

Trauma Informed Design

WITHIN LEARNING DISABILITIES ENVIRONMENTS



CONTENTS

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West Waddy Archadia Studios

WWA is a multi-disciplinary design consultancy born from the merger of two renowned practices: West Waddy, originally founded in 1885, and Archadia.

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In 2014, Oxford's West Waddy and London-based Archadia Architects formed an association, combining their sector-specific expertise and extensive experience in delivering exceptional, high quality projects for their clients.

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The practices already enjoyed outstanding reputations for the standard of their work in architecture, urban design, town planning and delivery of specialist housing.

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Since then, the firms have operated as sister practices, supporting and enhancing one another's specialisms for the benefit of their clients.

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In 2021 the two firms combined to create WWA (West Waddy Archadia), a Practice that aspires to be a leader in the built environment, creating outstanding people-centric places and caring for our heritage.

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For more information please contact us.

Mark Slater, Design Director

Mark is Design Director of WWA and specialises in developing innovative solutions to complex problems throughout all project stages and has a particular expertise in inclusive design and specialist housing. Mark has led account teams on projects across sectors including extra care housing, retirement housing, affordable housing, specialist education and domestic residential throughout the south east and was part of the team that won the UK's Best Designed Development Award.

He previously showcased the practice's expertise in older persons housing design at the RIBA Core Seminar – Architecture for the Aging Population and have also presented at numerous Housing LIN Seminars regarding Older Person's Housing Design.

Kathryn Gundry, Design Associate

Kathryn is a Project Architect, and Design Associate. She has worked on projects ranging in size from domestic extensions to a large housing scheme, preparing planning applications, producing construction drawings and working in BIM. She is fully proficient in Revit software and is producing her latest projects in BIM.

She leads the Practice-based research programme, working closely with councils and universities and continues to broaden her knowledge and expertise in her specialist fields sitting as Co Chair of WISH London (Women in Social Housing) and an active member of Housing LIN. Additionally, Kathryn is Vice-Chair of the Access Association London.

Contribution from: Patricia Mazure, Clinical Psychologist at Empowered Homes

Patricia has a background in working primarily with learning disabilities in health and care settings. Her clinical interests have included work with children and adults with learning disabilities and neurodivergence, diagnostic assessment, emotion dysregulation, attachment disorder and a trauma informed approach. She currently works with Empowered Homes (specialist property developers) to build supported living schemes that are informed by psychological theory and a broad understanding of trauma and its stress reactions. She has developed a design process guided by the aim to design homes which improve quality of life and offers people the opportunity to heal and grow from trauma. Patricia used the principles of trauma informed design (see Jill Pable, 2022) to build a framework from which to implement built environment interventions that meet individual needs. She continually asks herself - how can this space empower, promote choice, and offer peace of mind. She views spaces as therapeutic opportunities to support emotional mental psychological and physical health.

Patricia also sits on the advisory group for the UKs PIELink, responsible for facilitating nationwide communication between all those working with the psychological and emotional needs of people who are homeless, and those experiencing mental health difficulties. She is pioneering trauma informed design in the space of learning disabilities and, together with Empowered, they are pioneering it within the property developer sector.

INTRODUCTION

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1. INTRODUCTION

Aims & Objectives

The aim of this design brief is to form a framework for trauma informed design that can be applied to both new build and existing properties through combining the disciplines of psychology and architecture.

Trauma Informed Design (TID) interlinks housing and health & well being to assist people who have suffered trauma with their healing process.

This document can be applied to a variety of vulnerable groups including learning disabilities (LD), rehousing the homeless, and people who have suffered from domestic violence. This is not a one size fits all brief and design decisions should be informed by specific individuals through collaboration and consultation. However the brief sets out some fundamental ideas and approaches that can be applied in a variety of situations which should benefit the majority.

For more: Designing for Healing Dignity & Joy, Promoting Physical Health, Mental Health, and Well-Being Through Trauma-Informed Design, https://shopworksarc.com/wp-content/uploads/2020/06/Designing_Healing_Dignity.pdf

What is Trauma?

Trauma is often the result of going through a very stressful, frightening, and distressing event which disrupts your sense of safety, sense of self, and ability to regulate your nervous system and navigate relationships. We all experience traumatic events in our lives which we recover from. However, people with learning disabilities, mental health difficulties homelessness and survivors of childhood abuse and domestic abuse have often experienced a series of traumatic and abusive events over prolonged time often leading to compound trauma and/or PTSD.

Current Housing Design

It is often the case that poor housing and a cold clinical institutional environment not only prevents healing but can reinforce a sense of worthlessness, and re-traumatise individuals who have often felt let down and abused by the very people and systems that are meant to protect them.



What is Trauma Informed Design?

At the broadest level, trauma-informed design aims to promote healing and improved physical health, mental health, and overall well-being of individuals and their communities. Designing for Healing, Dignity, & Joy

Trauma Informed Design was developed alongside trauma informed care and shares many of its principles, namely safety, trust, choice, collaboration, empowerment, and cultural consideration. Understanding the psychological impact of trauma enables us to mitigate triggers in the environment and to enhance healing and safety opportunities by careful consideration of how the environment is designed and engaged with. It is also important to note that people will inevitably be triggered and present with trauma responses, and the environment cannot prevent this reaction totally. TID should thus also consider the risks associated with the many different reactions to trauma.. TID should take into account a number of elements including:


- » Control over immediate environment
- » Acoustics
- » Lighting
- » Connection with nature
- » Interaction with staff
- » Personalisation
- » Circulation


The consideration of the elements above will help to create an environment which, over time, will help to rebuild a sense of control and empowerment, reducing stress and tension aiding the healing process.


1. TRAUMA INFORMED DESIGN


TID Framework


In their paper “Designing for Healing, Dignity, & Joy - Promoting Physical Health, Mental Health, and Well-Being Through a Trauma-Informed Approach to Design” Shopworks Architecture, Group 14 Engineering, & University of Denver Center for Housing and Homelessness Research have created a set of core values to be prioritised during the design process:


 **Hope, Dignity, and Self-Esteem** - We celebrate each individual's inherent worth, communicating positivity, emphasizing strengths, and maximizing potential.

 **Connection and Community** - We create spaces that encourage camaraderie and collaboration—among residents as well as between residents and staff—and offer the opportunity to belong, helping residents to rebuild relationships built on trust.

 **Joy, Beauty, and Meaning** - We honour culture and identity while creating spaces that spark and nurture imagination, hope, and aspiration.

 **Peace of Mind** - We cultivate a comfortable, calm ambiance that supports relaxation, self-soothing, stress management, and coping through design details such as lighting, sound mitigation, natural elements, and access to nature.

 **Empowerment and Personal Control** - We encourage individual agency, welcome self-expression, and offer choices for residents.

 **Safety, Security, and Privacy** - We understand that residents' perceived safety is just as important as actual safety. We prioritize clear way finding, sight lines, and boundaries; minimize negative triggers; offer vantages of both prospect and refuge and paths of retreat; and recognize the role of program staff in creating a sense of safety and security.

This design brief will apply these same core values to the design framework to relate the physical building to the human requirements of a trauma informed space.

The design brief will assess the following spaces and put forward recommendations on how best to design these in a trauma informed way:

- » Communal areas
- » External gardens
- » Private spaces
- » Staff areas

These areas will be explored through snapshots of each space throughout the document. To the right the diagram demonstrates how the spaces are woven together, they can be seen at the micro level isolated but must also be viewed in the macro within their context.

It will suggest what steps to take whilst also giving visual examples of how this may be achieved. In addition the brief will make suggestions on how to differentiate between communal and private spaces to provide clear way finding for people using the building. It will also provide two case studies which showcase examples of how plan layouts can also be designed in a trauma informed manner.

The 3 C's of Designing for Health and Healing

At the broadest level, trauma-informed design aims to promote healing and improved physical health, mental health, and overall well-being of individuals and their communities.
Designing for Healing, Dignity, & Joy

In addition to the Trauma Informed Design Framework Shopworks Architecture, Group 14 Engineering, & University of Denver Center for Housing and Homelessness Research created three key concepts of trauma informed design:

Choice

Emphasizes individual access, agency, and ownership; describes elements of personalization and level of resident engagement with the space

Community

Responds to the ways that residents may engage—with staff, other residents, and guests—through placement and design of programmatic spaces, office spaces, and public gathering spaces that facilitate relationship-building

Comfort

Includes aspects such as the quality and variety of materials; sensory experiences of light, sound, and smell; and elements such as nature and artwork that bring calm or spark joy

The 3 C's are fundamental to the recommendations of the design brief and when looking at the different individual physical elements the overall aim will be to create a building which facilitates the 3 C's and enhances them.

For more: Designing for Healing Dignity & Joy, Promoting Physical Health, Mental Health, and Well-Being Through Trauma-Informed Design, https://shopworksarc.com/wp-content/uploads/2020/06/Designing_Healing_Dignity.pdf



Diagram Trauma Informed Design



- 1. Community Entrance.** The focus on this space is about integration and the ability to open up to the area whilst maintaining privacy. The focus is on views, layering of elements within a vista and breaking down barriers. Whether looking at large spaces or small, different interventions can be implemented to enhance an entrance area and to consider the effect on trauma.
- 2. Staff and Reception.** The reception area is a cross over for all users journeys, in care schemes it is a key space to allow for safety of users. The reception should be directly linked to the staff area with visibility and communication as key concepts.
- 3. Ancillary Spaces.** There should be consideration into all spaces within the building especially transitory areas and amenities. Understanding visibility, pause and breakout spaces can strengthen these areas and make them specific to the user group.
- 4. Communal Spaces.** There is an imperative to focus on the variety of spaces, flexibility and use. Through lighting, colour and volume spaces can be designed to signify their use at different times throughout the day. Understanding how spaces are used will be different on each project but principles can be applied to all.
- 5. Private Spaces.** It is essential to provide choice within private spaces to allow for independence and ownership. This area is explore through the ability to make it personalised and specific; through the integration of technology.

COMMUNAL SPACES

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2. COMMUNAL SPACES

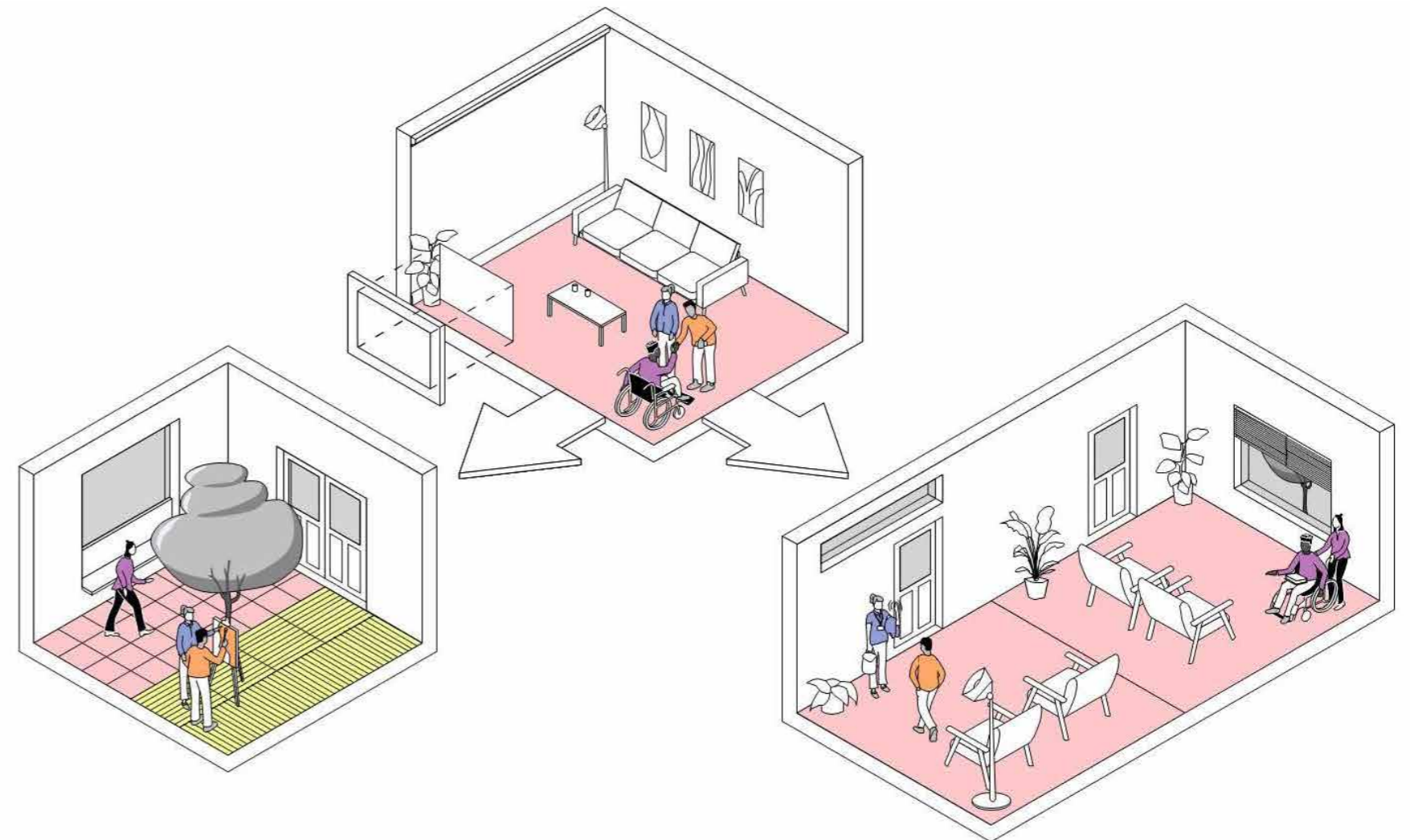
Choice

Those who have experienced a series of traumatic events and have routinely accessed public services often feel dis-empowered from making any decisions about their own lives. Being the victim of childhood abuse or domestic violence strips an individual of any agency or choice. A history of trauma involves physical and emotional boundaries being violated leading to a lack of control over their bodies, environment, and situation. When you take away control from an already traumatised person, the feelings and emotions associated with the initial trauma are likely to resurface. It is therefore important that trauma informed design provide people with opportunities to re-establish a sense of control over their environment.

Designing spaces which allow people to choose the degree to which they physically socially and sensorily engage with others can help them to feel empowered and safe. Increasing choice over a preferred environment can be done by incorporating sensory boundaries such as windows for interior rooms, perforated screens, or three- quarter walls, textured walls, and floors to absorb sound, engage tactility, and stimulate visual curiosity. Offering choice over a preferred environment can lessen sensory sensitivities associated with trauma. Providing, for example, choice over lighting and thermal temperature, “away” spaces, and the choice of artwork which represents a safe place (e.g., forest, beach, the ocean etc) can all activate the parasympathetic nervous system and mitigate a trauma response.

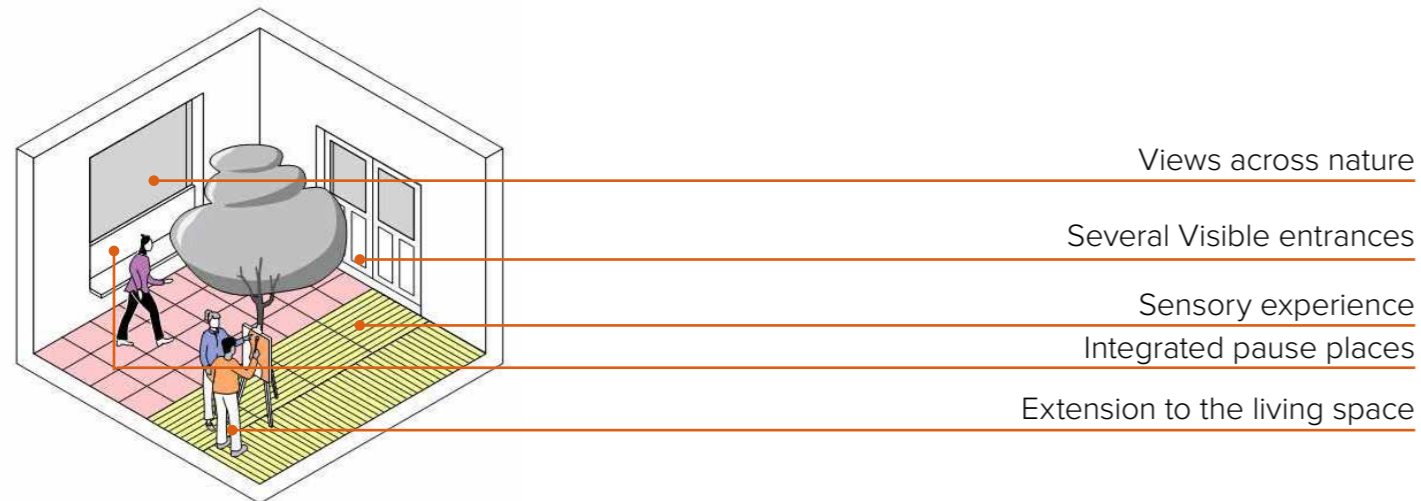
The fight, flight, freeze, or fawn response is a physiological reaction to an actual or perceived threat to harm. The body will respond to threat in the environment instinctively before the brain has time to think. Hyper-arousal is a normal reaction to trauma often manifesting as hyper-vigilance – a state of high alert, easily startled, ‘on guard’ tense, stressed and exhausted.

Built environment interventions can alleviate the extremes of the stress reaction by designing spaces which include areas for calming, distraction, grounding, gentle stimulation and so on. Mitigating against hyper-arousal could include furniture against the wall or facing towards rather than away from an entrance; providing a view into a communal space prior to entering; and stable doors which allow connection whilst maintaining a safe boundary between you and others.



Modulating environmental stimuli has the potential to either calm or activate the nervous system. People are often unpredictable and seen as dangerous whereas an environment can more easily be made to feel expected (e.g., environmental prompts and signage), dependable stable and thus safe. Where possible there should be cues built into the environment to signify the changing use of areas at different times of the day thus providing predictability. This can be done through management strategies: for example, with communal spaces, using a tablecloth to communicate a change of activity on the kitchen table – a tablecloth can be used to signify mealtimes. This approach to space should be used throughout management, furnishings, and architectural arrangements.

2. COMMUNAL SPACES



Control over light

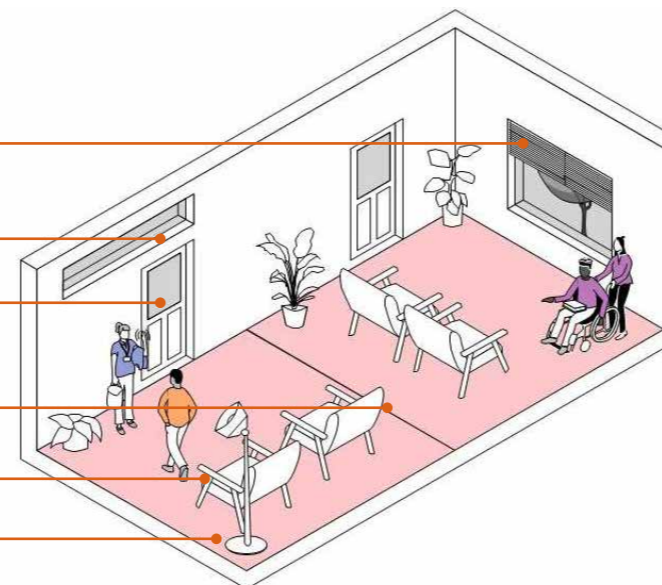
Focus on different spaces areas which are brighter or more diffuse

Multiple Exits

Flexible partitions for the division of space into smaller spaces when needed

Comfortable furnishings

Control over Heat



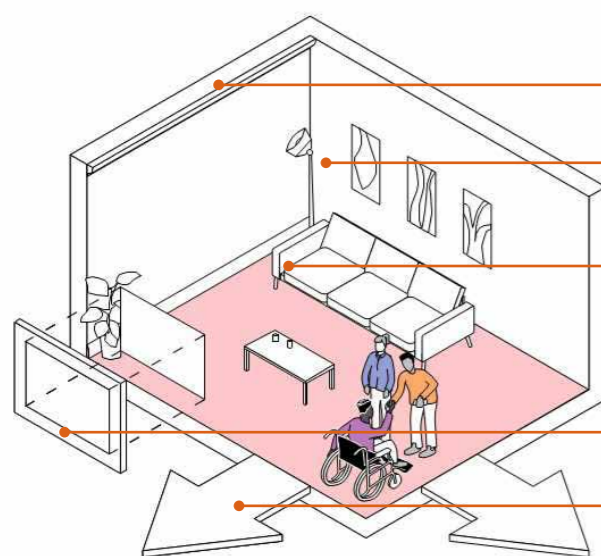
Hidden lighting features in coving

Stimulating Artwork

Furnishings which are moveable

Secure yet visible - using features like wall furnishing to cover television without locking in a cupboard

Sightlines to other areas



Courtyards and Gardens

Gardens can offer a plethora of stimulation as well as spaces for quiet contemplation. Through the use of the senses the garden can become an interactive space. Changing materials under foot can allow for stimulation through touch and feel but also through the sound.

Biophilic design is an approach to architecture that seeks to connect people more closely to nature. Contact with nature has been evidenced to provide greater emotional restoration, with lower instances of tension, anxiety, anger, fatigue, confusion, and total mood disturbance. Physiological responses triggered by connections with nature include relaxation of muscles, as well as lowering of diastolic blood pressure and stress hormone (i.e., cortisol) levels in the blood stream. Connection with nature can foster the practise of being grounded, which is a self-soothing technique turning attention away from traumatic thoughts and memories and refocusing on the present moment, allowing your body to regulate.

The shared facilities should be positioned centrally focusing on a connection to nature and natural light. Where possible the use of courtyards should be designed to allow for visual connection and allow for natural light to enter internal spaces. Plants can be used internally as well to promote healthy healing environments.

Smaller lounge areas and breakout spaces

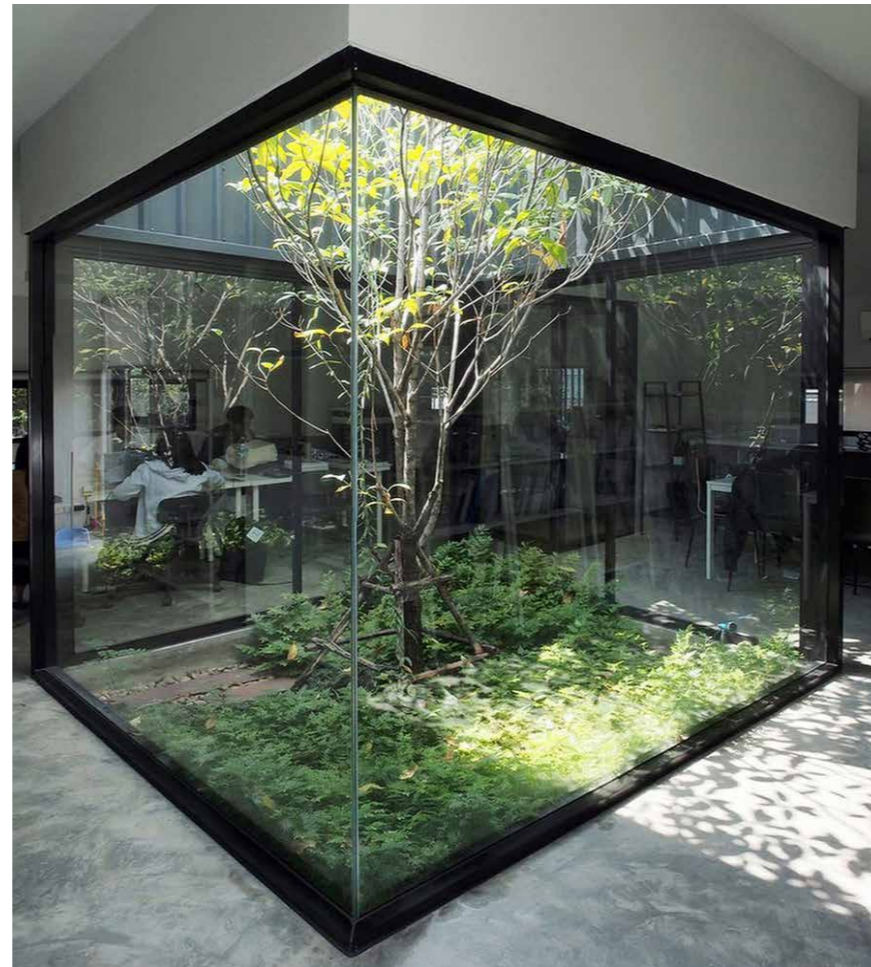
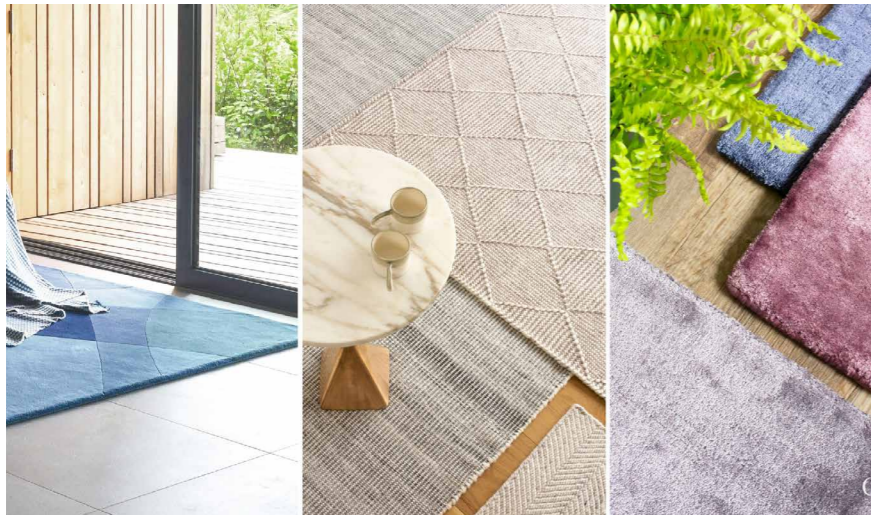
Lounge spaces should provide choice in size and atmosphere. The spaces can double in use as breakout space to allow for quiet personal reflection as well as spaces for families to meet or group activities. Flexible partitions enable residents to decide how they would like the spaces to function and can allow for multiple uses at once.

Each lounge area can have a different quality with changes in lighting and textures.

Shared Living Space

How safety is addressed in LD schemes can make or break their success: overly oppressive environments do not support positive behaviour. Simple interventions can be used to address this: through having secure television mounted on the wall in a casement rather than hidden in cupboards, wall art with concealed fixings etc.

2. COMMUNAL SPACES



Key considerations:

Hope, Dignity and Self-Esteem

- » Artwork on the walls which celebrates individuality and communicates positivity - can be dynamic and interactive
- » Furniture layouts communicate social cues on how to behave

Connection and Community

- » Utility room open and accessible
- » Connection required to staff spaces

Joy, Beauty and Meaning

- » Furnishings provide a domestic feel
- » Ceiling heights vary to provide different ambience in different areas

Peace of Mind

- » Multi-functional lighting can be adjusted in colour, brightness depending on time of day and mood
- » Acoustics can be adjusted to open up to the activity or shut off for silent reflection
- » Connection to nature and natural light
- » Use of natural materials and soothing textures and colours in finishes

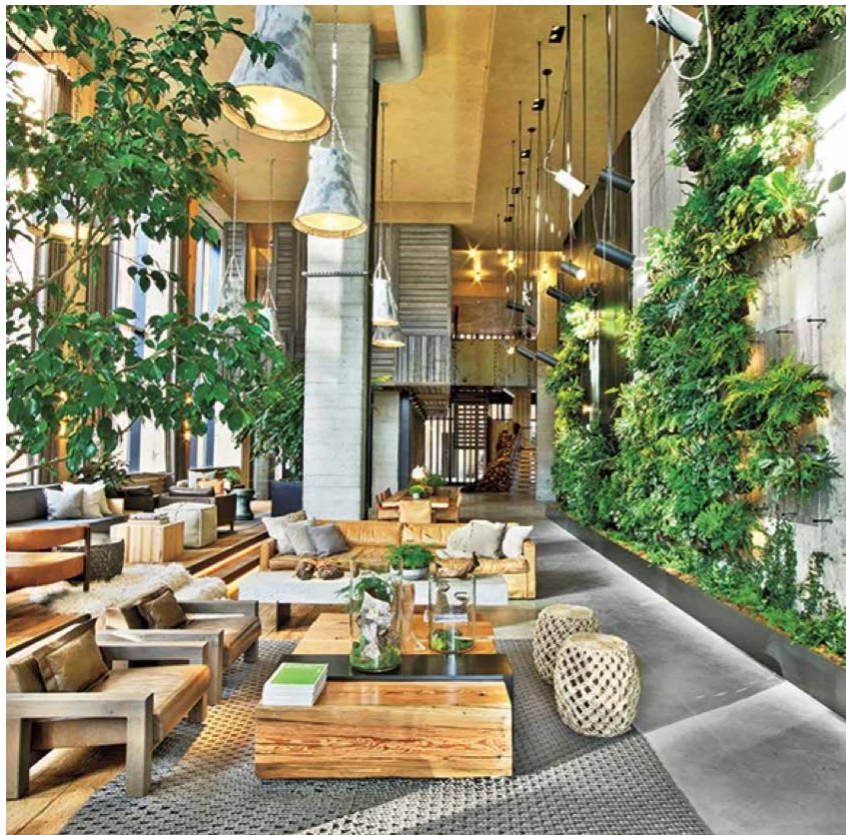
Empowerment and Personal Control

- » Flexible partitions enable residents to decide how they would like the spaces to function

Safety, Security and Privacy

- » Communal areas need to be visible and accessible from entrance
- » Create breakout spaces to enable retreat
- » Finger print/ iris entry to feel secure
- » Multiple exits to avoid confrontational situations
- » Doors need to have glazed panels to create visual link

2. COMMUNAL GARDENS



Key considerations

Hope, Dignity and Self-Esteem

- » Domestic scale garden to avoid institutional feel
- » Year round greenery to avoid bare garden in winter period

Connection and Community

- » Views of staff areas and connection to main communal spaces
- » Courtyard gardens allow for visual connection and allow for natural light to enter internal spaces

Joy, Beauty and Meaning

- » Variance in colour and scent in garden area
- » Bird feeders to encourage connection with wildlife and nature

Peace of Mind

- » Sensory gardens to create relaxing atmosphere
- » Water features can be used to create relaxed areas with seating

Empowerment and Personal Control

- » Areas in garden for residents to grow their own plants and management of these areas
- » Different floor finishes to create different zones within the garden
- » Variety of shaded and non-shaded areas to allow choice to residents

Safety, Security and Privacy

- » Well lit areas to avoid dark garden
- » Passing places to avoid confrontational interactions
- » Planting at a height where it allows for clear sight lines

PRIVATE AREAS

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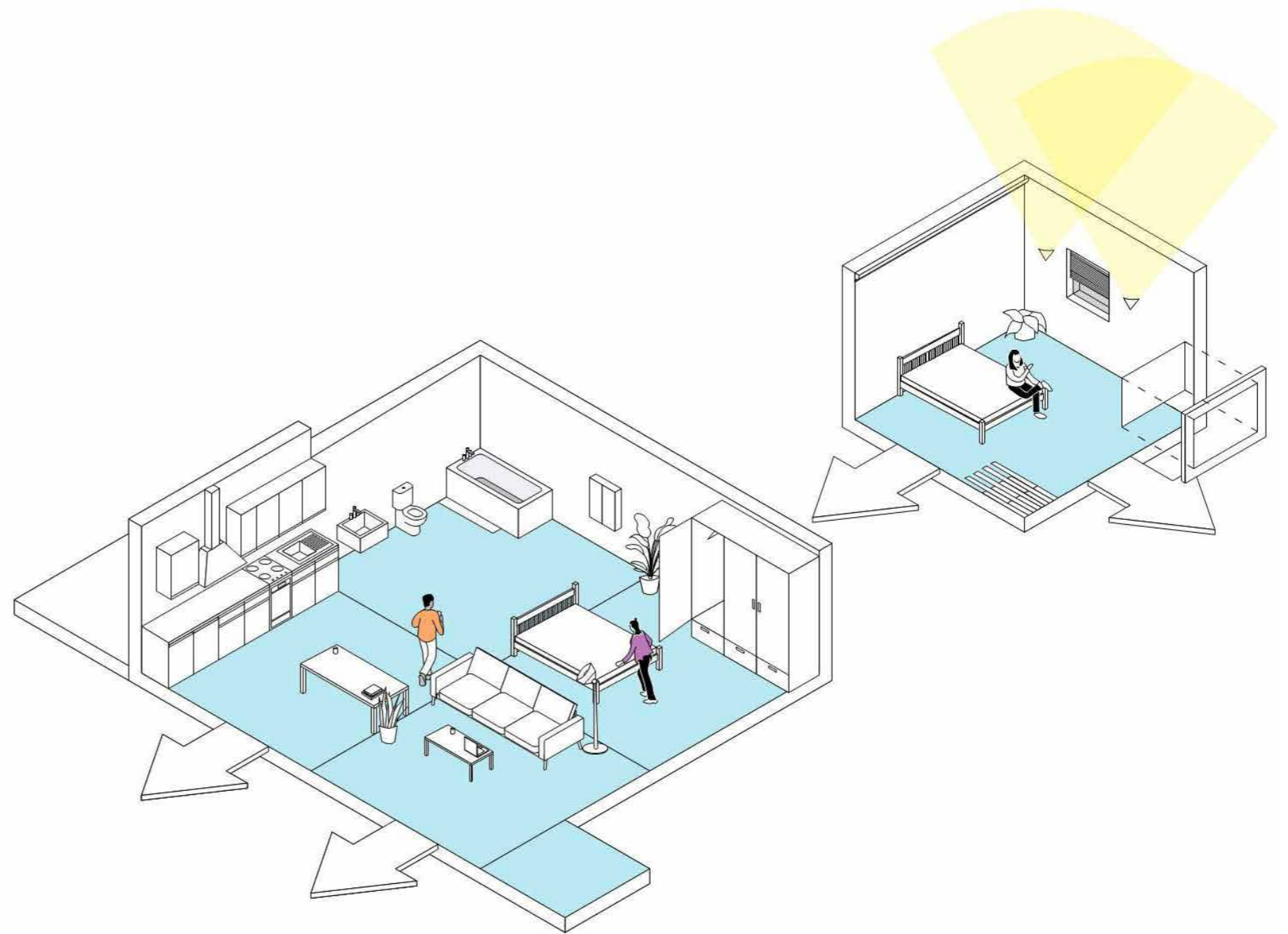
3. PRIVATE AREAS APARTMENTS

Comfort

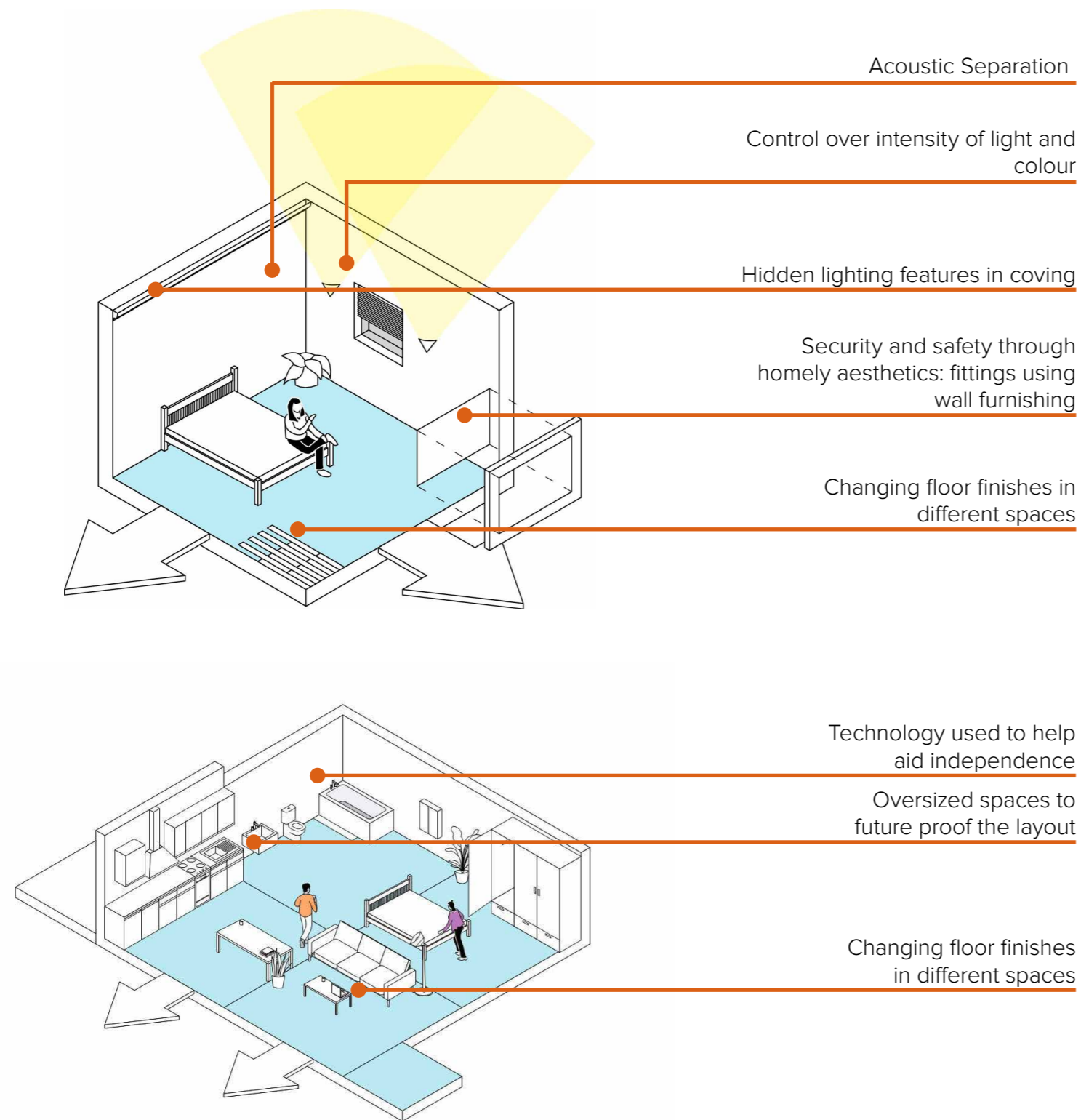
Institutional materials often present in shelters, hospital, children's homes, prisons, and large holding facilities are common environmental triggers of past traumatic experiences which have the potential to dysregulate the body. These environments tend to be cold and sterile often with fluorescent lights, long corridors, black matt finishes and grey tones. These spaces are also depersonalising – people often feel invisible and forgotten, reinforcing a sense of worthlessness. A homely environment has the potential to communicate respect for individual needs, a sanctuary for our minds to relax and unwind, and bring joy. However, it is important to remember that 'home' for many people is a traumatic concept, a place where abuse and trauma took place. A sense of safety comfort and calm should therefore be anything that counters that concept. Comfort needs to foster self-worth, care, safety and motivation for self-care and love. People who have experienced a series of traumatic events often lead very chaotic lives. A space that also provides order and organisation to avoid chaos can offer a mind vacation from cognitive overload and inspires a sense of hope and possibility rather than overwhelm.

The proposal is where possible to use technology to facilitate LD communication and independence : from interactive mirrors with scheduling to lights to change colour to communicate mood. By giving resident and visitors control this eases a sense of distress by aiding communication.

Visual cuing like changing floor finishes, wall colours, artwork and so on can help inform a person to what is happening in each space and how to respond. It can also subtly break up a space into different functional areas whilst maintaining a sense of overall cohesion. This can help foster a predictable environment where expectations are managed leading to increased safety. It can also provide a sense of continuity, connection, structure, and organisation to the environment which supports the reduction of cognitive overload.



3. PRIVATE AREAS APARTMENTS



Bedroom

The bedroom space is essential to making a person feel safe, secure and at home. It is important to give users their own spaces which can only be accessed by individual.

There needs to be opportunities to personalise these areas and offer choice. From the colour of the walls (providing a colour palette choice which is optimistic and natural) to the brightness of the space. Personalised artwork, pictures, soft furnishings, and an area for an individualised sensory diet (e.g., tactile wall panels) provides important identity anchors which has the power to communicate “you belong, and you matter”. Options should be made which feel safe and secure to the individual with tamper proof fittings.

Comfort can be generated through many interventions from natural finishes to a consideration of how materials are used, to create a homely, joyful and beautiful environment.

Living Space

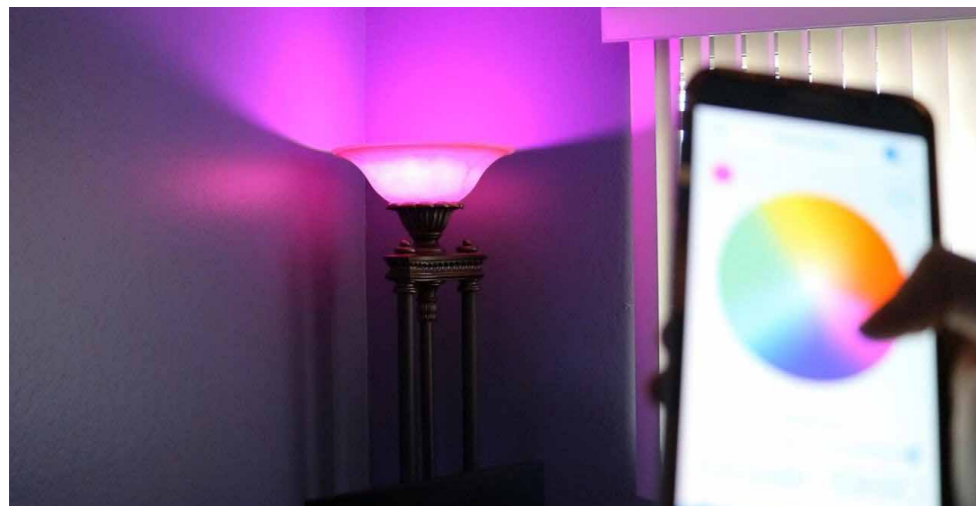
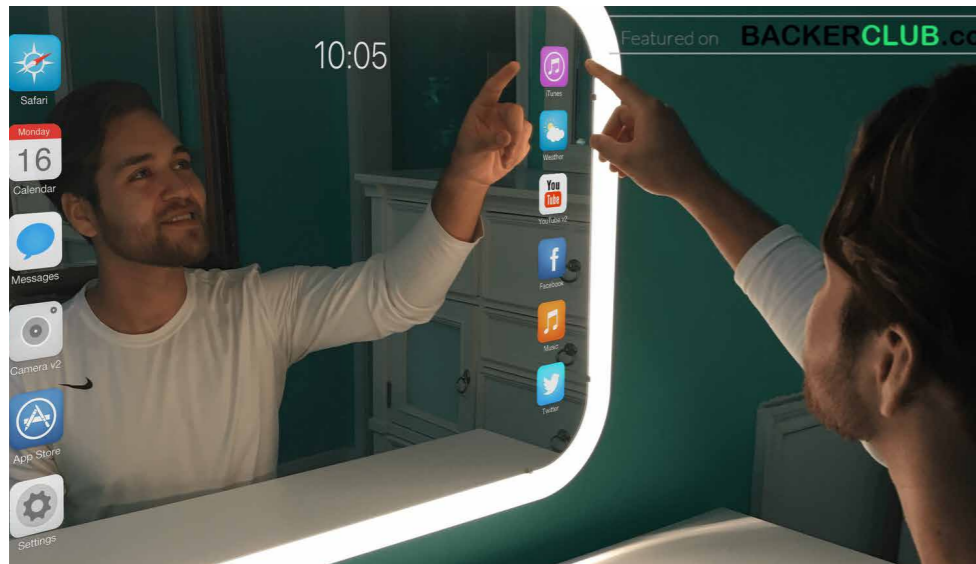
The living space should provide independence and promote comfort. Allowing the user to bring pieces of their own furniture or to purchase furniture/soft furnishings can help promote the idea of home. Providing, for example, a house-warming plant that can transition with them can also ease the experience of ‘move in’ and facilitate a feeling of home. Specially curated artwork can also reinforce a sense of belonging and place.

Bathroom

When sizing spaces they should be designed to allow for Wet rooms individual use, but are also larger enough to cater for a carer should needs change. Future proofing each space will allow for changing residents but also changing needs of individuals.

Interactive mirrors can be used to remind the residents of the tasks to be done, give updates on the social calendar and communicate effectively.

3. PRIVATE AREAS



Key considerations:

Hope, Dignity and Self-Esteem

- » Own spaces which can only be accessed by individual
- » Wet rooms which allow for individual use, but are large enough to cater for a carer should needs change

Connection and Community

- » Views to garden and nature
- » Smart mirrors which allow communication between staff and residents

Joy, Beauty and Meaning

- » Artwork within the apartment which is specific to the individual - provide frames which can be fitted with individuals' own artwork

Peace of Mind

- » LED strip lighting at low/high level where colour can be altered to suit mood
- » Blackout blinds to allow full control of lighting
- » Room dividers to allow control of room size

Empowerment and Personal Control

- » Create 'shell' apartment where residents can choose finishes and colours to suit what they want
- » Personalised area at front door to provide sense of 'home'
- » Smart heating, lighting and music controls which allow resident to create their own environment from wherever they are in the room
- » Space to be communicative with dynamic notice boards and colour

Safety, Security and Privacy

- » Good acoustic separation between different residents
- » Suitable locks that allow privacy, but can be operated by staff in emergencies

ENTRANCE

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4. ENTRANCE AND STAFF AREAS

Community

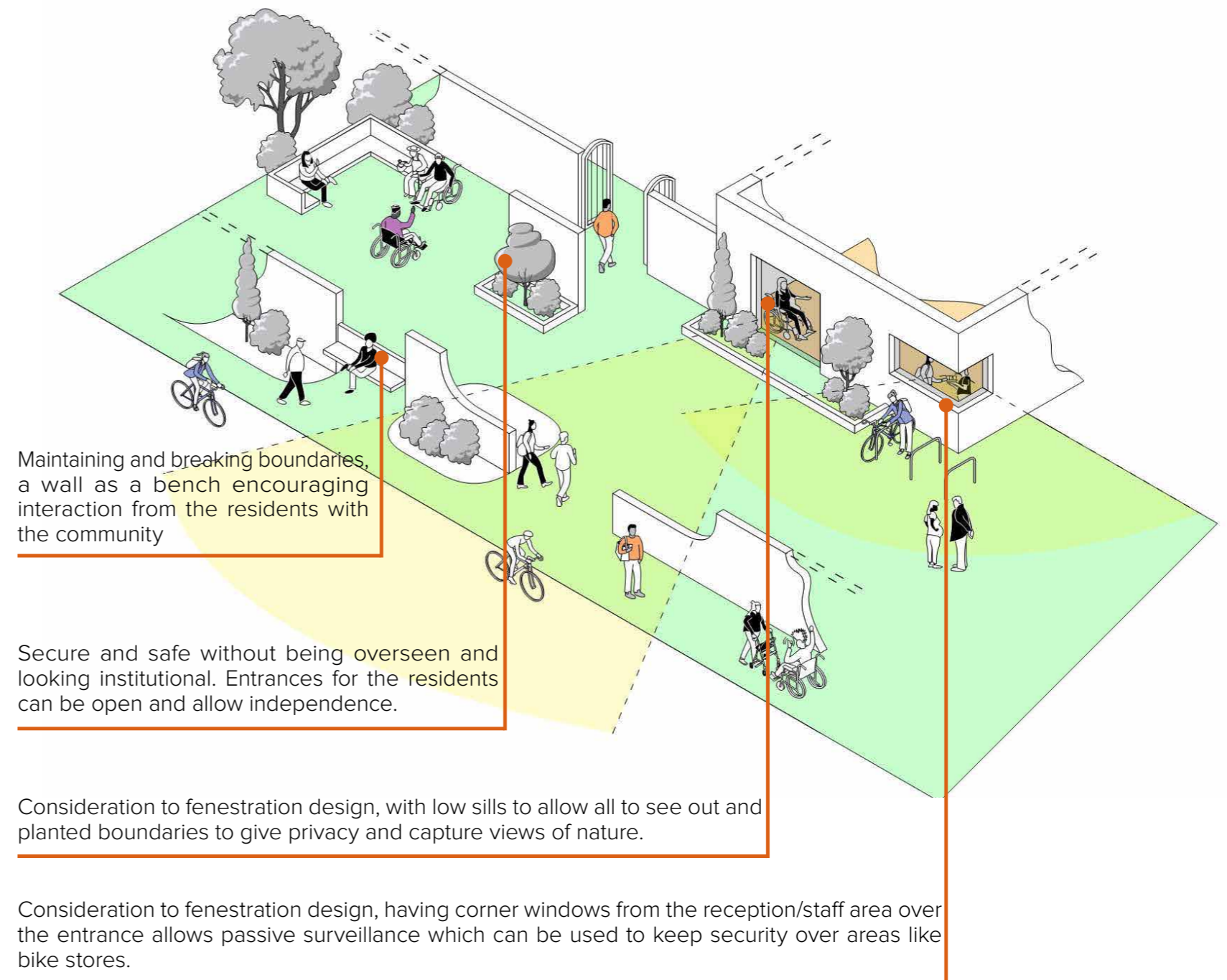
When you have experienced trauma and abuse clear and strong boundaries can make you feel safe in an otherwise unpredictable world that has continuously disrespected your body boundary. A disorganised attachment style is also common which can lead to a paradoxical longing for and pushing away of support and connection. Designing a space which offers opportunities for interacting, needs to be multi functional. An environment which gives people the choice to engage, be solitary, be seen or be hidden etc, and also minimises power differentials with staff, empowers and restores agency. We also need to design community spaces which accommodates the need for interdependence - a blend of dependency and self-sufficiency, the view that growth and development rely on the need for connection, and reliance on others.

The idea of turning a home into a safe haven is not a new one. Secure attachment relationships offer individuals a secure base from which to explore the world, connect with others, develop, and grow. It also acts as a safe haven to which one can retreat for comfort and reassurance when stressed. This provides people with an internalised sense of safety, worth and trust. Compound trauma and abuse creates in internalised state of mistrust, worthlessness, danger and disconnect. Understanding trauma through the attachment lens can inform many things from how we right our policies, how we interact and support people to how we design homes. For its part, TID can 1) create an external safe haven – a space that is personalised, dependable predictable, and boundaries and 2) create opportunities for connection and a sense of community which again feels safe, secure and self-directed.

The boundaries and external spaces can help integrate a building into the community. With a set back property the front garden can become a space to promote interaction between the public and the residents.

Walls can be used innovatively to create a boundary which is permeable to interaction: seating which faces both ways can encourage engagement. Screening can be used to make safety features feel less institutional, where gates are used especially when for resident use only they can be screened.

The connection between the public and semi-public areas should be onto this verge fringe space between the property and the community. The two spaces which have an outlook over this area should be the spaces which are programmed to interact with these user groups.



4. ENTRANCE AND STAFF AREAS

Reflective Practice

Trauma Informed Design looks at a holistic approach to care settings including the way staff work. Trauma informed care invites staff to gain awareness on how trauma can negatively impact on individuals and their ability to feel safe, and develop trusting relationships with support staff. People who have experienced prolonged trauma will reject support as a survival strategy, as they both fear and expect to be hurt, abused and/or abandoned (referring to attachment styles).

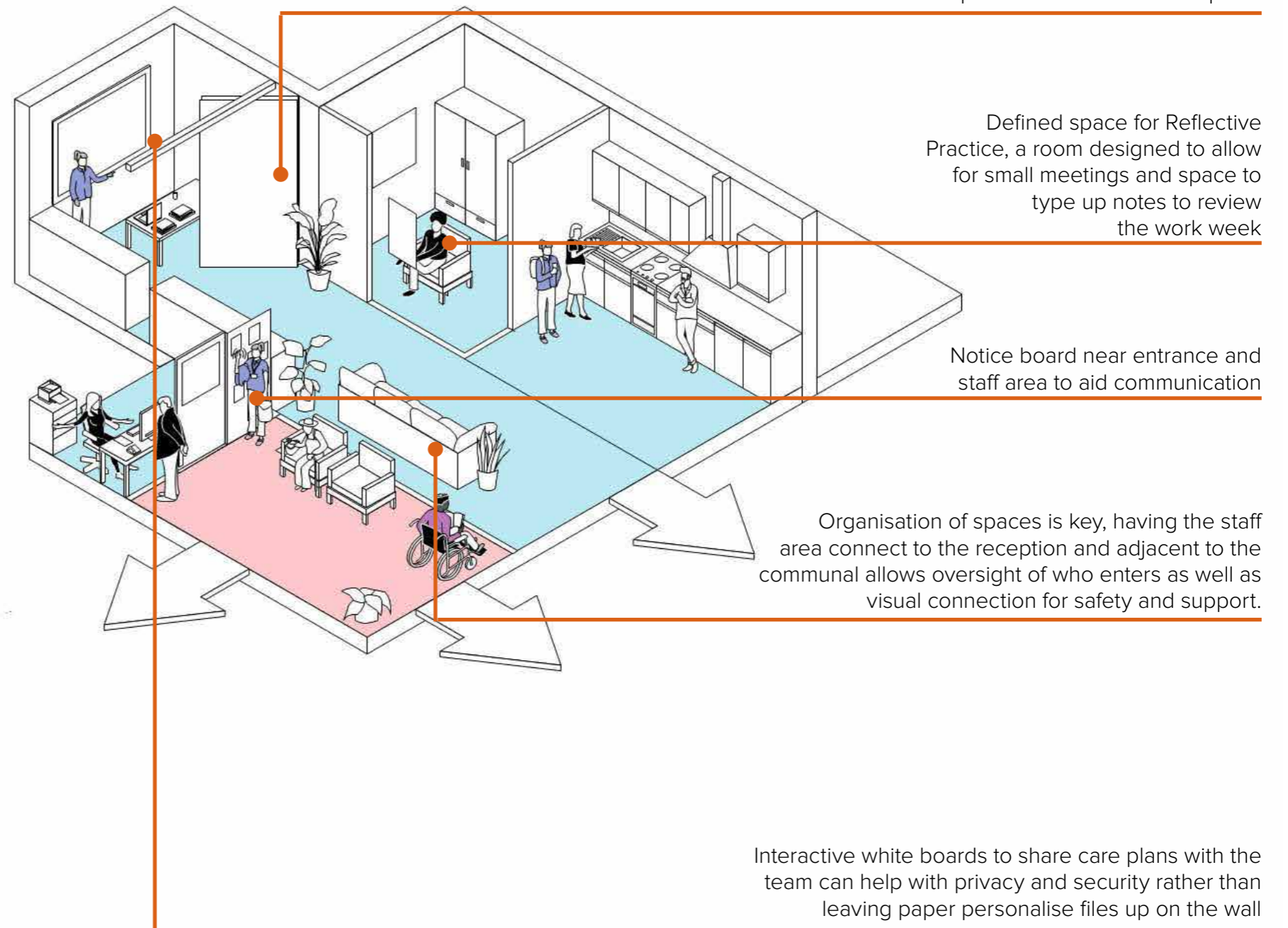
Facilitating staff to think about peoples trauma responses and how their interactions could potentially re-traumatise should be viewed as their primary work enabling recovery and change. A safe space to engage in reflective practise, 1:1 and group meetings which is protected and private must be prioritised and supported by management. Consideration given to the multiple functions of staff spaces – spaces which can be both private and open, reflective and sociable is vital as this allows for the performance of both their primary and secondary (administrative) work.

Staff areas should integrate storage for paperwork/administrative work and an area for guest visiting clinicians. The creation of a calm paperwork free area with for example, a round table, will invite healthy communication and client led discussions.

There should be front facing areas and secluded private areas away from the entrance and public spaces to allow for discussion of residents in a confidential way. When working with complex LD and complex behaviours it is important that staff have an area away from the noise, challenges and demands of the job so they have a space to down regulate and ground themselves particularly if they have had a stressful interaction or day.

Flexibility, such as flexible walls and partitions within the staff area, will aid privacy and confidentiality when needed. The integration of an interactive white board would allow care plans to be shared and updated digitally, rather than have them locked in a draw unseen. One-way windows in some areas (e.g., overlooking the courtyard) could also allow staff to supervise the safety of residents without being a constant distraction to residents with LD.

Flexible space is key throughout, a space which can be used as a meeting area with families and staff or expanded into extra office space.



4. PRIVATE AREAS STAFF AREAS



Key considerations:

Hope, Dignity and Self-Esteem

- » Interactive screens to allow quick access to care plans and information to provide best support to residents

Connection and Community

- » Need to be connected to the communal areas to provide easy access for residents and visual presence
- » Staff areas to be located near to entrance and visible

Joy, Beauty and Meaning

- » Allow for space for resident informed fixtures and fittings

Peace of Mind

- » Create calm atmosphere using natural materials and light to promote open communication

Empowerment and Personal Control

- » Reflective practice - areas to reflect on one's actions so as to engage in a process of continuous learning. Theories which inform everyday actions, by examining practice reflectively and reflexively.

Safety, Security and Privacy

- » Good acoustic and ability to close of spaces for private conversations
- » Safe and secure storage



ANCILLARY

5



5. ANCILLARY

Spaces of transition

Spaces of transition like the corridors should be designed as extensions to the communal areas. They need to allow spaces to move but also areas to pause. To avoid confrontational situations within the corridors break out areas which aid passing are essential. These spaces can be small and utilised as extensions to the communal as an area to read or calm down.

When designing corridors the unknown should be avoided - allow the user to see as much as possible who is coming and from where. By including chamfers to the corners of corridors it allows longer views and is less confronting as an experience. Furthermore vision panels are essential to the door to allow people to see into the next space.

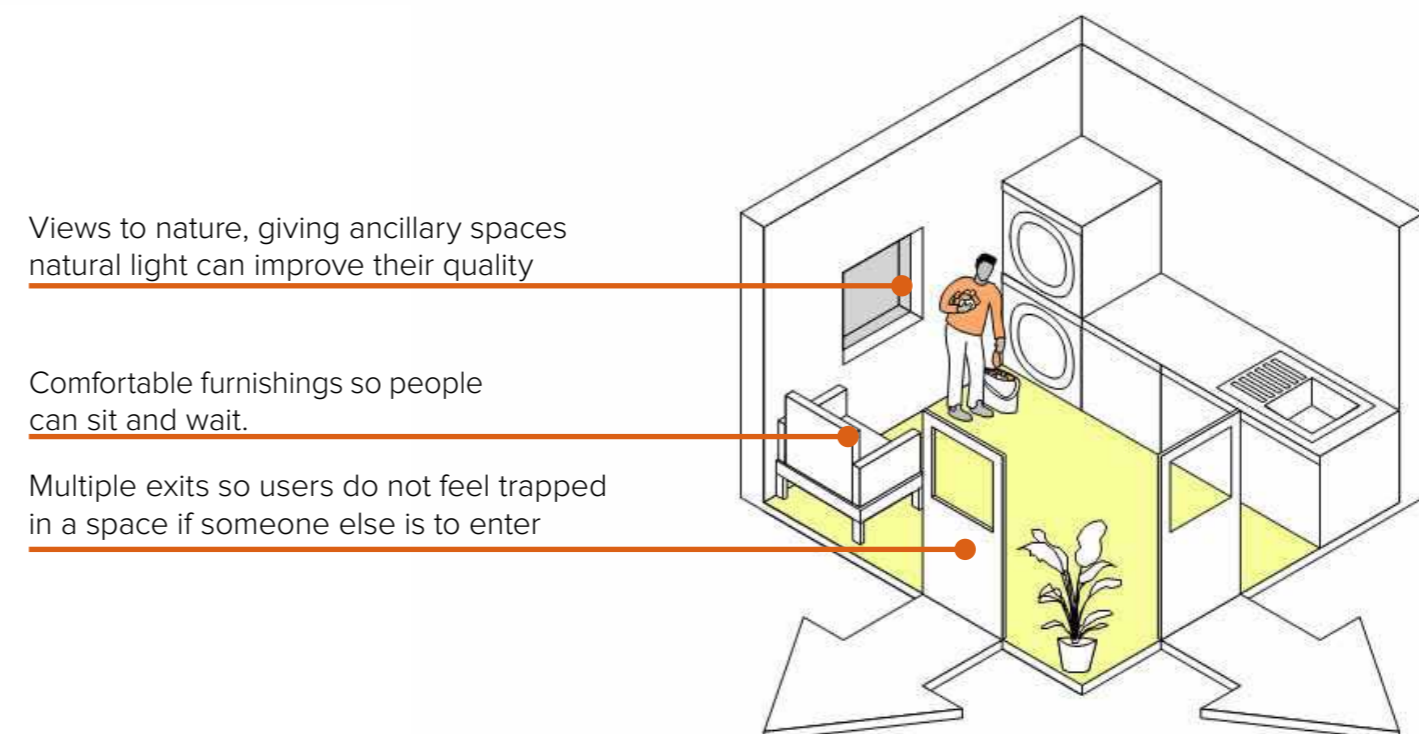
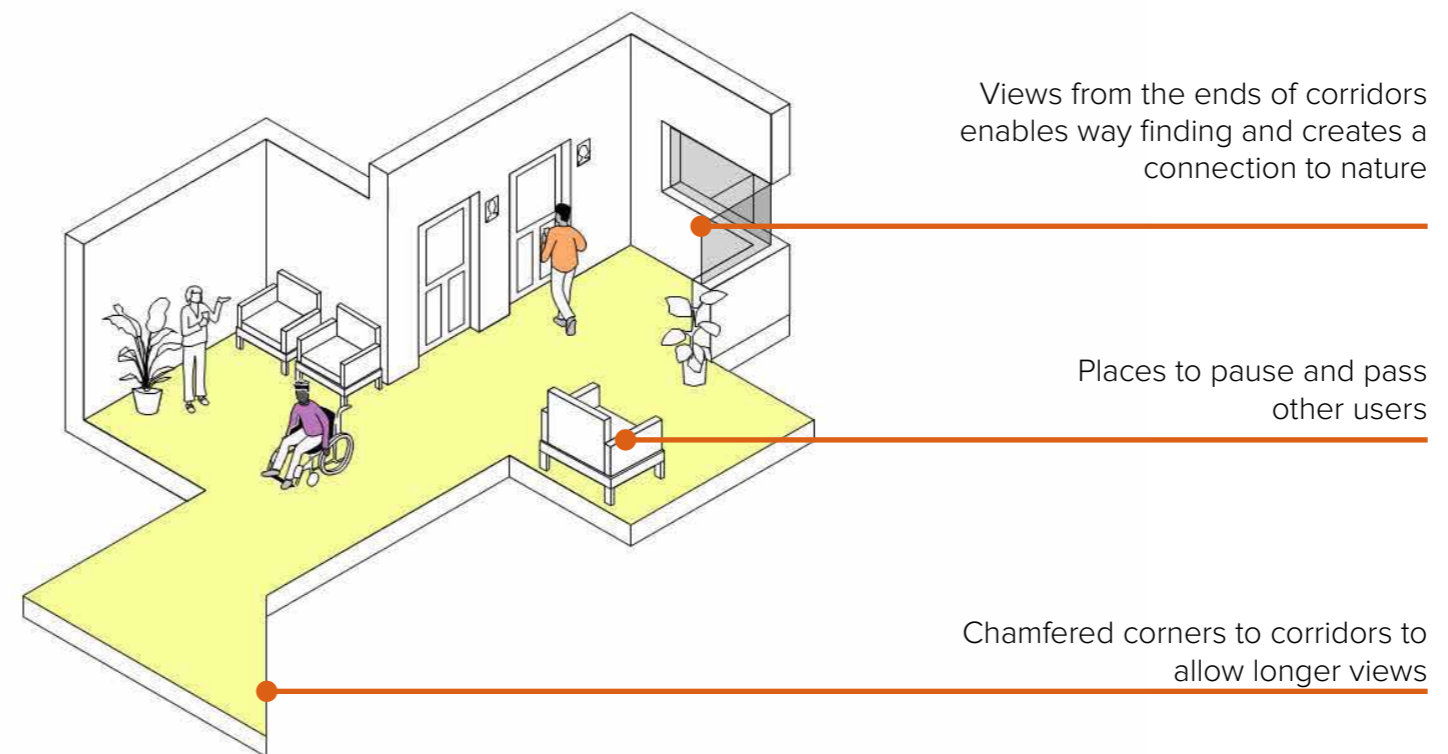
Where possible views to nature should be maximised to allow for a calming environment.

Laundry Rooms

Ancillary spaces such as laundry rooms are often an after thought, and not considered as part of the whole design. These spaces should be part of the communal areas and extensions to the communal.

Key consideration should be having more than one entrance and exit with clear visibility.

The spaces should be light and open with natural light and comfortable furnishing to allow it to become a further space for interactions. The size will be dictated by the numbers of residents.



USER JOURNEYS

6



6. USER JOURNEYS

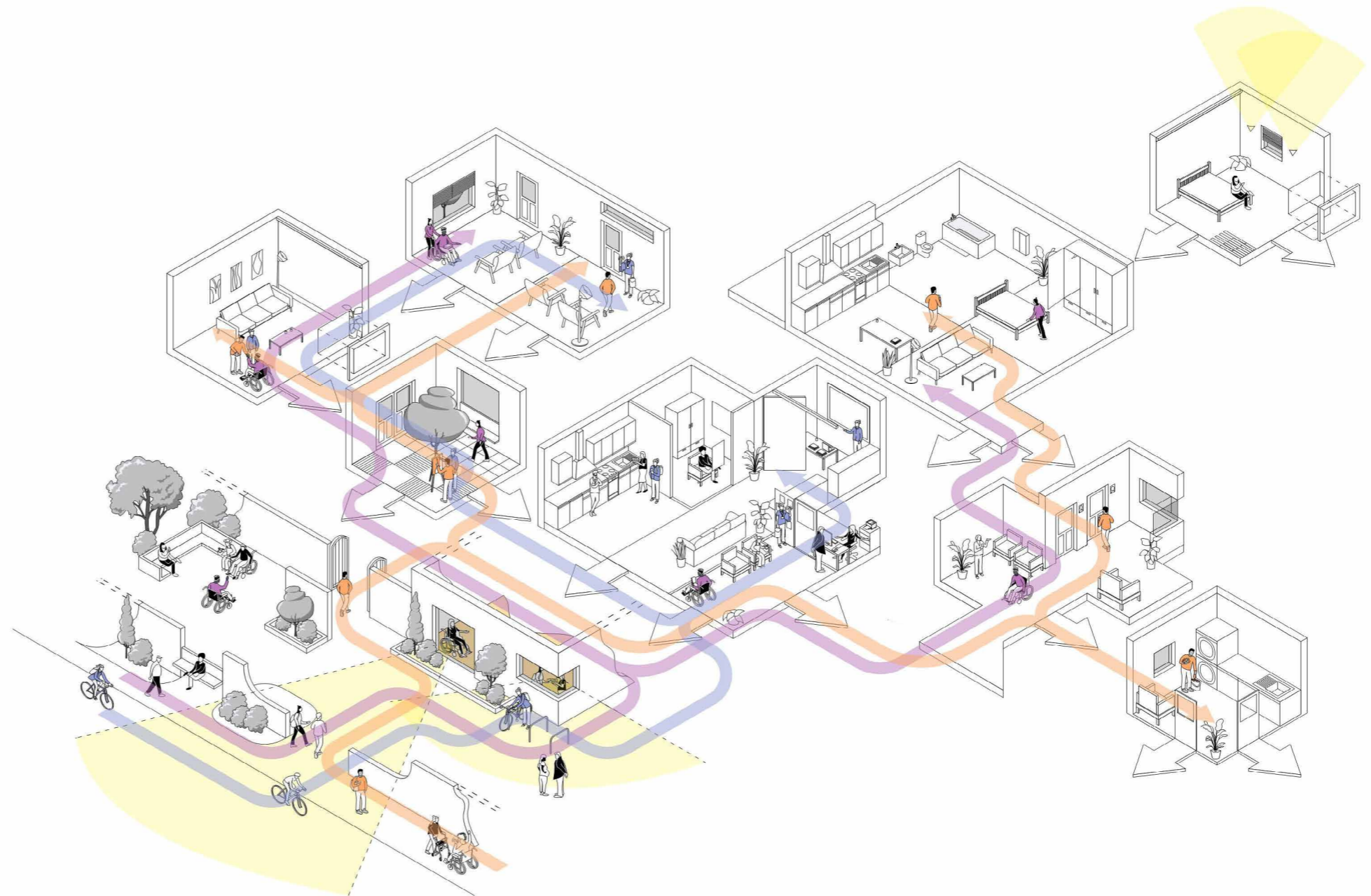
Understanding Paths

The image demonstrates the divisions of spaces and their uses. There are areas which are private designed for the residents use with the ability to welcome guests or use the communal facilities. Choice is essential to the proposal of all the layouts. This demonstrates the private staff and its importance.

The staff path highlights the need for sustainable transport and well located facilities to ease recruitment. The staff have their own defined area which is connected yet separate from the communal. This area is deemed semi-private as external visiting professionals and families could be invited into this space to review health plans and discuss long term arrangements.

The ancillary spaces like the laundry room are semi-private as they are open to all residents. It is essential these spaces are designed to be open, light with more than one entrance.

Communal areas are the hub of interaction being used by all users - this Semi-Public space is essential to the success of a scheme.



DIFFERENTIATIONS

7



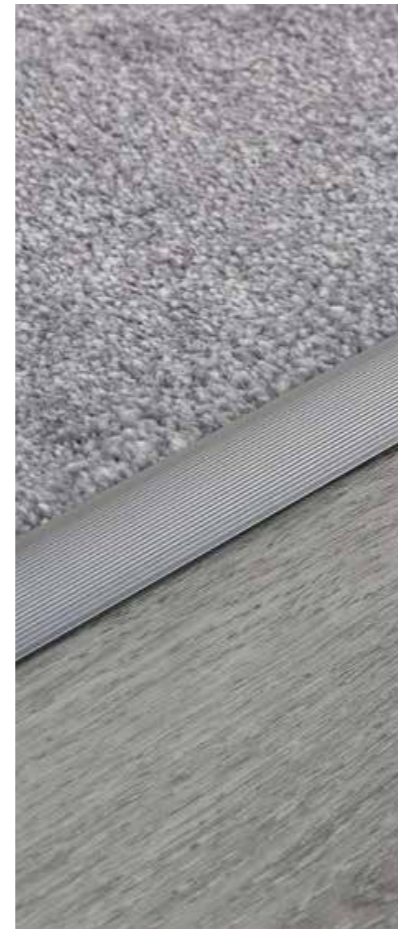
7. DIFFERENTIATIONS

Communal and Private Spaces

In order for clear boundaries and easy recognition there should be clear differences between the look and feel of communal and private spaces.

This will assist residents with way finding and also help them to adjust to being in different settings.

Whilst both communal and private spaces should have consistency around the use of natural light, natural materials and use of domestic finishes; colour and texture can be used to subtly alter the different areas.



DIFFERENTIATORS

- » Wall Finishes: utilising both colour and texture to mark different spaces
- » Floor Finishes: utilising different colours and textures whilst maintaining safety. Using domestic finishes to keep homely feel.
- » Ceiling Finishes: utilising both colour and texture to mark different spaces
- » Different LRV: making sure the above changes meet the requirements for visual impairments
- » Furniture: different in each room to provide personalisation and mark different spaces. Keep spaces unique and individual.
- » Door types and ironmongery: can be different to each space and used to show changes in space and use of areas.



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