use such as the toilet door.

The way to the outside space is somewhat clear but partially obstructed when residents are walking back and forth from the inside of the building to the outside.

There are objects and activities for engagement as residents move around with a lot of emphasis on their provision and on creating engagement destinations at the end of corridors.

A very familiar style of furniture is provided for residents with many familiar decorations and artwork to make them feel comfortable. Residents are also permitted to bring in their own, familiar belongings.

The centre also provides a few places where residents can choose to be alone or in conversation with others.

To assist residents in finding their way, all rooms are clearly identifiable, with their purpose being very clear.

If a resident chooses to enjoy the company of others from the surrounding community, there are one or two easily accessible places available to do so.

# Japan: Ginmokusei (Silver wood)

Name of the residential care centre	Ginmokusei (Silver wood)
Company	Ginmokusei Co Ltd
Address	1-5-2 Prime Tower Shin Urayasu 16th floor
City/Town	Urayasu City
State/Province	Chiba Prefecture
ZIP/Postal Code	279-0012
Country	Japan
Email Address	Info@silverwood.co.jp
Contact Person	Tomoki

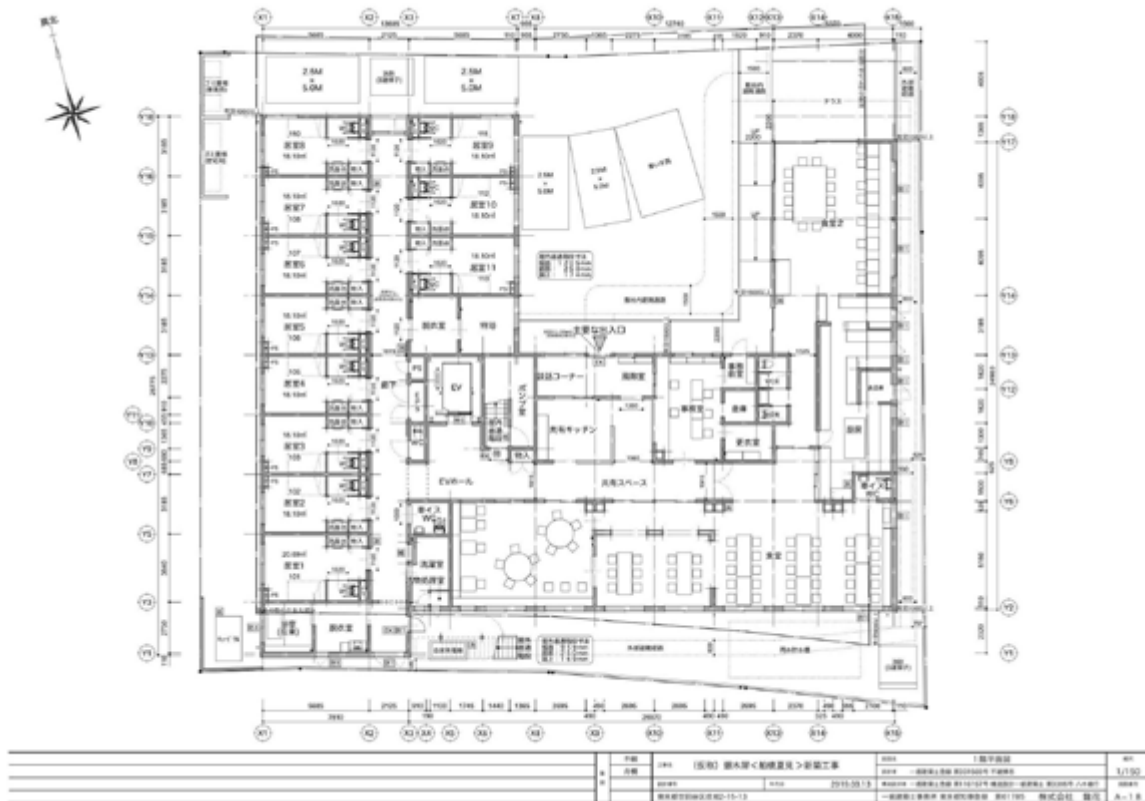
## Vision

There is no clear vision. I believe that Ginki Sai is a rental house. People with dementia also have the right to live freely, just as we live in rental housing. We are working hard not to hinder their lives.

## How well does the design of the building support this vision: self-report

- Safety
- Familiar furnishings
- Easily found and unobstructed access to a garden, courtyard or outside space
- Opportunities to bring in personal items
- Provision of places to be alone
- Provision of places that are shared with the surrounding community

## Plan







A kitchen is available for residents to use freely. "Everyone's kitchen" is where people gather.



There are many relaxing places outside the building to enjoy the company of others.



Many local residents can visit; it is an environment where many generations can interact.



Residents with dementia work at restaurants in the buildings as a normal part of their daily life, and are paid a salary. The residents feel worthwhile, and contribute to part of the community.



Local children and residents with dementia come to shop at the sweets shop within Silverwood.

## Overview

Ginmokusei (Silver wood) opened in 2017. The centre currently accommodates over 50 residents, some of whom have dementia. These residents are not separated from other residents and are free to travel around the larger site without supervision.

The centre is designed to be barrier free, and internally trip hazards such as uneven surfaces, steps and highly polished floors are well avoided. In the outside areas these hazards have been almost eliminated.

Safety features like fences, door locks and other barriers to movement are prohibited and therefore unnoticeable. "The site is designed so that even wheelchair users can move freely. Fences and door locks are prohibited. Our staff supports going out, respecting the desire to move in, [or] who strongly desires to go out. If you go out and get lost, we all go out to search. You can move freely inside the building 24 hours a day."

Residents are free to explore the building at their leisure, staff can easily see the residents as they move around the building during the day.

Within Silverwood, a lot of emphasis has been placed on creating a quieter environment by reducing noise levels, with moderate attention paid to reducing clutter. Concealing doors that are not intended for resident use or alternatively highlighting doors to encourage resident access and have not been addressed, and are not considered important in the culture of the building.

The way to the outside space to allow residents to walk in either direction between inside and outside the centre is usually clear but can be partially obstructed at times.

A lot of attention has been paid to the engagement of the residents. "We are engaged in work-giving activities. Specifically, cleaning inside the building, office work, general work at a candy store and restaurants (preparation of ingredients, customer service in halls, etc.)"

The selection of furniture styles and the décor provides a somewhat familiar environment, with many ornaments and artwork that are familiar to residents in their daily lives. "We have brought in furniture, tools, altars, etc., that were used when we were living at home and are trying to reproduce as close as possible to the situation when we were living at home."

Around Silverwood residents can select one or two places to be alone, and many places to enjoy the company of a small group.

To assist residents as they move around the building most rooms are clearly identifiable.

Links with the community are strongly encouraged with up to two venues available, including a "silver tree pod" and cafe where residents can interact with others.

# The Netherlands: De Hogeweyk

Name of the residential care centre	The Hogeweyk
Company	Vivium Caregroup
Address	Heemraadweg 1
City/Town	Weesp
ZIP/Postal Code	1382GV
Country	The Netherlands
Email Address	j.spiering@vivium.nl
Contact Person	Jannette Spiering, senior managing advisor

**Web site or audio-visual material**

<https://hogeweyk.dementiavillage.com/en/>



## Vision

The entire functioning of The Hogeweyk is premised on the right to have fun in life and a meaningful life. The Hogeweyk provides a wide array of activities (35 different clubs) which residents (with family help) choose. Activities are daily and abundant. When a resident is member of a club, a staff member or volunteer will assist them to get to the right location. Opportunity for self-fulfilment is apparent and the philosophical orientation, with the individual as the starting point for all workings of The Hogeweyk – ties in to the person-centred approach. It is all about freedom of choice for you as an individual to take part (or not) in activities when you want, with whom.



## How well does the design of the building support this vision: self-report

Extremely well.



## What are the most important elements in design

- Safety
- Unobtrusive safety
- Spaces that are of a domestic scale
- Good lines of sight to help people living with dementia to see the key places they want to go to
- Good lines of sight for supervision of people living with dementia
- Reduced levels of stimulation
- Easily seen wayfinding cues
- Familiar furnishings
- Easily found and unobstructed access to a garden, courtyard or outside space
- Opportunities to bring in personal items
- Provision of places to be alone
- Provision of places that are shared with the surrounding community
- Being designed with a specific vision of how people living with dementia should be supported



## Plan







A chance encounter between a number of ladies meeting at the pond on the theatre square. The weather is nice and they are walking and resting for a while. This photo shows the power of social encounters and the value of people's own choice. The construction of De Hogeweyk stimulates people to be outside and meet. No support or intervention from staff is needed.



Each house is home to 6–7 people who together, supported by employees, form an ordinary household. All meals are prepared in the houses.



In the neighbourhood there are plenty of places where you can be on your own and do what gives you pleasure. You can go there yourself whenever you want. You don't have to wait to see if an employee has time to guide you. The design of the neighbourhood supports the individual needs of its residents.



It is important to have different amenities that support everyday life. Spaces should be designed in such a way that it is clear what the function and purpose of that space is. It should be real and not a decor.

The various photos of the neighbourhood show the diversity of the Hogeweyk. The buildings and outdoor spaces are of equal importance and complementary. The environment offers something for everyone and invites you to move and socialize at the moment that suits you. The recognizability gives you self-confidence and gives you the opportunity to live your life. The house where you live is your safe and recognizable place and in your own bedroom you are surrounded by your own belongings.

### Overview

The Hogeweyk opened in 2008 and was designed as a residential care centre for people living with dementia. The centre provides accommodation for 150–249 residents, many of whom have dementia, within a larger campus of between 250–499 residents. Within the site people with dementia are free to move around without staff supervision.

Internal and external trip hazards have been almost eliminated in the design of the centre; this includes steps, uneven surfaces and highly polished floors. Safety features that may cause anxiety for residents are unobtrusive i.e. not obvious.



Staff and residents can easily see each other from where they spend most of their time as they move around the village in the course of a day, and residents are able to easily see all they need.

A great deal of attention has been focussed on reducing noise levels and clutter within the village. To a lesser extent there has been little emphasis on camouflaging doors that residents are not to use, but more moderate attention paid to highlighting places that residents may want to find specifically through the use of colour, contrast or lighting.

Residents are able to amble freely from inside the buildings in the village to the outside and back again with very clear, unobstructed access.

The village seeks to engage the residents as they move around, with great emphasis on the strategic placement of objects and other happenings around them. There are no corridors within the main buildings and smaller group houses.

The selection of furniture styles and the décor provides a very familiar environment with many items such as artwork that are familiar to residents in their daily lives. Residents are also invited to bring items of their own to the village.

Many opportunities are provided around the village, giving residents the choice of either being part of a small group or being by themselves.

All rooms are clearly identifiable, their purpose is very clear.

Residents continue to feel part of the surrounding community with the availability of several places where the resident can choose to be with others e.g. café, bar.



## The Netherlands: **Het Poirtershuis**

Name of the residential care centre	Het Poirtershuis
Company	Dagelijks Leven
Address	Kerkplein 28
City/Town	Oisterwijk
State/Province	Noord Brabant
ZIP/Postal Code	5061 EB
Country	The Netherlands
Email Address	info@dagelijks-leven.nl

**Web site or audio-visual material**

<https://dagelijks-leven.nl/huizen/oisterwijk-het-poirtershuis/>



**Vision**

We want every person living with dementia to have a comfortable and quality life, supported by our team.



**How well does the design of the building support this vision: self-report**

Extremely well.



**What are the most important elements in design**

- Good lines of sight to help people living with dementia to see the key places they want to go to
- Good lines of sight for supervision of people living with dementia
- Easily seen wayfinding cues
- Familiar furnishings
- Easily found and unobstructed access to a garden, courtyard or outside space
- Opportunities to bring in personal items
- Provision of places to be alone
- Being designed with a specific vision of how people living with dementia should be supported



**Plan**





This is a part of one of our two living rooms in Het Poirterhuis. As you can see there is a tiny kitchen. We strongly believe that doing daily things like setting the table, folding laundry, doing some gardening and of course doing the dishes will keep people feeling that they are doing something useful and that they are needed in the house. It helps them use the best of their capabilities and stay more active. That's why there is a tiny kitchen area in the living room. Also we have a larger kitchen for our chef. Everyday we cook a fresh meal for our residents.



We have made the living rooms spacious and open. In addition, it is decorated in a homely way. We do not have large white spaces, but rather cosy living rooms. The windows in the rooms have been enlarged so that a lot of natural light enters.

We have a large garden with a wide stone pavement where residents can help maintain the garden. In the summer we often sit outside with residents and we regularly do activities.



The stairs are renovated completely with keeping the old details. The railing of the stairs has been made higher so that residents cannot fall over it. In addition, there is of course also an elevator in the building for people with reduced mobility.



All corridors and doors have been widened so people with walkers or people in a wheelchair can easily find their way. We have also used long straight corridors as much as possible so that the walking direction and visibility are not obstructed.





## Overview

The renovations to Het Poirtershuis were completed in 2015 resulting in a 20-bed residential facility designed to accommodate 20 people living with dementia. It is one of the homes of the Dagelijks Leven company which has more than 50 sites through all of the Netherlands providing homes to more than 500 people.

Internal trip hazards in the form of uneven surfaces, steps and highly contrasting floor finishes have been strenuously avoided and the same care has been used

to keep them to a minimum in the outside spaces. Safety features such as fences, door locks or other barriers to movement can be seen by the residents.

The places that residents often want to go to, such as sitting areas, gardens, a toilet or activity spaces are very easily found and staff can easily see the residents from where they spend most of their time.

A lot of emphasis has been placed on reducing noise levels and clutter. No attempt has been made to blend doors that are not intended to be used by the residents into the background or to use colour, contrast or lighting to highlight those things that the residents may wish to find.

The way to the outside space is clear and easy to access from parts of the building and, in those cases, allows the residents to easily walk from the inside of the building to the outside and back in again.

A lot of emphasis has been placed on providing objects and activities for residents to engage with as they move around and slight emphasis has been placed on creating engagement destinations at the end of corridors.

The style of furniture is somewhat familiar to the residents and there many decorations, ornaments or artwork that are familiar. Residents are allowed to bring in their own, familiar objects.

There are a few places where residents can choose to be by themselves or with small groups of other people.

The purpose of most rooms is clearly identifiable.

There are one or two easily accessible places where the resident can choose to be with people from the surrounding community.



# The Netherlands: Reigershoeve

Name of the residential care centre	Reigershoeve
Company	stichting Reigershoeve
Address	Oosterweg 5C
City/Town	Heemskerk
State/Province	Noord-Holland
ZIP/Postal Code	1968KM
Country	The Netherlands
Email Address	d.smit@reigershoeve.nl
Contact Person	Dieneke Smit, care director

Web site or audio-visual material  
[www.reigershoeve.nl](http://www.reigershoeve.nl)



## Vision

A person centred care vision, with an emphasis on the need to be able to feel respected, to feel at ease, to feel at home, to feel welcome, to be able to live a meaningful life, and feel free.



## How well does the design of the building support this vision: self-report

Extremely well.

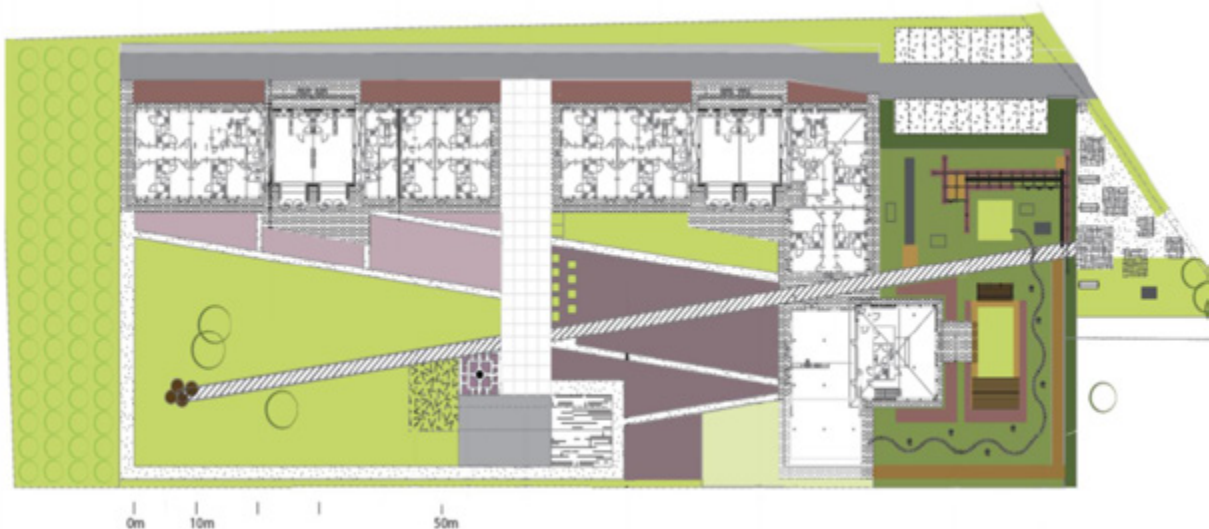


## What are the most important elements in design

- Familiar furnishings
- Easily found and unobstructed access to a garden, courtyard or outside space
- Opportunities to bring in personal items
- Being designed with a specific vision of how people living with dementia should be supported



## Plan





Here you see two of the care units (for 6 or 7 residents), with open access to the large vegetable garden. With the residents we enjoy this garden, admire how the vegetables grow, some of them help with the gardening, others help pick the vegetables, preparing them and eating them. We enjoy life in the purest form!



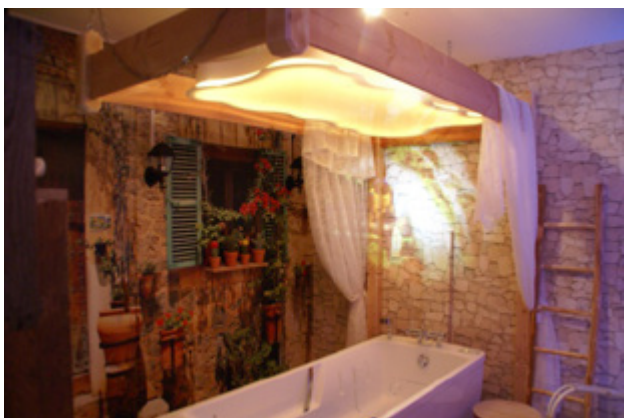
Our "yes!" philosophy on care: feeling at home, do what you want, feel free.



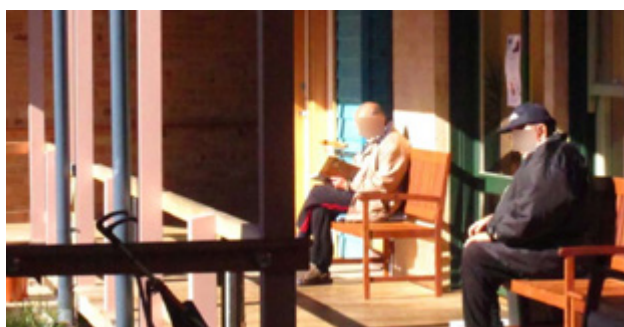
The farm has animals to care for and enjoy.



There is also room for physical activity.



There is a 'snoezel' bathroom in each care unit



## Overview

Reigershoeve opened in 2013 and was designed as a residential care centre for people living with dementia. The farm accommodates 27 residents in a number of smaller sized units.

On the farm, uneven surfaces, steps and other trip hazards such as contrasting floor finishes have been very well avoided inside the buildings, and well avoided in the outside areas. Other safety features such as fences and other barriers to movement are still noticeable and remain somewhat obvious.

The places that residents often want to go to, such as sitting areas, the pond, toilet or activity spaces are very easily seen by the residents from where they spend most of their time. The internal and external layout also enables staff to very easily monitor the residents as they go about their duties.

Reducing noise levels and clutter as part of unhelpful stimulation has received a little attention, as has the camouflaging of doors where residents are not invited to enter. The use of colour and contrast as well as lighting has received more moderate emphasis to assist residents in finding what they need.

Access has been enabled by making the way to the outside space very clear and unobstructed to allow the residents to walk back and forth from the buildings on the farm to the outside.

The availability of objects and activities for involving residents as they move around the centre has received a great deal of consideration. Additionally, there is still a lot of emphasis on designing destinations for engagement in the corridor ends.

The furniture is what residents are used to and with the many decorations, ornaments and artwork the style is extremely familiar to them. Residents are encouraged to bring in their own, familiar objects.

There are many choices for places available in and around the farm where residents can elect to sit alone or in a small group.

Within the buildings all of the rooms are clearly identifiable, and each has a very clear purpose.

The farm provides up to two easily accessible places for the resident to choose from, enabling them to feel part of the local community.

## Nigeria: Grace Nursing Care Center Limited

Name of the residential care centre	Grace Nursing Care Center Limited
Company	Grace Nursing Care Center
Address	28/30/32, Road 3, Police Housing Estate.
City/Town	Kurudu
State/Province	Federal Capital Territory
ZIP/Postal Code	900211
Country	Nigeria
Email Address	vivionu@gmail.com
Contact Person	CEO/FOUNDER

Web site or audio-visual material  
[www.mygncc.org](http://www.mygncc.org)



How well does the design of the building support this vision: self-report

Well.



What are the most important elements in design

- Safety
- Unobtrusive safety
- Spaces that are of a domestic scale
- Good lines of sight for supervision of people living with dementia
- Easily seen wayfinding cues
- Familiar furnishings
- Being designed with a specific vision of how people living with dementia should be supported

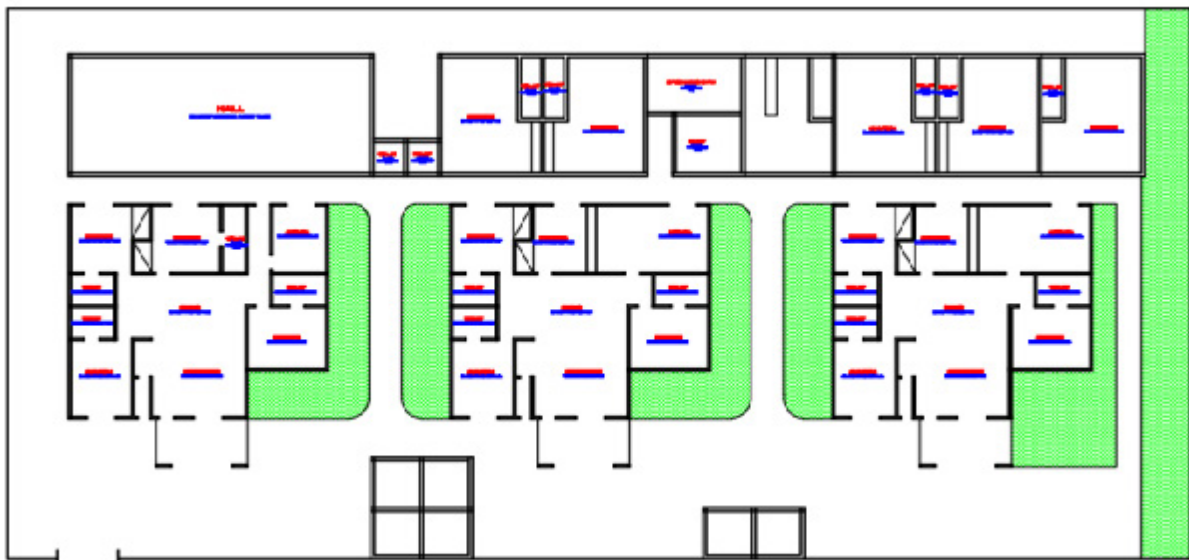


### Vision

Our mission is to promote graceful aging by ensuring a high standard of quality care in our home-like environment through programmes and services that enhance the quality of life for each resident.



### Plan







In each cluster (Bungalow) of 10 residents, the living areas have a different colour scheme making it easy to identify the different clusters or units. Colour is used extensively to reduce confusion of spaces and also to identify spaces.



In each cluster the patios are beautifully adorned with exotic tropical plants providing an informal relaxation spot for residents. The patios overlook the streets, removing any feeling of confinement or isolation.



This is another living room in a cluster. It is easy to see the difference in colour and furnishings compared to the first photo.



Each residential cluster is surrounded by lush gardens and sit outs (external sitting areas) creating a peaceful and serene environment, soothing to the soul.



Each cluster has a kitchenette. This gives the impression of home as residents who are able can engage in domestic chores under the guidance of staff. The main cooking is done in a general kitchen and served from the kitchenette.

## Overview

Grace Nursing Care Center Limited is a freestanding facility which opened in 2018. While it was designed as a residential care centre for people living with dementia, it is only sometimes used as such, with currently 2 residents in a specific area of the centre. The residents with dementia are able to visit other areas of the centre with supervision from staff.

The Grace Center has avoided trip hazards extremely well in the internal and external environment. These include uneven surfaces, steps and highly contrasting floor finishes. Other features that may impact safety, such as fences or other barriers to movement can be clearly seen and are still very obvious.

Staff can easily see each other and any of the spaces the residents may want to go; toilet, garden and activity areas, from where they spend most of their time.

Noise levels and clutter are considered unhelpful to residents during their daily life; there has been a strong focus on reducing these within the centre. The same emphasis has been applied to helping residents locate areas such as their own lounge and dining rooms demonstrated through the strong use of colour, contrast or lighting. Lesser, more moderate attention has been given to camouflaging doors that residents are not invited to enter.

Residents are able to walk back and forth between the inside and outside areas with very clear and unobstructed routes to and from their bungalows.

The availability of objects and activities for engaging residents as they move around the centre has received moderate attention, with a great deal of emphasis on crafting areas for engagement at the end of hallways.

The centre has a style of furniture and décor that is very familiar to the residents, and this is accompanied by many familiar ornaments and artwork. The residents are also permitted to bring their own, familiar items.

Residents can either choose from a few places to sit quietly by themselves or a wide variety of places to be part of a small group.

Each room is clearly identifiable with a very clear purpose to each one.

The centre does not provide any easily accessible places where residents can choose to engage with the local community.

# People's Republic of China: CHJ-Care Senior Living

Name of the residential care centre	CHJ-Care Senior Living
Company	CHJ-Care, Beijing
City/Town	Beijing
ZIP/Postal Code	100000
Country	China
Email Address	zymstudio@163.com
Contact Person	Zhou Yanmin Studio

**Web site or additional material**

<https://mp.weixin.qq.com/s/NC3lgvCr5kkqtW6NERQcng> [https://mp.weixin.qq.com/s/ZnoZfhR\\_98PEi-2Yb2JL9A](https://mp.weixin.qq.com/s/ZnoZfhR_98PEi-2Yb2JL9A) <https://mp.weixin.qq.com/s/NC3lgvCr5kkqtW6NERQcng>



**Vision**

The core principle of our design is to combine the person-centered care with creative design to provide a loving, dignified and meaningful life.



**How well does the design of the building support this vision: self-report**

Very well.

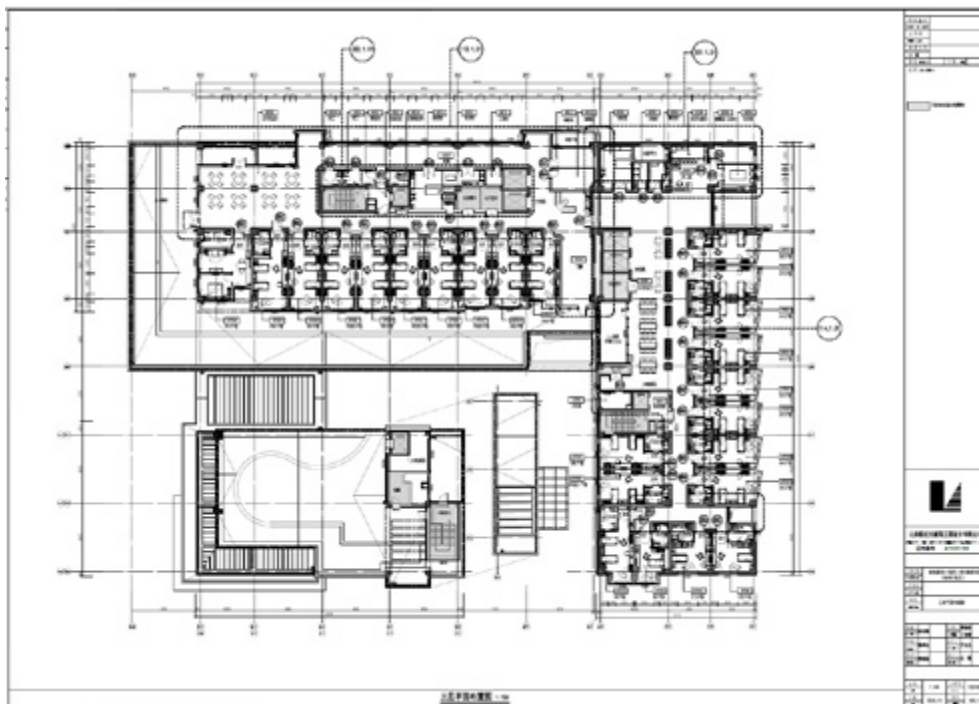


**What are the most important elements in design**

- Good lines of sight to help people living with dementia to see the key places they want to go to
- Good lines of sight for supervision of people living with dementia
- Easily found and unobstructed access to a garden, courtyard or outside space
- Being designed with a specific vision of how people living with dementia should be supported



**Plan**

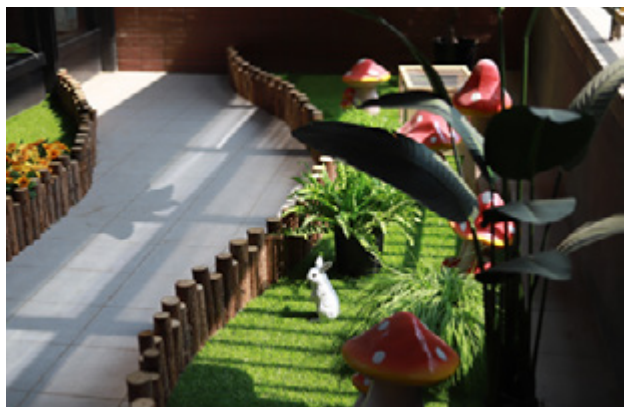






*Reeds and Rocks.*

Once you enter our memory care unit, you will immediately see our reeds and rocks. They have several purposes. First, they create a natural atmosphere. Second, they provide some privacy to the residents who live in the rooms facing the elevator. Last but not least, they provide a multisensory environment, the residents can touch, smell or just observe.



*Patio and Garden.*

The main purpose is to create more outdoor spaces for our residents, so they can enjoy the sunshine, planting, resting and playing games there.



*Under Ginkgo Tree.*

In China, the Ginkgo tree means longevity and health, which is very popular. We created a very colourful Ginkgo tree for our reception desk and our nursing station to create special spatial memory for our residents.



*Our Old Memories (Reminiscence).*

The main purpose is to create more nostalgic spaces for our residents, so they can recollect the good days in their young age.



*An apple tree.*

The main purpose is to create an interactive scene for residents. The apples on the tree are ripe enough to have a harvest.



## Overview

CHJ-Care ZXZ project's dementia area opened in 2019, which occupied one floor of a larger campus providing services to all the residents in different care levels.

Internally trip hazards in the form of uneven surfaces, steps and highly contrasting floor finishes have been almost totally avoided. Externally, attention has been paid to keep trip hazards to the minimum. Safety features such as fences, door locks or other barriers to movement can be clearly seen.

The places that residents often want to go to, such as sitting areas, gardens, toilet or activity spaces are easily seen from where the residents spend most of their time and staff can easily see the residents as they go about their duties.

A lot of emphasis has been placed on reducing noise levels and clutter and most of the doors that are not intended to be used by people living with dementia have been camouflaged. A lot of emphasis has been placed on the use of colour, contrast and lighting to highlight those things that the residents may wish to find.

The way to the outside space is not easily found from some places.

A lot of emphasis has been placed on providing objects and activities for residents to engage with as they move around and on creating engagement destinations at the end of corridors.

The style of furniture is not very familiar to most of the residents. There are a few decorations, ornaments and artwork that are familiar. Residents are allowed to bring in their own, familiar objects.

There are many places where residents can choose to be by themselves or with a small number of people.

The purpose of most rooms is identifiable.

The residence does not provide places where the resident can choose to be with people from the surrounding community.

# People's Republic of China: Pavilion Health Care Communication

Name of the residential care centre	Pavilion Health Care Communication
Company	Pavilion Health Care Communication Co., Ltd.
Address	No.1, Shunhuanglubei, Xiaxinpucun, Sunhexiang, Chaoyang District, Beijing, China
City/Town	Beijing
State/Province	Beijing
ZIP/Postal Code	100103
Country	China
Email Address	zhaosijia@phccbj.com
Contact Person	Zhao Sijia

Web site or audio-visual material  
<https://v.qq.com/x/page/w0843r33vhn.html>



## Vision

Everyone should enjoy a dignified life.



## How well does the design of the building support this vision: self-report

Extremely well.



## What are the most important elements in design

- Safety
- Unobtrusive safety
- Spaces that are of a domestic scale
- Good lines of sight to help people living with dementia to see the key places they want to go to
- Good lines of sight for supervision of people living with dementia
- Reduced levels of stimulation
- Easily seen wayfinding cues
- Familiar furnishings
- Easily found and unobstructed access to a garden, courtyard or outside space
- Opportunities to bring in personal items
- Provision of places to be alone
- Provision of places that are shared with the surrounding community
- Being designed with a specific vision of how people living with dementia should be supported



## Plan

### 1st floor



1. Entrance
2. Den
3. Cafe
4. Conversation room
5. Unit kitchen
6. Dining room
7. Living room
8. Single room (with toilet)
9. Bathroom
10. Kitchen

11. Guest toilet
12. Tea room
13. Office
14. Locker room
15. Staircase
16. Elevator lobby
17. Garden
18. the Corridor
19. Courtyard
20. Multi-function hall

21. Unit bath room
22. Unit laundry
23. Unit Toilet



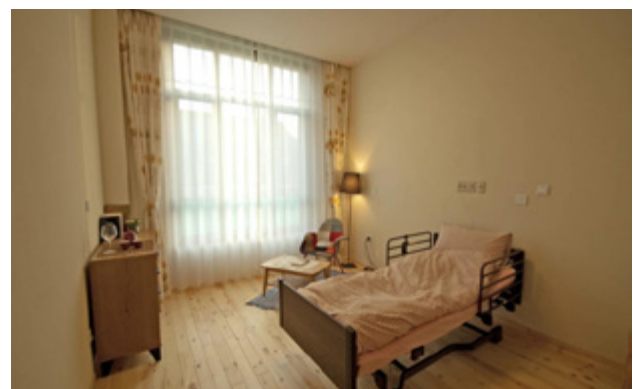
The den is a public area. Residents, staff and people from the surrounding community can sit here, drink coffee, read books, watch movies and communicate with others. We hope this area can allow the elderly, the young, and children to spend time with each other, talk about their life and participate in activities. Life is more than a care centre, no matter the age.



Residents have dinner in the dining room. When the residents walk out of their room, they can easily access the dining room. Residents' rooms are close to the dining room, so that the whole unit can smell the aroma of food. Even though residents with dementia have orientation problems, the use of "smell" can arouse the appetite, so they will feel hungry and want to eat. A lot of emphasis is placed on attracting the residents to come out of their rooms, spending more time in living room and dining room to communicate with others and participate a lot of activities. The care staff also spend their time in the dining and living rooms to take care of residents. In each unit, we have a kitchen and refrigerator, so that the residents can cook some simple food just like they used to do in their own home. Beside the refrigerator is the care staff station. They can sit beside the unit kitchen when they need to do some paper work. The area residents live in and the area care staff do their job are combined together, just like home.



We implement "unit care" and each unit can accommodate about 18 residents. In each unit, the resident lives in his or her own bedroom, and shares dining room, living room and kitchen with other residents. This can encourage them to communicate with others. Furniture in the unit is very light, and can be moved easily. This means we can put the furniture to any position we want according to which activity we organize in here. Beside the sofa, we have set a washbasin, so the residents can wash their hands and rinse their mouth easily. The washbasin is suitable for wheelchair use.



Each bedroom is about 20m<sup>2</sup> which ensures that residents can bring their own personal familiar objects that they are accustomed to use. It is very important to continue their life within the centre.



Residents, staff and people from the surrounding community can sit in the garden to bask in the sunshine and drink coffee. There is a walkway surrounding the garden, where the residents like to take a walk. Beside the garden, there is a playground of a kindergarten (the other side of the fence in the right side of the picture). When the residents come out to enjoy the garden, the children also play in the playground. It is a warm way to let the elderly and children communicate with each other.

## Overview

Pavilion Health Care Communication opened in April 2017. It is a free standing facility and was designed as a residential care centre for people living with dementia. The Pavilion accommodates 100–149 residents, many of whom have dementia.

Trip hazards in the form of uneven surfaces, steps and highly contrasting floor finishes have been extremely well avoided both inside and outside the building.

Safety features such as fences, door locks or other barriers to movement have been provided they are easily noticed and extremely obvious.

The places that residents often want to go to, such as sitting areas, gardens, toilet or activity spaces are very easily seen from where they spend most of their time and the layout makes it very easy for staff to monitor residents as they go about their duties.

Noise levels and clutter have received attention with a great deal of emphasis on reducing these unhelpful stimuli within the centre. Doors that are not intended to be used by people living with dementia have not been camouflaged and are easily noticeable, whereas great attention has been paid to the use of colour, contrast or lighting to highlight those things that the residents may wish to find, the toilet door for example.

The way to the outside space is very clear and easy to access from parts of the building and, in those cases, allows the residents to easily walk from the inside of the building to the outside and back in again.

There are objects and activities for engagement as residents move around with a great emphasis on their provision and on creating engagement destinations at the end of corridors.

The style of furniture is exactly what residents are used to, and with the many decorations, ornaments and artwork the style is familiar to them. Residents are allowed to bring in their own, familiar objects.

Throughout the centre there are many places provided where residents can either sit quietly by themselves or be with a small number of others.

All rooms are clearly identifiable, their purpose is very clear.

There are more than three easily accessible places where the centre makes it easy for residents to share time with relatives or friends from the surrounding community.



# People's Republic of China: Tianjing – Zhonghai Jinnian Senior Care

Name of the residential care centre	Tianjing – Zhonghai Jinnian Senior Care
Company	Tianjin Zhonghai Jinnian Enterprise Management & Service Co., Ltd
Address	Building No.8, Sixin Apartment Tianjin China
City/Town	Tianjin
Country	China
Email Address	tjwangqy@cohl.com
Contact Person	Qiuyu Wang, Director

Web site or audio-visual material  
<http://www.jnzjhn.com/>

## Vision

Home-like Group Care Model

## How well does the design of the building support this vision: self-report

Extremely well.

## What are the most important elements in design

- Safety
- Good lines of sight to help people living with dementia to see the key places they want to go to
- Good lines of sight for supervision of people living with dementia
- Reduced levels of stimulation

## Plan

4F失智平面图  
4F plan



员工护理室统一设置在2个单元之间，也是半通透的房间，减少老人的被监视感。员工从公共走廊单独有出入口，尽量减少老人的被监视感。

出于提高空间利用率考虑，公共浴室在公共走廊处，统一安排老人洗浴

10人组成的家庭式组团，起居客厅、卫生间，丰富的空间变化，单独的入口玄关的设置，尽量提高老人的归属感。





In the Group Care living room, senior residents living with dementia can get together. The staff work station is located in the middle of all the rooms, so the caring distance is reduced and facilitates care of the 12 residents.



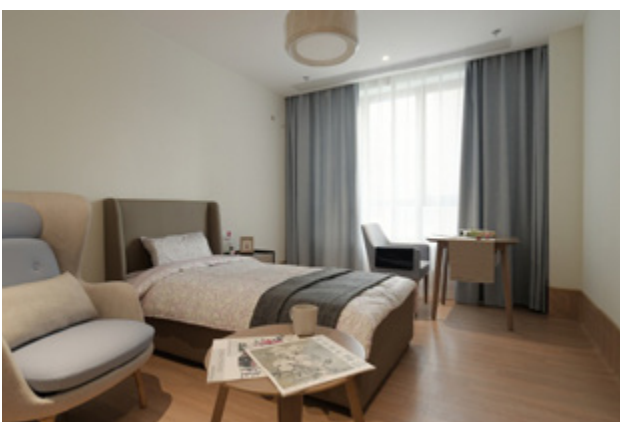
The corridor with rooms leading from it.



When senior people living with dementia need assisted-living care, they could live in this double room. It has a very comfortable ambiance, and helps residents to remain peaceful.



The rehabilitation area where residents undertake exercise programmes.



All the furniture has rounded edges, reducing the risk of the residents living with dementia getting hurt by the edge.

## Overview

Tianjing – Zhonghai Jinnian Senior Care opened in 2019. It was designed as a residential care centre for people living with dementia, some of whom have dementia. Accommodating 12 residents, the centre is located within a larger site of over 500 residents. People with dementia are located within specific designated areas and are unable to access other areas within the larger site.

Internal and external trip hazards have been addressed and are extremely well avoided with steps, uneven surfaces and contrasting floor finishes being removed or designed out. Safety features that may cause anxiety for residents are barely noticed; they are not obvious.

The centre provides good visual access for residents and staff to sitting areas, gardens, toilet and activity areas. Residents can very easily see everything they need and where to go, while staff can very easily see residents from where they spend most of their time.

A strong emphasis has been placed on reducing noise levels and clutter within the centre, and also on camouflaging doors that are not intended for use by residents. Additionally, great attention has been paid to the use of colour, contrast or lighting to highlight key places a resident may wish to go such as the toilet door

There is a very clear and unobstructed way to the outdoor spaces to allow residents to walk between the inside of the building and outside.

Residents are encouraged to engage as they move around with a great deal of emphasis on the provision of objects and activities, and on creating destinations for engagement at the end of corridors.

The availability of objects and activities for engaging residents as they move around the centre has received a great deal of emphasis. The same consideration has been applied to developing destinations for resident engagement at the end of corridors.

The choice of furniture style is very familiar to the residents, with a few decorations, ornaments or artwork that are also familiar. Residents are permitted to bring in their own, familiar objects.

There are many places around the centre where residents can elect to either sit with a small group, or be on their own.

All rooms are clearly identifiable, with a very clear purpose.

If a resident chooses to enjoy the company of others from the surrounding community, there are several easily accessible places available to do so.

# People's Republic of China: Zhangyou Huiyuan Memory Care Center

Name of the residential care centre	Zhangyou Huiyuan Memory Care Center
Company	Aging-Friendly Elderly Care Group Company
Address	No. 8 A, Juzifang Road, Dongba Chaoyang District, Beijing, China
City/Town	Beijing
State/Province	Beijing
ZIP/Postal Code	100018
Country	China
Email Address	lj19900529@gmail.com
Contact Person	Jiajing Li, Designer

floor provides chances for social interaction and a feeling of connection with the whole community, instead of being segregated.

**How well does the design of the building support this vision: self-report**

Extremely well.

**What are the most important elements in design**

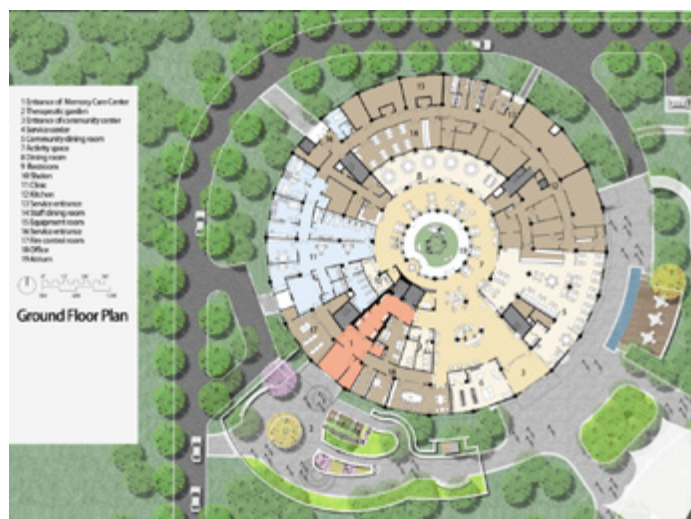
- Safety
- Unobtrusive safety
- Spaces that are of a domestic scale
- Good lines of sight to help people living with dementia to see the key places they want to go to
- Good lines of sight for supervision of people living with dementia
- Reduced levels of stimulation
- Easily seen wayfinding cues
- Familiar furnishings
- Easily found and unobstructed access to a garden, courtyard or outside space
- Opportunities to bring in personal items
- Provision of places to be alone
- Provision of places that are shared with the surrounding community
- Being designed with a specific vision of how people living with dementia should be supported

Web site or audio-visual material  
<http://www.aging-friendly.com/cyhw.html>

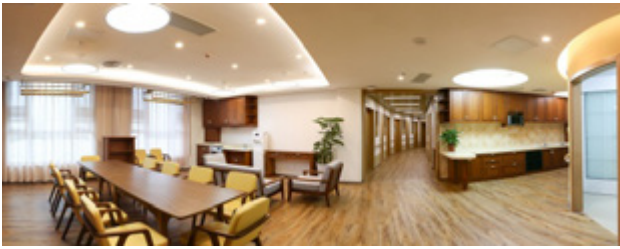
**Vision**

The center aims to create familiar and comforting environments through unit care model and small-scale care units. Each unit is a family, which has 9 to 12 residents, with a family kitchen, a dining room, a living room, a shared bathroom, and bedrooms. Out of small units, residents have easy access to plenty of shared spaces to engage in various activities with residents from other units. The community center on the ground

**Plan**



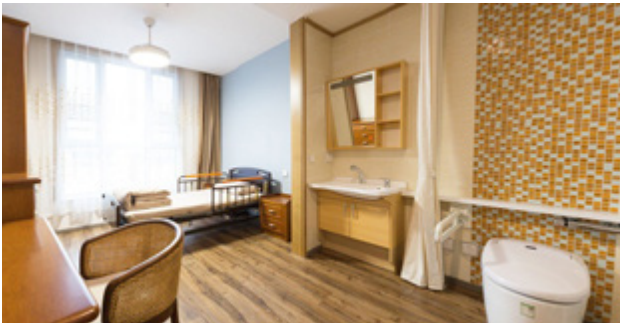




In each small unit, the family living room offers a flexible place for activities, dining, and housework like washing and hanging clothes. The family kitchen and shared bathroom is located nearby, encouraging residents to participate in preparing food and using the toilet independently. Each unit has a theme colour (in this photo is yellow), helping residents to remember and find their 'home' easily.



At the entrance of each small care unit, there is a window of stained glass, indicating the theme colour of the unit (in this photo is blue), supporting residents to find their unit independently. Residents are free to go out of the small unit to take a walk or participate in activities going on at shared spaces. A bench is provided both inside and outside unit entrance, encouraging short stay and conversation. Patios are used to provide sufficient natural light throughout the building, which help residents to better recognize his/her surrounding environment.



In a single room, the toilet is designed without a wall and when the curtain is opened, resident can find it easily. A resident using a wheelchair will also find it easy to make a turn with the open space. In each room, the wall against bed head is painted with a unique colour (in this photo is blue), helping resident to remember his/her room.



An enclosed therapeutic garden located at the entrance of the memory care center. Residents can participate in group activities, help with gardening, feed chickens, or just walk along the clear and looped walkway.



The working desk for staff is located at one side of the corridor, providing a clear and unobtrusive view for staff to take care of residents in the living room.

## Overview

Zhangyou Huiyuan Memory Care Center opened in 2019. Design as a residential care centre for people living with dementia, it is only used for this purpose. The centre accommodates 100–149 residents within a larger campus of over 500 residents.

Internally and externally trip hazards in the form of uneven surfaces, steps and highly contrasting floor finishes have been almost totally avoided. Where safety features such as fences, door locks or other barriers to movement have been provided they are unnoticeable, and therefore unobtrusive.

The places that residents often want to go to, such as sitting areas, a toilet and activity spaces are very easily found as they can be seen from where they spend most of their time. Staff can also very easily see the residents, making it possible to provide discreet supervision and support from where they spend most of their time.

Within the centre a lot of emphasis has been placed on creating a calming atmosphere by reducing noise levels. Great attention has been paid to reducing clutter and to camouflaging doors that people with dementia are not intended to use. The same emphasis has been applied to the use of colour, contrast and lighting to enable residents to recognise things they may wish to find.

The way to the outside space to allow residents to walk in either direction between inside and outside the centre is somewhat clear and partially obstructed.

There has been a great deal of emphasis on providing objects and activities for engagement of residents as they move throughout the centre and to a lesser extent, more moderate attention paid to providing destinations for engagement at the end of corridors.

A very familiar environment is provided through the selection of furniture style and the décor with many ornaments and artwork that are familiar to residents in their daily lives. Residents are also invited to bring familiar items of their own.

There is a wide variety of spaces and places available to the residents, so they are free to choose to be by themselves or with other people.

Most of the rooms in the centre are clearly identifiable.

Feeling part of the community is assisted by the availability of several places where the resident can choose to be with people from the surrounding community.

# Poland: Centrum Origin Otwock

Name of the residential care centre	Centrum Origin Otwock
Company	Origin Polska
Address	Bernardynska 13
City/Town	Otwock
State/Province	Mazowieckie
ZIP/Postal Code	05-400
Country	Poland
Email Address	kjacunski@originpolska.com
Contact Person	Kristof Jacunski, Managing Director



How well does the design of the building support this vision: self-report

Extremely well.



What are the most important elements in design

- Unobtrusive safety
- Spaces that are of a domestic scale
- Good lines of sight for supervision of people living with dementia
- Easily seen wayfinding cues
- Opportunities to bring in personal items
- Being designed with a specific vision of how people living with dementia should be supported



## Vision

to create many activities, engage residents in all forms of active participation including physical activities, gardening, cooking etc. To create a feeling of safety, friendliness, joy in every day life. To observe and listen and react promptly when there is any problem.



## Plan







*Wyjście park.*



*Circular corridors (Cluster D on the floorplan).*





*Day room.*

## Overview

Centrum Origin Otwock opened in 2019. The dementia area is part of a larger facility that accommodates between 100–149 people.

A great deal of attention has been paid to avoiding trip hazards in the form of uneven surfaces, steps and/or highly contrasting floor finishes both inside and outside of the unit. Safety features such as fences, door locks or other barriers to movement can be clearly seen.

The places that residents often want to go to, such as sitting areas, gardens, toilet or activity spaces are easily found by the residents as they can see everything they need to see from where they spend most of their time. This good visual access also allows staff to very easily see the residents from where they spend most of their time.

A great deal of emphasis has been placed on reducing noise levels and clutter to avoid overstimulating the residents. A moderate amount of emphasis has been placed on camouflaging the doors that are not intended to be used by people living with dementia. The highlighting of things that the residents may wish to find has been achieved by strongly emphasising the use of colour, contrast or lighting.

Residents are encouraged to go outside by making the way to the outside space and back again, very clear and unobstructed.

A great deal of emphasis has been placed on providing objects and activities for residents to engage with as they move around including creating engagement destinations at the end of corridors.

The style of furniture is familiar to the residents and there are many decorations, ornaments or artwork that are familiar. Residents are allowed to bring in their own, familiar objects.

Residents ability to choose to be by themselves is limited but there many places where they can choose to be with a small number of people.

All rooms are easily identifiable with their purpose being very clear.

Links to the surrounding community are very limited, there are no easily accessible places dedicated to shared use by residents and those living around them.

## Poland: Dom Seniora Willa Harmonia

Name of the residential care centre	Dom Seniora Willa Harmonia
Company	LUXCARE
Address	Ożarowska 2
City/Town	Pruszków
State/Province	5342587583
ZIP/Postal Code	05-800
Country	Polska
Email Address	kontakt@luxcare.pl
Contact Person	Dr Jahangir Mangalia, Director

Web site or audio-visual material  
[www.luxcare.pl](http://www.luxcare.pl)



### Vision

1. Educate ourselves and workers about Alzheimer's and other dementias.
2. Be patient.
3. Try to include the person with dementia in conversation, to engage the person even as his /her communication skills decline.

4. We promote a healthy lifestyle that reduces the risks of developing dementia and support people to remain active.



### How well does the design of the building support this vision: self-report

Extremely well.



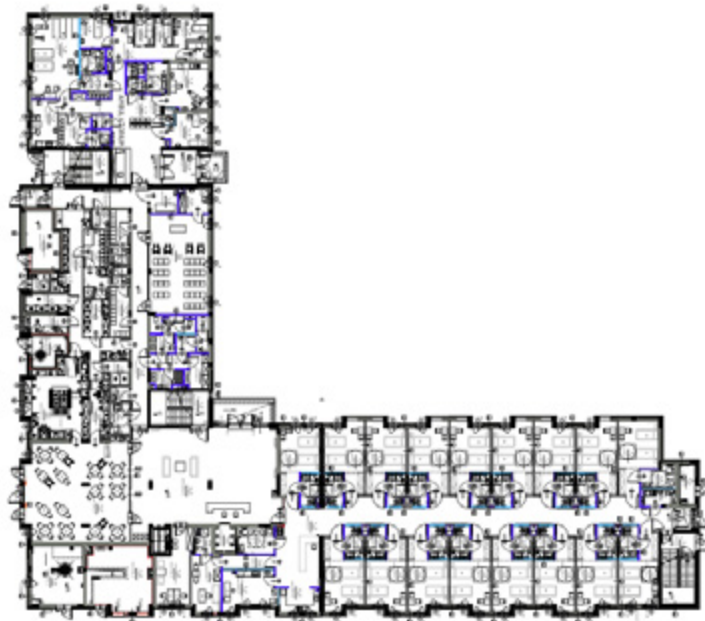
### What are the most important elements in design

- Safety
- Good lines of sight to help people living with dementia to see the key places they want to go to
- Good lines of sight for supervision of people living with dementia
- Reduced levels of stimulation
- Easily seen wayfinding cues
- Familiar furnishings
- Easily found and unobstructed access to a garden, courtyard or outside space
- Opportunities to bring in personal items



### Plan

First floor





We provide quality eating and drinking time to live a healthy lifestyle. The table is set in a way to improve the appetite for people with dementia. We use contrasting colours for cutlery, crockery, tablecloths and plates. Mugs with large handles make drinking more pleasurable. The dining area is easily recognisable by features such as a dining table, upright chairs, a dresser and visible sideboard storage for cutlery and crockery.



There is a good, therapeutic impact of gardens and outdoor spaces for people with dementia. In our care home the patio and garden create more outdoor spaces for our residents, so they can enjoy the sunshine, planting, resting and games there. Residents are allowed to be in the garden accompanied by nursing home staff and they can engage in horticultural activities.



People with dementia are able to see their bed easily from as many locations as possible and access it from both sides. We use contrasting bed linen and sheets to help to clearly define the sleeping area. Bed covers are in a colour that contrasts with the floor. Wardrobes are adapted to part-open to be able to display only one day's clothing. Partially open-fronted drawers indicate the contents.





## Overview

Dom Seniora Willa Harmonia opened in 2018. As a free standing facility it was designed as a residential care centre for people living with dementia. Accommodating between 50–99 residents, the centre is mainly used for people living with dementia.

Internal and external trip hazards in the form of uneven surfaces, steps and highly contrasting floor finishes have been avoided extremely well in the design of the home. Items such as fences, door locks or any other barriers that encroach on safe movement are easily noticed and obvious.

The places that residents often need, such as sitting areas, toilet and activity spaces are very easily found and can be seen from where they spend most of their time. Staff can also easily see the residents as they go about their daily routine.

Great attention has been paid to noise levels and clutter as part of reducing unhelpful stimulation within the centre, as has the camouflaging of doors that residents are discouraged from entering. In addition, helpful stimulation in the form of colour, contrast and lighting has received a lot of emphasis to aid usage by residents e.g. finding the toilet door.

The way to the outside space is very clear and unobstructed to allow the residents to walk from the inside of the building to the outside and back in again.

A lot of consideration has been given to the availability of objects and activities for involving residents as they move around the centre, and on shaping designing destinations at corridor ends.

The home focuses on the style of furniture that residents are used to in their daily lives and with the many ornaments and artwork the decor is familiar to them. Residents are encouraged to bring in their own, familiar objects.

Residents have the option to select a few places to be alone, or alternatively many places to enjoy the company of others.

To assist residents in locating particular rooms, each one is clearly identifiable, with a very clear purpose.


There is easy access for residents, with one to two places available to allow them to interact with others from the surrounding community.



# Singapore: Apex Harmony Lodge

Name of the residential care centre	Apex Harmony Lodge
Address	10 Pasir Ris Walk
City/Town	Singapore
State/Province	Singapore
ZIP/Postal Code	518240
Country	Singapore
Email Address	meechoo.soh@apexharmony.org.sg
Contact Person	Soh Mee Choo, Ceo

- A Garden that Inspires. By this we mean our garden is an empowering natural environment for discovery and bringing out the best in each person with dementia
- A nurturing community and space where there is social interaction, vibrant, normalised living providing a rich experience for people with dementia

 **How well does the design of the building support this vision: self-report**

Very well.



## Vision

Lodge as a Living Art Gallery:

- Is inviting, homely
- Physically secured, emotionally safe
- Enabling and empowering for people with dementia
- Honour talents of residents
- Sensory and cognitively stimulating, interactive e.g. with artefacts that prompt reminisces, with soothing music, etc.
- A nurturing community and space where there is social interaction, vibrant, normalised, family setting
- Harness enabled technology for residents to 'travel', communicate, connect with the world, returning as much independence to them



## What are the most important elements in design

- Unobtrusive safety
- Spaces that are of a domestic scale
- Good lines of sight to help people living with dementia to see the key places they want to go to
- Easily seen wayfinding cues
- Easily found and unobstructed access to a garden, courtyard or outside space
- Provision of places to be alone
- Provision of places that are shared with the surrounding community
- Being designed with a specific vision of how people living with dementia should be supported



## Plan





Upon entering his/her self-contained home, residents are greeted by a homely living area with warm and vibrant colours. The area is decorated with resident's talented creations as well as endearing memories encapsulated in photos. Activity kits are accessible for residents' self-engagement and hobbies. At the far end, an open door invites residents to visit the Central Garden lush with plentiful greenery and a full range of activities, enabling them to roam at their own pace in a physically secure and emotionally safe environment.



Residents are facilitated to lead a normalised lifestyle, living as a family, in open common areas where activity happens. Day-to-day, the open pantry is adapted for multiple lifestyle activities, including culinary sessions, helping each other in tidying up crockery after meals, self-help to drinks, breakfast of choice and more. Residents are enabled and empowered to make their own choices. The space encourages independence and social interactions between staff and residents, family members, children. Centralised activity areas not only add to the vibrancy, but also encourage participation and social activity from passive observers. Artificial grass along the corridor functions as an aesthetic slip prevention on rainy days without any restriction to free access.



Beyond a popular spot for morning walks, the Central Garden provides a nurturing social space where residents come together for nature-inspired activities. Social activities including pet group visits, garden exercises and outdoor lunches add to the vibrancy of the space. Residents come together in a familiar and comfortable environment. Planter beds allow residents to plant and tend to their own vegetables in a garden filled with common local fruits, herbs and spices, while discovery stations at every corner of the path provides opportunities for exploration and cognitive stimulation.



Walking out of their bedroom, residents are greeted by a stimulating courtyard with nature; lush greens, aromatic plants and natural light. An open platform in the middle acts as an inviting spotlighted stage for talented residents to teach or guide others. We honour each resident with respect and dignity to be the best he or she can be. Delightful trinkets are sprinkled among the greenery, making for fun discovery at every corner, making for fun discovery at every corner.



With deep understanding of residents' life history, strengths and preferences, bed spaces are customised to reflect the best of each individual. This not only serves as visual cue, but also a strong positive visualisation of their identity. The airy bedroom is decorated with wooden furniture, specially selected to be homely and warm. Access to a quiet patio overlooking the central garden provides for those who prefer a quiet time.

## Overview

Apex Harmony Lodge opened in 1999. It was specifically designed and is only used as a residential care centre for people living with dementia. The centre accommodates 150–249 residents.

Internal and external trip hazards have been addressed and are extremely well avoided with steps, uneven surfaces and contrasting floor finishes being removed or designed out. Safety features such as fences, door locks or other barriers to movement can be seen and remain very obvious.

The Lodge provides good visual access for residents to sitting areas, gardens, toilet and activity areas; these are very easily seen from where residents and staff spend most of their time.

A lot of emphasis has been placed on creating a calm environment by reducing noise levels. Additionally great attention has been paid to reducing clutter and to blending doors into the background that people with dementia are not invited to enter. There is a lot of emphasis around the use of colour, contrast and lighting to assist the residents in recognising things they may wish to find, the toilet door for example.

There is very clear and unobstructed access to encourage residents to move in and out of the building, to and from outdoor spaces.

There has been a lot of emphasis on creating destinations at the ends of corridors to engage residents, with even greater attention focussed on objects and activities to involve them along the way.

The Lodge provides a very familiar style of furniture and décor for residents with many familiar ornaments and artwork. Residents are also permitted to bring in their own, familiar belongings.

Residents have the option to select many places to be alone, or to enjoy the company of others.

All rooms within the centre are clearly identifiable with each room having a clear purpose.


There is a very strong emphasis on encouraging and supporting links with the local community with over three places a resident can choose to be with others.




## Switzerland: **Sonnweid AG**

Name of the residential care centre	Sonnweid AG
Address	Bachtelstrasse 68
City/Town	Wetzikon
State/Province	Zurich
ZIP/Postal Code	8620
Country	Switzerland
Email Address	info@sonnweid.ch

have the same desires as all the others, regardless of any diagnosis. To make the world a friendlier place, that must be our main goal.

 **How well does the design of the building support this vision: self-report**

Extremely well.

 **What are the most important elements in design**

- Unobtrusive safety
- Spaces that are of a domestic scale
- Easily seen wayfinding cues
- Easily found and unobstructed access to a garden, courtyard or outside space
- Familiar furnishings
- Provision of places to be alone
- Provision of places that are shared with the surrounding community
- Being designed with a specific vision of how people living with dementia should be supported

 **Vision**

Architects often seem to know what people living with dementia need! This is not correct. Nobody knows it really, but after many years of working with people with dementia we have a clear idea of how the world around people with dementia should be planned. They like simple and well-designed rooms. They need an environment, where they can realize their own idea of living. Architecture on the other hand must create environmental concepts and surroundings, where it is possible for residents to live easily and secure. People with dementia are also people without dementia. They

 **Plan**







A ramp located near a waterfall that can be viewed when passing by.



A wellness centre is available for residents to use.



There is a large garden for walking, sitting and observing.



An overhead view of Sonnweid shows the walking routes around the garden.



The cafeteria has a fireplace chimney and special furniture.

## Overview

Sonnweid AG opened in 1986. It is a larger facility accommodating 150–249 residents and was specifically designed as a residential care centre for people living with dementia.

The centre has almost eliminated internal and external trip hazards such as uneven surfaces, steps and highly contrasting floor finishes, they have been extremely well avoided wherever possible. Features that impact safety for residents are unnoticeable. These include fences, door locks and any barriers to movement.

Staff and residents can very easily see each other from where they spend most of their time and residents can very easily see all they need.

While there has been a moderate emphasis on reducing noise levels, no attention has been paid to reducing clutter, or to disguising doors that are not intended for use by people with dementia. Focus has increased a little when highlighting the combinations of colour and contrast or lighting to assist residents finding the things they need like the toilet door.

Residents are able to see and access the inside and outside areas with very clear and unobstructed routes to and from the centre.

The availability of objects and activities for engaging residents as they move around the centre has received a great deal of emphasis with moderate attention paid to developing destinations to engage the residents at the end of corridors.

The furniture style is very familiar with a few decorations, ornaments and artworks that are also familiar. However, residents are not allowed to bring in their own familiar objects.

Residents have the opportunity to select a few places to be alone, or alternatively to enjoy the company of others.

Each room within the centre is clearly identifiable with a very clear purpose to each one.

There easily accessible locations such as the cafeteria where residents can choose to engage with people from the surrounding community.

# United Kingdom: **Belong Atherton Care Village**

Name of the residential care centre	Belong Atherton Care Village
Company	Belong
Address	Mealhouse Lane Atherton
City/Town	Manchester
State/Province	Greater Manchester
ZIP/Postal Code	M46 0EW
Country	United Kingdom
Email Address	Tracy.paine@belong.org.uk
Contact Person	Tracy Paine

Web site or audio-visual material  
<https://www.belong.org.uk/locations/atherton>

## Vision

Belong's purpose is to create vibrant village communities enabling older people to live the lives that they choose.

## How well does the design of the building support this vision: self-report

Extremely well.

## What are the most important elements in design

- Unobtrusive safety
- Spaces that are of a domestic scale
- Good lines of sight to help people living with dementia to see the key places they want to go to
- Good lines of sight for supervision of people living with dementia
- Reduced levels of stimulation
- Easily seen wayfinding cues
- Familiar furnishings
- Easily found and unobstructed access to a garden, courtyard or outside space
- Opportunities to bring in personal items
- Provision of places that are shared with the surrounding community
- Being designed with a specific vision of how people living with dementia should be supported

## Plan





This image shows the kitchen which sits at the heart of each household where meals are prepared and residents can enjoy the smell of home cooking, creating an appetising signal that mealtimes are approaching. We aim to ensure that food continues to be a sociable and enjoyable aspect of life in Belong, and offer specialist reconstituted meals for people with swallowing difficulties such as dysphagia.



This is an image of a bedroom with a queen size bed for comfort and to reduce falls. The en suite toilet is in line of sight from the bed. The floor coverings are consistent from carpet to bathroom. The toilet seat has a colour contrast seat for ease of understanding and the sink has easy to use taps. There is colour contrast on all work surfaces. Plug sockets have colour contrast. The medication storage is within the fitted wardrobes, preventing the need for trolleys. Grab rails are chrome to provide contrast and normality. Bed sensor technology with links to lights is in the bedroom which is a room for life.



Each Belong household is grouped into an 'extended family' sized community for 12 residents, with modern bedrooms that lead directly onto an open-plan, shared communal space. These comfortable, contemporary-styled rooms boast the latest en-suite facilities and access to modern lounge and domestic kitchen areas. The ease of visibility for staff and residents creates a calm atmosphere whilst promoting confidence and independence. There is also access to a balcony for fresh air and activity.



This is an open plan household with a layout that supports easy orientation and clear lines of visibility, factors that help empower people with dementia to navigate their surroundings more easily. Individualised visual cues can compensate for memory problems and the lasting relationships that residents build with our





staff provides reassurance during difficult periods. The open nature of our households means that carers can monitor the wellbeing of residents in unobtrusive ways, and every personal room comes equipped with smart technology to detect falls or unexpected movements without invading privacy. The extra-wide doorways and bathrooms are fully accessible to wheelchair users, with easy-to-open doors and colour contrast furnishings to enhance perceptibility. From our wet-room shower design to our easy-to-reach plug and light sockets, every detail has been considered to allow greater freedom and independence. Promoting wellbeing Décor and furnishings have been carefully considered to minimise confusion, with minimal corridors and enclosed spaces, to reduce stress and promote mobility. We also encourage residents with dementia to personalise their household bedrooms, surrounding themselves with familiar things that resonate with memories.

At the heart of every Belong village is a licensed bistro. These family-friendly cafés serve exceptional value food and snacks at all times of the day. Our bistros act as relaxed and informal social hubs where residents, visitors and members of the local community can pop in to eat, drink and spend time with family and friends.

## Overview

Belong Atherton Care Village opened in 2011. It accommodates between 100 and 149 people in total with 50–99 of them living in purpose designed dementia accommodation. The residents of the dementia area can go to the other areas under the supervision of staff.

A strong emphasis has been placed on ensuring that trip hazards in the form of uneven surfaces, steps and/or highly contrasting floor finishes have been avoided inside and out. Safety features such as fences, door locks or other barriers to movement are unobtrusive and barely noticed by the residents.

The places that residents often want to go to, such as sitting areas, gardens, a toilet and activity spaces are very easily seen from where they spend most of their time and the open plan layout makes it very easy for staff to monitor residents as they go about their duties.

A great deal of emphasis has been placed on reducing unhelpful stimulation in the form of noise levels and clutter. This approach has been applied to the camouflaging of doors that are not intended to be used by people living with dementia. A great deal of emphasis has been placed on the use of colour, contrast or lighting to highlight those things that the residents may wish to find – the toilet door for example.

The very clear and unobstructed way to the outside space and back in again has been designed to encourage residents to go outside.

A great deal of emphasis has been placed on providing objects and activities for residents to engage with as they move around.

The style of furniture is very familiar to the residents and there are many decorations, ornaments or artworks that are familiar. Residents are encouraged to bring in their own, familiar objects.

There is a wide variety of spaces and places available to the residents, so they are free to choose to be by themselves or with other people.

All rooms are easily identifiable with their purpose being very clear.

There is a very strong emphasis on encouraging and supporting links with the local community with several places, including a bistro, provided for residents and visitors to share.

# United Kingdom: Fernbank Extra Care, Bingley

Name of the residential care centre	Fernbank Extra Care, Bingley
Company	Abbeyfield The Dales
Address	Fern Bank Drive
City/Town	Bingley
ZIP/Postal Code	BD16 4FA
Country	United Kingdom
Email Address	alexcaruso@aca-i.com
Contact Person	Alex Caruso

Web site or audio-visual material  
<https://aca-i.com/project/healthcare/fern-house-extra-care-bingley/>



## Vision

An environment that allowed everyone to regain balance and control of their health and condition in a subliminal way.



## How well does the design of the building support this vision: self-report

Extremely well.



## What are the most important elements in design

- Unobtrusive safety
- Spaces that are of a domestic scale
- Good lines of sight to help people living with dementia to see the key places they want to go to
- Easily seen wayfinding cues
- Familiar furnishings
- Easily found and unobstructed access to a garden, courtyard or outside space
- Opportunities to bring in personal items
- Provision of places to be alone
- Provision of places that are shared with the surrounding community
- Being designed with a specific vision of how people living with dementia should be supported



## Plan





Photo by Alessandro Caruso Architects.

The environment is created to make everyone feel appreciated, whatever their background.



Photo by Alessandro Caruso Architects.

The assisted bathroom offers an opportunity to relax in a safe and comfortable environment as a treat. It includes hydro massage, an integrated music system and ambient lighting to stimulate residents' curiosity.



Photo by Alessandro Caruso Architects.

Furniture and associated fabrics were selected to support people's ability to exercise choice over the environment.



Photo by Alessandro Caruso Architects.

The association to local landmarks and themes like the mill evoke a possible association to the past industry to support a sense of well-being, reviving interest in the world and giving hope.

## Overview

Fernbank Extra Care when it opened in 2017 was designed as a residential care centre for people living with dementia. It is part of a larger site capable of supporting 50 to 99 residents.

While the centre is mainly used by people living with dementia, residents with dementia are able to go to other areas of the site with permission from staff.

Internal and external trip hazards have been addressed and are extremely well avoided with steps, uneven surfaces and contrasting floor finishes being removed or designed out. Safety features including fences, door locks or other barriers to movement are not obvious within the centre.

Residents and the places they may want to access such as sitting areas, gardens, a toilet or activity spaces are very easily seen from the areas where staff and residents spend most of their time.

A great deal of emphasis has been placed on reducing unhelpful stimulation within the centre. This includes reducing the levels of noise and clutter and also blending the doors into the background to discourage entry by residents. The same consideration has been applied to the use of colour, contrast and lighting to highlight the toilet for example, as well as other things the residents may wish to find.

Residents are able to move to and from the outdoor spaces with very clear and unobstructed access to walking routes.

Residents are encouraged to engage as they move around with a great deal of emphasis on the provision of objects and activities, and also creating destinations for engagement at the end of corridors.

A very familiar environment is provided through the selection of furniture and the décor, with many items such as ornaments and artworks that are familiar to residents in their daily lives. Residents are also allowed to bring items from their own homes.

The centre also provides a few places where residents have the opportunity to be alone, and many more places where they can be in conversation with others.

All rooms are clearly identifiable, with each having a very clear purpose.

Up to two places are easily accessible for residents who choose to engage with others from the surrounding community.



# United Kingdom: The Harmonia Village at Dover

Name of the residential care centre	The Harmonia Village at Dover
Company	East Kent Hospitals University NHS Foundation Trust
Address	Randolph Road
City/Town	Dover
State/Province	Kent
ZIP/Postal Code	CT17 0FZ
Country	United Kingdom
Email Address	ekhft.the.harmoniavillage@nhs.net
Contact Person	Henry Quinn CASCADE Project Manager



## How well does the design of the building support this vision: self-report

Extremely well.



## What are the most important elements in design

- Safety
- Unobtrusive safety
- Spaces that are of a domestic scale
- Good lines of sight to help people living with dementia to see the key places they want to go to
- Familiar furnishings
- Easily found and unobstructed access to a garden, courtyard or outside space
- Opportunities to bring in personal items
- Provision of places to be alone
- Provision of places that are shared with the surrounding community
- Being designed with a specific vision of how people living with dementia should be supported

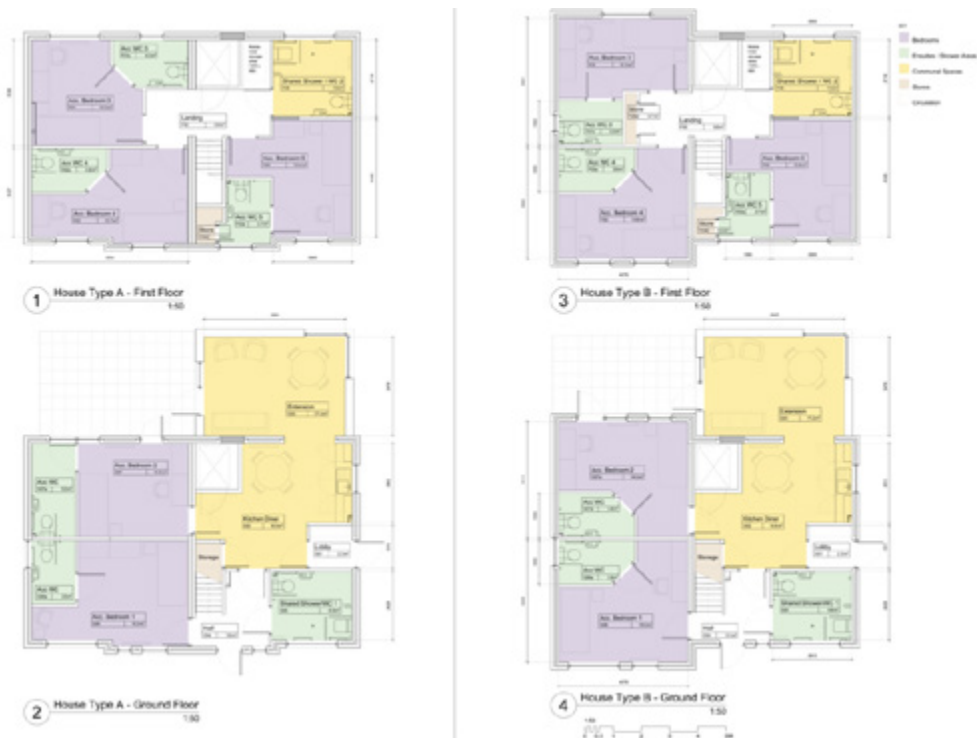


## Vision

The Model of Care promotes a strengths based, holistic, person-centred approach for people living with dementia in their community to maximise independence and quality of life.



## Plan





A house dining room and kitchen: Internal design, colour palette, furniture, fixtures and fittings were chosen following a consultation process with a variety of stakeholders.



The site is located at the end of a residential street and provides a café, rooms and gardens for use by both residents and the local community.



The people living with dementia are in houses on a residential street, and are free to move around the site using technology to alert staff to any issues.

### Overview

The Harmonia Village at Dover is due to open in 2020. The residences were created by renovating existing houses, and building a new community hub facility. The village will accommodate 36 residents and will be mainly used by people with dementia. While there are specific areas designated for them, people with dementia are free to visit other areas within the village without staff supervision.

Risk for residents in the form of trip hazards such as uneven surfaces, steps and highly contrasting floor finishes have been well avoided inside and out. Features including fences, door locks or any other barriers that encroach on safe movement are barely noticeable, and not obvious.



The hub building has six rooms that can provide respite for people living with dementia and their relatives and carers.

The places that residents often want to go to, such as sitting areas, a toilet and activity spaces are very easily found as they can be seen from where they spend most of their time. However, staff are not able to easily see the residents, as they go about their daily routine.

Visual access to sitting areas, gardens, toilet, activity and other spaces that residents often need, are very easy to see from where they usually spend their time. However, staff cannot easily observe the residents as they go about their daily duties.

Within the centre unhelpful stimulation has been moderately addressed in reducing noise levels and in disguising doors that people with dementia are not meant to use. In addition a lot of emphasis has been placed on reducing clutter. When highlighting

areas residents may wish to access, there has been a moderate focus on the combinations of colour and contrast or lighting.

Residents are able to find their way to and from outside spaces through very clear and unobstructed routes in and out of the building.

Within the village, as residents move around, great consideration has been given to objects and activities to involve them along the way; to a lesser extent there has been a little emphasis on creating further activity destinations at the end of corridors.

A very familiar environment is provided through the selection of furniture style and the décor with many ornaments and artworks that are familiar to residents in their daily lives. Residents are also permitted to bring familiar items of their own.

Throughout the village there are many places available where residents can either choose to sit quietly by themselves or converse with a small group.

To help residents locate particular rooms they are all clearly identifiable, and each room has a clear purpose.

The village provides several easily accessible places for the resident to choose from, enabling them to feel part of the local community e.g. a café.

## United Kingdom: Hope Bank View, Silksworth

Name of the residential care centre	Hope Bank View, Silksworth
Company	Abbeyfield
Address	Dene Street Silksworth
City/Town	Sunderland
State/Province	Tyne and Wear
ZIP/Postal Code	SR3 1EB
Country	United Kingdom
Email Address	alexcaruso@aca-i.com
Contact Person	Alex Caruso



### How well does the design of the building support this vision: self-report

Extremely well.



### What are the most important elements in design

- Unobtrusive safety
- Spaces that are of a domestic scale
- Good lines of sight to help people living with dementia to see the key places they want to go to
- Easily seen wayfinding cues
- Familiar furnishings
- Easily found and unobstructed access to a garden, courtyard or outside space
- Opportunities to bring in personal items
- Provision of places to be alone
- Provision of places that are shared with the surrounding community
- Being designed with a specific vision of how people living with dementia should be supported



### Vision

An environment that allowed everyone to regain balance and control of their health and condition in a subliminal way.



### Plan







Photo by Alessandro Caruso Architects.

The interior design created a multi-sensory narrative using materials such as fabrics and textiles for furniture and curtains, and tactile art installations that facilitate a sense of environmental control.

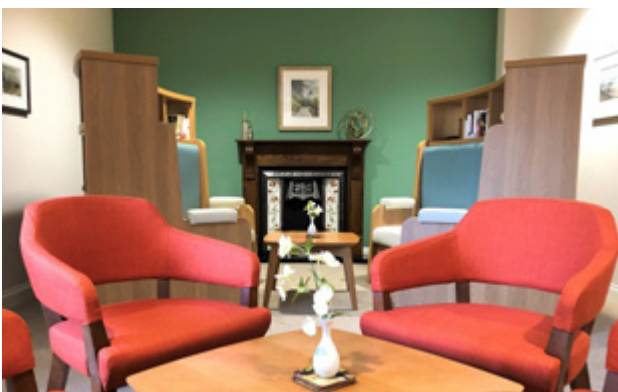


Photo by Alessandro Caruso Architects.

Colours were selected to support an uplifting atmosphere and to help people navigate with their instinct by the change in the electromagnetic field around them.



Photo by Alessandro Caruso Architects.

Harmony of all spaces is the key to a sustainable dementia care environment.



Photo by Alessandro Caruso Architects.

An inclusive wayfinding strategy at eye level, accessible also for sign impaired residents, using signage on doors or immediately adjacent.

## Overview

Fern House Extra Care – when it opened in 2018 – was designed as a residential care centre for people living with dementia. It accommodates over 50 residents – the majority of whom live with dementia – and is part of a larger site capable of supporting 50 to 99 residents. While there is a specific area designated for people with dementia, they are able to freely visit other areas without the need for staff supervision.

Trip hazards in the form of uneven surfaces, steps and highly contrasting floor finishes have been almost totally avoided both inside and out. Safety features such as fences and door locks remain very prominent within the centre.

The places that residents often want to go to, such as sitting areas, gardens, a toilet or activity spaces are very easily seen by the residents from where they spend most of their time. The layout also enables staff to very easily monitor the residents as they go about their duties.

There has been a great deal of attention placed on reducing noise levels and clutter within the centre, as has the camouflaging of doors that residents are not intended to use. In addition, helpful stimulation such as the use of colour, contrast and lighting has received a great deal of emphasis to aid usage by residents e.g. in finding the toilet door.

The route to the outside is very clear and unobstructed to enable residents to move in both directions in and out of the centre.

The centre has paid great attention to engaging residents as they move around with the strategic placement of objects and other activities, and also to the creation of engagement nooks at the end of corridors.

The style of furniture is exactly what residents are used to and with the many decorations, ornaments and artworks the style is extremely familiar to them. Residents are encouraged to bring in their own, familiar objects.

Within the centre there are many places and rooms where residents can sit quietly by themselves or engage with a small number of others.

All rooms are clearly identifiable, with a very clear purpose.

The centre provides up to two easily accessible places for residents to be able to share time with relatives or friends from the local community.

# United Kingdom: Maister Lodge

Name of the day care centre	Maister Lodge
Company	Humber Teaching NHS FT
Address	Hauxwell Road
City/Town	Hull
State/Province	Humberside
ZIP/Postal Code	HU8 0RB
Country	United Kingdom
Email Address	alexcaruso@aca-i.com
Contact Person	Alex Caruso, Architect



## What are the most important elements in design

- Unobtrusive safety
- Spaces that are of a domestic scale
- Good lines of sight to help people living with dementia to see the key places they want to go to
- Good lines of sight for supervision of people living with dementia
- Easily seen wayfinding cues
- Familiar furnishings
- Easily found and unobstructed access to a garden, courtyard or outside space
- Opportunities to bring in personal items
- Provision of places to be alone
- Provision of places that are shared with the surrounding community
- Being designed with a specific vision of how people living with dementia should be supported



## Vision

An environment that satisfied everyone's deepest human needs



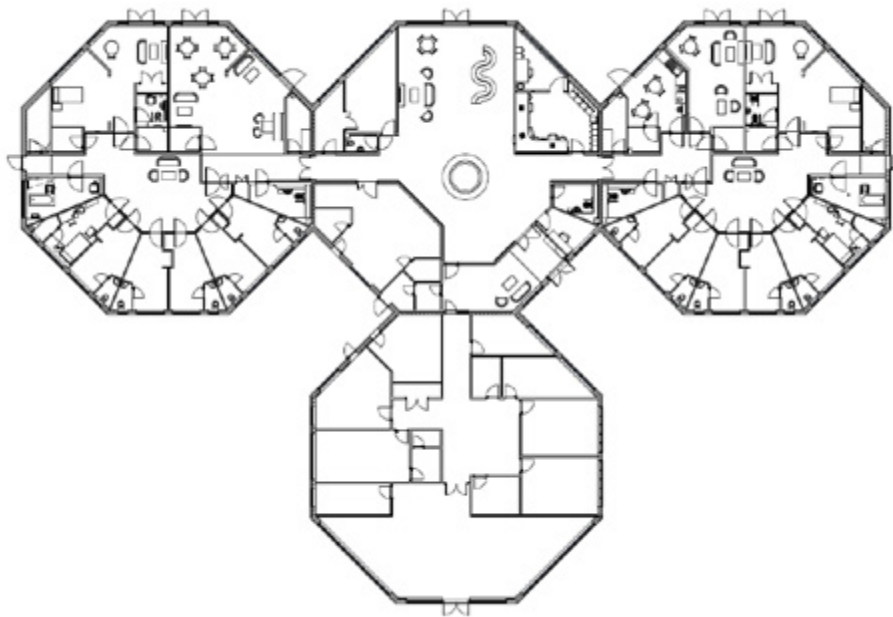
## How well does the design of the building support this vision: self-report

Extremely well.

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## Plan





The entrance to residents' bedrooms help orientation with colour coding along with memory trigger images associated to each resident.



Destination points at the end of the corridor are identified by colour schemes and artwork.



A striking mural on one wall of the central lounge helps the association of one of the most memorable activities for all as well as an association to the local Hull Paragon Station in the 1960s.



A colourful ADL kitchen with glazed cabinets helps patients prepare and enjoy a cup of coffee with members of staff.



## Overview

Maister Lodge opened in 2019 after renovation to make it more suitable for people living with dementia. It accommodates 20 people and is only used by people living with dementia.

Internal and external trip hazards in the form of uneven surfaces, steps and highly contrasting floor finishes have been almost totally avoided. Safety features such as fences, door locks or other barriers to movement can be quite easily seen by the residents.

The places that residents often want to go to, such as sitting areas, their bedroom, garden, a toilet and activity spaces are very easily found as everything they need can be seen from where they spend most of their time. The other side of that coin is that staff can very easily see the residents as they go about their duties, making it easy to provide discreet supervision.

A great deal of emphasis has been placed on reducing noise levels and clutter so that over-stimulation is minimised. This is continued with the camouflaging of the doors that are not intended to be used by people living with dementia, while a great deal of emphasis has been placed on the use of colour, contrast and lighting to highlight those things that the residents may wish to find – the toilet door, for example.

The way to the outside space is very clear and unobstructed to allow the residents to walk from the inside of the building to the outside and back in again.

A great deal of emphasis has been placed on providing objects and activities for residents to engage with as they move around and on creating engagement destinations at the end of corridors.

The style of furniture is very familiar to the residents and there are many decorations, ornaments or artworks that are familiar. Residents are encouraged to bring in their own, familiar objects.

There are many places where residents can choose to be by themselves and a few places where they can choose to be with a small number of people.

All rooms are clearly identifiable; their purpose is very clear.

The Lodge makes it easy for residents to share time with relatives or friends from the local community by providing spaces for this.

## United States: Abe's Garden

Name of the residential care centre	Abe's Garden
Company	Abe's Garden
Address	115 Woodmont Blvd.
City/Town	Nashville
State/Province	Tennessee
ZIP/Postal Code	37205
Country	United States
Email Address	news@abesgarden.org
Contact Person	Donna Coleman, Senior Director of Marketing and Development

Web site or audio-visual material  
[abesgarden.org](http://abesgarden.org)

### Vision

Nationally recognized aging design professionals and lighting industry researchers contributed to the architecture, landscape and interior design. Purpose-built for people with dementia, Abe's Garden features evidence-based lighting, use of colour and furnishings. The design encourages socialization, learning, movement and independence without creating stress or unintentional distraction. It provides easy, secure access to connect with nature and

pets, and is conducive to visits from loved ones of all ages. Each household theme fosters a distinct style of programming: Music & Movement, Connection to Nature, and Arts & Lifelong Learning.

### How well does the design of the building support this vision: self-report

Extremely well.

### What are the most important elements in design

- Safety
- Unobtrusive safety
- Spaces that are of a domestic scale
- Good lines of sight to help people living with dementia to see the key places they want to go to
- Good lines of sight for supervision of people living with dementia
- Easily seen wayfinding cues
- Familiar furnishings
- Easily found and unobstructed access to a garden, courtyard or outside space
- Opportunities to bring in personal items
- Provision of places to be alone
- Being designed with a specific vision of how people living with dementia should be supported

### Plan





*Abe's Garden Central Courtyard – Photo courtesy of Dan Heller*

The centrepiece of Abe's Garden's residential memory care community is a well-planned, secure and stimulating, central courtyard that is easily accessible from each household, providing residents the opportunity to independently interact with nature. The courtyard has several engagement areas, including a walkway, outdoor kitchen, raised garden beds, hummingbird feeders, and a water feature. Weather permitting, residents are invited to engage there daily.



*Abe's Garden Arts and Lifelong Learning Household – Copyright Sarah Mechling Courtesy Perkins Eastman*

While certain decorative elements are art-themed in this household to promote creativity and help with wayfinding, its core elements are replicated in the other two households: an open kitchen, located in slightly varied, but with close proximity to residential suites to activate sense of smell and cue mealtime; somewhat contemporary, yet familiar homelike environments, including a living room and flexible spaces for dining and other engagement; small, intimate nooks to provide places of respite for residents and visitors; courtyard views; clerestory and floor-to-ceiling windows that provide ample natural light.



*Abe's Garden The Club – Copyright Sarah Mechling Courtesy Perkins Eastman*

The Club, located between the Welcome Center and screened-in porch sitting area, is designed for multiple uses: group or 1:1 engagement, family visits, small events, and team member training. The secured door to the Welcome Center is purposely placed out of direct line of sight to reduce exit seeking. The floor-to-ceiling windows offer visibility to the easily accessible courtyard, as well as daylighting, which is an essential component of evidence-based lighting.



*Abe's Garden Memory Care Residential Suite – Copyright Sarah Mechling Courtesy Perkins Eastman.*

Approximately 300 square feet each, the residential suites are designed to be safe and comfortable. Community provided furniture by Furnished Living was collaboratively designed with Abe's Garden team members to meet the needs of individuals with dementia living in an assisted living licensed residence. Sample Furnished Living pieces include a bed with

supportive side arms, a nightstand with an amber light to reduce late night falls, and a gliding motion chair with a fall prevention element. The private, zero barrier entry bathroom accommodates the turning radius of wheelchairs and space for care partners to manoeuvre while assisting residents.



*Abe's Garden Conservatory – Copyright Sarah Mechling at Perkins Eastman*

The Conservatory, located in the Connection to Nature household, provides those with dementia with an opportunity to interact with nature independently or in classes and regardless of weather. Arranging flowers for dining tables, studying and planting various plants, and napping (both feline and human) are the most common conservatory pastimes. It is notable that nature, or biophilia, has been shown to reduce stress, mental fatigue and agitation in those with dementia.

## Overview

Abe's Garden opened in 2015 to provide services specifically for people living with dementia. It accommodates 42 residents.

Internal and external trip hazards in the form of uneven surfaces, steps and highly contrasting floor finishes have been almost totally avoided. Safety features such as fences, door locks or other barriers to movement are unnoticeable.

The places that residents often want to go to, such as sitting areas, gardens, a toilet or activity spaces are very easily found as residents can see everything they need to see from where they spend most of their time. Staff can very easily see the residents from where they

spend most of their time making it possible for them to keep a watchful eye on the residents and lend support when needed.

A moderate amount of emphasis has been placed on reducing noise levels and a great deal of emphasis has been placed on reducing clutter. Doors that are not intended to be used by people living with dementia are well hidden while a moderate amount of emphasis has been placed on the use of colour, contrast or lighting to highlight those things that the residents may wish to find.

The way to the outside space is very easily seen and is unobstructed to allow the residents to walk from the inside of the building to the outside and back in again.

A great deal of emphasis has been placed on providing objects and activities for residents to engage with as they move around and on creating engagement destinations at the end of corridors.

The style of furniture is very familiar to the residents and there are also many decorations, ornaments or artworks that are familiar. Residents are allowed to bring in their own, familiar objects.

There are a few areas where residents can choose to be by themselves and many places where they can choose to be with a small number of people.

All rooms are clearly identifiable; their purpose is very clear.

There are one or two easily accessible places where the resident can choose to be with people from the surrounding community.

## Additional information

As part of our mission to study, test and disseminate best practices in dementia care, Abe's Garden is the current site for an applied research study. In partnership with Mariana G. Figueiro, Ph.D., Director of the Lighting Research Center and Professor of Architecture at Rensselaer Polytechnic Institute, and StackCare, we are exploring a lighting strategy to reduce depression and improve sleep-wake cycles in people with advanced dementia.

Abe's Garden's on-site garden that provides seasonal farm-to-table ingredients for independent, assisted living, and memory care resident meals is 100% managed by dedicated volunteers, including independent living residents.




In addition to the 42 residents Abe's Garden supports, The Club adult day programme provides up to 15 individuals with dementia an opportunity to benefit from evidence-based, on-site engagement. This allows participants to gain familiarity with the environment, programmes, and team members, resulting in a smoother transition into residential care.

Additionally, Middle Tennessee's first early stage dementia day programme, Abe's Garden Community Group (AGCG), meets four days a week in an independent living engagement area. AGCG members include individuals living throughout Middle Tennessee, as well as on-site independent living residents. Meeting in our independent living community allows participants to spend their day in an environment comprised of individuals in a more similar cognitive decline stage than meeting in the memory care centre would provide.

## United States: Aegis Living Mercer Island

Name of the residential care centre	Aegis Living Mercer Island
Company	Aegis Living
Address	7445 SE 24th St.
City/Town	Mercer Island
State/Province	Washington
ZIP/Postal Code	98040
Country	United States
Email Address	nandi.butcher@aegisliving.com
Contact Person	Nandi Butcher, Communications

while keeping up with the changing needs of today's active aging population. Aegis Living's approach to helping residents live life to the fullest is coupled with delivering unparalleled memory care for residents with Alzheimer's and other cognitive impairments.

 **How well does the design of the building support this vision: self-report**

Extremely well.

 **What are the most important elements in design**

- Safety
- Unobtrusive safety
- Spaces that are of a domestic scale
- Good lines of sight to help people living with dementia to see the key places they want to go to
- Good lines of sight for supervision of people living with dementia
- Reduced levels of stimulation
- Easily seen wayfinding cues
- Familiar furnishings
- Easily found and unobstructed access to a garden, courtyard or outside space
- Opportunities to bring in personal items
- Provision of places to be alone
- Provision of places that are shared with the surrounding community
- Being designed with a specific vision of how people living with dementia should be supported

Web site or audio-visual material  
<https://www.aegisliving.com/aegis-of-merc-island>

 **Vision**

Aegis Living provides compassionate care for those with memory loss. Our Life's Neighborhood™ programme is an innovative and refreshingly optimistic approach to caring for people living with dementia. Aegis Living is a national leader in senior assisted living and memory care with 23 years of experience reshaping the everyday experience for its residents, helping them live life to the fullest – from providing 24/7 compassionate and quality care, industry-defining life-enrichment programming and a community-first philosophy. Aegis' work begins with innovative and experience-driven design that creates a sense of community and home comfort for its residents,

 **Plan**





The Aegis Living "Life's Neighborhood" aims to create nostalgic experiences, an approach that provides comfort and meaning for those with dementia. Residents can sit in the driver's seat of a built-in Winnebago...



The grand living room features a welcoming lounge area and common area to socialize that opens to the outdoor patio and waterfall. The 35-foot-wide waterfall creates a tranquil outdoor space, surrounded by both natural trees/forestry and a mural to emphasize the importance of connecting with nature and positive effects of biophilia.



...or step a board a Chris Craft Boat to relive fond memories and create new ones.



With an ongoing emphasis on connecting with nature, the community offers five raised beds for residents to get their hands on/in the garden's planting vegetables and flowers. Other outdoor spaces surround the building, including dining and places to relax and enjoy the Pacific Northwest year around.



Residents may walk the halls and encounter memorabilia that would remind them of a cabin or ski resort they grew up going to (common for residents in the area). A ski lift simulation is even built in, allowing residents to sit in an older chair lift and view imagery of being on a mountain top.

## Overview

Aegis Living Mercer Island opened in 2019. It was designed as a residential care centre for people living with dementia. It is part of a larger site accommodating 50–99 residents, with the centre providing 16 places specifically for use by people living with dementia.

Hazards are extremely well avoided in the internal and external environment. These include uneven surfaces, steps and highly contrasting floor finishes. Where safety features such as fences, door locks or other barriers to movement have been provided they are still very obvious.

There is very easy visual access to sitting areas, gardens, toilet, activity and other spaces that residents often need, and staff can very easily observe the residents from where they spend most of their time.

Reducing clutter and noise levels as part of unhelpful stimulation has been given a great deal of attention, as has the use of colour, contrast and lighting to highlight areas residents may wish to access such as a toilet door. There has also been a lot of emphasis on disguising the doors that residents are discouraged from using.

Residents are able to walk from the inside to the outside of the centre and return with a very clear and unobstructed path of travel.

Engagement for residents is greatly encouraged through access to objects and activities and destinations at the end of hallways throughout the centre.

The centre focuses on creating nostalgic memories and the style of furniture is exactly what residents are used to with many decorations, ornaments and artworks that are also familiar. Residents are allowed to bring in their own, familiar objects.

There are a few places available where residents can elect to be alone. If they choose to be with others there are many areas available for conversation with a small group.

To assist residents, all rooms are clearly recognizable with a very clear purpose.

The centre provides several easily accessible places for the resident to choose from, enabling them to feel part of the local community.

## Additional information

### APPROACH TO DESIGN

Aegis Living is on the frontlines of forward-thinking senior living architecture and programmatic design that reflects the changing needs of today's aging population as well as the community and culture where each building is located.

- Inspired by a Lake Placid ski lodge, the 100,000 square-foot Mercer Island building features 89 apartment homes. It is tucked away among Pacific Northwest greenery, creating a resort-like getaway that is walking distance from the centre of downtown Mercer Island. A 35-foot-wide waterfall and four-story exterior fireplace anchor the building and create tranquil outdoor spaces. A ski-lift simulation and cosy gathering spaces throughout, including a sports club filled with Winter Olympic memorabilia, round out the lodge experience.
- The ski lodge ambiance is married with a celebration of iconic people and places from Mercer Island. The lobby opens to three Cedar totem poles by Northwest artist. An on-site pub honours the landmark Mercer Island Roanoke Inn and Tavern. Residents can enjoy the penthouse Keewaydin Sky Lounge and warm up by the fire in the grand living room.
- Each Aegis Living building is designed around the Life Enrichment programming offered and is built to create a sense of community among residents as well as neighbours.
  - In Mercer Island, nearly all activities and amenities – from the spa to the movie theatre, sports lounge and activity centre are on the ground floor to bring residents together.
  - Regular happy hours are hosted on-site for community neighbours to enjoy and a private dining room and event spaces are available to resident family and friends.
  - The property features a myriad of health and wellness amenities such as a spa/wellness space equipped with a beauty salon, barber shop, massage therapy and acupuncture, along with a therapy pool. Residents can enjoy daily classes and fitness activities and refuel at the bistro and juice bar.

### MORE ON MEMORY CARE + DESIGN

Aegis Living's approach to helping residents live life to the fullest is coupled with delivering memory care for residents with Alzheimer's and other cognitive impairments.



- Aegis Living develops customized care plans for each resident while creating activities and spaces to meet them where they are. The Aegis Living signature "Life's Neighborhood" aims to create nostalgic experiences, an approach that provides comfort and meaning for those with dementia. For example, residents can sit in the driver's seat of a built-in Winnebago or walk on a Chris Craft Boat. As they walk the halls of the building, they can experience memorabilia like an old ski lodge they may have experienced.
- The private memory care wing offers a variety of activities including light and music therapy and more to lessen symptoms of Alzheimer's and other forms of dementia.
- In many of its communities, including Mercer Island, Aegis Living has introduced the concept of biophilic design, which seeks to satisfy residents' innate desire to be connected to nature by bringing it indoors. This connection with nature, demonstrated through Aegis' biophilia walls and other building design elements have shown to be both physically and emotionally

beneficial, reducing stress, enhancing creativity, and improving well-being. The Mercer Island community provides opportunity for daily outdoor experiences, including garden beds for residents to plant and tend to fresh vegetables and flowers.

# United States: AHAVA Memory Care Residence

Name of the residential care centre	AHAVA Memory Care Residence
Company	Jewish Association on Aging
Address	200 JHF Dr.
City/Town	Pittsburgh
State/Province	PA
ZIP/Postal Code	15217
Country	United States
Email Address	adukes@jaapgh.org
Contact Person	Amy Dukes, Senior Director of Memory Care Operations

Web site or audio-visual material

<https://www.ahavajaa.org/>



### Vision

To create an environment that allows people living with dementia to be independent and engaged and to reduce Apathy, Anxiety, Aggression, and Agitation.



### How well does the design of the building support this vision: self-report

Extremely well.



### What are the most important elements in design

- Unobtrusive safety
- Good lines of sight to help people living with dementia to see the key places they want to go to
- Good lines of sight for supervision of people living with dementia
- Easily seen wayfinding cues
- Familiar furnishings
- Easily found and unobstructed access to a garden, courtyard or outside space
- Opportunities to bring in personal items
- Provision of places to be alone
- Provision of places that are shared with the surrounding community
- Being designed with a specific vision of how people living with dementia should be supported



### Plan



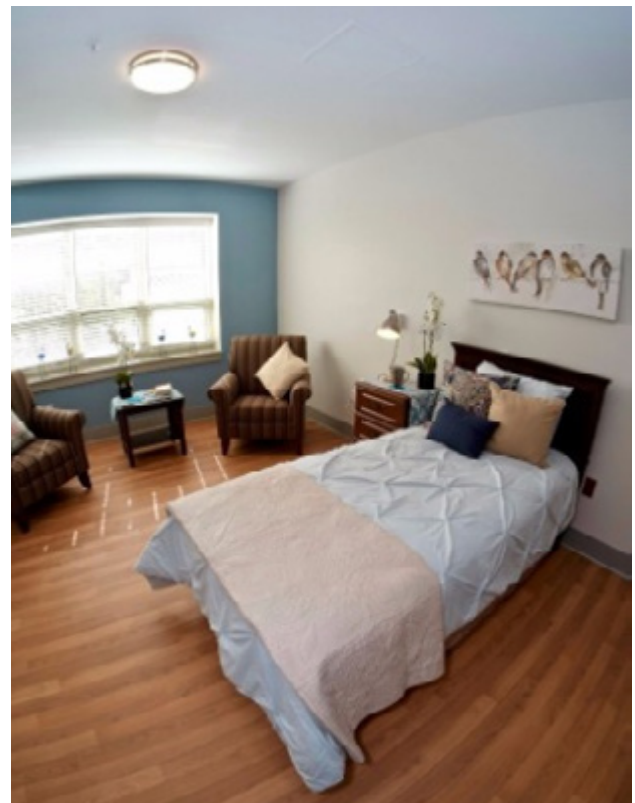


The front porch offers a calm, homelike environment for socialization or quiet reflection. The front porch also offers an important cue for residents who are in the secure courtyard as to which door to use to come and go. We refer to this door as the "resident front door" as it was chosen to look residential and features a mailbox to cue residents that this is an appropriate door to use.

The bright, airy dining room offers small, intimate tables for lovely meals with friends. The dining room staff are specially trained to serve residents with dementia in the most appropriate way possible. The meals are brought to the kitchen and placed on warming trays behind a beautiful granite bar. Specially trained staff plate the meals to order after showing the residents two plates of options. Staff are trained to offer small portions on coloured plates to allow residents to not feel overwhelmed by too much food. Staff monitor intake and offer alternatives if a resident seems displeased with their plate.



The hearth and the Sunroom offer a beautiful space large enough to use as a living room and an activity space. The room offers vaulted ceilings with skylights to provide warm and bright spaces. The warm hearth offers cues to residents that the work is done, and it is time to relax and socialize.



AHAVA offers private rooms with full, accessible private baths. The rooms offer abundant natural light and are spacious without being overwhelming. The bathroom offers a barn-style door to support residents using walkers and wheelchairs to utilize the bathroom easily without being impeded by an open door. The rooms offer an accent wall to add depth and to help residents recognize their rooms. Residents are encouraged to bring their own décor to make the room feel homey.



## Overview

AHAVA Memory Care Residence opened in 2017. It was renovated to make it more suitable for people living with dementia. Accommodating 30 residents within a larger site of 150–259 people, the centre is only used for people with dementia.

Trip hazards in the form of uneven surfaces, steps and highly contrasting floor finishes have been almost totally avoided both inside and out. Where safety features such as fences, door locks or other barriers to movement have been provided, they are unnoticeable, and therefore unobtrusive.

The places that residents often want to go to, such as sitting areas, a toilet and activity spaces are easily found as they can be seen from where they spend most of their time. Staff can also easily see the residents, making it possible to provide discreet supervision and support from where they spend most of their time.

Within the centre a great deal of emphasis has been placed on creating a quieter environment by reducing noise levels. A lot of attention has been paid to reducing clutter and camouflaging those doors people with dementia are discouraged from entering. Highlighting the use of colour and contrast to assist residents finding what they need as part of enhancing helpful stimulation, has also been given a lot of consideration.

The residents are able to see the way to outside spaces, walking from inside to outside and visa versa through a very clear and unobstructed access route.

Engagement for residents is greatly encouraged through the provision of objects and activities as they move through the centre, and through the creation of destinations for engagement at the end of corridors.

A very familiar environment is provided through the selection of furniture style and the décor with many familiar ornaments and artworks. Residents are also allowed to bring familiar items of their own.

Residents can choose from a few places to sit quietly by themselves and have many options available if they choose to be with a small group.

All rooms within the centre are clearly identifiable with each room having a clear purpose.

The centre does not provide places where the resident can choose to be with people from the surrounding community.



# United States: **Hearthstone at New Horizons**

Name of the residential care centre	Hearthstone at New Horizons
Company	Maxwell Architects, LLC
Address	20 Windom Street
City/Town	Somerville
State/Province	Massachusetts
ZIP/Postal Code	2144
Country	United States
Email Address	marc@maxwellarchitects.com
Contact Person	Marc A. Maxwell, AIA



How well does the design of the building support this vision: self-report

Very well.



What are the most important elements in design

- Safety
- Unobtrusive safety
- Spaces that are of a domestic scale
- Good lines of sight to help people living with dementia to see the key places they want to go to
- Good lines of sight for supervision of people living with dementia
- Easily seen wayfinding cues
- Familiar furnishings
- Easily found and unobstructed access to a garden, courtyard or outside space
- Opportunities to bring in personal items
- Provision of places to be alone
- Being designed with a specific vision of how people living with dementia should be supported



Vision

To allow people living with dementia to do what they can, use all their skills and abilities and to be treated as individuals with something to add to the community.



Plan



Marc A. Maxwell, AIA  
 20 Windom Street  
 Somerville, MA 02144  
 617-866-8332  
 617-866-8332 Fax

HEARTHSTONE AT MADONNA HALL  
 400 HEMENWAY STREET  
 MARLBOROUGH, MASSACHUSETTS 01762



There is an Activity Space at the end of a corridor, minimizing the visual attractiveness of the exit door beyond.



The Dining Room with visual access to a secured garden available to residents.



The Dining Room with an 'Open Hearth' Kitchen.



The Dining Room with Hearth (fireplace) and visual access to secured garden available to residents.

## Overview

Hearthstone at New Horizons opened in 1996. It has since been renovated to make it more suitable for people living with dementia.

It is part of a larger site capable of supporting 150–249 residents, with the centre accommodating 44 residents and only used by people with dementia.

The centre has almost eliminated Internal and external trip hazards such as uneven surfaces, steps and highly contrasting floor finishes – they have been extremely well avoided wherever possible.

Safety features such as fences, door locks or other barriers to movement can be clearly seen.

Hearthstone provides good visual access for residents and staff to sitting areas, gardens, toilet and activity areas; residents can easily see where they want to go and staff can very easily see residents from where they spend most of their time.

There has been a great deal of focus on reducing noise levels within the centre, with lesser, but still a lot of attention, paid to reducing clutter and to disguising the doors that residents are discouraged from entering.

A great deal of emphasis has been applied when highlighting areas residents may wish to access, through the combinations of colour, contrast or lighting.

There is a very clear and unobstructed route to outdoor spaces to allow residents to walk from the inside of the building to the outside and back in again.

Engagement for residents is greatly encouraged through access to objects and activities and destinations at the end of hallways throughout the centre.

The style of furniture is exactly what residents are used to and with the many decorations, ornaments and artworks the style is extremely familiar to them. Residents are encouraged to bring in their own, familiar objects.

Residents ability to choose to be by themselves or with others is limited to a few places being available within the centre.

At this time, residents with dementia are unable to easily access places where they can choose to engage with the surrounding community.

# United States: Noah Homes

Name of the residential care centre	Noah Homes Inc
Company	Noah Homes Inc
Address	12526 Campo Road
City/Town	Spring Valley
State/Province	California
ZIP/Postal Code	91978
Country	United States
Email Address	kkeane@noahhomes.org
Contact Person	Kimberly Keane - Program Development Manager

**Web site or audio-visual material**

[www.NoahHomes.org](http://www.NoahHomes.org)  
<https://vimeo.com/190014389>



**Vision**

Build Compassionate Communities and Great Lives.



**How well does the design of the building support this vision: self-report**

Well.



**What are the most important elements in design**

- Unobtrusive safety
- Spaces that are of a domestic scale
- Good lines of sight to help people living with dementia to see the key places they want to go to
- Good lines of sight for supervision of people living with dementia
- Reduced levels of stimulation
- Easily seen wayfinding cues
- Easily found and unobstructed access to a garden, courtyard or outside space
- Familiar furnishing
- Opportunities to bring in personal items
- Provision of places to be alone
- Provision of places that are shared with the surrounding community
- Being design with a specific vision of how people living with dementia should be supported



**Plan**



1 TYPICAL RESIDENCE 5 & 6 FLOOR PLAN  
 4,644 SQ. FT. CONDITIONED / 3,311 SQ. FT. CALIFORNIA ROOM

NOAH HOMES MEMORY CARE FACILITY  
 FOR NOAH HOMES

TYPICAL RESIDENCE  
 SCALE: 1/8" = 1'-0"  
 JOB NO. 1201.001  
 DATE: 10.02.2014  
 DAHLIN ARCHITECTS





An aerial view of the Memory Care Homes, Casa de Lauridsen and Casa de Amor. Both of these houses mirror each other, and are surrounded by an infinity path that allows residents to take walks and socialize in the garden.



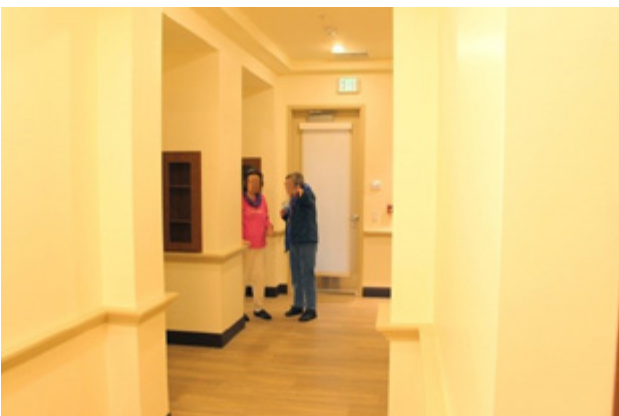
Memory care boxes help residents remember which room is theirs, and help staff relate to and better understand the residents they are caring for within the home.



The outdoor patio allows residents to relax and unwind outdoors, and socialize with fellow residents. It also connects to an infinity path that allows residents to get their daily walks in and remain independent without the worry of getting lost.



The layout of the Memory Care Homes plan. This includes a research room for on-site appointments and access to top researchers from University of California San Diego to better understand residents' care needs and potential treatment.



Built in wall supports/hand rails that are designed to look like wall accents.

## Overview

Noahs Homes – when it opened in January 2017 – was specifically designed and is only used as a residential care centre for people with dementia. The home accommodates 20 residents and is located within a larger site of between 50–99 residents. There are specific areas for people with dementia, and depending on their capacity, they are able to access other areas; with or without staff supervision.

Risk for residents in the form of trip hazards such as uneven surfaces, steps and highly contrasting floor finishes have been almost eliminated inside and outside. Features that impact safety for residents are still noticeable and somewhat obvious. These include fences, door locks and any barriers to movement.

The places that residents often want to go to, such as sitting areas, gardens, or a toilet are very easily seen from where they spend most of their time and the home's layout makes it very easy for staff to monitor residents as they go about their duties.

A strong emphasis has been placed on reducing clutter with a lot of attention paid to reducing noise levels in the home. Greater consideration has been applied to highlighting colour and contrast in terms of helpful stimulation to enable residents to find what they need. And still much lesser emphasis has been focussed on camouflaging doors not intended for resident use.

The residents are able to find their way to external areas through a very clear and unobstructed pathway, allowing easy movement back and forth between the inside and outside.

Residents are encouraged to engage as they move around the home, with a great deal of emphasis on providing objects and activities as well as corridor destinations.

The style of furniture is exactly what residents are used to and with the many decorations, ornaments and artworks the style is extremely familiar to them. Residents are encouraged to bring in their own, familiar objects.

There are many places within the home where residents can either elect to be on their own, with a few places provided for conversation with a small group of others.

To assist the resident with wayfinding, all rooms are clearly identifiable, with a very clear purpose.

The home makes it easy for residents to share time with relatives or friends from the local community by providing several easily accessible spaces for them to do so.

# United States: Orchard at Athens

Name of the residential care centre	Orchard at Athens
Company	Orchard Senior Living
Address	2750 Atlanta Highway
City/Town	Athens
State/Province	Georgia
ZIP/Postal Code	30306
Country	United States
Email Address	thayes@orchardseniorliving.com
Contact Person	Taryn Hayes, Executive Director

Web site or audio-visual material  
<https://orchardseniorliving.com/athens/dementia-programs/>

## Vision

Our Missing at Orchard at Athens is to provide residents with a purposeful life by creating engagement opportunities specifically designed for the abilities that our residents possess. Thus creating a sense of accomplishment and independence.

## How well does the design of the building support this vision: self-report

Extremely well.

## What are the most important elements in design

- Safety
- Good lines of sight to help people living with dementia to see the key places they want to go to
- Easily seen wayfinding cues
- Opportunities to bring in personal items
- Being designed with a specific vision of how people living with dementia should be supported

## Plan



### MEMORY CARE

- Studio
- Deluxe Studio





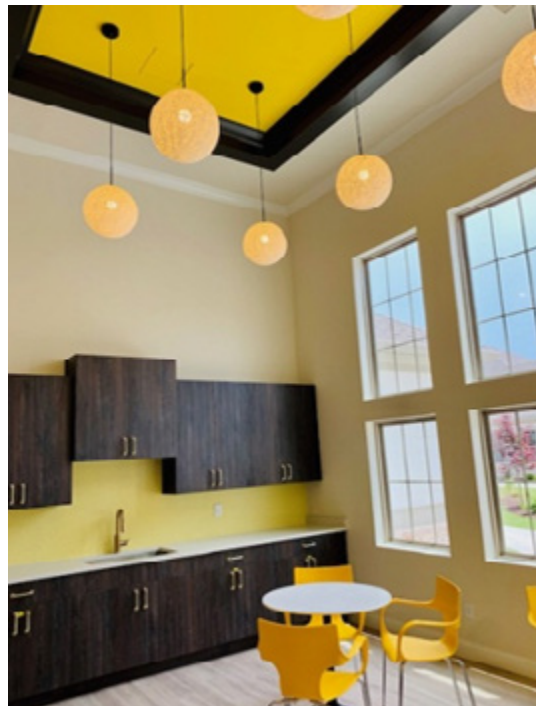
Main Street is an area located between our two memory care groves that allows those living with dementia to be able to fully navigate the 'down-town' environment within the safety of the Community. Main Street features a Sweet Shoppe, Movie Theater, Cocktail Bar, Art Studio, News Paper Stand, as well as a fruit stand.



Our dining rooms are created with the intention of giving residents the option of eating at a table by themselves. As their dementia progresses we have found that it's easier to enhance appetite if meal times are focused on consumption instead of the social aspect. We achieve an environment focused on eating by spaciouly arranging the tables and choosing crockery that brings the eyes to the meal being served.



Our 'Hall-less' memory care groves allow residents to come out of their apartments and easily be able to navigate to a living room, dining room, and their choice of two different courtyards. The solarium located in the centre of the groves allows for natural light to come through which helps enhance the mood of our residents as well as giving visuals cues for the time of day.



Our art studio is located between our two memory care groves and is easily accessible at anytime for residents who wish to be creative. The art studio encourages residents to explore their imaginations as well as enhance their independence. We have also found that by displaying residents' art work throughout the Community, self confidence increases for those resident artists.





Our Game Room, which has been nicknamed 'The Man Cave' serves many purposes. It creates an environment where residents can come together in fellowship while encouraging them to think critically through different games. We try to ensure there is an environment to support the resident with wherever they are in their abilities. Activities range from 3 card poker to simply listening to music, designed so each resident can be successful in their engagement regardless of their level of participation.

## Overview

Orchard at Athens opened in 2020. It is a freestanding facility, designed as a residential care centre for people living with dementia. The centre accommodates 50–99 residents, most of whom have dementia. Residents with dementia are able to visit other areas without the need for staff supervision.

Internally, attention has been paid to avoid trip hazards in the form of uneven surfaces, steps and highly contrasting floor finishes – to good effect. Externally, hazards have been extremely well avoided – to the extent that they are practically eliminated.

Care has been taken to ensure that safety features such as fences, door locks or other barriers to movement are not obvious and are therefore unobtrusive.

Residents can very easily see the places they may want to access such as Main Street or the art studio from where they usually spend their time. Staff can also very easily provide discreet supervision during their daily routine.

While a lot of emphasis has been placed on reducing noise levels, more attention has been focussed on reducing clutter within the centre. In addition, the same attention has been applied to camouflaging those doors residents are not to enter. There has been a lot of emphasis on highlighting those things that are important for a resident to find, through the use of colour and contrast.

There is a very clear and unobstructed path of travel to enable residents to move in and out of the building, to and from outdoor spaces.

Engagement for residents is greatly encouraged with emphasis on access to objects and activities and destinations at the end of hallways throughout the centre.

The style of furniture is not always familiar to most of the residents and there are a few familiar decorations, ornaments and artworks. However, residents are encouraged to bring in their own, familiar objects.

There are many places within the centre where residents can choose to be on their own, and a few places where they can sit with a small group.

All rooms are clearly identifiable, their purpose is very clear.

Enabling residents to feel part of the community is assisted through the availability of two venues where the resident can choose to be with people from the surrounding community.

## United States: Residence Senior Living

Name of the residential care centre	Residence Senior Living
Company	Insignia Senior Living
Address	#1310 Dalmacia St. Puerto Nuevo
City/Town	San Juan
State/Province	PR
ZIP/Postal Code	920
Country	United States
Email Address	izayas@ insigniaseniorliving.com
Contact Person	Isabel Zayas – Administrator

Web site or audio-visual material  
<https://insigniaseniorliving.com/residence/>



### Vision

At Residence, we take pride in the personalized care and services we provide to our residents. We believe our philosophy is unique because we take the time to incorporate each resident's wealth of knowledge, experience, talents and desires to create a lifestyle plan

that allows them to continue leading active and fulfilling lives. Our residents are involved in everything from health and wellness programmes to the wide array of cultural, educational and recreational activities we offer.



### How well does the design of the building support this vision: self-report

Very well.

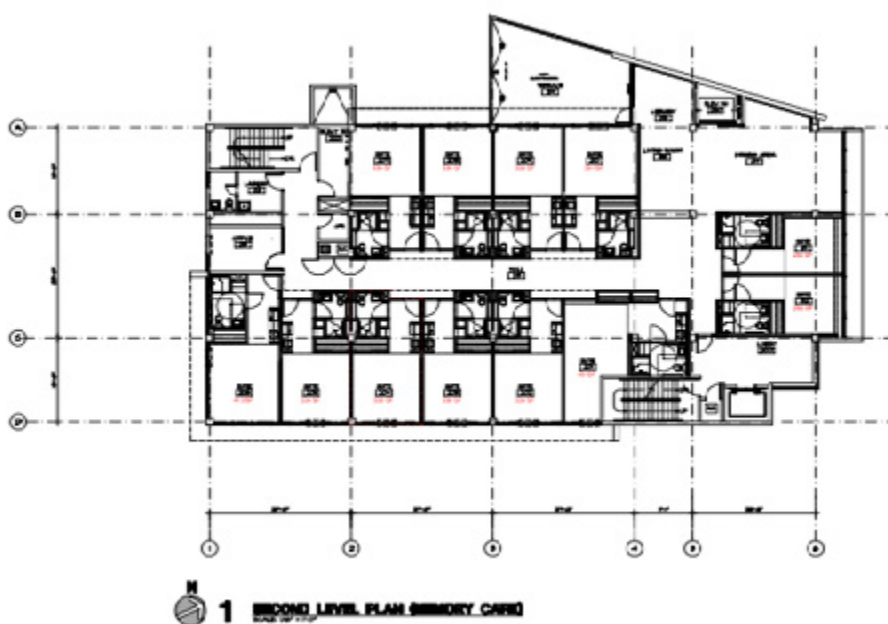


### What are the most important elements in design

- Unobtrusive safety
- Spaces that are of a domestic scale
- Good lines of sight for supervision of people living with dementia
- Easily found and unobstructed access to a garden, courtyard or outside space
- Familiar furnishings
- Opportunities to bring in personal items
- Being designed with a specific vision of how people living with dementia should be supported



### Plan





Our community features apartments that feel and function like a private home with bathrooms and plenty of natural light.



Our residents stay engaged with a gentle daily structure of planned activities to help them maintain their abilities and encourage the use of their current skills.



Walls are painted in cheerful, soothing colours.



We believe in providing quality care that caters to each individual resident. Sometimes that means using a different approach for one person than we would for another.

We also feature enclosed courtyards so residents can explore the outdoors while remaining in the community.



## Overview

Residence Senior Living is a stand alone facility and opened in 2010, following which it was renovated to make it more suitable for people living with dementia. The centre accommodates 24 residents, many of whom have dementia. While there are designated areas for people with dementia, they are able to go to other areas with the supervision of staff.

Risk for residents in the form of trip hazards such as uneven surfaces and steps have been extremely well avoided both inside and out. Safety features such as fences, door locks or other barriers to movement are unobtrusive and barely obvious to the residents.

Places residents may wish to access such as a toilet, garden or activity space, are easy to see from where they spend most of their time. Staff can also very easily observe residents during their daily routine around the centre.

A great deal of emphasis has been placed on reducing noise levels and clutter. In addition, a lot of attention has been paid to camouflaging doors not intended for resident use, as well as highlighting areas residents are trying to find, for example a toilet door.

Residents are able to walk freely from inside the building to the outside and back again with very clear and unobstructed access.

Engagement for residents is greatly encouraged through access to objects and activities, and developing opportunities for engagement at the end of hallways throughout the centre.

The centre provides a style of furniture that is very familiar to residents, but with only a few familiar decorations, ornaments and artworks. Residents can bring in their own familiar objects.

There are a few places around the centre where residents can elect to either sit with a small group, or be on their own.

All rooms are clearly identifiable with their purpose being very clear.

The centre does not provide amenities or spaces where residents could choose to be with the local community.




# United States: The Grande at Sterling Estates

Name of the residential care centre	The Grande at Sterling Estates
Company	Sterling Estates of West Cobb
Address	3165 Dallas Highway
City/Town	Marietta
State/Province	Georgia
ZIP/Postal Code	30064
Country	United States
Email Address	pete@hccseniorliving.com
Contact Person	Pete Green

we demand for our residents. Nothing less will do. As such, our Memory Care community is proud to offer Hearthstone's I'm Still Here® approach to care.

Refer to additional information after the overview.

 **How well does the design of the building support this vision: self-report**

Extremely well.

 **What are the most important elements in design**

- Unobtrusive safety
- Spaces that are of a domestic scale
- Good lines of sight to help people living with dementia to see the key places they want to go to
- Good lines of sight for supervision of people living with dementia
- Reduced levels of stimulation
- Easily seen wayfinding cues
- Familiar furnishings
- Easily found and unobstructed access to a garden, courtyard or outside space
- Opportunities to bring in personal items
- Being designed with a specific vision of how people living with dementia should be supported

Web site or audio-visual material  
[www.sterlingestates.com](http://www.sterlingestates.com)

 **Vision**

After six months of in-depth team training with the Hearthstone Institute, The Grande at Sterling Estates of West Cobb has been designated as a Hearthstone-Certified Memory Care Center of Excellence, one of only 27 communities in the country to earn that distinction. Hearthstone is a recognized world leader in the development and utilization of non-pharmacologic interventions for persons with memory challenges. This is the quality and integrity in Memory Care that

 **Plan**





The building is designed in the shape of a U to maximise and focus views inward towards the courtyard "Wandering Garden". As the security and visibility of the exterior amenity spaces is critically important in all memory care design, these criteria fundamentally influenced the building's shape and orientation.

Greenhouse/ Art Room: A space filled with natural light, plants and flowers. The Greenhouse creates an inviting environment aimed at engaging the residents' senses. Art and craft materials encourage residents' creativity and participation in handicraft activities.



Living Room: Communal spaces provide a variety of seating arrangements and activity zones where residents can engage with one another throughout the day.



The dining room offers a variety of seating areas including restaurant-style seating, an activity kitchen that engages residents and provides a familiar social setting. A nearby private dining room is available for special occasions with family and loved ones.



Enhanced corridor design and a variety of art specifically selected to evoke memory and emotion create a gallery-like experience for residents.



## Overview

The Grande at Sterling Estates commenced operations in 2019. It was designed as a residential care centre for people living with dementia and is only used by them. Located within a larger site of 250–499 residents, the centre accommodates 36 residents.

Hazards such as uneven surfaces, steps and highly polished floors have almost been eliminated in internal and external areas within the centre. Other safety features such as fences and other barriers to movement are very noticeable remaining extremely obvious.

Both staff and residents can very easily see each other from where they spend most of their time and residents can very easily see all they need, including gardens, sitting and activity spaces.

A great deal of attention has been focussed on the reduction of noise levels and clutter with The Grande. Similarly, concealing doors to discourage entry by residents and highlighting specific doors and things to encourage use by residents has received a great deal of emphasis.

There is very clear and unobstructed access to enable residents to move in and out of the building, to and from outdoor spaces.

The availability of objects and activities for involving residents as they move around the centre has received a great deal of emphasis, as has designing destinations for engagement in the corridor ends.

The style of furniture is exactly what the great majority of users of The Grande are used to and there are many decorations, ornaments and artworks that are familiar. Residents are allowed to bring their own, familiar items.

There is a wide variety of spaces and places available to the residents, so they are free to choose to be by themselves or with other people.

Each room within the centre is clearly identifiable with a very clear purpose to each one.

Up to two places are easily accessible for residents with dementia who choose to engage with the surrounding community.

## Additional information

The Grande at Sterling Estates of West Cobb offers The Sterling Life to those living with Alzheimer's disease or dementia. Designed with purpose and attention to detail, the community promotes independence, confidence and comfort. This is a place where residents are empowered to live engaging, rewarding lives and families find support and peace of mind.

The Grande at Sterling Estates of West Cobb is located on the expansive campus of Sterling Estates, the premier provider of senior living in Marietta, Georgia. This new Memory Care community which opened in 2019, shares Sterling Estates' unwavering commitment to exceptional quality in every aspect of the resident experience.

To provide the most exceptional experience for our residents and their families, Sterling Estates partnered with D. John Zeisel and [The Hearthstone Institute](#) to provide *I'm Still Here*® programming within our Memory Care community. We are proud to be one of the only 30 Hearthstone Institutes's certified *Memory Care Centers of Excellence*.

Dr. John Ziesel created the innovative *I'm Still Here*® programming approach to change the way residents with Alzheimer's disease or other forms of dementia live engaging, meaningful and rewarding lives. Leading with the heart, *I'm Still Here*® asserts that a joyful, fulfilling, active life is still possible for adults with cognitive challenges.

We use the areas depicted in the photos for Daily Engagement Learning Stations which are integral in implementing The Hearthstone philosophy of meaningful daily engagement between our trained care givers and residents. We believe these daily engagements enrich the residents' daily lives and somewhat delays the progression of the disease. Meaningful programmes and activities go on throughout the day for our residents with our trained care givers. The training all our staff members (from the Executive Director down) have gone through for our community to be a Hearthstone-certified *Memory Care Center of Excellence*. *I'm Still Here*® Learning Stations was and continues to be extensive and thorough.

*I'm Still Here*® Learning Stations are engaging places where residents have the opportunity to learn new information, revisit previous knowledge, participate in familiar tasks or experience completely new adventures. They're located throughout The Grande to encourage independent or social engagement.

Each Learning Station is thoughtfully designed to offer topics, tasks and information based on current interests or subjects of study. While some stations emphasize opportunities to learn new information, others – such as making body scrubs and arranging flowers – encourage residents to express their creativity.

The materials at the stations are changed and updated regularly to provide an ever-changing variety of interesting and engaging things to learn and do. There are puzzles, art projects, recipes and more. In addition to offering individualized learning experiences, Learning Stations also provide residents with an opportunity to teach and share their knowledge with others.



# United States: Woodside Place

Name of the residential care centre	Woodside Place
Company	Presbyterian SeniorCare Network
Address	1215 Hulton Road
City/Town	Oakmont
State/Province	Pennsylvania
ZIP/Postal Code	15139
Country	United States
Email Address	cchiusano@srcare.org
Contact Person	Carrie Chiusano Executive Director, Dementia Care Center of Excellence

Refer additional information for further vision.



## How well does the design of the building support this vision: self-report

Extremely well.



## What are the most important elements in design

- Safety
- Unobtrusive safety
- Spaces that are of a domestic scale
- Good lines of sight to help people living with dementia to see the key places they want to go to
- Good lines of sight for supervision of people living with dementia
- Reduced levels of stimulation
- Easily seen wayfinding cues
- Familiar furnishings
- Easily found and unobstructed access to a garden, courtyard or outside space
- Opportunities to bring in personal items
- Provision of places to be alone
- Provision of places that are shared with the surrounding community
- Being designed with a specific vision of how people living with dementia should be supported



## Vision

The Woodside Philosophy provides a flexible and secure living and care environment not dictated by staff routine or regimentation. The team is educated in this philosophy of care and demonstrates an attitude of compassion and flexibility and the ability to adapt to and respect each individual's lifestyle. The individualized care of the Woodside Philosophy places emphasis on meeting the individuals' physical, spiritual, leisure and psycho-social needs. Family and friends of the person served play a key role in the care and are encouraged to participate in spiritual, social and leisure programmes. The Woodside Philosophy strives to maximize the quality of the moment with the residents since opportunities to connect with an individual living with dementia are frequently measured only in brief moments.



## Plan





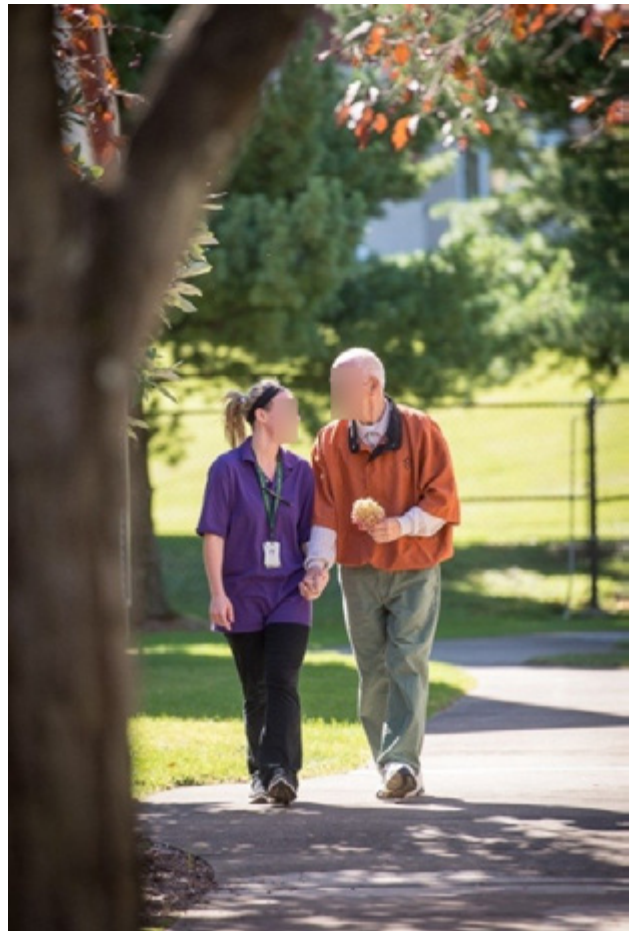
A resident's room. Presbyterian Senior Care Network encourages our residents' family members to come ahead of time in order to have their room designed with their own furniture as they had it in their own home or how they would like it now in their new home.



One of our own lovely ladies playing the piano ... just as she has done for many years. The piano is located in a great room where the Woodside team will invite residents to come sing and dance while our lovely lady plays her songs. Also in this photo you are able to catch a glimpse of the beauty salon where our ladies and gentlemen love to come and be pampered by our beautician of almost 30 years!



This shows the common space for our residents to engage in programming, sit and chat with each other, or snuggle up to any special furry friends that come to visit. The rocking chairs are a nice touch as they are facing large windows that allow a great deal of sunlight to shine through and many residents say that sitting there reminds them of when they used to sit on their front porch years ago and talk with neighbours.



The residents of Woodside Place have three beautiful acres they are able to stroll about, plant gardens and sit or dine with family members and friends.

## Overview

Woodside Place opened in July 1, 1991. It is a standalone facility and was specifically designed and is used as a residential care centre for people living with dementia. The centre accommodates 37 residents.

Internally, trip hazards in the form of uneven surfaces, steps and highly contrasting floor finishes have been almost totally avoided. Externally, attention has been paid to keep trip hazards to a minimum. Features such as fences, door locks or any other barriers that encroach on safe movement are barely noticeable.

As they move through the centre, residents can easily see places they may wish to go such as sitting and activity areas, or a toilet. Staff can also easily see the residents during their daily routine.

There has been a great deal of focus on reducing clutter within the centre, with more moderate attention paid to reducing noise levels and disguising the doors that residents are discouraged from entering. The same moderate emphasis has been applied when highlighting areas residents may wish to access, through the combinations of colour and contrast or lighting.

The way to the outside space to allow residents to freely move in either direction between inside the building and outside is not always clear and may be partially obstructed.

As residents move around they are presented with a lot of opportunities to engage with objects and activities with more moderate consideration given to the creation of engagement destinations at the end of corridors.

A very familiar environment is provided through the selection of furniture styles and the décor with many items such as artworks that are familiar to residents in their daily lives. Residents are also allowed to bring familiar items from their own homes.

There are a wide variety of locations within the centre with many places where residents can sit with a small group, or where they can choose to be on their own.

To assist residents locating particular rooms, they are all clearly identifiable with a clear purpose to each one.

There are two easily accessible locations that residents from Woodside can choose from to engage with people from the surrounding community.

## Additional information

### VISION CONTINUED

The Woodside Philosophy also emphasizes high touch, which encourages one-on-one contact with individuals, as well as high tech, which offers specially designed environments.

The Woodside Team works together with the individual, their families and friends. This teamwork creates a unified approach to care and provides physical and emotional support for all involved. By continually seeking out and trying innovative approaches to care and environmental design, Presbyterian SeniorCare Network has become a leader in the field of caring for persons living with dementia. Presbyterian SeniorCare Network understands the value of research for the treatment and prevention of dementia and supports the Alzheimer's Association in these efforts.

## Canada: Dementia-Inclusive Resource Centre

Name of the building	Dementia-Inclusive Resource Centre
Company	Alzheimer Society of New Brunswick
Address	320 Maple Street Suite 100
City/Town	Fredericton
State/Province	New Brunswick
ZIP/Postal Code	E3A 3R4
Country	Canada
Email Address	executive.director@alzheimernb.ca
Contact Person	Chandra MacBean

Web site or audio-visual material  
<https://alzheimer.ca/en/nb/We-can-help/Resources/dementia-inclusive-resource-centre>

### Vision

Our vision was to provide a space where those living with a diagnosis of dementia could come, feel safe, and the space would be inclusive and would encourage independence and dignity with ease of wayfinding.

### How well does the design of the building support this vision: self-report

Extremely well.

### What are the most important elements in design

- Good lines of sight to help people living with dementia to see the key places they want to go to
- Easily seen wayfinding cues
- Familiar furnishings
- Provision of places that are shared with the surrounding community
- Being designed with a specific vision of how people living with dementia should be supported

### Plan





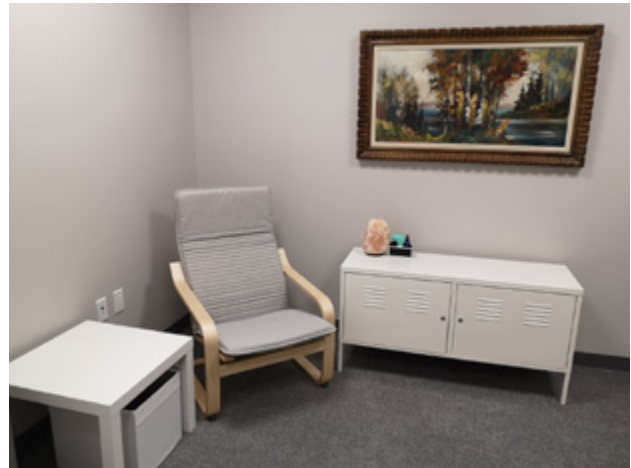


We chose doors with lever handles rather than round knobs. Lever handles are less confusing than round knobs, and can be easier to operate.

We chose to place TrueDoors® decals on each of our office doors. True Door decals are person centred solutions that can assist with wayfinding while also transforming spaces into warm and familiar homelike environments.

Each of our employees choose their own True Door that had meaning for them.

Difficulties with sight and perception can cause people to misinterpret the world around them, further fuelling the confusion and isolation they're already feeling. The use of different colours, particularly those that contrast, has been proven to make life a little easier for those living with dementia. Using colour contrasting can also assist with wayfinding. In our space, we chose a neutral colour that could easily be contrasted with darker or lighter hues to help distinguish or camouflage certain rooms in the space, or to highlight certain objects, like the toilet seat in the washroom.



Wherever possible, we made sure to choose furniture that clearly indicates the purpose of the space, and that is not abstract. Some more modern furniture, although sometimes an attractive alternative, may not clearly indicate the room's purpose.





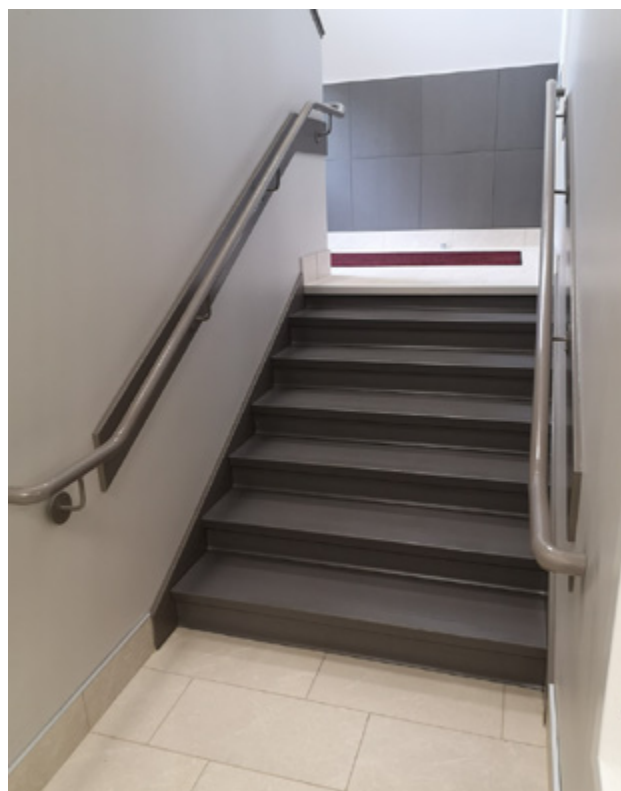
Rooms have been named to help answer any questions about the purpose of the room when the door is closed. For spaces that do not have a clear purpose for those who might use our space (such as our storage areas) we have not labelled the door so as to not call attention to these rooms.

We chose a set of stairs with a lower rise to help reduce the risk of falls. The steps of the stairs are also textured to help prevent slips.

We use a hand rail that contrasts with the wall to help indicate an incline or decline. For a person living with dementia who is experiencing visio-spatial changes or changes in depth-perception, this visual cue can help reduce the risk of falls.

A handrail on each side of the stairs and reducing the height between each stair can assist with mobility and support the change in gait that often occurs with those living with dementia.

We know that our main entrance is each person's first experience of our space. We wanted the entrance to be free of clutter so it can be navigated with ease. We chose to place directional signage at all decision points, and anywhere that it could assist with wayfinding.



### Overview

The Dementia-Inclusive Resource Centre opened in 2019 following carefully designed renovations to an existing building to ensure that it supports people living with dementia as they, and their carers, use it.

Internal trip hazards in the form of uneven surfaces and highly contrasting floor finishes have been almost totally avoided.

The places that residents often want to go to, such as sitting areas, a toilet and activity spaces are very easily found as they can be seen from where they spend most of their time. Staff can also very easily see the attendees, making it possible to provide discreet supervision and support from where they spend most of their time.

A great deal of emphasis has been placed on reducing noise levels and clutter, and doors that are only intended to be opened by staff are generally blended with the background. A great deal of emphasis has been placed on the use of colour, contrast and lighting to highlight those things that the attendees may wish to find – the toilet door for example.

A great deal of emphasis has been placed on providing objects and activities for attendees to engage with as they move around and on creating engagement destinations at the end of corridors.

The style of furniture is exactly what the great majority of users of the building are used to and there are many decorations, ornaments and artworks that are familiar.

There are many places where attendees can choose to be by themselves and where they can choose to be with a small number of people.

All rooms are clearly identifiable, their purpose is very clear.

## Additional information

### OUR JOURNEY TOWARDS DEMENTIA INCLUSIVE DESIGN

The journey to becoming a dementia-inclusive building was one that came with many pleasant surprises, and learning opportunities. When a planned renovation was to take place in the building where the Alzheimer Society of New Brunswick (ASNB) was located, the organization approached the building owner with the exciting idea of designing the Society's work space to be dementia-inclusive. This conversation led to an exciting initiative that resulted in dementia-inclusive shared spaces, and even dementia-friendly services elsewhere in the building.

As the ASNB and building owner explored what a dementia inclusive space could look like, the idea quickly evolved from one where the design elements were not just considered for the space occupied by the ASNB, but for all shared spaces. This included adding an elevator to the building, and design elements in the stairwell, entrances, and the appearance of the outside of the building.

Through the evolution of the project, it was not just the ASNB and the building owner who became invested in the project, but also the contractor, several of the people working on the actual renovations, and even vendors. Many had been impacted personally by dementia, and others just felt proud to be a part of the project. The end result is a space that is welcoming

for the families and individuals who are impacted by dementia, not just using the services of the ASNB, but also for other services in the building.

Perhaps most notable is the dental practice that is located in the building. In addition to including some of the general design principles to be more dementia and sensory friendly, they have created a dental operatory that is specifically designed for those with sensory challenges and those with dementia. The space is enclosed rather than being open. It is located directly across from a washroom, and there is no TV above the exam chair like you would see in their other operatory spaces. There is bright lighting, and the exam chair looks out a window directly at trees outside. There is a sink in the space so the hygienist or dentist does not have to leave the space, and the room is quiet and inviting.

In addition, the ASNB will be training all of the staff of the practice to give them a foundational understanding of Alzheimer's disease and related dementias, as well as providing key communication techniques. The two organizations will also be working together to share tools (like elements of Snoozelyn, therapy pets or therapy dolls) when needed to make the experience for their patient's with dementia as enjoyable as possible.

In the ASNB space, (see attached document) the intention was to create a space that assisted those living with dementia with wayfinding, and also to demonstrate practical ways family caregivers could make their homes both safer and easier to navigate and also to encourage independence for as long as possible. It is meant to be a teaching and learning space, as well as a space where we can host programmes for those living with dementia.

We are very proud of this partnership, and the benefits that it brings to those who encounter the building and the spaces within. From the beginning, it was our goal to create a space that was inclusive. We also wanted to demonstrate that design for persons living with dementia does not have to be complicated to dramatically improve usability, safety and accessibility.

# Malaysia: Atria Shopping Gallery

Name of the building	Atria Shopping Gallery
Company	Atria Shopping Gallery Sdn Bhd
Address	Jalan SS22/23, Damansara Jaya
City/Town	Petaling Jaya
State/Province	Selangor
ZIP/Postal Code	47400
Country	Malaysia
Email Address	info@atria.com.my
Contact Person	Edison Yeoh, Manager, Marketing

Web site or audio-visual material  
<http://atria.com.my/>



## Vision

For persons with dementia to remain engaged within their communities as well as addressing the objectives of reducing stigma, social isolation, increasing understanding of dementia and empowering people with dementia.



## How well does the design of the building support this vision: self-report

Well.



## What are the most important elements in design

- Safety
- Good lines of sight to help people living with dementia to see the key places they want to go to
- Good lines of sight for supervision of people living with dementia
- Reduced levels of stimulation
- Easily seen wayfinding cues



## Plan

### Ground Floor







Atria-ADFM Community Corner

Anyone can walk in to:

- get information on dementia
- receive preliminary advise on dementia
- sign-up with ADFM's National Caregivers' Support Network
- attend talks and planned weekend activities
- join a caregivers' sharing session once a month
- and more

The Community Corner offers caregivers a short mid-week respite. People are encouraged to bring loved ones with dementia to enjoy social outings while family run errands in the mall, etc.



Atria-ADFM COMMUNITY CORNER (AACC)

The AACC organises and runs:

- Health, wellbeing and nutrition talks
- Elderly yoga session
- Caregivers' sharing session
- Sudoku, jigsaw puzzles, art and crafts
- Ukulele Music Class

The activities and sessions are conducted with the support of doctors, specialists, practitioners and facilitators in their respective fields on a voluntary basis. All health, nutrition and wellbeing talks, activities and information leaflets provided at the AACC are free.



A dementia-friendly community is a place where persons with dementia are supported to live a high quality of life with meaning, purpose and value.

ADFM is continuously developing support services and resources to assist Malaysians to get a better understanding of dementia and what they can do to contribute to a dementia-friendly community.

## Overview

The dementia friendly section of the Atria Shopping Gallery opened in 2017. It is usually used by five to 20 people at a time. They may be people living with dementia, their carers or people wanting to know more about dementia and services for people with dementia.

Trip hazards in the form of uneven surfaces, steps and highly contrasting floor finishes have been avoided. There have been no specific safety measures – in the form of restrictions on movement – put in place for people with dementia.

The open plan layout and the size ensures that people using the area can see everything they need to see. They cannot get lost. Staff can easily see the attendees from where they spend most of their time and are therefore on hand if anyone needs support.

As the area is part of a much larger shopping mall there is a limit to the reduction of noise and clutter that is possible. A moderate amount of emphasis has been placed on the use of colour, contrast and lighting to highlight those things that the attendees may wish to find.

A moderate amount of emphasis has been placed on providing objects and activities for attendees to engage with as they move around.

The style of the furniture used in the area is similar to that used by many attendees.

The area provides opportunities for people to sit by themselves and to be in groups with others.

The amenities in the shopping centre make it easy for people living with dementia to be with people from their community.

# Norway: Deichman Oppsal

Name of the building	Deichman Oppsal
Company	Deichman Oslo public library
Address	Vetlandsvn 99-101
City/Town	Oslo
ZIP/Postal Code	0686 Oslo
Country	Norway
Email Address	oppsal@deichman.no
Contact Person	Mari Gudim Torp, Head of Section

**Web site or audio-visual material**

<https://www.facebook.com/watch/?v=331829474036010>



**Vision**

Deichman Oppsal is an age and dementia friendly library.



**How well does the design of the building support this vision: self-report**

Very well.

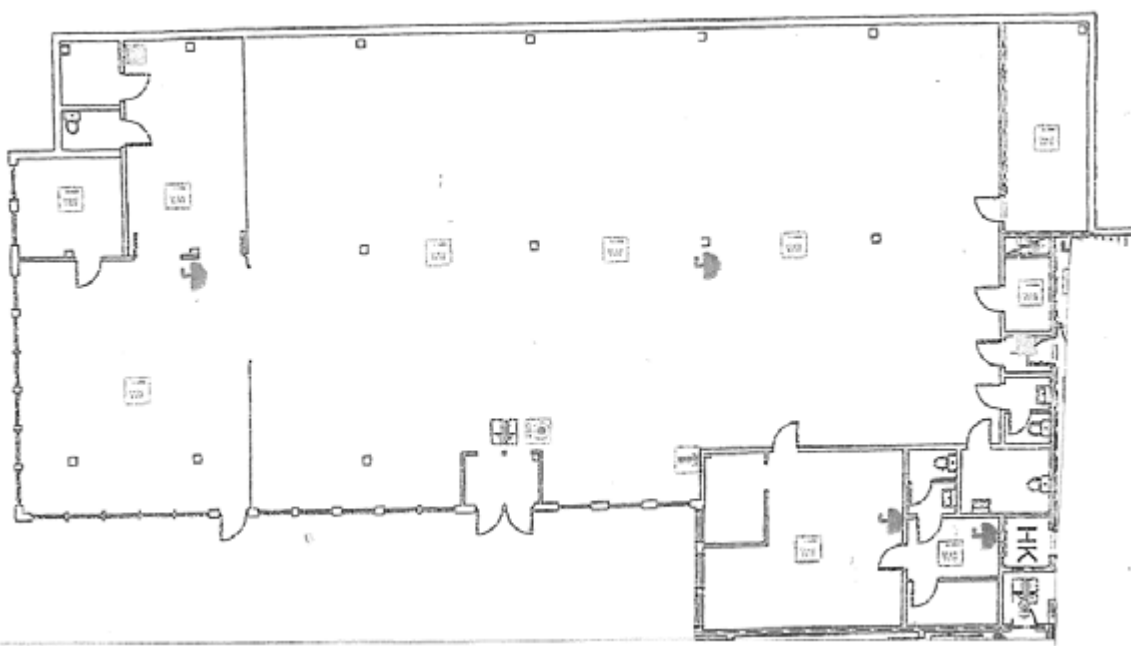


**What are the most important elements in design**

- Safety
- Spaces that are of a domestic scale
- Good lines of sight to help people living with dementia to see the key places they want to go to
- Easily seen wayfinding cues
- Easily found and unobstructed access to a garden, courtyard or outside space
- Opportunities to bring in personal items
- Being designed with a specific vision of how people living with dementia should be supported



**Plan**





Before: Information desk and toilet doors



After: New signs for the book collection, new sign at the toilet door.



After: doors concealed with same colour as the wall, new toilet sign and the information desk has been marked.



Another toilet before the adaptation.

### Overview

The renovations to Deichman Oppsal opened in 2018.

Internal and external trip hazards in the form of uneven surfaces, steps and highly contrasting floor finishes have been avoided wherever possible.

The open plan design of the library makes it very easy to find the places that visitors often want to go to, such as sitting areas and toilets. It also makes it easy for staff to provide discrete supervision and support.

A strong of emphasis has been placed on reducing noise levels and clutter has been reduced, although the nature of libraries makes it very difficult to avoid it entirely. A great deal of emphasis has been placed on camouflaging the doors that are not intended to be used by people living with dementia while using colour and to highlight those things that the visitors may wish to find – the toilet door for example.

The way to the exit is very clear and unobstructed.

The style of furniture is familiar to the visitors and there are many decorations and artworks that are familiar.

The library does not have a space where people living with dementia can be entirely by themselves. There are places where they can chose to be with a small number of people.

The library provides a place where people living with dementia can be with people from their community.



## Additional information

Deichman Oppsal – an age and dementia friendly library in Oslo, Norway.

### BACKGROUND

The City of Oslo emphasises that cultural experiences should be available to all. Going to the library – to read, borrow a book or listen to a concert – should be possible also for the elderly and people with dementia. Adapted to their needs, it is more likely that they will use the library.

Elderly and people with dementia are vulnerable to loneliness and social isolation. Activities that stimulate social contact are important. Libraries are cultural and social meeting places that stimulate activity, participation and belonging. Oslo has about 21 000 inhabitants over 80 years of age and about 7000 people with dementia. The numbers are expected to double by 2040. In a pilot project, The City of Oslo wanted to establish an age and dementia friendly library.

### PILOT PROJECT 2018–2019

The age and dementia friendly adaptations were carried out in cooperation between Deichman Oppsal/Deichman Oslo public library and Centre for Professional Development and Research, Nursing home agency, City of Oslo, and organized as a pilot project.

### GOAL AND METHOD

Deichman Oppsal, a branch of Deichman Oslo public library, underwent age and dementia friendly adaptations. The goal was to stimulate elderly and people with dementia living at Oppsal, a part of Oslo's Østensjø District with 50 000 inhabitants, to use the local library. Deichman Oppsal is situated in Oppsal

Community House where you also find the senior centre, the volunteer centre, hairdresser, podiatrist and a medical centre.

To become an age and dementia friendly library and to enhance cooperation between the library and the health care services, the library staff and the local health care personnel attended a one day educational programme and workshop. Separately, the target groups were invited to express their wishes about the library's physical environment, activities and services.

Deichman Oppsal consists of a large open area with the book collection and smaller areas for children, reading space and a stage for lectures and movie screenings. The area also has access to the toilets and supporting rooms for the staff.


As for the physical environment, we focused on adaptation and signs specifically to assist in orientation, wayfinding and safety. New and improved dementia friendly signage was made in accordance with the target groups needs to help find the information desk, the toilets and the books. Doors to storage rooms were disguised to avoid use, access or interaction and painted in the same colour as the wall. Height difference was marked with coloured tape on the edge of the raised stage and furniture was placed to note that the stage edge is a fall risk area.

According to input from the target groups, improved lighting, pendant luminaires and expanding tracks with spotlights, was installed to enhance orientation, reading, finding and borrowing books. Sound absorbers were installed in the ceiling to reduce the audio levels as both the target groups and the staff wanted an improved audio environment.

## Singapore: HortPark Therapeutic Garden

Name of the building	HortPark Therapeutic Garden
Company	National Parks Board
Address	Hyderabad Road (off Alexandra Road)
City/Town	Singapore
ZIP/Postal Code	119578
Country	Singapore
Email Address	camelia_mahendran@nparks.gov.sg
Contact Person	Camelia H Marican, Deputy Director

NParks in consultation with Professor Kua Ee Heok from the Department of Psychological Medicine, National University Health System (NUHS). It is designed to contribute to the well-being of all visitors, including those with conditions such as dementia.

 **How well does the design of the building support this vision: self-report**

Extremely well.

 **What are the most important elements in design**

- Safety
- Good lines of sight to help people living with dementia to see the key places they want to go to
- Good lines of sight for supervision of people living with dementia
- Easily found and unobstructed access to a garden, courtyard or outside space
- Provision of places that are shared with the surrounding community
- Being designed with a specific vision of how people living with dementia should be supported

**Web site and additional material**

<https://www.nparks.gov.sg/gardens-parks-and-nature/therapeutic-gardens>  
[https://www.nparks.gov.sg/-/media/nparks-real-content/gardens-parks-and-nature/therapeutic-gardens/therapeutic-garden-in-singapore-book\\_forview\\_digital.PDF](https://www.nparks.gov.sg/-/media/nparks-real-content/gardens-parks-and-nature/therapeutic-gardens/therapeutic-garden-in-singapore-book_forview_digital.PDF)



**Vision**

Therapeutic Garden @ HortPark is the first of its kind in a public park in Singapore with an area of 850 square metres. It was established based on best practices and evidence-based design principles relating to therapy for improving mental well-being. It was developed by



**Plan**





Pavilion – The Pavilion provides appropriate destination points, such as ample seating and being large enough to be used for social interaction or self-reflection.



Trained guides conduct tours of the garden for the clients to simply spend time with nature to smell, see, touch, feel and experience nature.



A 5-minute light exercise activity with music before the start of the programme. Physical exercise has positive effects on cognitive function in elderly persons and music stimulates the mind, can boost mood, reduce agitation and improve focus for people with dementia.



Clients doing a gardening activity, giving people with dementia the opportunity to get some fresh air and experience the joy of nature.



Clients doing a nature art activity. Art therapy can enhance communication, brain function and social interaction for dementia patients.

## Overview

HortPark Therapeutic Garden opened in 2016 to contribute to the well-being of all visitors to the larger park, including those living with dementia. Typically, it is visited by 20–30 people at any one time.

It is designed to be a safe environment – trip hazards, for example, have been almost totally avoided.

A lot of emphasis has been placed on creating a calming atmosphere by reducing noise levels and clutter.

A lot of emphasis has been placed on providing objects and activities for attendees to engage with as they move around. There are many objects that are familiar to the people who visit.

The therapeutic garden provides an easily accessible and safe place for people with dementia to enjoy being part of their community.



# United Kingdom: Broomhill Gardens Horticultural Training Co.

Name of the building	Broomhill Gardens Horticultural Traininig Co
Company	INCH Architecture + Design
Address	Tontine, Level 1 20 Trongate
City/Town	Glasgow
State/Province	Glasgow
ZIP/Postal Code	G1 5ES
Country	United Kingdom
Email Address	alisdair@inch-architecture.co.uk
Contact Person	Alisdair Clements, Director

dedicated dementia groups) to participate in digital inclusion, knitting and fitness classes. The cafe is open daily where people with dementia and their care companions can enjoy the informal environment or enclosed gardens. Staff are trained to support the many types of mental health needs of its users and the local community.



## What are the most important elements in design

- Safety
- Spaces that are of a domestic scale
- Good lines of sight to help people living with dementia to see the key places they want to go to
- Good lines of sight for supervision of people living with dementia
- Reduced levels of stimulation
- Easily seen wayfinding cues
- Easily found and unobstructed access to a garden, courtyard or outside space
- Familiar furnishings
- Provision of places to be alone
- Provision of places that are shared with the surrounding community
- Being designed with a specific vision of how people living with dementia should be supported

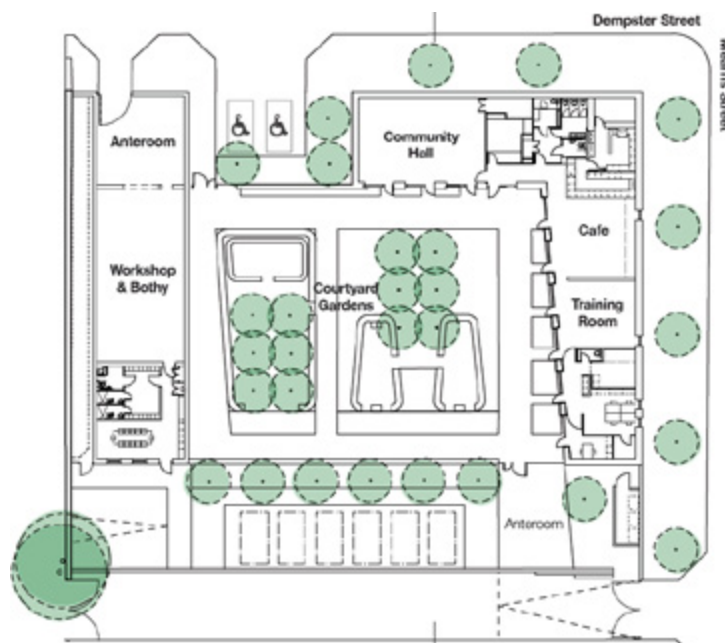


## Vision

INCH Architecture sought to develop a design proposal which ensured that all members of the local community (including those with dementia) could enjoy and interact with the new community hub. To achieve this the project adopts many of the University of Stirling's Dementia Design principles of: legibility, control and balance of stimuli, maximising independence, orientating and supportive of the individual's needs. Operationally this is achieved by supporting the community (including



## Plan





An acoustic wall was incorporated into the community cafe to reduce reverberation. This wall (comprising of timber slats on acoustic foam and acoustic fabric) is both tactile and a feature of the room.

Glazed doors and side panels permit a view into community activity rooms enabling the person with dementia to view into the room before and to see what activities or people occupy the room, prior to entering. Lighting throughout the building provides a horizontal illuminance greater than 400lux. Shadows are avoided – as is glare. The matwell and concrete floor are similar in tone to ensure there is a continuous tone of flooring throughout.

View of the enfilade circulation design i.e. mitigating corridors and minimising the number of doors, thresholds and any door frames (see photo to the right). Total visual access to gardens and all public areas. The L-shaped plan helps facilitate this.





View from the community hall towards the entrance and outwards to the enclosed courtyard garden (see photo above). All doors are unlocked and lead to a safe, enclosed external space. The external doors are articulated by a deep dark grey frame and contrasting ironmongery. Internal doors are hardwood and doors to toilets have a signature colour throughout.

## Overview

Broomhill Gardens Horticultural Training Co. opened in 2018. The people who attend include those who are living with dementia. It provides services to more than fifty people in a typical day.

Trip hazards in the form of uneven surfaces, steps and highly contrasting floor finishes have been almost totally avoided both inside and out. Safety features such as fences, door locks or other barriers to movement have been made to be unobtrusive.

The places that attendees often want to go to, such as sitting areas, gardens, a toilet or activity spaces are very easily found and staff can very easily see the attendees from where they spend most of their time, making it easier for them to provide support and monitoring.

A lot of emphasis has been placed on reducing noise levels and clutter. The systematic approach to reducing unhelpful stimulation has been continued by camouflaging the doors that are not intended to be used by people living with dementia. The highlighting of helpful stimuli has been addressed by using colour, contrast and lighting to highlight those things that the attendees may wish to find.

The way to the outside space is very clear and unobstructed to allow the attendees to walk from the inside of the building to the outside and back in again.

A lot of emphasis has been placed on providing objects and activities for attendees to engage with as they move around.

The style of furniture is very familiar to the attendees and there are many decorations and artworks that are familiar.

There are places provided to enable attendees to choose to be by themselves or with a small number of people.

The purpose of most rooms is immediately obvious.

The centre provides a place where people living with dementia can enjoy the company of others from their community.



# United Kingdom: Dementia Assessment Centre

Name of the building	Dementia Assessment Centre
Company	Lynfield Mount Hospital
Address	Heights Lane
City/Town	Bradford
State/Province	Yorkshire
ZIP/Postal Code	BD9 6DP
Country	United Kingdom
Email Address	t.kosma@ikon-architects.co.uk
Contact Person	Tania Kosma

Web site or audio-visual material  
<https://www.bdct.nhs.uk/services/dementia-assessment-unit-lynfield-mount-hospital/>



## Vision

A place where people suffering from dementia can have a quality of life within a safe and caring environment whilst they are being assessed before discharge to the next stage of their suitable care.



## How well does the design of the building support this vision: self-report

Extremely well.

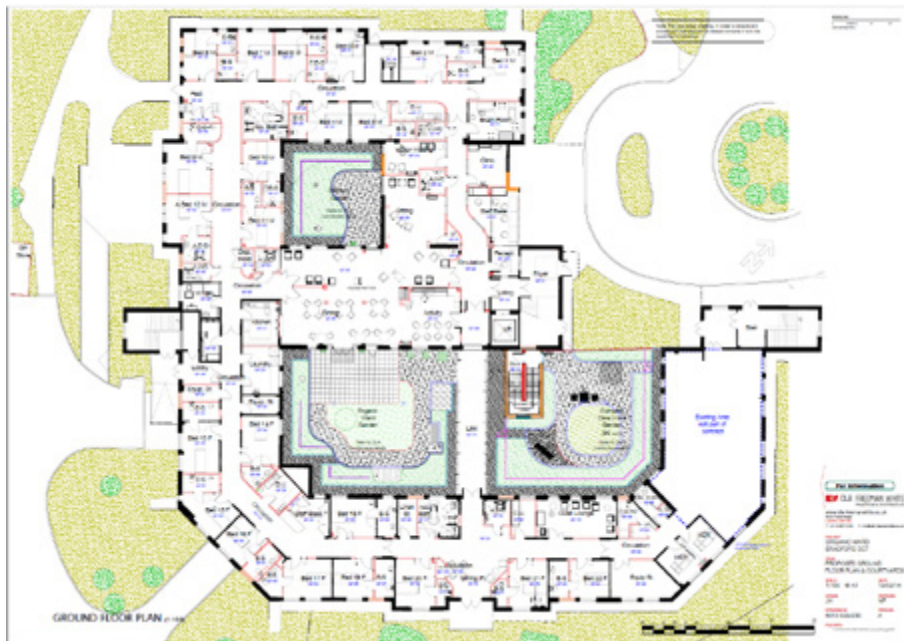


## What are the most important elements in design

- Unobtrusive safety
- Spaces that are of a domestic scale
- Good lines of sight to help people living with dementia to see the key places they want to go to
- Good lines of sight for supervision of people living with dementia
- Reduced levels of stimulation
- Easily seen wayfinding cues
- Familiar furnishings
- Easily found and unobstructed access to a garden, courtyard or outside space
- Opportunities to bring in personal items
- Provision of places that are shared with the surrounding community



## Plan







Bedroom with familiar furnishing where possible, direct line of sight to ensuite and toilet pan with a door that can be locked open at night for ease of finding, ensuite door with dual colour white to blend in with wall when locked open and teal to be easily identifiable when closed, good contrast of surfaces.



Destination space designed to enable rest and comfort, familiar yet suitable furnishings for a hospital environment, including a wall mural of local landmarks to enable memories and provide familiarity in the every day living of patients, good lighting, and fire exit doors, which are disguised whilst providing light and visual connection to the outside.



Familiar front door design with disguised half leaf to allow for emergency release of double swing leaf, staff only operable privacy vision panel to assist patient observation without disturbance, memory board to house personal favourite items to assist with memory finding of own room, pictorial signage with a slot for personalised name tag, contrasting colours to enable ease of navigation.



A smaller courtyard for quieter space, contrasting handrail to enable safe movement whilst providing a safety barrier from the planted areas, smooth even surfaces, familiarity of hanging baskets and bird boxes.

Larger courtyard with level continuous path to the perimeter providing safe space for free movement, raised planters to enable ease of gardening activities to patients, benches allow patients to rest and a familiar timber shelter space to seat and enjoy the outdoors.





## Overview

The Lynfield Mount Hospital Dementia Assessment Centre was renovated in 2015 to make it more suitable for people living with dementia. It is part of the larger hospital site and provides 22 beds specifically for use by people living with dementia.

Internal and external trip hazards in the form of uneven surfaces, steps and highly contrasting floor finishes have been practically eliminated. Care has been taken to ensure that safety features such as fences, door locks or other barriers to movement are unobtrusive.

The places that patients often want to go to, such as sitting areas, gardens, a toilet or activity spaces are easily found as they can be seen from where they spend most of their time. Staff can also easily monitor the patients from where they spend most of their time.

A lot of emphasis has been placed on reducing noise levels which are often a problem in hospitals. Clutter has been reduced to a minimum and doors that are not intended to be used by patients have been blended with the background. A great deal of emphasis has been placed on the use of colour, contrast and lighting to highlight those things that the patients may wish to find, the toilet door for example.

The way to the outside space is very clear and unobstructed to allow the patients to walk from the inside of the building to the outside and back in again.

A great deal of emphasis has been placed on providing objects and activities for patients to engage with as they move around and on creating engagement destinations at the end of corridors.

The style of furniture is very familiar to the patients and there are a few decorations and artworks that are familiar. Patients are allowed to bring in their own, familiar objects.

There are places where patients can choose to be by themselves and where they can choose to be with a small number of people.

All rooms are clearly identifiable, their purpose is very clear.

Alzheimer's Disease International:  
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**Alzheimer's Disease  
International**