

## Residential Care For Me: A Design Research Study



PROVIDENCE HEALTH CARE

September 2015 – March 2016



1. HALLWAY SIGN



2. REDESIGNED DOOR

3. UNDER-BED LIGHT AND CURTAIN

### THE PROJECT

The demand in residential care coupled with the cultural shift in which we view aging suggests that the designed space for long-term care needs to appropriately facilitate and preserve health and wellness. Providence Health Care (PHC) developed their own design initiative, “Residential Care For Me”, which aims to improve the quality of life for residents. PHC collaborated with Emily Carr University’s Health Design Lab (HDL) to help design an improved residential care home environment, using Brock Fahrni as a case study. HDL was asked to develop a series of implementable prototypes along with recommendations for long-term care facilities. The goal was to help residents feel empowered, comfortable and part of the community.

The project resulted in 4 prototypes which were installed in the residential care environment for further testing.



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## THE OUTCOME

1. We updated existing hallway signs to enhance the neighbourhood theme and contribute to a home-like environment. The HDL team implemented three examples of signage that cohesively achieved a charming neighbourhood aesthetic.
2. We created an exterior facade for a resident's door that mimics a single-dwelling residence found in a traditional neighbourhood. In HDL's prototype, the image of a red door was printed on high quality paper and secured to the existing door. Pictures of the residents were printed on magnetic paper and placed on the mailbox. These elements can be removed or customized depending on the preferences of the resident.
3. We installed a motion-sensored under-bed lighting system to help guide residents to the washroom at night and a task light for staff. The emitted light could be directed to illuminate the floor and provide a path, rather than a light source above one's head. This solution is intended to reduce disturbed sleep in shared rooms. The glow begins softly and gradually increases to a comfortable light.
4. We re-designed a hospital room divider curtain to enable residents to add personal memorabilia such as photographs and greeting cards.

## THE PROCESS

The HDL team began by reviewing information gathered by the PHC "Residential Care For Me" team, and identifying key design opportunities through a process of affinity diagramming. The HDL team then led a series of design workshops which created opportunities for conversations with stakeholders, team members and residents, the people who will ultimately use the final designs. These methods helped us better understand and empathize with people and as a result build more meaningful design solutions.



### AFFINITY MAPPING

The HDL team extracted PHC's primary research from Residential Care For Me and mapped it out. Potential new themes were discovered and incorporated.

### JOB SHADOWING

Job shadowing at Brock Fahrni allowed us to gain real-time exposure to the daily routine of a Resident and a Care Aide.

### DESIGN WORKSHOPS

Through workshops we received feedback on our design concepts from staff and residents.