

Accommodation With Care Design and Ethos Guide

Autumn 2025



Extra care housing should provide safe and secure self-contained accommodation for vulnerable adults who require varying levels of care and support to enable them to live independently in a home environment

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FOREWORD

Since 2003, North Yorkshire Council has engaged in an ambitious project to facilitate the delivery of accommodation with care to meet the needs of our current and future communities.

This has included working with partner Registered Providers to enable the provision of extra care housing schemes; core and cluster accommodation; specialist housing and supported accommodation to meet the needs of vulnerable people in the County, including: -

- older people.
- people with a learning disability.
- people with mental wellness requirements.
- long-term conditions including physical disability.
- complex needs.
- cognitive impairment.
- sensory impairment.

We have worked successfully with partners to provide high-quality, vibrant, safe, attractive, sustainable and well-designed supported accommodation which created an enabling environment for ¹residents and ensured the delivery of customer-centred seamless services to residents and people using the services from the wider community. We expected good design to add environmental, economic, social, and cultural values which continues to help local communities flourish. The accommodation and facilities have so far minimised people's experience of their disability or frailty, whilst maximising independence.

Our Extra Care programme has evolved over the past 20 years to meet changing policy, landscapes and demand for extra care, which remains strong across the county. There is an emerging need to consider alternative models for groups of people such as younger people with a learning or physical disability, mental health needs, dementia, and more complex and higher care needs. Alongside developing alternative models, we are focussing on smaller towns and villages where the need for full scale 'traditional' style extra care schemes is not appropriate, but a smaller or hybrid scheme might be suited for rural or super-rural areas.

We acknowledge there is still a need for 'traditional' style extra care housing, alongside alternative models of housing with care. Moving forward, in this document, we will refer to alternative models as 'housing with care', this may include but is not limited to:

- smaller schemes,
- schemes for working age adults,
- schemes for people requiring complex and specialist care (i.e., dementia, learning disabilities, mental health).

¹ we are using the term 'residents' in its true sense, as a resident of a housing model rather than a residential institution

Considering the emerging needs for alternative models of housing with care, this updated guide is intended for use by all organisations involved in the delivery of housing with care, and the development process to assist in achieving high-quality and sustainable 'places for living'. It will support the achievement of high standards of design and construction and it will provide Planning Committee Members and Officers with the tools to challenge poor design. The Guide will be subject to regular review and subsequent updating. This will occur as a result of changes in legislation and standards and feedback from providers and developer partners as well as people who live in the schemes and people who use the facilities and services.

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

When designing accommodation, facilities, and services, as much thought as possible must be given to ensuring the resultant provision is as non-institutional as possible. All concerned in a project must consider what they would find acceptable for themselves and the person they love most. Housing with care should provide a true 'home' for people and all aspects of the development, management and services should be undertaken with the utmost respect for the people who will live in and use the scheme.

SERVICES OUTCOMES AND OBJECTIVES

Extra Care Housing Support and Care

The model and ethos of 'traditional' style extra care housing is to provide safe and secure self-contained accommodation for vulnerable adults who require varying levels of care and support to enable them to live independently in a home environment. Alternative models of housing with care should incorporate the same principles as traditional style extra care housing, with a service provision that:

- contributes to the initial reduction of the levels of care and/or support previously received by the resident before entering the scheme,
- supports the ongoing care and support needs of its residents and reduces the likelihood of admission to long-term care,
- contributes to the prevention of hospital admission, re-admission and enables early discharge,
- contributes to supporting people to live independently, stay healthier and recover quicker from illness or accident,
- enables people to be supported to remain in their own home and supported with end-of-life care in their own home if that is their wish,
- enables people to access local amenities and encourages community participation within the scheme,
- facilitates and enables an inclusive environment for all residents,
- enables people requiring specialist and complex care to live independent and active lives without the need to move to more restrictive accommodation.

ETHOS OF THE EXTRA CARE HOUSING SCHEME

North Yorkshire Council's Care and Support Where I Live strategy aimed to reshape the countywide provision of accommodation with care and services in order to offer residents increased choice and independence. The Council has achieved this in partnership with providers through our successful extra care housing programme.

The principles of extra care, as well as the points listed under 'service provision', should also be applied to alternative models of housing with care:

- promote independence, prevention, and wellbeing,
- improve outcomes for residents and their carers,
- enable two-way community interaction to provide activities, lifelong learning, and social interaction,
- give people choice and control over their care and support needs,
- give people control over their personal finance arrangements including having access to welfare benefits with a view to maximising their income,
- provide housing, care, and support solutions to adults of all ages and across all needs,
- be mixed tenure where appropriate, and tenure neutral,
- involve and consult with people of all ages and need, who are likely to live in or use the facilities and services provided at the scheme,
- partnership working to include specialism facilities where a need is identified,
- offer choice and control with a wide range of innovative, high-quality, and flexible care options that are joined up and seamless.

We expect Registered Providers and developers who want to build housing with care in the County to sign up to the principles held within this publication.

Please visit www.northyorks.gov.uk/extracare to find the most up to date document.



The accommodation will consist of self-contained homes with design features and support services that enable self-care and independent living. All services will be aimed at placing dignity and respect for people as the highest priority. People should be enabled to remain independent for as long as possible and care and support must be tailored to adapt as people's needs change.

As a minimum, schemes should include: -

- own home with own front door, kitchen, bathroom, lounge.
- where possible a scheme will provide a mix of one or two bedrooms with mixed tenure options where appropriate.
- to meet the requirements of extra care housing and alternative models of housing with care, there will need to be an element of background support (care and support staff available 24 hours a day, seven days a week), unless otherwise agreed with the Council.
- services that embrace strength-based approaches enabling residents to exercise choice and control over their services.
- the opportunity to take advantage of social activities and lifelong learning.
- pet friendly housing management policies.
- an overlay system that is compatible with a variety of technology enabled care solutions.
- inclusion with the local community.
- access to communal facilities and services including social spaces.
- access to on-site catering provision that focuses on the importance of a vibrant restaurant offer and the opportunity it provides for community integration.

The physical design of the schemes as well as the delivery of services must create a sense of autonomy and wellbeing for residents. All decisions made by partners and stakeholders during both the development of the schemes and the operational phase must bear in mind the best outcome for residents in terms of: -

- dignity and respect.
- choice and control.
- financial control.
- value for money.
- personal autonomy.
- independence.
- physical and mental health and wellbeing.
- community inclusion.

INTRODUCTION

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

The Council has a long-term ambition to reduce the number of people being placed into residential care, nursing care, or unsuitable housing, by providing them with a choice of lifestyle and housing options that meet their individual needs and wishes. It is an aspiration that housing with care provides accommodation that supports adults of all ages and all needs, and where possible, up to and including palliative and end of life care if that is the individual's wish.

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

- making people feel positive about their neighbourhood.
- creating a good quality of life for people with a wide range of housing, care or support needs.
- enriching and complimenting the existing community and local economy.
- creating welcoming and attractive environments for people who want to live and work in the scheme.
- increasing marketability and reputation.
- embracing environmental sustainability, keeping the quality high and the costs low.

Our aim is to enable provision of a choice of housing for people who live in the County of North Yorkshire. Realistic aspirations and expectations around the type of housing people require must be taken into account and considered. Achieving this will be measured against the design quality, its connections into the surrounding environment and customer satisfaction with their homes.

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

There is no single, specific design solution that will suit every need and every location. Design consideration must be site-specific and respond to the brief of requirements for a particular location. The scheme should combine with existing and other housing needs to provide a community facility that will enhance that community.

We have a need for housing for all adults with a range of needs and abilities including people living with a learning and/or physical disability, complex needs, mental health, dementia or other cognitive impairment each of whom may have their own specific needs or requirements.

Where sites allow, the Council would like to see the development of hybrid models of accommodation with apartments and bungalows surrounding the extra care scheme to offer a range of options and enable people to live more independently off the main scheme but close enough to access its services and facilities.

The Council has identified an emerging need for the following:

- Smaller bespoke schemes i.e., 15 to 20 units in more rural communities to enable people to remain within their own social support and networks.
- Hybrid schemes which may include a mixture of traditional style extra care housing, and alternative models of housing with care.
- Supported living accommodation for people with learning and/or physical disabilities within an extra care environment or hub and spoke model.

SECTION 1: COMPLETE AND THOROUGH DESIGN

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

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

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

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

It is the Council's aspiration that all new extra care schemes meet Lifetime Homes Standards.

1.1 Attractive, safe and secure places

A safe and secure design can involve: -

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

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

You should also refer to the National Housing Federation's Standards & Quality in Development [National Housing Federation - Decent Homes Standard](#) and [HAPPI – Housing our Ageing Population Panel for Innovation Recommendations](#).

CHECKLIST – Have you:		✓
▪ Maintained dialogue with Local Planning Officers?		
▪ Considered community inclusion in the design of the building's facilities?		
▪ Provided clear connections with the surrounding neighbourhood?		
▪ Implemented Lifetime Homes' guidance?		
▪ Provided an attractive, safe and secure design?		
▪ Reflected the need in the local area?		

1.2 Putting the customer first

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

Our aspiration is to enhance the quality of our residents' lives to ensure that the accommodation is future proofed to meet the needs and expectations of residents into the future. We want to encourage a sense of pride in the home and neighbourhood in which they live. We want to ensure that people have access to shared and public spaces, local amenities and facilities which will enhance their quality of life. It is vital that the people who live in the schemes integrate into their local community and maintain relationships and usual behaviours in that community and that the community is encouraged and invited to come into the scheme to make new friendships.



Activity/Games Rooms

It is essential that the physical environment is enabling in terms of the likely impairments that residents may experience in their lives due to changing care and support needs.

Good design can mean: -

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

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

Developing housing with care requires thought around the use of the internal and external spaces. The future needs of the people living in the schemes must be considered to gain an understanding around how the buildings and communal areas will be used. This will enable the management and maintenance of those areas to be understood, particularly relating to service charges.



Mickle Hill, Pickering

It is expected that mixed tenure provision will be considered in all future housing developments as appropriate to the local housing market. Consideration must be given to the use of the housing, including the anticipated demographic profile which should provide an understanding of the appropriate level of management required and how innovative design and decoration solutions may help to reduce the impact on areas affected, e.g., heavy footfall and wheelchair use.

CHECKLIST – Have you:		✓
▪ Thought clearly about how the expected occupants will make best use of the spaces?		
▪ Considered how the design of areas and accommodation can respond flexibly to meet the changing needs of the expected occupants		
▪ Considered the impact of the design on service charges?		
▪ Considered how the scheme will be managed and paid for?		
▪ Considered the impact of your design on minority groups and communities?		

1.4 High-quality with low costs

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

Consideration must be given to any operational services being provided from the building and whether there are opportunities to utilise existing local services, rather than provide them within the scheme build. The last thing the Council wishes to do is risk existing local businesses and therefore research should be undertaken about what services exist locally and whether they may be willing to provide to the scheme before services are replicated.



Limestone View, Settle

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



The Cuttings, Harrogate

CHECKLIST – Have you:	✓
<ul style="list-style-type: none"> Identified and considered services in the local area which could support the scheme? 	
<ul style="list-style-type: none"> Identified and considered services lacking in the local area which could be provided within the scheme? 	
<ul style="list-style-type: none"> Considered how services provided in the scheme can support the wider local community? 	
<ul style="list-style-type: none"> Considered what design features will encourage the community to easily come into the scheme? 	
<ul style="list-style-type: none"> Considered multi-functional use of spaces within the scheme 	

1.5 Local context

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

With an application for accommodation involving ‘housing with care’, the Design & Access Statement should include specific reference to the issues related to the model. This is likely to be of considerable assistance to the planning officers dealing with the application.

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

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

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

SECTION 2: PLACE SHAPING

2.1 Supporting the local community.

North Yorkshire is the country's largest county and has some extremely rural areas. Consideration must be given to developments from a holistic view, taking into account what already exists in the area and what services can be met by providing the scheme. Housing with care including extra care can be flexible, subject to funding, therefore a collaborative approach with a range of stakeholders should be explored to provide facilities and services from the scheme.

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

The opportunity to mix tenures where appropriate, use [Modern Methods of Construction](#) and be innovative around design and architecture enables opportunity to create vibrant and exciting places to live, visit and work.

Feeling safe at home and in the community is essential for people's wellbeing. Effective design can achieve good connectivity between communities and the residents by providing welcoming spaces and places that feel safe.

2.2 Well-connected and convenient

Creating and sustaining a community is about building homes in places where people want to live for the longer term, with access to social and wellness activities, shops, public transport, and local amenities. People usually wish to remain in the community they are familiar with, maintain their friendships and have access to activities and socialising and this should be continued. To support these principles, the following should be considered: -

- early-stage analysis of the site and how well it will serve the community for which the scheme is being developed.
- location of convenient services ideally within a safe walking distance of the site or provided by the scheme.
- access to good and regular public transport links nearby*; and
- access to open spaces, communal gardens, and outdoor activities.

*North Yorkshire Council acknowledges this may not be possible in super-rural locations.

It must be noted that North Yorkshire is a large, predominantly rural county covering over 3,100 square miles with only two major urban centres at Harrogate and Scarborough with most people living in one of the 28 market towns, small villages, or hamlets.

Therefore, this guidance needs to be considered differently for schemes built in very

rural areas as they may not have close access to local amenities but rather may replace the lost heart of a village bringing much-needed facilities such as a shop, hair salon, café/restaurant etc. to the locality.

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

CHECKLIST – Does your design:	✓
<ul style="list-style-type: none"> Have entrances that are clearly visible from the street, well-lit and welcoming? 	
<ul style="list-style-type: none"> Provide formed boundaries between public and private space using attractive and durable materials and are the boundaries clear but unobtrusive? 	
<ul style="list-style-type: none"> Ensure that communal areas and gardens have a clear purpose to maximise the use of green spaces as focal points, meeting places and activity areas for all ages? 	
<ul style="list-style-type: none"> Consider strong local patterns of design that may need to be reflected within the development of the new scheme? 	
<ul style="list-style-type: none"> Ensure that there is no distinction between different forms of tenure within the layout or the architectural treatment of the buildings? 	

2.3 Parking Provision

Car parking must be carefully considered and integrated within the landscape. The following need to be carefully considered at the design stage in terms of their function, durability, and ongoing maintenance:

- Larger parking areas for developments need to be carefully designed to avoid compromising the living conditions for ground floor homes.
- Parking areas should be designed to be safe for pedestrians, cyclists, people in wheelchairs and using mobility scooters. Low car speeds must be encouraged through design.
- Parking should provide direct access to the main entrance.
- Car parking areas and public walkways to the scheme/front door should be well lit.
- A safe drop-off point is required, and consideration must be given to accommodate rear tail wheelchair lifts on minibuses. It is good practice to arrange a 'horseshoe' drop-off configuration to avoid the need to reverse with the associated health & safety risks.
- The entrance canopy should be designed to allow residents to move directly into a sheltered area and minimise exposure to inclement weather and should be designed to ensure an ambulance can discharge or pick up under cover.
- Clear access for emergency vehicles.

If developments incorporate local shops and facilities, are close to public transport and include attractive, safe pedestrian and cycling routes this will help reduce car usage without reducing car accessibility or car ownership. It will also enable a high

quality of life for those least likely to own a car. Convenient cycle storage should be provided (dependent upon scale of the building). Parking provision must be determined by locality and the availability of other forms of transport. Adequate spaces should be provided to prevent people parking in inappropriate places e.g., footpaths, grass verges, across local residents' driveways, local residents' off-street parking areas.



Eller Beck Court, Skipton

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

SECTION 3: MAXIMISING THE USE OF OUTSIDE SPACE

3.1 Seating and planting

Outside space should be maximised to enable people to undertake activities outside during warmer weather. The inclusion of outdoor furniture will encourage people to take fresh air, socialise and enjoy an al fresco dining experience. Other garden features such as pergolas/pagodas can provide shade and rest areas for people either on foot or in wheelchairs/mobility scooters. Sensory features can support a stimulating and tactile environment and provide effective focal points. Raised planting areas provide the opportunity for residents to contribute to planting/gardening activities. This also provides the opportunity for the accommodation to grow some of its own food including the use of fruit trees and herbs.



Meadowfields, Thirsk

Seating areas should be designed to meet the requirements of all residents of all abilities, including people using wheelchair. It should be included in the design to provide distinct spaces to aid wayfinding. Benches should be located at all main entrances for those awaiting transport. The design and location of seating must

consider the requirements for a minibus and taxi drop-off undercover and to allow for the anticipated size of emergency and service vehicles, turning circles and waiting bay.

Secure wandering circuits of a suitable material should be incorporated into the scheme to provide opportunities for exercise. Seating points should be located to allow for rest points. Loose gravel surface treatment should be avoided because of disabled or elderly residents. Resin-bound gravel is more appropriate. Avoid unguarded changes in site level with only very gentle ramps acceptable. A minimum path width of 1200mm (1.2m) is adequate if wider wheelchair passing spaces are required. Dead ends should be avoided, and short cuts considered with paths providing a clear route back to their origin.

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



Fry Court, Great Ayton

3.2 Activities

Consideration should be given to providing a greenhouse, potting shed and allotments to promote healthy living and social activities. Further consideration should be given to the provision of appropriate outside recreational equipment for residents and visiting families. This will help to promote inter-generational activities and events.



Sycamore Hall, Bainbridge

CHECKLIST – Have you:	✓
<ul style="list-style-type: none"> Designed the scheme to maximise the outside spaces and provided seamless access from indoors? 	
<ul style="list-style-type: none"> Considered activities which could be undertaken outside and designed the external areas in such a way to accommodate those activities? 	
<ul style="list-style-type: none"> Considered providing focal points including water features, pagodas, appropriate seating arrangements and sculptures? 	
<ul style="list-style-type: none"> Provided a garden which meets the needs of residents including giving consideration to potting sheds, green houses, raised bed planters, sensory garden elements, allotment space and recreational equipment? 	
<ul style="list-style-type: none"> Provided wandering circuits with adequate seating and providing shade? 	
<ul style="list-style-type: none"> Maximised views and the landscape? 	
<ul style="list-style-type: none"> Provided appropriate ground covering to meet the needs of those living in the scheme/building? 	
<ul style="list-style-type: none"> Made the outside place an interesting, accessible and enjoyable place to use? 	

SECTION 4: MAXIMISING THE NATURAL ENVIRONMENT

4.1 Biodiversity

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



Bransdale View, Helmsley

The selection of materials and the type of construction influence how energy efficient a building can be and how much embodied carbon it contains.

Materials should be chosen to reduce their environmental impact by being locally sourced, high thermal or solar performance or designs based on the typical dimensions of materials to reduce waste.

The re-use and adaptation of existing buildings (where appropriate) reduces the consumption of resources and contributes to the local character and context of the area. Re-use of materials can help to minimise the extraction of raw materials and the use of energy in the production and transportation of materials.

Off-site manufacture of buildings and components using innovative and smart technologies, supported by digital infrastructure. The whole life costs are potentially reduced, and users can customise the products.

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

4.2 Environmental sustainability

Within its enabling role, the Council will expect any design of buildings and the layout of the site consider the following topics: energy use, carbon emissions, water, materials, run-off, waste, pollution, health and wellbeing, management, land use and ecology. Our approach is to maximise passive solar gain, build airtight dwellings with adequate ventilation, shading and cooling and incorporate thermal mass to reduce overheating where appropriate.

Needs and aspirations of individuals will change in time, and it is acknowledged that the pace in technological change is rapid. New developments should be adaptable to those changes over their lifespan.

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

Local environmental issues must be considered, both prevailing and forecast such as temperature extremes in summer and winter.

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



Rivendale, Northallerton

CHECKLIST – Have you:	✓
<ul style="list-style-type: none"> ▪ Considered plants to stimulate the senses including tall sweeping forms to provide movement, varied textures to create sounds and encourage sense of touch? 	
<ul style="list-style-type: none"> ▪ Considered the selection of materials and the type of construction influence how energy efficient a building can be and how much embodied carbon it contains 	
<ul style="list-style-type: none"> ▪ Chosen materials to reduce their environmental impact by being locally sourced, high thermal or solar performance or designs based on the typical dimensions of materials to reduce waste 	
<ul style="list-style-type: none"> ▪ Considered re-using materials that can help to minimise the extraction of raw materials and the use of energy in the production and transportation of materials 	
<ul style="list-style-type: none"> ▪ Used innovative and smart technologies, supported by digital infrastructure. The whole life costs are potentially reduced, and users can customise the products 	
<ul style="list-style-type: none"> ▪ Considered maximising passive and active technologies to support the reduction of both CO₂ emissions and fossil fuel energy use 	
<ul style="list-style-type: none"> ▪ Where appropriate, used flood resistance and resilience measures and considered within the development design, along with measures to reduce overheating and promote water efficiency. 	
<ul style="list-style-type: none"> ▪ Considered local environmental issues, both prevailing and forecast such as temperature extremes in summer and winter 	
<ul style="list-style-type: none"> ▪ Internal air pollution and toxicity as this is a particular issue in buildings made more airtight to prevent heat loss. Many materials used in construction and finishing give off VOCs (volatile organic compounds). This can be avoided by using natural breathable products and water-based finishes. 	
<ul style="list-style-type: none"> ▪ Ensured refuse collection points are within limits set by the local authority and if vehicles are required to enter the site, ensured that adequate turning areas are provided? 	
<ul style="list-style-type: none"> ▪ Consider installing electric car charging points to provide accessible charging for staff, residents, and visitors with electric cars, and to show a commitment to sustainability. 	

SECTION 5: ENERGY AND RESOURCES EFFICIENCY

5.1 Sustainability and energy conservation

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

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

5.2 Affordable running costs

The design, installation and management of energy efficient and affordable utilities are crucial to the continuing success of every home. Schemes should avoid North-facing apartments where possible. Each design must ensure that energy consumption and costs to residents are as low as possible. This will require design consideration from the very initial stage of a project so that orientation, window design, heat loss and heat gain are considered along with the potential cost in use of appliances.

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

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

- solar hot water.
- ground source heat pumps.
- air source heat pumps.
- biomass boilers.
- biomass district heating linked to the local community.

For electricity supply this may result in the use of: -

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

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

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

5.3 Minimising energy consumption in construction and design

It is the responsibility of all new development to minimise energy use in the construction and ongoing use of buildings and to maximise passive and active technologies to support the reduction of both Co2 emissions and fossil fuel energy use.

5.4 Minimising construction waste

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

5.5 Recycling materials and buildings

Re-using buildings, parts of buildings or elements of buildings such as bricks, tiles, slates or large timbers all help achieve a more sustainable approach to design and construction. Re-cycling and re-use of materials can help to minimise the extraction of raw materials and the use of energy in the production and transportation of materials. Developments should maximise the re-use of existing buildings (where appropriate) which can support social environmental and economic objectives.

5.6 Sustainable construction

Within our enabling role, the Council will expect its developer partners to pursue BREEAM 2014 certification, aiming to achieve the 'Very Good' rating. Innovative design and construction, including the contribution of modern methods of construction, will be a vital element of delivering this target.

The BREEAM Certification requires that the design of the buildings and the layout of the site be considered across the following topics: energy use, carbon emissions, water, materials, run-off, waste, pollution, health and wellbeing, management, land use and ecology. Our approach is to maximise passive solar gain, build airtight dwellings with adequate ventilation, shading and cooling and incorporate thermal mass to reduce overheating where appropriate.

All designs and technologies that affect how the homework must be designed and installed so that they can be easily managed by residents or, alternatively, do not require their attention at all. We believe that designs that meet the Certification standards will, at each level, have increasingly significant benefits for residents,

through reduced running costs and improved health.

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

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

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

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

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

SECTION 6: BUILDING OPERATIONS

6.1 Refuse and recycling

- Designs within the home and the building must be innovative and adaptable to meet the increasing demands for effective recycling and refuse collection.
- Refuse/recycling points must be located in easily accessible locations but away from any windows of apartments or neighbouring houses.
- Refuse and recycling requirements will be met within the internal arrangements of the building.
- Collection facilities must not be intrusive in the landscape or within the communal areas.
- Refuse collection and storage with recycling facilities puts greater demand on good management and maintenance. Adequate space must be provided for the increased size of containers and the amount of refuse which is now separated for recycling.
- Exterior bin stores should be screened and painted with climbing plants.
- External bin stores must be easily accessible for refuse vehicles collecting waste.

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

6.2 Care Teams/Staffing

The working environment must be pleasant and practical to enable staff to work within it effectively. The building must be easily accessible to staff who will require conveniently-

- located ancillary accommodation with comfortable and functional facilities including storage
- areas, changing area, lockers, shower, rest room with small kitchen area and adequate office space. It should be noted that the staff rest room will be for all staff to use when taking a break or storing their personal items, irrespective of their employer.

It is likely that a number of care and support providers along with other service providers will work in the building and therefore careful consideration must be given to access, security and joint working.

Housing providers, care providers, and any other providers or suppliers should have clear roles and responsibilities in terms of service delivery. Providers should work collaboratively together to deliver a high-quality service to residents. It is important that residents experience a seamless service despite the fact that numerous agencies may work in the building.

All agencies will need to undertake scheme-based training and orientation and adopt the relevant Scheme-Based Protocols.



Town Close, Stokesley

CHECKLIST – Have you:	✓
<ul style="list-style-type: none"> ▪ Considered the staffing provision in the scheme and their accommodation requirements including a staff rest room that is available for all staff who work in the building, irrespective of their employer? 	
<ul style="list-style-type: none"> ▪ A clear understanding of the number of staff expected to work in the building and their roles to understand the impact on the building design? 	
<ul style="list-style-type: none"> ▪ A clear understanding of agreed Service Level Agreements that ensure effective joint working, clarify respective roles and responsibilities, and ensure good liaison between parties to ensure effective provision of housing and care and support services to residents. 	

6.3 Information, Communication and Digital Inclusion

In community living, it is important that everyone is kept up to date with information but also that everyone is given the same information, at the same time. Failure to do so could lead to tensions and misunderstandings.

There is a wide range of methods for keeping people informed such as: -

- scheme newsletter (electronic version as well as hard copy).
- digital notice boards.
- notices.
- letters.
- meetings.
- community television.
- residents' Representative.
- residents' Forums.

Partners are encouraged to adopt as many communication methods as possible to ensure that everyone is informed and feels included in the day-to-day life of the scheme.

Notices around schemes should be kept to a minimum to reduce the institutional feeling but, where used, they should be professionally presented and worded appropriately and sensitively.

Residents should be enabled to take part in decision-making in the scheme and a variety of forums could be set up that would allow people to have their say, such as:

- friends of the scheme.
- fundraising.
- social activities.
- catering.
- service delivery.
- gardening.
- Use of guest suite

Any such groups should be managed in a way that enables all residents who wish to take part to do so. Assistance must be given where required and special consideration should be given to how to include people who will need more support such as those living with dementia.

The provision of Wi-Fi that is of sufficient strength to service all the communal areas of the scheme will encourage digital inclusion and assist both residents and staff to gain access to a wide range of information and services that are provided via the internet, supporting social engagement, health and wellbeing. The infrastructure for Wi-Fi / broadband access within individual accommodation will be provided.

Research shows that older people engage online for two main reasons: social activity and cultural integration. Internet access is a “window on the world” with individuals being able to explore interests, engage in commerce and communication with friends and relatives, even those living abroad. The health and well-being benefits of encouraging on-line activity should not be under-estimated as engagement is stimulating and can counteract social isolation. Research has also shown that both resident and carers can benefit by using digital technology and products to explore choices for health and wellbeing.

The Provider shall work with the Council, and the Council's commissioned Assistive Technology provider, to improve and expand the use of Assistive Technology. Assistive Technology supports North Yorkshire Council's wider programme of prevention, by using proactive and reactive technologies in and around a person's home to help to prevent, reduce, and delay the need for, or complement care and support services offered in Extra Care.

CHECKLIST – Have you:	✓
<ul style="list-style-type: none"> ▪ Considered how you will communicate with residents, their carers, friends and family? 	
<ul style="list-style-type: none"> ▪ Provided Wi-Fi of sufficient “strength” in all communal areas to benefit the maximum number of residents so that you can encourage and promote digital inclusion? 	
<ul style="list-style-type: none"> ▪ Ensured that the infrastructure for Wi-Fi/broadband access for all individual accommodation is available 	
<ul style="list-style-type: none"> • Considered wider digital changes and expanding the use of assistive technology within the scheme 	
<ul style="list-style-type: none"> • Provide an overlay system that is compatible with a range of devices and suppliers 	

SECTION 7: ACCOMMODATION REQUIREMENTS

Extra Care

7.1 Security

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

The foyer area will include office space for the Scheme Manager and will act as a reception area.

Residential areas should only be accessible behind progressive privacy doors which should not be used excessively, giving their areas clear and distinct space, however consideration should be given to people who are living with dementia or other complex conditions regarding positioning of their accommodation and how this is accessed. This may include the use of assistive technology products.

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

CHECKLIST – Have you:	✓
▪ Provided adequate front door provision which gives two-way access?	
▪ Provided an intercom/door panel for out-of-hours visitors to access residents?	
▪ Provided compliant CCTV arrangements?	
▪ Provided progressive privacy doors which give residents a clear and distinct space which is behind public areas and not overly restrictive?	
▪ Considered assistive technology or another method of security?	
▪ Considered access to the restaurant for service vehicles?	

7.2 Tenure

Consideration must be given to mix and type of tenure proposed. There should be no discernible difference in finish regardless of tenure. Tenure choices should be pepper-potted throughout the scheme. Consideration should be given to offering alternative purchasing options for potential buyers.

At the point of determining where rental and shared ownership apartments are situated, it is expected that discussions take place with the Authority, to ensure availability of different tenures across each floor in the scheme

CHECKLIST – Have you:	✓
▪ Considered a mixed tenure scheme?	
▪ Considered which apartments/housing units will be available for which tenure type?	
▪ Ensured that the tenure types are pepper-potted throughout the building?	
▪ Ensured that there is no discernible difference in finish regardless of tenure	

7.3 Management arrangements

Effective management of the scheme is essential from the outset. The cost of management, reflected in service charges, is a major issue in terms of affordability so designing to minimise the cost of management and spreading the cost over as many homes as possible is a key part of the design process and on costs.

7.4 Health and Safety including fire

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

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

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

Careful consideration must be given to using fittings that blend in as much as possible, for instance, fire sounders in flats should be white and not red. Where possible (and in agreement with the Fire Service), signage should be minimised, and fire extinguishers removed. This is possible if a fire sprinkler system is installed. Fire safety must take priority, and this will be agreed with the local Fire Safety Team.

CHECKLIST – Have you:	✓
▪ Considered the management arrangements for the scheme and how they will be paid, without impacting too significantly on service charges?	
▪ Compiled a clear fire and evacuation strategy?	
▪ Provided adequate fire management and fire escape facilities?	
▪ Arranged fire management alongside the assistive technology?	
▪ Minimised signage and fire-fighting equipment where possible and in agreement with the Fire Safety Team?	
▪ Designed for a full sprinkler system?	

7.5 Colour contrast and material selection

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

Colour schemes from each area and at the entrance to each apartment give each group of apartments an individual look. This will assist residents in locating their home. Measures should be taken to ensure non-resident areas such as stores, and staff areas have the facility to be locked off.

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

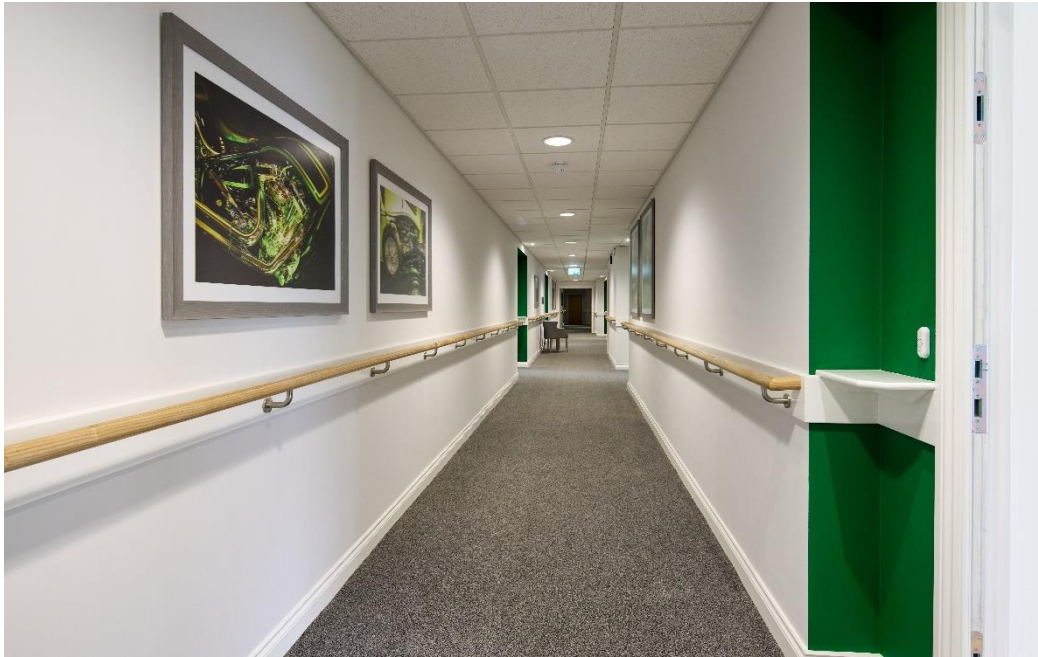
Shiny surfaces must be avoided, especially on floors. Tiling in a satin or matt finish reduces glare that can confuse residents with visual impairments.

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

Patterned wallpapers should be carefully chosen and be dementia friendly taking account of the following: -

- bold patterns can be over-stimulating.
- small patterns such as geometric ones can produce blurred vision and eye fatigue.
- vertically striped wallpaper can make some people feel dizzy.
- curved and angled lines on walls can affect balance.
- still-life patterned wallpaper can be confused with reality.

It may be more appropriate to paper a 'power wall' to set the tone for a room, especially where the room is large and then use a tonal colour on the other walls. Use of different papers around the scheme can assist with wayfinding.



Filey Fields Court, Filey

CHECKLIST – Have you:	
<ul style="list-style-type: none"> Carefully considered the materials, colours and interior design of the building? 	✓
<ul style="list-style-type: none"> Considered the needs of potential residents of the building against the design? 	

7.6 General signage

Signage should consider the needs of the people using the building and comply with the latest guidelines such as minimum character size, sentence case, embossing, height, type face etc. The latest Sign Design Guide produced by The Sign Design Society may be a useful reference. Appropriate signage delineating disabled parking bays will be designed in accordance with current building regulation guidance.

Signage should be minimised in the building as this will give an institutionalised feel to the building but where it is used, consideration should be given to the materials and colours used so that it is of a style likely to be used in a hotel or a general apartment block rather than the style that is often used in institutional care.

For residents with dementia, there is specific dementia signage available which could be considered to help people identify their apartment and rooms in their apartment. The signage provides both the words e.g., 'Bathroom' alongside a picture of a toilet. This enables people with either special or word issues to recognise the sign and help them to way-find. Signs should be fixed to the doors they refer to, rather than to adjacent walls.

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

7.7 Communal Facilities technology

Communal facilities are usually provided centrally to serve all residents and to encourage community use. Communal areas should be located to provide opportunities for organic socialisation.



Bransdale View, Helmsley

The scheme will have progressive privacy doors (PPD) to protect the apartments except where specialist dementia provision is included. Public spaces such as communal lounges, restaurants and hair salons should be located centrally and away from residents' apartments. Staff, visitors or day users of the building should not need to walk through corridors off which apartments are accessed to reach their destination. Guest rooms and assisted bathing areas should be located away from the public areas and closer to the individual dwellings. Entrances to service areas should be separated visually from the main entrance. However, there may be some circumstances where PPD is not appropriate, for instance where specialist apartments for people living with dementia are provided. Advice from dementia specialists is that the more barriers that are placed between a person with dementia and a facility, such as the restaurant, the less likely they are to access that facility. In this case, careful thought must be given to ensure the security of the apartments. In an existing specialist dementia scheme this has been addressed by providing proximity badges for each of these apartments so that as the resident approaches their door, it will unlock to enable them to open it but will automatically shut and lock

behind them (whether they are entering or exiting the property).

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

Good lighting is important throughout the routes, but higher light levels can be used to differentiate public from private areas. The lighting should be economical to run. PIRs (Passive Infrared Sensors) should be fitted in areas such as communal toilets but programmed to come on as soon as the door is opened and to stay on for the maximum period, so people aren't plunged into the dark if they sit still for a while.

Small seating bays can break up walking distances and provide a 'rest stop'. However, this should be discussed with Fire Officers to ensure that they are confident and in agreement with the proposal. These also enable people who may have been quite socially isolated to sit outside of their apartment but not in the busy main communal area.



Limestone View, Settle

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

Consideration should be given to providing a discrete alternative access to and from the building for emergency personnel and funeral directors.

Disabled access toilets must be provided in the communal spaces, preferably close to principal entrances. However, they should have their own recess so that doors

don't open directly onto corridors for privacy and dignity purposes. They should be easily identifiable with automatic lighting which dims as someone leaves the facility. Wash hand basins must be provided in each toilet facility and all toilet facilities must be linked into the assistive technology system. An alternative to a pull cord fitting for the alarm should be considered to prevent children from pulling the cord and activating the alarm.

The basin walls and the one behind the toilet should be fully tiled for hygiene purposes. The dispensers for soap, paper towels etc. should match and be easy to fill and clean. Careful thought should be given to their placement i.e., don't fit paper towels or soap dispensers above the toilet roll holder as water will drip from hands onto the toilet tissue.



Popple Well Springs, Tadcaster

CHECKLIST – Have you:	✓
<ul style="list-style-type: none"> Agreed the location of the communal facilities and ensured that they are in the most accessible location? 	
<ul style="list-style-type: none"> Ensured the communal facilities are in front of progressive privacy (where applicable) and away from staircases and lifts which lead to resident-only areas? 	
<ul style="list-style-type: none"> Designed the layout of the communal facilities to be clear and logical with an easy flowing route? 	
<ul style="list-style-type: none"> Removed all barriers to the communal facilities, encouraging access and use from residents and visitors to the scheme? 	
<ul style="list-style-type: none"> Provided adequate seating areas in the main foyer? 	
<ul style="list-style-type: none"> Provided enough disabled toilet provision with adequate lighting 	

provision, washing provision and access to emergency assistance if required?	
▪ Maximised the use of natural lighting whilst providing effective natural ventilation?	
▪ Allowed for areas adequately/innovatively designed to meet the needs of the activity to be carried out in the area?	
▪ Allowed for adequate storage facilities?	

7.8 Restaurant/café areas

Restaurant areas are located within the main foyer of the scheme to enable easy access for both residents and visitors to the scheme

The restaurant along with the kitchen facilities should be suitable to provide appropriate nutritional meals to meet the needs of the intended residents, staff and visitors. Consideration must be given to the inclusion of a full catering kitchen if necessary to meet the requirements of the scheme and/or the local area. It may also be appropriate to have two areas: a full restaurant with a full catering kitchen and a more intimate bistro or café.

The catering suite should also provide an appropriate changing and office area for the catering team and will require effective ventilation to maintain a comfortable and safe working area.

The restaurant must provide adequate turning points for people using wheelchairs and walking sticks/Zimmer frames around the restaurant's furnishings.

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

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

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

7.9 Lounge areas

Consideration should be given to the location and size of communal lounges to maximise use by residents. Lounges should accommodate a range of activities, each of which may generate equipment that needs to be kept available for use, this may include television, music systems, board games, computer games and books. The ceiling and the light fittings should be domestic and homely.



Woodlands, Skipton

Decorative accessories representing activities that people living in extra care accommodation can enjoy should be considered but adequate storage or display must be provided to remove clutter which is not helpful for people living with dementia. A design approach which allocates specific zones to different activities with adequate designated storage would produce more flexible spaces.

Lounges should contain a focal point such as a fireplace that appears as real as possible in terms of flame effect.

Another focal point on a different wall could be a wall-mounted TV that can be used for film screenings, computer games and social events based on a TV programme such as major sporting or celebration events etc.

Tea bars will ideally be screened or slightly set apart. The lounge, once complete, should look as close to your own lounge at home as possible.

CHECKLIST – Have you:	✓
<ul style="list-style-type: none"> Planned the location of your lounge(s) to gain maximum use for residents? 	
<ul style="list-style-type: none"> Considered the potential use of the spaces and designed them with those activities in mind? 	
<ul style="list-style-type: none"> Provided adequate TV sockets and electrical sockets in sensible locations? 	
<ul style="list-style-type: none"> Considered the layout of the room to provide for furnishing and ensure a comfortable rather than institutional layout of furnishing? 	
<ul style="list-style-type: none"> Provided adequate storage provision either integral or within a furnishing budget? 	

7.10 Circulation

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

Providing a place to sit and enjoy a view at the end of corridors can avoid the sense of frustration experienced by residents with short-term memory loss who may wander to the end of corridors. Many extra care buildings have corridors leading to private apartments that are similar in appearance and the design challenge is to make them distinct from each other such as colour contrasts to distinguish different zones.

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

CHECKLIST – Have you:	✓
▪ Avoided long corridors which can feel institutional and affect accessibility?	
▪ Avoided using mirrors in circulation areas?	
▪ Maximised the use of natural light?	
▪ Created clear circulation patterns for orientation?	
▪ Provided the ability to see outside at regular points to aid orientation?	
▪ Provided regular seating areas, rest stops (if agreeable with Fire Officer)?	
▪ Designed ends of corridors to avoid dead ends which can be frustrating for people living with dementia?	
▪ Ensured that corridor widths are a minimum of 1800mm wide to allow for wheelchairs to pass?	
▪ Designed corridors as a social space linking the apartments rather than just as a means to access accommodation?	
▪ Used different colour contrasts to identify different floors or clusters of apartments?	
▪ Provided artwork and decorative features at key access points and changes in direction to aid orientation?	
▪ Provided handrails which turn into the walls at the end of corridors?	
▪ Provided level thresholds?	
▪ Provided a shelf at the front door to enable the area to be personalised?	
▪ Provided a 30% tonal contrast between the wall and the floor?	
▪ Avoided bands or border strips of colour on floor surfaces so as not to suggest a barrier or step?	
▪ Provided circulation areas internally to avoid residents having to go outside to gain access to central facilities?	
▪ Provided hold-open devices on fire doors which are linked to the fire alarm system which are recessed flush to reduce snagging points?	
▪ Provided for a 300mm space which is required to the leading edge of all doors to facilitate ease of use by wheelchair users, in accordance with current disability design standards	
▪ Considered using colour and personalisation to enable people to identify with their own front door?	
▪ Avoided the use of a monotonous succession of doors along the corridor?	
▪ Provided vision panels in doors on main traffic routes with a minimum visible zone between 900mm and 1500mm above floor level?	

7.11 Stairs and protection from falling

The design of staircases will consider reducing the risk of falls and will be in line with current design and safety standards.

7.12 Acoustics

Consideration must be given to all party walls and ceiling/floors to prevent the transfer of noise, which must achieve any noise reduction, or improvement, of at least 5dB over building regulations to account of noise levels in the scheme. The reverberation time of large spaces need to be controlled in accordance with current guidance. Hearing assistance systems should be made available in the main public areas for residents with impaired hearing.

7.13 Emergency call system and CCTV

Emergency Call

The type of overlay system to be installed must be considered to reflect how the residents can maintain independence with an appropriate level of assistance without intrusion on their rights. Dispersed systems of assistive technology should be provided enabling peripheral technology to be added as a resident's needs change.

Peripheral technology products help to manage the risks associated with independent living including, falls, gas leaks and fire. It enables care staff to receive alarm calls from a variety of identifiable assistive technology sensors. The assistive technology system must provide the ability to configure assistive technology on a per-resident basis enabling assistive technology to be utilised to provide tailored care services. The provider will work in partnership with NYCs contracted Assistive Technology provider to ensure that residents are able to access peripheral devices through NYCs referral and charging and installation processes.

It is North Yorkshire Council's preference that pull cords are not generally fitted in all rooms in an apartment. Each resident should be offered a personal alarm such as a pendant and/or wristband (residents should be given a choice) linked to a speech module. A pull cord should be fitted in the bathroom which is where the majority of calls are generated from. It would be useful to have the pull cord fitting above the bed in the main bedroom so that a cord can be attached if a resident has significant immobility due to illness.

CCTV

CCTV should cover the full curtilage of the building and be the management of this, should be in line with current guideline and legislative requirement.

CHECKLIST – Have you:	✓
▪ Considered the design of staircases to reduce the risk of falls?	
▪ Considered your acoustics and areas in which they need to be managed?	
▪ Provided for hearing loop facilities?	
▪ Provided an assistive technology overlay system which links in with the care team and compatible with a range of devices and product suppliers.	
▪ Provided efficient CCTV and recording facilities which adequately promote safety within the building, and is in line with current guidelines and legislation	

7.14 Lifts

Lifts should be located adjacent to central facilities and have a clear 'waiting' space in front of them.

Sizing of lifts must be in relation to the transportation of wheelchair users, stretchers and other equipment required for the operation of the scheme. Mirrors or reflective surfaces should be avoided in lifts as these can cause confusion to people living with dementia. Each lift's interior should be a different colour to assist people to recognise the one that suits them most for the location of their apartment.

Two lifts must be provided in case of breakdown with one wheelchair lift whilst the other needs to be large enough to at least accommodate a stretcher.

Through-and-through lifts should be avoided if possible as these can be very confusing to people living with dementia.

A pull-down seat should be included as well as emergency call buttons in the main control panel and at floor level.

Floor identification – both visual and verbal – should be clear and consistent, especially where there may be an upper and lower ground floor and there must be clear labelling.

CHECKLIST – Have you:	✓
▪ Considered the location of the lifts	
▪ Considered how lift breakdown will be managed	
▪ Ensured that one lift is large enough to transport stretchers and to meet hospital and funeral directors' requirements?	
▪ Made sure that the lift manufacturer's design does not include mirrored interiors or shiny surfaces. Platform lifts should be avoided	
▪ Ensured that the lift has an easy operating system with clear verbal prompts, signage and buttons for location, door open, door closing etc.	
▪ Considered how easy the lift is to operate and how clear the signage/button/verbal systems are within the lift casing?	

7.15 Treatment rooms and assisted bathing

The assisted bathroom and treatment rooms should be decorated in such a way to promote a 'spa' appearance rather than clinical. The use of plants and domestic furnishing can give these areas a comfortable and relaxing feel. Ideally there will be an external window in the assisted bathing room, domestic rather than clinical lighting, flooring should be domestic in appearance with coving and skirting boards. The colour schemes should be 'warm' and vibrant. Consider the use of mood lighting with a dimmer control.

Hand wash basins, soap dispensers and paper towel dispensers should be provided

at each washing facility. Large paper sheet dispensers should be provided in treatment areas. A suitable assisted bath must be fitted with appropriate thermostatic control systems to prevent scalding. If a shower cubicle is fitted it must be level access and suitable to accommodate a wheeled shower chair. A separate WC and changing area must be provided to respect the privacy and dignity of the individual. The changing area should have appropriate hanging space, shelving and storage so the individuals can safely store their clothing, shoes and other items whilst they are bathing.

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

- chiropody/podiatry.
- beauty/massage.
- optical.
- flu jabs.
- bandages/dressings.
- complimentary therapies.

Suitable furnishings must be provided such as, a therapy chair or, couch to accommodate the therapies undertaken. To enhance this area for relaxation, a mood lighting, with a dimmer light option should be available as well as shelving with candles, coat hooks and storage for clothing and shoes etc.

A locked provision for the storage of cleaning products and disposal of clinical waste should be provided which is in keeping with the décor.



Popple Well Springs, Tadcaster

CHECKLIST – Have you:	✓
▪ Confirmed which treatment/health areas the scheme will provide?	
▪ Considered the uses of the rooms and designed them to accommodate those uses?	
▪ Provided for changing, WC provision to respect the privacy of the individual?	
▪ Provided for clinical waste disposal as required?	
▪ Provided soap and towel dispensers as required?	
▪ Provided storage areas for cleaning equipment, medical provisions, towels etc.?	

7.16 Laundry facilities

Each schemes laundry facilities requirements will be dependent on the schemes intended client's group, size of the scheme and general layout and design. The following should be taken into consideration:

- Resident's use.
- Staff use.
- Sluice facilities.
- Catering use.
- Plumbing for a washing machine in individual apartments.

7.17 Hair and beauty salon

This can often be one of the most successful services in an extra care scheme, often well used by the local community as well as residents.

The salon should look like a commercial salon and include a seated waiting area. The better set out and furnished the room is, the more services can be offered within it and the more successful it is likely to be.

The essential elements should include comfortable, easy to move seating at a mirrored station with put-down space for equipment and waist-level sockets; hair wash basins with consideration to both a front-and backwash basins that are height and angle-adjustable. Mirrors should have the ability to be covered, for people living with dementia, who may find the mirror distressing.

Consideration should be given to any other equipment as appropriate for the service to be provided e.g., nail bar, trolleys etc.

Good ventilation and lighting should be provided and as much natural daylight as possible. A strong, vibrant colour scheme usually works well in this area.

7.18 Guest suite

A comfortable and welcoming suite must be made available for visiting guests. Twin beds would be preferable with space for a wardrobe, bedside tables and easy chair. The ability to make drinks should be based on a motel model i.e., an integrated small fridge and hot drink making facilities on a tray. The provision of a TV provision is essential, the guest suite will have bathing facilities, hand wash basin and toilet.



Webb Ellis Court, Scarborough

CHECKLIST – Have you:



- Provided a room of adequate size for a guest room?
- Considered the amenities to be provided in the room i.e., hospitality tray/bathing facilities?
- Provided enough space for beds, preferably twin, and furnishings?
- Sufficient twin electric sockets and are they located in the most appropriate place?

SECTION 8: SPACE INSIDE THE HOME

8.1 Apartment/living space

A resident must be able to express their own personality and lifestyle within their own home regardless of their diverse requirements. Every design for new supported accommodation must focus on the quality of the spaces created, establishing the sense that this is a pleasurable place to create a home, which will adapt to, rather than constrain the changing needs of a household.



Filey Fields Court, Filey

The colour scheme in apartments should be fairly neutral so that specific colours are not imposed on someone who may dislike that colour scheme. The resident will make the apartment their own with their furnishings of course, they will be able to decorate if they wish to, with the permission of the landlord.

As a baseline we want to ensure that people's homes achieve a sense of safety; good natural light; warm comfortable rooms; space to manoeuvre comfortably; adequate storage and a pleasant outlook, for instance no apartment windows should overlook a flat roof. A well-designed home should meet the physical and social needs of all residents and be receptive to residents with specific needs.

Design standards for wheelchairs should be accommodated throughout the apartment and certain areas such as the kitchen can be designed to permit adaptation for people to use as their needs develop.

The apartment must be designed to take into account that people's care and support needs may change, yet they must have the ability to remain in their apartment for as

long as it is practical and safe to do so. This may include the provision of palliative and end of life care which may be required.

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

The placement of pendant lights in the hallway needs careful consideration to ensure that the front door doesn't knock the light once a shade is fitted. Extra care should create an environment where people can socialise and know their neighbours; invite friends and family to their home; have access to social activities; transport; health and wellbeing facilities regardless of their tenure, income group or culture.

All door furniture should be of domestic design, not institutional but still to meet the needs of people who may have difficulty operating locks etc. It is preferable that door handles should be reversed so that the lock sits above the handle so people can see and operate it more easily. A fish-eye spy holes should be fitted so that people of all heights including those in wheelchairs can see who is at their door.

A collapsible post basket should be fitted to the letterbox, so people don't have to bend down to pick up their post.

All door furniture, including the doorbell should stand out against the background. Where a patio door is fitted, a window should also be present so that people can ventilate their lounge without having to have a door open.

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

8.2 Bedrooms

A bedroom must provide relaxation with safe movement and adequate space for storage. The bathroom should be linked directly to the bedroom to enable quick and easy access for those with restricted mobility. Windows should be as large as possible to maximise the amount of natural daylight coming into the room. Windows must be easily accessible and easy to open giving consideration to people with mobility, disability and dexterity problems but secure to enable people to sleep with windows open if they wish. Ventilation must be achieved while maintaining home security



Orchid House, Sowerby

CHECKLIST – Have you:		✓
▪ Provided adequate storage, a comfortable and relaxing space with safe movement?		
▪ Have you linked the bathroom ‘en suite’?		
▪ Provided easy access windows, which are safe and secure as well as providing adequate and easy ventilation?		

8.3 Bathrooms/En-suite facilities

The expectation is for a level access shower which is thermostatically controlled and preferably utilises a reinforced riser rail which acts as a grab rail or, where space allows, a wet room, with toilet facilities connected directly to the bedroom and accessible from the hallway. There should be plenty of space to allow the easy manoeuvring of a wheelchair and the design should allow for later adaptation and/or

the inclusion of additional supports and aids. Blanking plates are an appropriate way of preparing for potential future adaptations, i.e., grab rails. The wash hand basin should be generously proportioned, with lever handles, to improve use by people with dexterity issues and help minimise water spillage. The toilet should be positioned to allow easy lateral transfer from a wheelchair.

The wall tiles and slip resistant flooring should be a good colour contrast to the white sanitary wear. There should be a mirror with a light over a basin which has put-down space on or around it, which if require, could be covered. There should be a free-standing shower chair provided rather than a fixed pull-down seat and there should be ample built-in shelving, cupboard space, cloth hooks and towel rails provided.

Grab rails should not be fitted as standard, however, could be provided for each wet room and then fitted, according to the residents' care and support needs. The extractor fan should not be connected to the light switch but instead be activated by movement or humidity; this will allow the residents the option of leaving the light on through the night without being disturbed by a noisy extractor.

All piping should be boxed in.



Bransdale View, Helmsley

A normal height toilet should be fitted. Additional lighting should be placed over the toilet area.

CHECKLIST – Have you designed a bathroom which will have:	✓
▪ At least a level access walk-in shower with shower curtain (preferably coloured to tone in with the décor,) and the facility to move the shower head lower on the wall for those using shower chairs?	
▪ Combined shower head rails with a grab rail to avoid residents pulling the shower rails off the wall in the event of losing their balance?	
▪ Easily operated shower controls?	
▪ Thermostatic control button on the shower control?	
▪ Standard toilet with standard toilet seat, economy flushing system and support rails as appropriate?	
▪ Accessible wash hand basin, which can be reached at wheelchair height and has 'put down space' around it?	
▪ A mirror which can be used by either someone standing or someone in a wheelchair and which can be covered if required?	
▪ Grab rails fitted to suit the needs of the current occupant and, ideally, which can be moved with ease?	
▪ Taps with lever handles.	
▪ Non-slip flooring?	
▪ Outward opening doors which allow access by the care team, should a resident fall against it?	
▪ A simple lock which can be released from outside in an emergency?	
▪ An extractor fan which is switched on and off by person activated or humidity sensor?	
▪ Been designed to building regulations part M and BS 8300:2001. This provides configurations for wheelchair access to toilets and to showers?	
▪ Lighting which will immediately activate upon access into the bathroom and gradually reduce illumination when the resident leaves the room?	
▪ Installed two light fittings to ensure one light is operating should a bulb fail?	
▪ A light directly above the toilet?	
▪ Minimised splash-back from the shower area onto other bathroom fittings?	
▪ Adequate drainage to make sure that water does not pool or leak into other living areas?	

8.4 Cooking and eating

Allow space for kitchen/dining table and chairs for the household and their visitors with sufficient working surfaces in the kitchen for preparation of food. Consideration should be given to maximising kitchen storage space to ensure it is appropriate and practical for the people using them. Cupboards will be fitted with snag free handles.

It is at the provider's discretion whether they may want to consider height adaptable worktops in some of the apartments.

An integrated hob and oven will be provided. Ceramic hobs are a preference so that pans don't 'drop off' a raised electric plate with front controls. Ovens should be integrated into the kitchen cupboards at a height that is easily accessed without having to bend down to lift food and side open away from the worktop. A cooker hood should be fitted rather than a fan.

Space for a fridge/freezer should be provided unless integrated appliances are included.

Space for a washer/dryer should be provided to give residents the option of using their own facilities or the communal laundry if available.

Any white goods provided will have excellent efficiency ratings.

Pelmet lighting, as well as directional spot lighting to the ceiling should be fitted with appropriate energy efficient bulbs.

Flooring must be non-slip. Tiling should be coloured (not white with a contrasting strip). Worktops should provide a contrast to the cupboards.

Kitchens are often designed to back onto a shared corridor and some Providers may wish to have windows fitted. It is a preference of North Yorkshire Council not to have these windows fitted because they can be intrusive and sometimes used for 'soft monitoring'. If a provider decides to follow this model, we would expect that an integral venetian blind would be fitted so the resident can choose to close them. If provided, opposing windows on a corridor should be offset so people can't see into the opposite apartment.

A lockable cupboard for the storage of medication should be included.

CHECKLIST – Have you:	✓
▪ Provided adequate and comfortable space for seating and dining?	
▪ Provided good working surfaces and plenty of space for preparing food?	
▪ Maximised storage space while making sure that the wall units and base units are practical for people using them?	
▪ Provided a lockable cupboard within easy reach for storage of medicines?	
▪ Provided excellent ventilation in the kitchen area to eliminate cooking odours from moving into the living area of the home?	
▪ Provided white goods with excellent efficiency ratings?	
▪ Integrated the electric oven into the cupboards at a height easily accessed without having to bend down to lift food??	
▪ Provided snag-free cupboard handles?	
▪ Provided a contrast between the workbench/the units and the flooring?	
▪ Good energy efficient lighting, especially if natural lighting is not available?	

▪ Electric hob with controls to the front to stop people from reaching over and burning themselves?	
▪ Provided a ceramic hob to prevent pans from being off balance on raised plates?	
▪ Provided an isolation switch to enable the hob to be isolated if appropriate?	

8.5 Living

A home must provide different areas to fulfil different needs of those living there – the ability to have a computer set up, a sewing machine, bookshelves etc. Some residents prefer two bedrooms although a single occupant may not use the second room as a bedroom but choose to set it up as a dining room or for crafts etc.

Floor coverings should be provided to all rooms including carpeting to lounge, hallway and bedrooms. Where different floor coverings meet any flooring strips used should minimise the change in the flooring level

Residents must be able to control the temperature in each room and thermostats should be easy to read and operate.

All ceilings must have the capacity for a ceiling track hoist to be fitted if required.

If doors with a sliding mechanism are provided, they should be lightweight and easy to operate for people with a disability or frailty.

Door handles must be easy to grasp and operate.

The front door must be linked to the fire system and meet all current fire regulations.

Key digital connections, such as telephone points, TV and broadband should be provided in accessible locations throughout the accommodation.

For suggested approx. room sizes, please see, Schedule of Accommodation in appendix 1.

Pets

The value that contact with animals and the ability to remain a pet owner is widely recognised. Good housing management policies ensure pet ownership can be maintained in extra care housing. NYCC expects that providers will operate a positive pet ownership policy that welcomes and encourages residents to maintain this important part of their lives.

Where it is not practical for a resident to care for a pet, but it would be beneficial for someone's general wellbeing then consideration could be given to digital / robotic pets.



Esk Moors Lodge, Castleton

SECTION 9: ADDITIONAL GOOD PRACTICE DESIGN PRINCIPLES

9.1 Designing for Dementia

Fundamental dementia design guidance includes the following recommendations: -

- observing a domestic scale.
- creating a homely environment for residents.
- using familiar materials, textures and colours.

The exterior design of extra care housing schemes should provide a safe, enclosed and secure environment for residents

As far as design is concerned, it is helpful to see dementia as a disability. This approach provides clear pointers to the disabilities for which a building needs to compensate.

Dementia as a disability is characterised by: -

- impaired memory.
- impaired reasoning.
- impaired ability to learn.
- high level of stress.
- acute sensitivity to the social and built environment.

The consensus on the principles of design: -

- compensation for a disability.
- maximisation of independence.
- enhancement of self-esteem and confidence.
- demonstrate care for staff.
- be orientating and understandable.
- reinforce personal identity.
- welcome relatives and the local community.
- allows control of stimuli.
- responds to people's need to be safe to move around their environment safely.

The consensus on design features includes: -

- small size.
- familiar, domestic, homely style with plenty of scope for ordinary activities (domestic-style kitchens, washing lines, garden sheds).
- unobtrusive concern for safety.

- different rooms for different functions.
- considering age-appropriate furniture and fittings.
- safe outside space.
- personal space big enough for lots of personal belongings.
- good signage and multiple cues where possible (e.g., signs, smell and sound).
- use of objects and colour orientation.
- enhancement of visual access.
- controlled stimuli especially noise.
- minimise barriers for accessing spaces and facilities.

For further information on designing for people living with dementia, please refer to North Yorkshire Council's, *Design and Good Practice Guide, Dementia Care and Support in Extra Care Housing*.

9.2 Designing for visual impairment

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

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

9.3 Designing for hearing impairment

Consideration must be given to all party walls and ceiling/floors to prevent the transfer of noise, which must achieve any noise reduction, or improvement, of at least 5dB over building regulations to account of noise levels in the scheme. The reverberation time of large spaces need to be controlled in accordance with current guidance. Hearing assistance systems should be made available in the main public areas for residents with impaired hearing.

ACKNOWLEDGEMENTS

The information, advice and principles provided in this guide are not exhaustive and are collated from best practice research and regulatory requirements. The guide is designed to give Extra Care Housing Providers an insight into some of the design features that can best support residents with a range of care and support needs living in Extra Care.

This guide is not designed to be considered in isolation and should be read alongside the following guides:

There are other key documents or sources of information that Providers may wish to refer to.

This document is not aimed to be a technical specification and Providers must ensure they adhere to any current legislative and regulatory requirements and guidance.

APPENDIX 1 - SCHEDULE OF ACCOMMODATIONS

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

Accommodation

Residents' Accommodation

1 bed 2 person apartments

2 bed 3 person apartments

Approx. 54m squared

Approx. 68m squared

Communal accommodation and facilities

Main communal lounge

1.5 squared/apartment

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

Dining area

1.2m square / apartment

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

Residents' tea kitchen

10m squared

Provide adjacent to lounge and dining space, for use by residents and for refreshments for small functions. Should be outside of the main lounge rather than along a wall within it

Small lounges or hobby rooms

min 15m squared

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

Communal WCs

4m squared

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

Assisted bathrooms (1 min)	12 – 15m squared
Equipped with baths to allow both assisted and independent use by residents. These rooms should be designed to be as domestic as possible; space should allow baths to be located in a peninsula position. WCs should be located in a separate but adjoining room.	
Hairdressing and beauty therapy	6m squared
Could be located near to entrance area and might have a multipurpose use	
Informal seating spaces	3m squared (min)
Throughout scheme	
Large charging store for electric buggies and scooters	25 – 30m squared
Staff and ancillary accommodation	15m squared
Manager's Office	
With views into the main entrance area, space for desk, computer table, chair, plus two visitors' chairs and document storage.	
Care staff office	18m squared
Space for two desks, files storage and table for handover meetings. Privacy is important due to the confidential nature of the work.	
Staff rest room with kitchenette	15 – 20m squared
Space for table and chairs plus a couple of armchairs	
Staff locker / change room & shower/wc	12m squared
All staff will need locker space and possibly an area for changing clothes. Provide at least two dedicated staff toilets and consider the need for a separate staff shower.	
Guest room with en suite	20m squared
To be designed for wheelchair user access, accommodating twin beds with en suite shower, bath, WC and basin.	
Laundry facility	25m squared
A laundry may not be required if space is provided for a washing machine within each dwelling (preferable for infection control). Access to an external drying area is desirable.	
Main catering kitchen and associated storage and staff facilities	60m squared
Cleaners' storage	5m squared
General storage	20m squared
Services and plant	
Minimum of 2 no. lifts to all floors	

Minimum 13 person (stretcher size)	
Minimum 8 person lift	
Lift motor room if required	4m squared
Refuse Store (including lobby and cupboard for clinical waste)	20m squared
Recycling collection point	6m squared

Plant room and service risers

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

Electrical Intake / Meter room	10m squared
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Other spaces to consider:

A number of additional spaces should be considered which will of course be determined by factors specific to the site, the scale of development and local need.

The need for such additional facilities may be identifiable but it may still be financially prohibitive. Where appropriate consider the following additional facilities: -

- shop (if there is no provision in local area).
- library.
- therapy room.
- treatment room.
- IT facilities / information points / touch screens.
- café / bar / pub.
- leisure facilities.
- outreach staff offices

APPENDIX 2 – DESIGN STANDARDS & GUIDANCE DOCUMENTS

Compulsory standards:

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

- HM Government, The Building Regulations 2010, – for use in England.
<https://www.gov.uk/government/publications/the-building-etc-amendment-regulations-2023-circular-012023>
- The Building Act 1984 [Building Act 1984 \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukpga/1984/61)
- The Building Safety Act 2022 [The Building Safety Act - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/publications/the-building-safety-act-2022)
- The Equality Act 2010 [Equality Act 2010: guidance - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/publications/equality-act-2010-guidance)
- The Care Act 2014 [Care Act 2014 \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukpga/2014/18)

Please note: Under ‘The Care Standards Act 2000’ the Department of Health has published ‘National Minimum Standards for Care Homes for Older People’. This document is not applicable to the built environment of extra care sheltered housing as the building would not be registered as a care home.

- Ministry of Housing Communities & Local Government, National Design Guide, January 2021. [National design guide.pdf \(publishing.service.gov.uk\)](https://www.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/90444/national-design-guide.pdf)
- Housing LIN, Wheelchair Housing Design Guide: 3rd Edition, February 2018.
[Wheelchair Housing Design Guide: 3rd Edition - Resource Library - Resources - Housing LIN](https://www.housinglin.org.uk/Topics/type/Design-Principles-for-Extra-Care-Housing/Wheelchair-Housing-Design-Guide-3rd-Edition-Resource-Library-Resources-Housing-LIN)

Secured by Design - <http://www.securedbydesign.com>

Housing LIN – Design Principles for Extra Care Housing (3rd Edition) – 30 June 2020

<https://www.housinglin.org.uk/Topics/type/Design-Principles-for-Extra-Care-Housing/>

FURTHER DESIGN GUIDANCE & GOOD PRACTICE REFERENCES

The following documents are also recommended: -

- North Yorkshire Council, City of York Council and Humber & North Yorkshire Integrated Care Board
[Strategic housing need assessment -People with learning disabilities and Autistic people](#)
- North Yorkshire Council Supported Housing
[Supported housing | North Yorkshire Council](#)
- North Yorkshire Council Supported Housing Design and Ethos Guide
<https://www.northyorks.gov.uk/supported-housing-design-and-ethos-guide>
- The Housing LIN Resources: Extra Care Housing [Extra Care - Topics - Resources - Housing LIN](#)
- Housing LIN, Factsheet 6, Design Principles for Extra Care Housing (3rd Edition), June 2020. [Design-Principles-For-Extra-Care-Housing-3rdEdition.pdf \(housinglin.org.uk\)](#)
- BREEAM guidelines
- GOV.UK Department of Health and Social Care, People at the Heart of Care: adult social care reform, December 2021, updated March 2022. [People at the Heart of Care: adult social care reform - GOV.UK \(www.gov.uk\)](#)
- Housing LIN, Lifetime Homes: Design and Standards. [Lifetime Homes - Accessible Design - Design - Topics - Resources - Housing LIN](#)
- Building for Life 12: The sign of a good place to live, 2015. [Building for Life 12 1.pdf \(housinglin.org.uk\)](#)
- National Housing federation, Affordable Homes Programme 2021-26, 2023. [National Housing Federation - Affordable Homes Programme 2021-26](#)
- GOV.UK Housing for older and disabled people, June 2019. [Housing for older and disabled people - GOV.UK \(www.gov.uk\)](#)
- Housing LIN, Building Comfort for Older Age. [Thermal Comfort report.pdf \(housinglin.org.uk\)](#)
- Carbon Futures, Fabric First Solutions, 2023. [Fabric First Solutions \(carbonfutures.co.uk\)](#)
- GOV.UK, Environment, Climate Change and Energy, Energy Efficiency, 2017,

updated 2023. [Domestic private rented property: minimum energy efficiency standard - landlord guidance - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/domestic-private-rented-property-minimum-energy-efficiency-standard-landlord-guidance)

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