Architecture &
Design Scotland

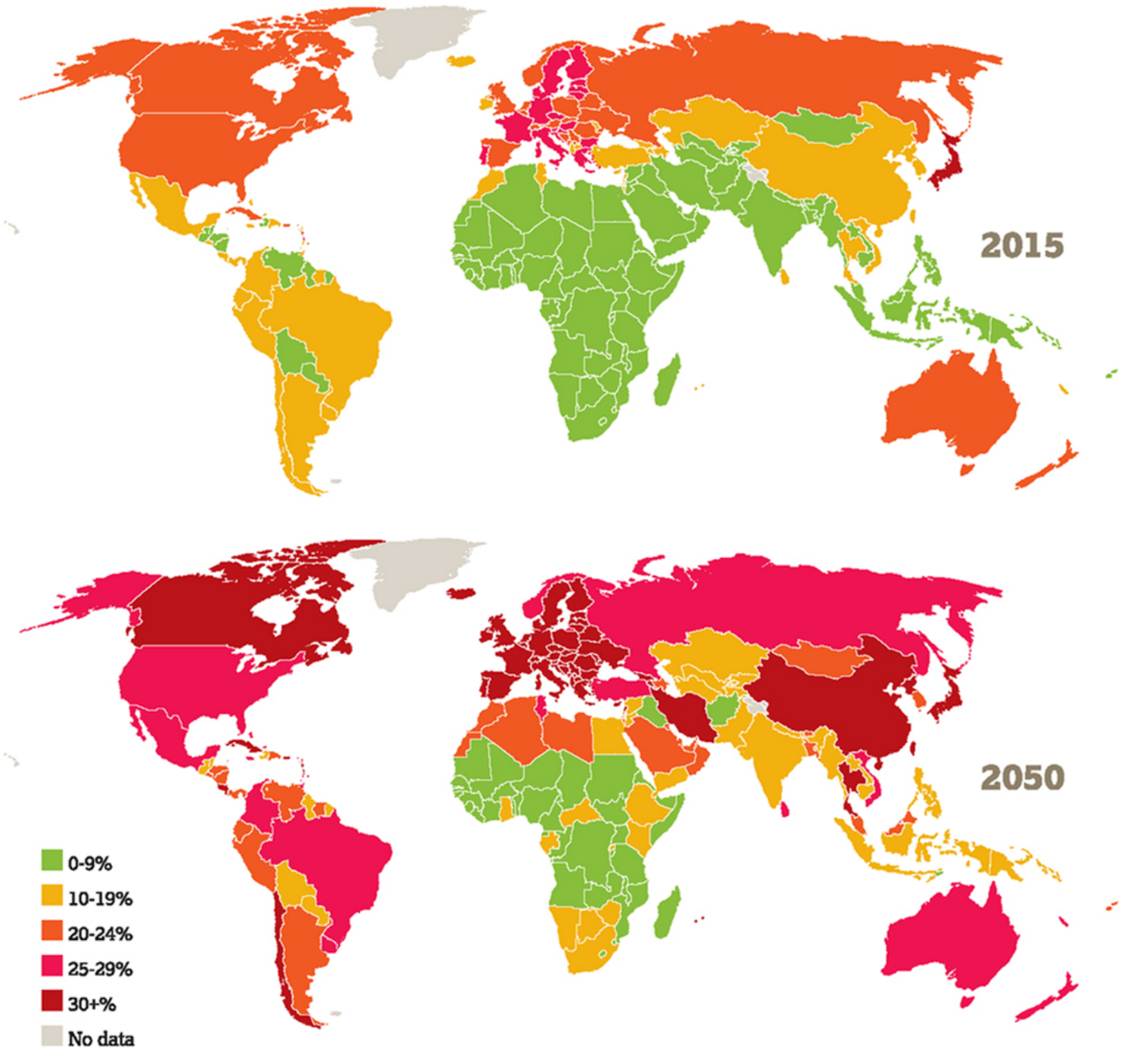
Ailtearachd is Dealbhadh na h-Alba

Town Centre Living:
A Caring Place

Steve Malone, A&DS

Ageing Population

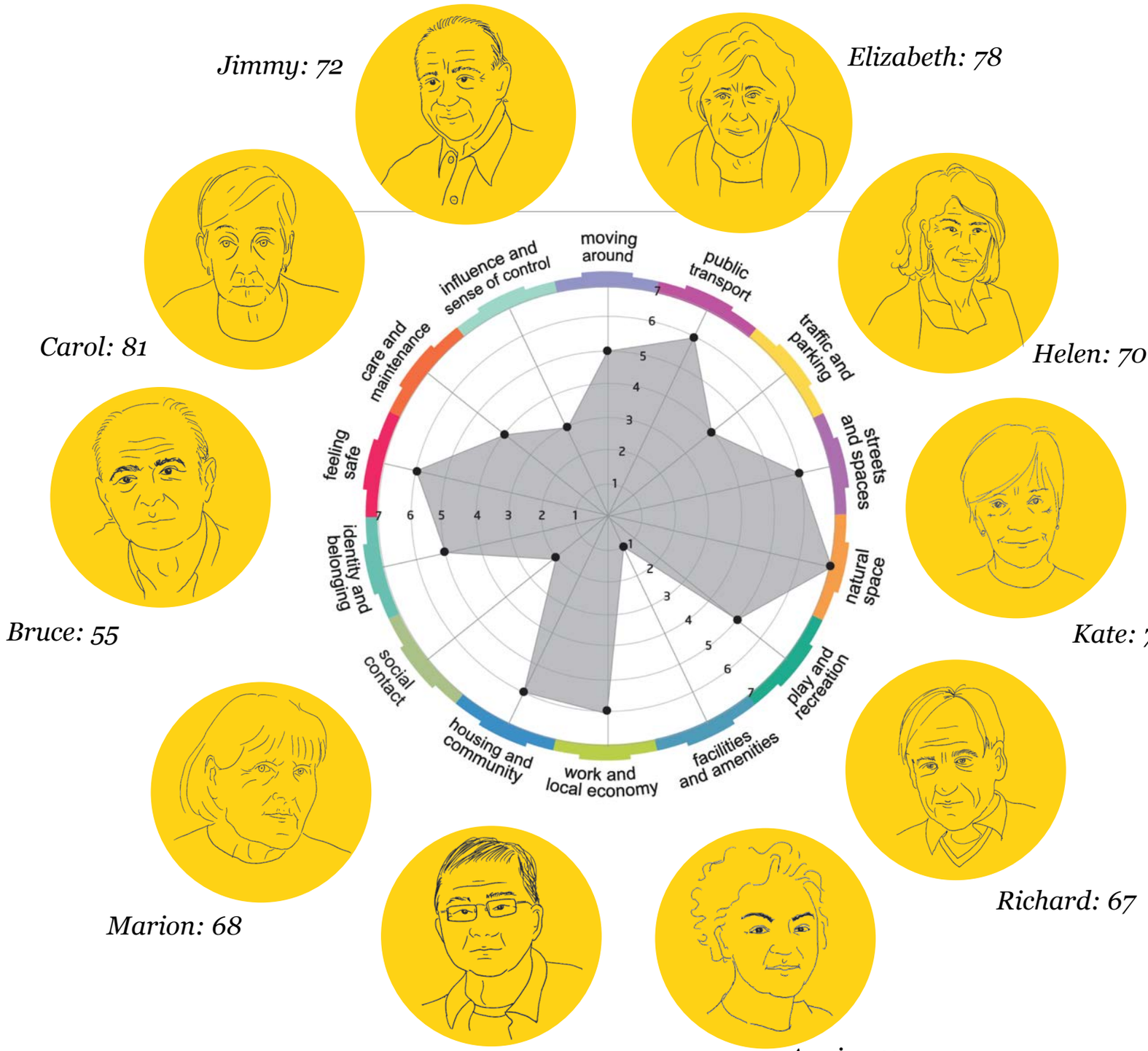
Global



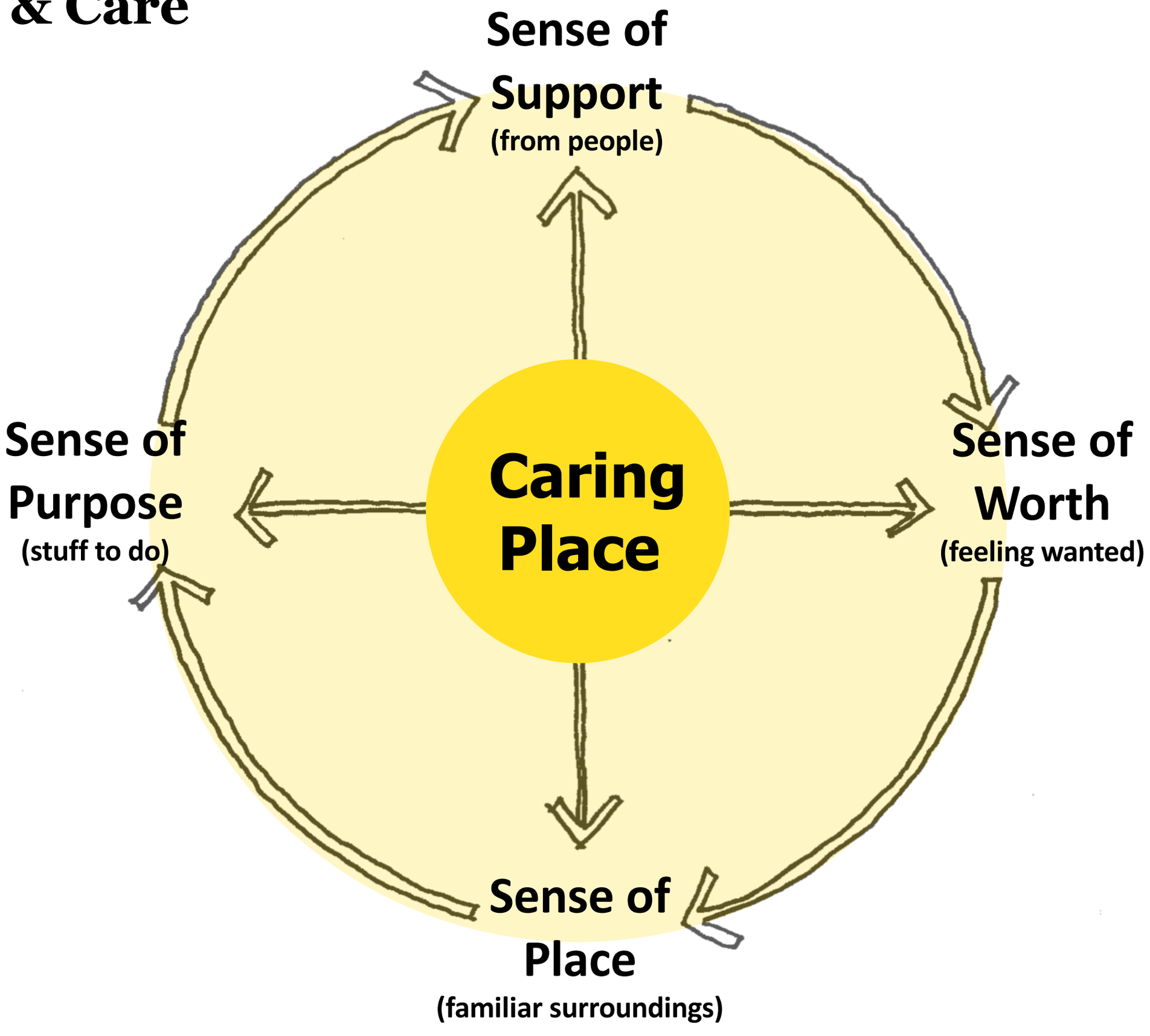
Source: UNDESA Population division, World population prospects: the 2015 revision, DVD Edition, 2015.

National

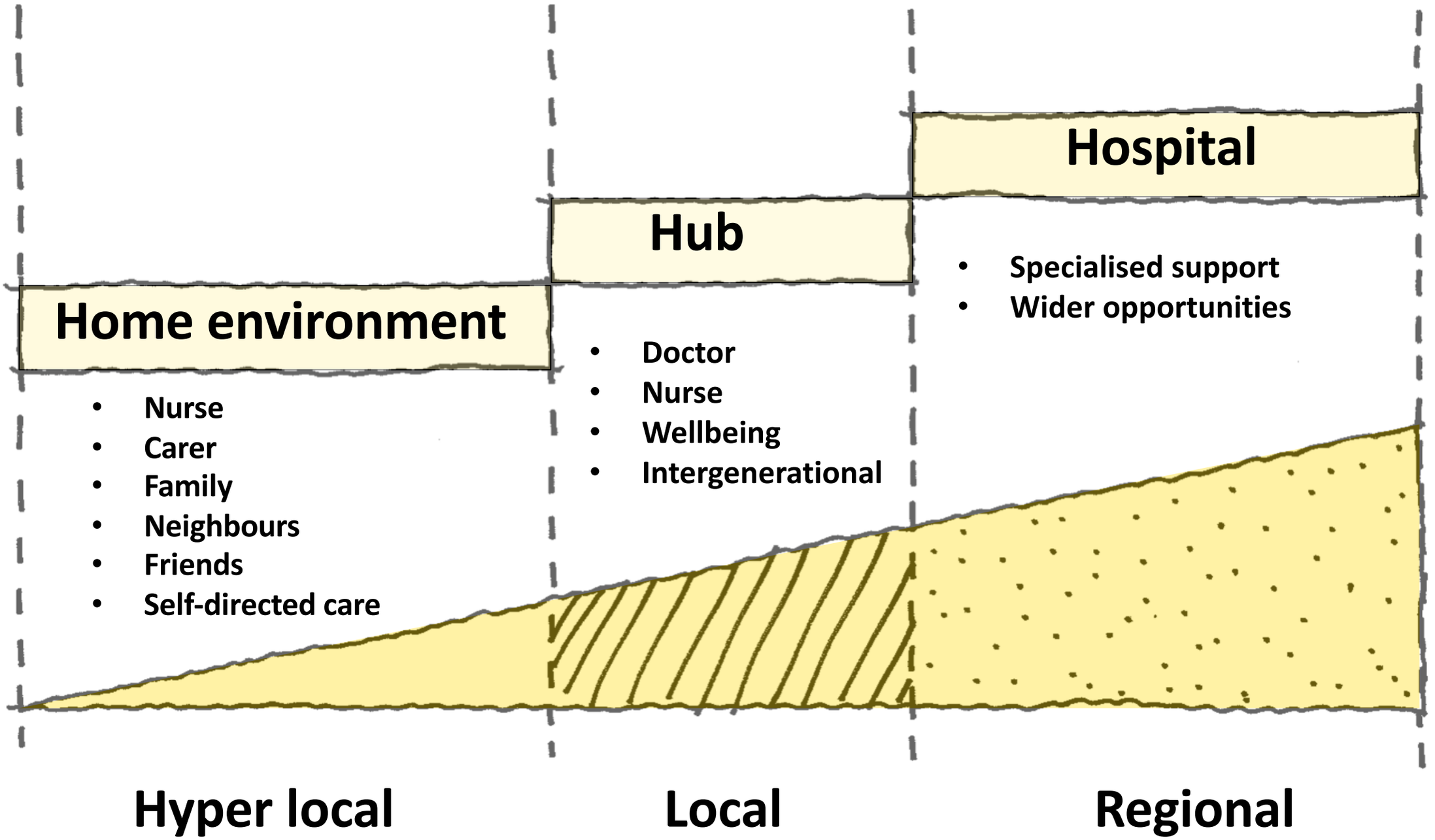
People and Place



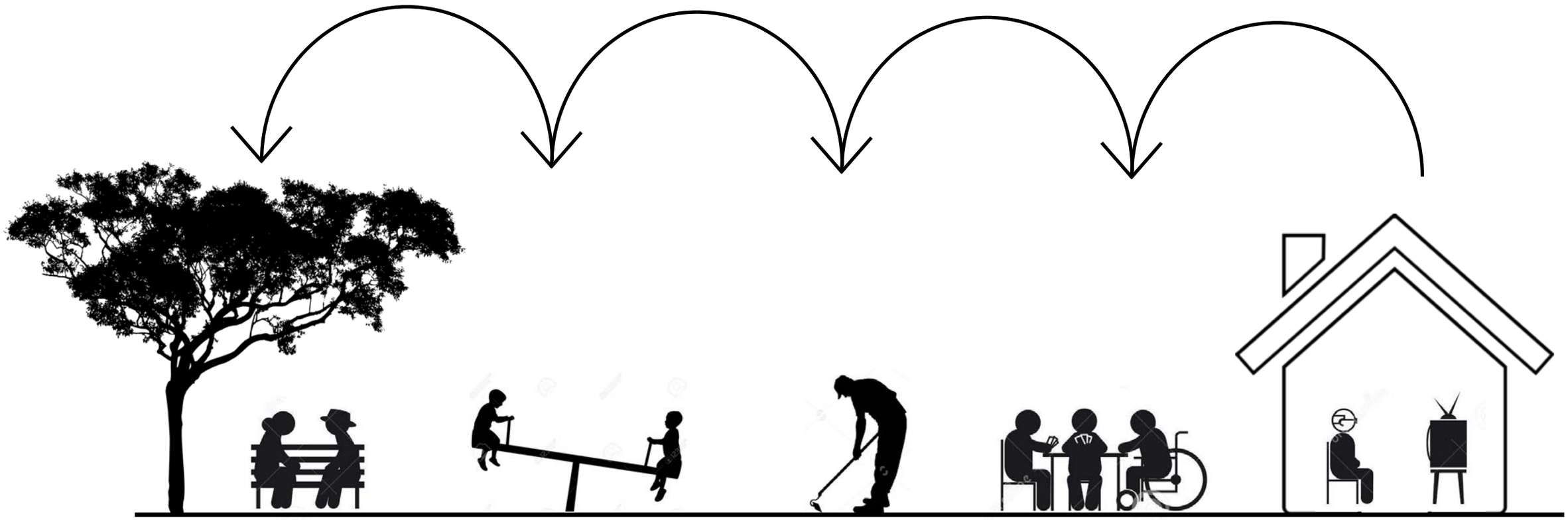
Place & Care


Sense of Support
(from people)
Sense of Purpose
(stuff to do)
Caring Place
Sense of Worth
(feeling wanted)
Sense of Place
(familiar surroundings)

Scales of Support



Quality of experience



10 Principles of a Caring Place

Examples of the Principles in Action

(c) Cycling Without Age

1 Cycling Without Age

- Started in Copenhagen and being rolled out across Scotland.
- Volunteers use specially designed cycles (a 'Trishaw') to take elderly people on rides, helping tackle social isolation and along the way create new friendships.

2 Colquhoun Square Helensburgh

- Accessible civic square creating an active local centre for use by all demographics.
- Accessible seating, widened pavements and new surfaces have been installed to help promote outdoor activity.

(c) Keith Hunter

3 Neatebox

- Their 'Welcome' app makes staff aware of visitors with specific needs in advance of their arrival.
- 'Button' allows pedestrians with a mobility or visual impairment to automatically push a pedestrian crossing button if out of reach through using a smart phone or smart watch.

(c) Neatebox

(c) Pollard Thomas Edwards/Tim Crocker

4 Older Women's Co-housing London

- First co-living development for older women (50+) in the UK.
- Shared common room, guest suite, garden, craft shed and laundry.
- Small service teams have been set up to take care of the building, garden, communal life and outward-facing activities like membership and communication.

5 Blackwood Housing Association

- Specialist provider of housing for disabled people of all ages.
- Tech enabled independence: uses a digital system to manage tenant care provision.
- Enables residents to contact family, access internet and receive reminders of appointments, care visits or medication.

6 Compassionate Frome Somerset

- Connects patients with community support.
- Aims to break the cycle of illness which reduces people's ability to socialise, leading in turn to isolation and loneliness which can exacerbate illness.
- Scheme has reduced emergency admissions in Frome by 30%.

7 Alexandra Park in Manchester

- A Victorian era park which was recently refurbished to become Manchester's first 'age-friendly' park
- Local older residents were consulted as part of the design process.
- Works included: park landscape, benches, buildings, sporting facilities, refurbishment of the pavilion to provide public toilets, a larger flexible community space and a community café.

8 Buurtzorg Model

- Innovative district nursing and home care social enterprise with a successful model of person-centred clinical and personal care through neighbourhood teams of up to 12 nurses and assistants, supporting 40 – 60 clients.
- The teams self-manage within an agreed simple framework to ensure quality care, happy staff and financial sustainability.
- Costlier per hour but lower overall costs because fewer hours needed. Emphasis on preventative care.

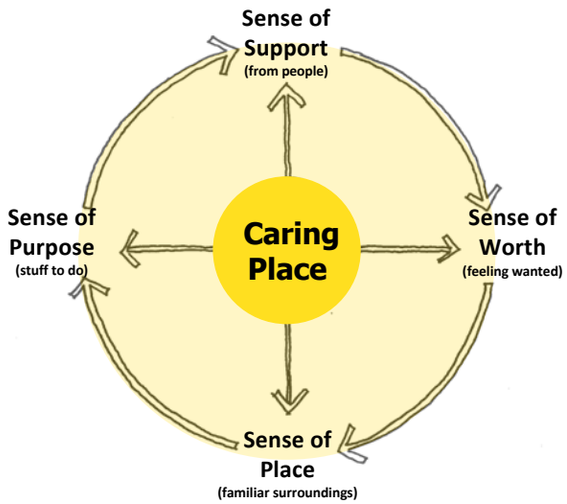
9 Realistic Medicine

- Promoted by Chief Medical officer
- Puts the person receiving health and social care at the centre of decisions about their care and

10 Mehrgenerationenhaus

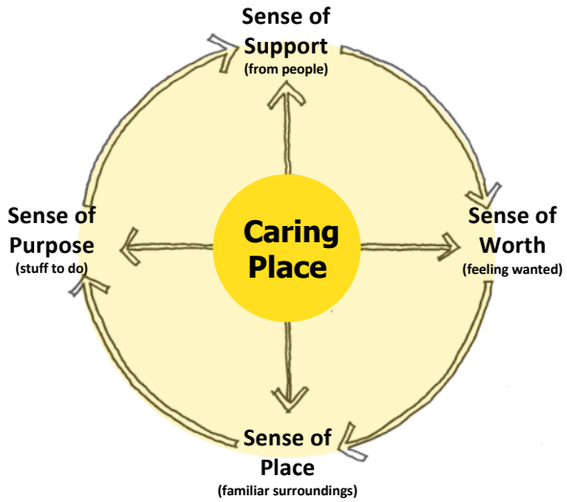
- German housing model. Provides kindergarten, elderly social centre and drop in centre for young families for coffee and advice.
- Pensioners volunteer reading books to children and run a 'rent-a-granny' service, teens show elderly people how to use computers.

01
Friendly and Accessible Transport



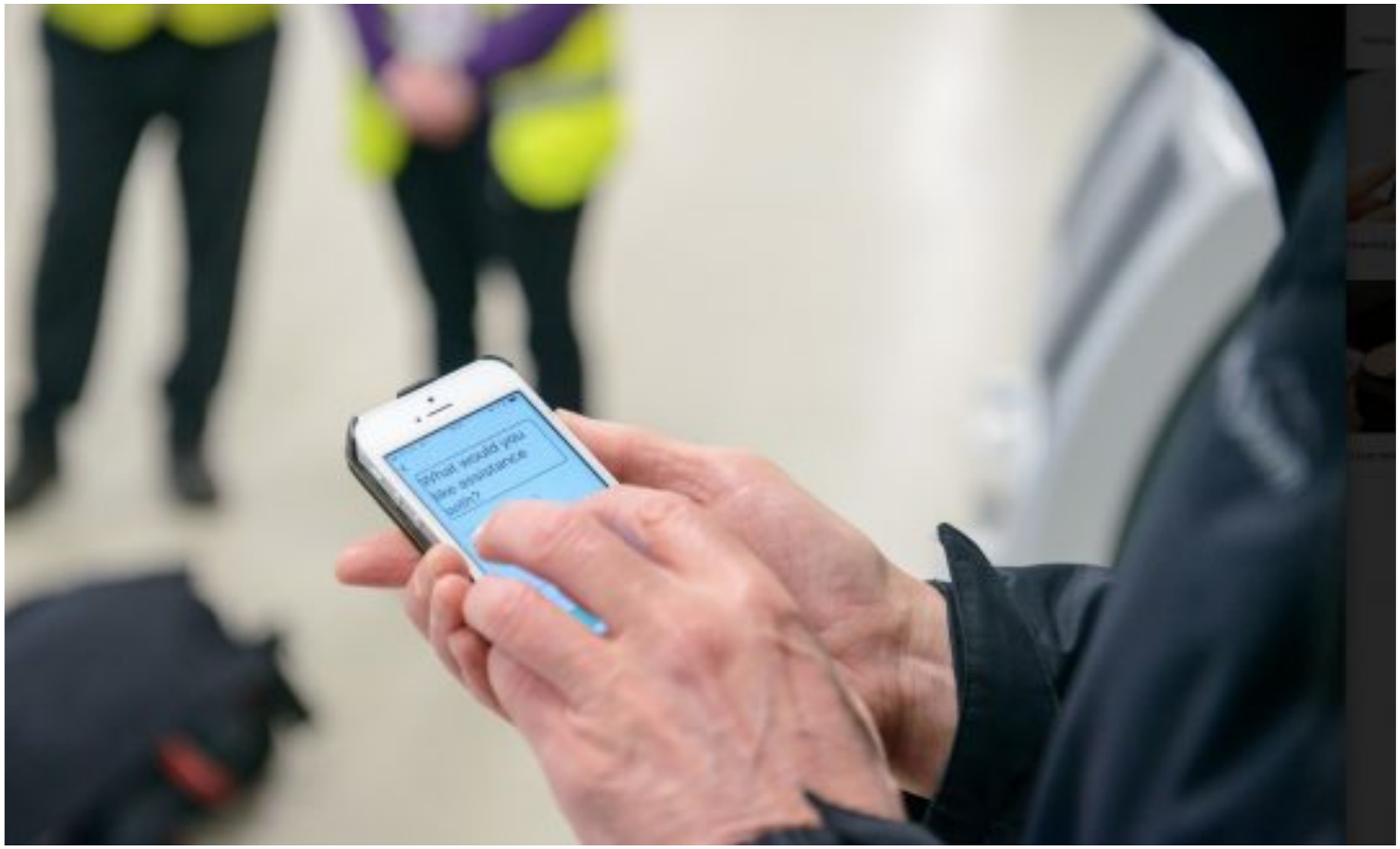
Cycling Without Age (CWA)
Scotland

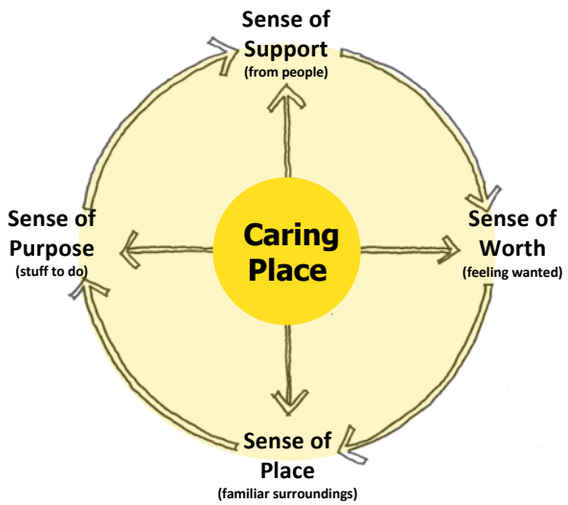
02
Accessible Quality External Environments



Colquhoun Square
Helensburgh

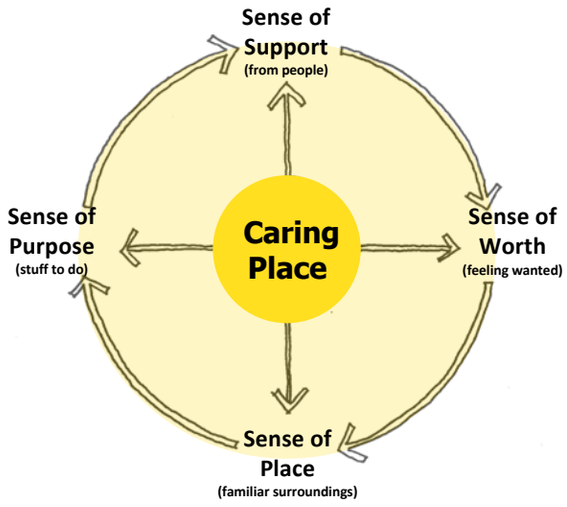
03
Digital and Physical Connectivity





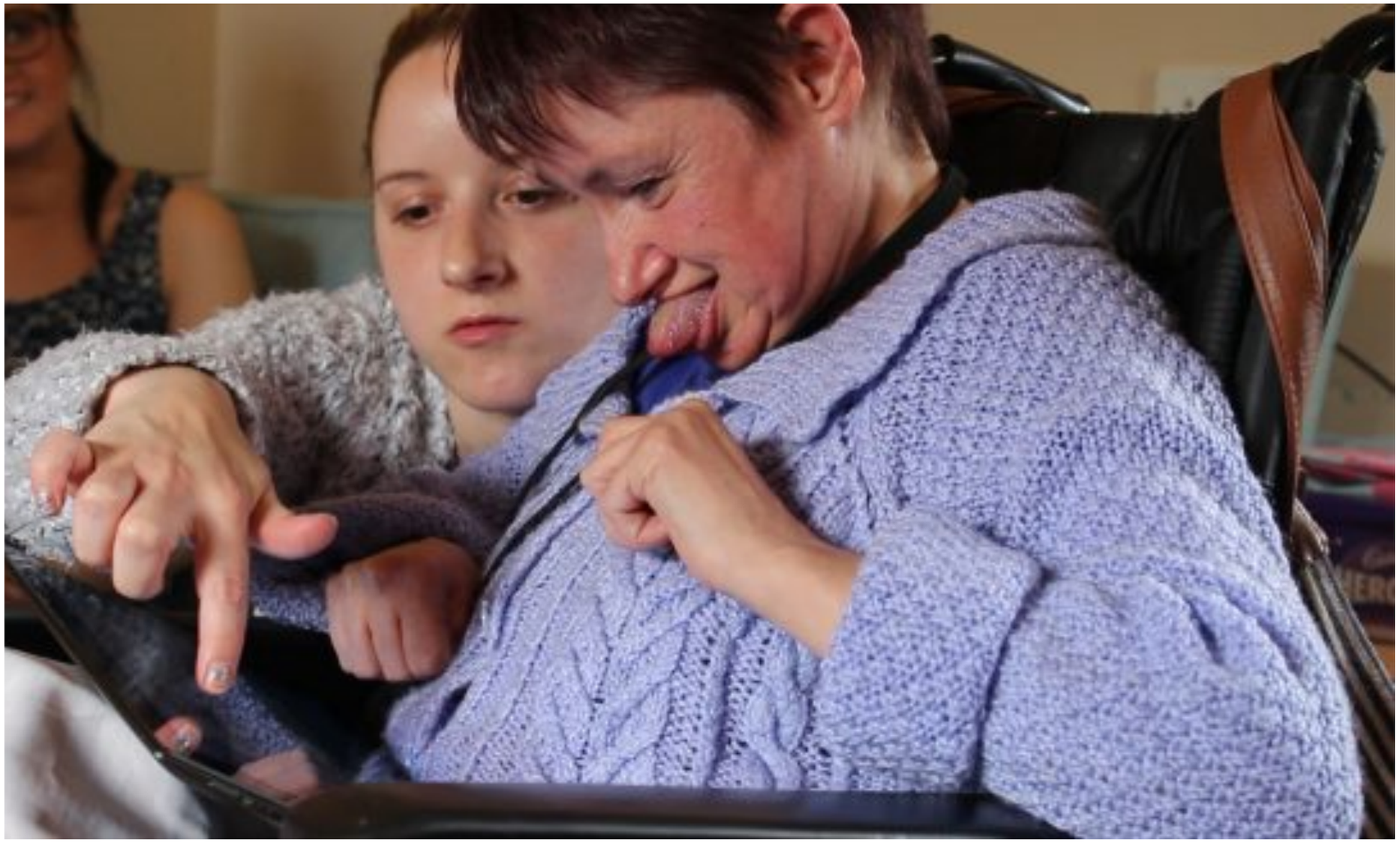
Neatebox
https://www.neatebox.com

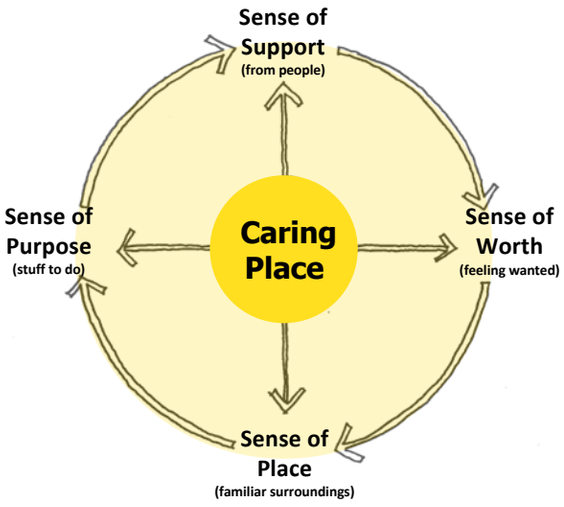
04
Housing Choice



Older Women's Co-Housing (OWCH)
London

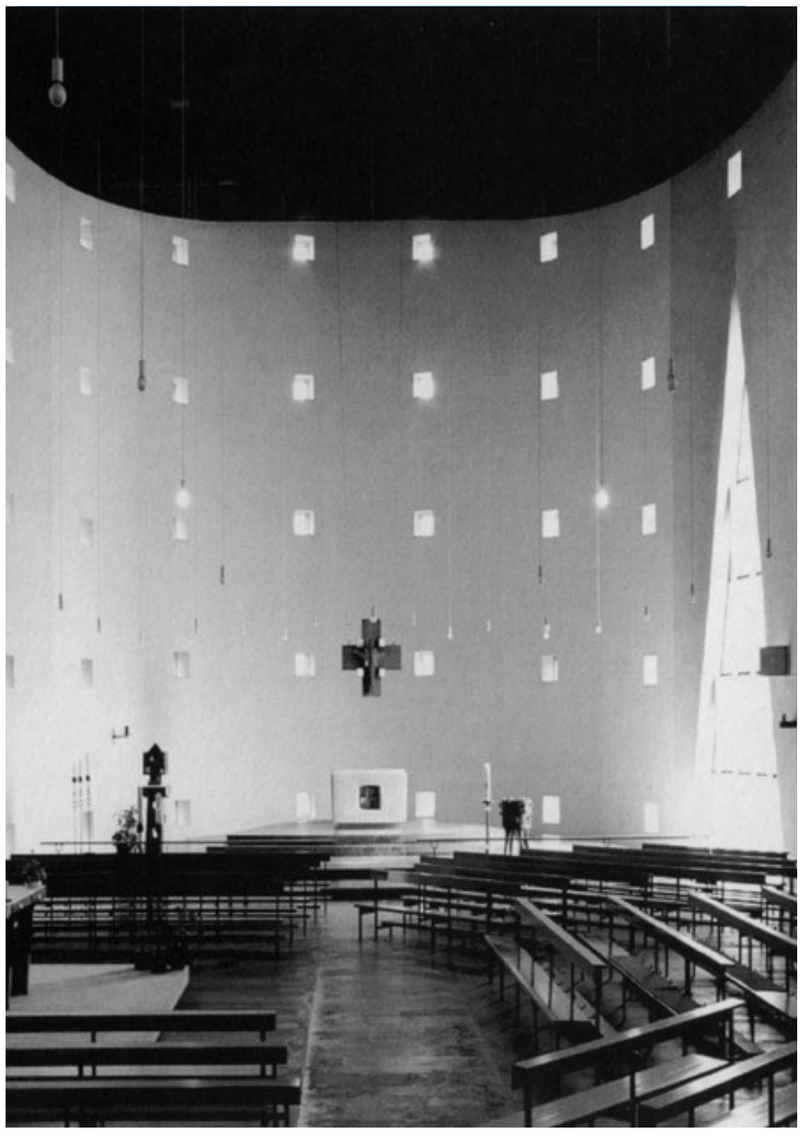
05
Design for Re-purposing and Integrating Technology

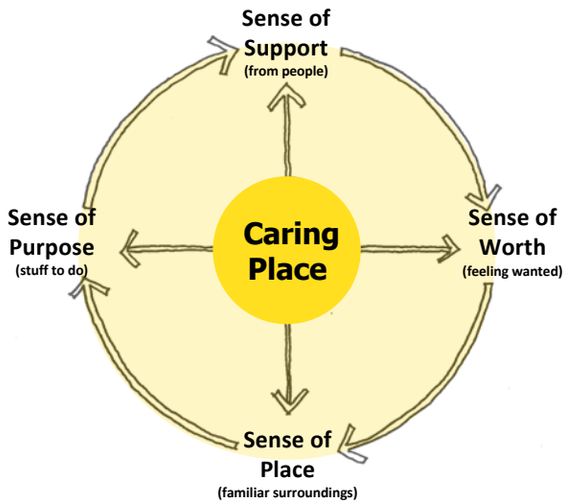




Blackwood Homes
Central Scotland

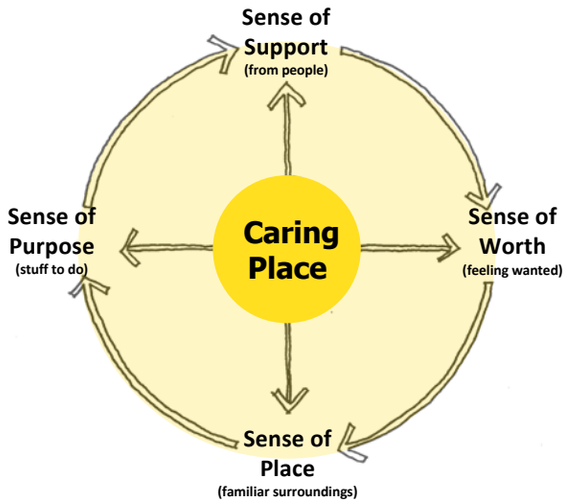
05
Design for Re-purposing and Integrating Technology





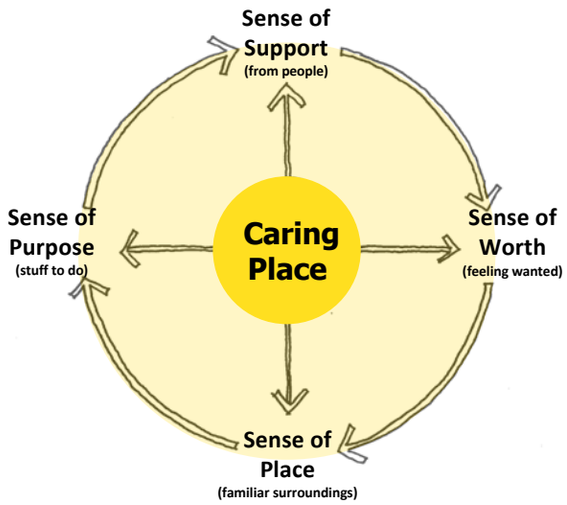
Kindergarten
Münster, Germany

05
Design for Re-purposing and Integrating Technology



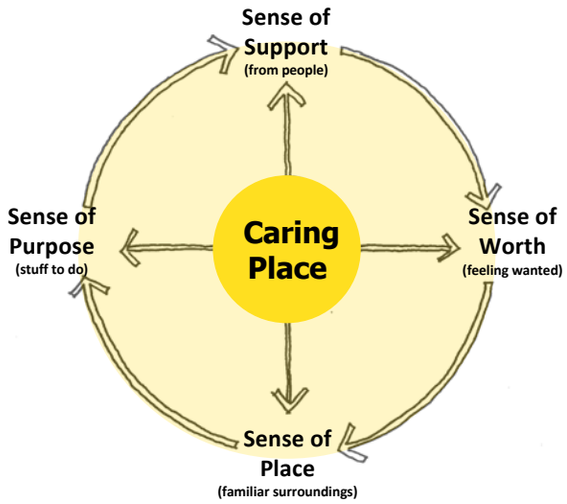
Norton Park
Edinburgh

06
Relationships, support and mentoring



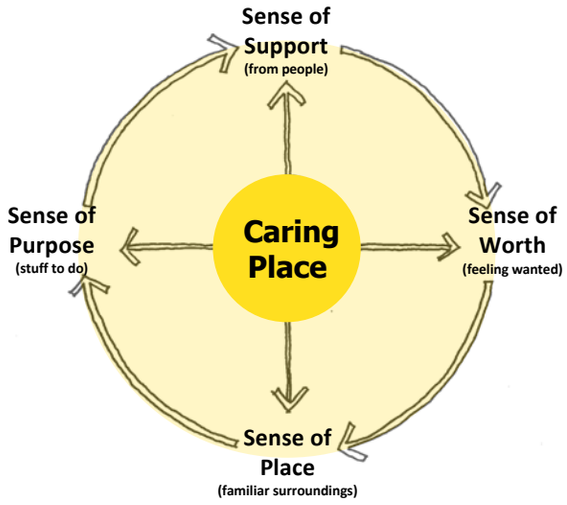
Compassionate Frome
Somerset

07
Accessible and diverse amenities and services



Alexandra Park
Manchester

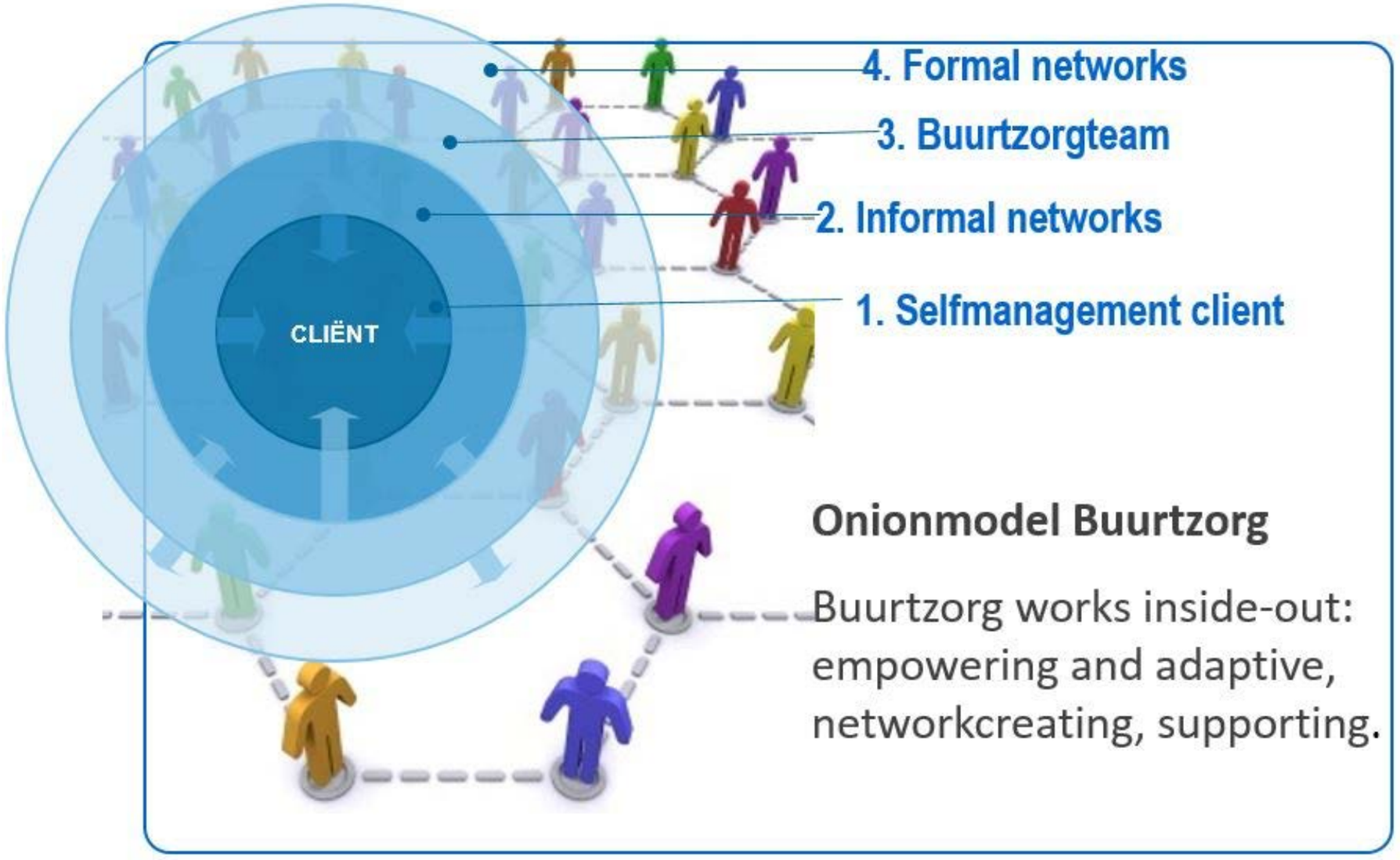
07
Accessible and diverse amenities and services

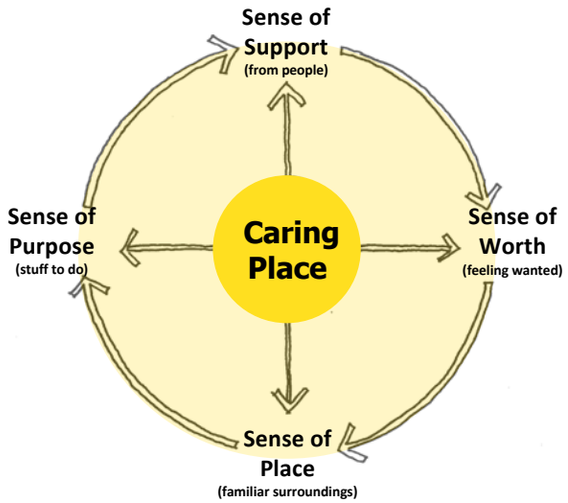


Old's Cool
Scotland

08

Empowered carers and care models

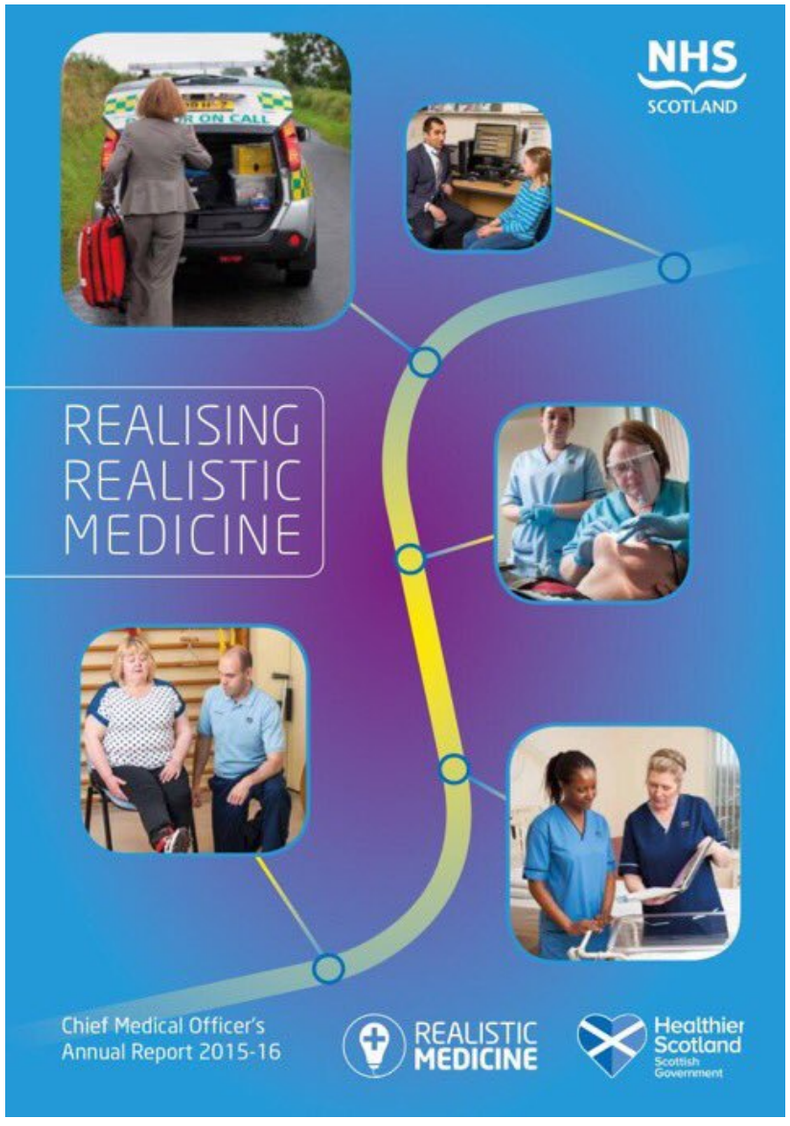


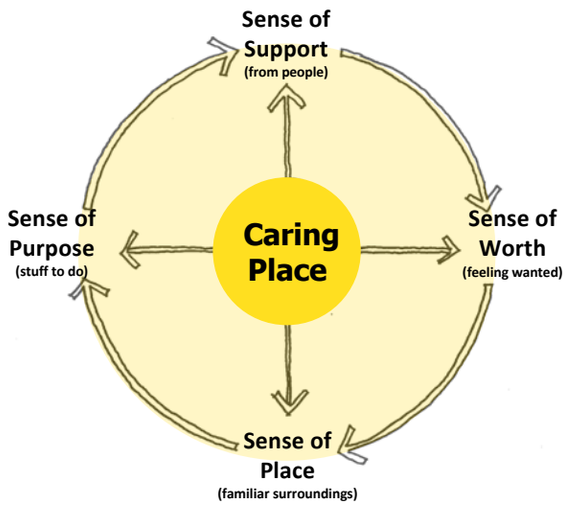


Buurtzorg Model (Neighbourhood Care)

Netherlands / Scotland

09
Preventive and Holistic Healthcare Options

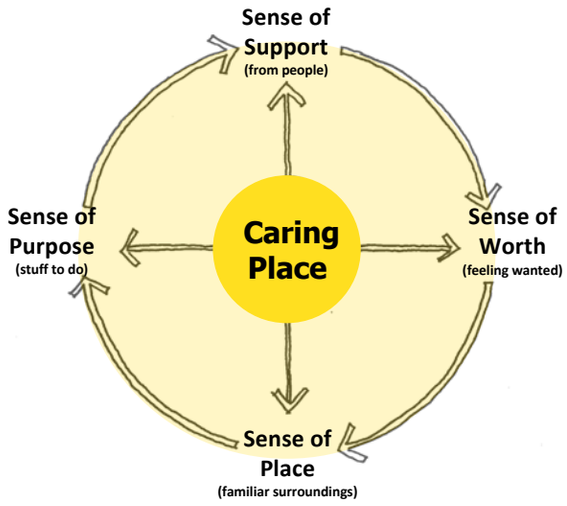




Realistic Medicine

http://bit.ly/RealisticMedicineReport2016

10
Opportunities for meaningful work and activities



Mehrgenerationenhaus

http://bit.ly/multigenerationalhouses

A Caring Place

Green Infrastructure

Barrier free public spaces, with programmes of activities to connect communities, linked by quality public walking / cycling routes and public transport.

Helen "There are more places to go and things to do and better routes to get there"

Housing Infrastructure

Intergenerational housing that offers choice in terms of typology, location and resident connectivity adapting existing space and buildings in the town centre.

Richard: "I live much closer to everything and I feel more independent"

Community Infrastructure

Services that connect and support communities, and spaces that invite greater participation across generations for the local area.

Angie: I get to spend more quality time with the people I provide care for."

Elizabeth: "I feel less isolated and better connected"

Transport and Digital Infrastructure

Providing better physical and digital connectivity to enable people to get to where they need and/or want to be, to know what's happening where and when, and to communicate with service providers more easily.

NOTE: The following illustrations simply summarise ideas generated by participants at the Caring Place workshop 2018. It is not a site solution, nor does it constitute the official view of A&DS or its partners.

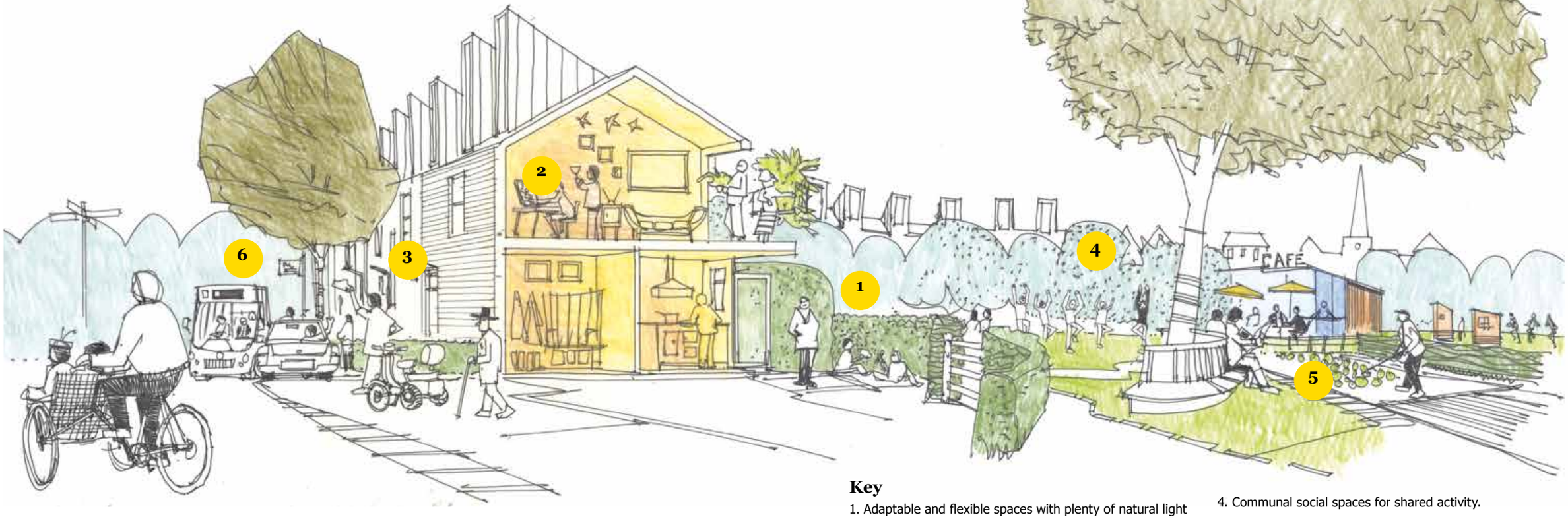
Spatial Illustrations by Richard Carman | Persona Illustrations by Open Change

1. Housing Infrastructure

Richard's story:

I recently moved here with my wife Ann. We used to live in a semi-detached house on the edge of town but now we've found the perfect home! It's one we'd hoped we'd have at this age – warm, full of light, beautifully decorated! We love having our own balcony because it overlooks a shared garden, where there's space to grow our own veg. What's really lovely though, is being right on the edge of the park, because being able to use that easily and effortlessly, gives us so many more opportunities to socialize and meet with our neighbours as well as being a really nice space to sit outside and get some fresh air.

We have a daughter and three grandchildren, who we love to see as often as we can. Because we're closer to town, it's much easier for us to take them out to the shops, to a café or the park when they come to visit. We don't have enough room for all of them to stay with us anymore, but there are plenty of places for them to stay nearby along the high street. We used to struggle with our old computer to stay in touch, it was so slow! But our new home is fully equipped with all the mod cons. I can access the internet, keep in touch with my family and even set the lighting and heating using my phone and the Alexa!



Spatial Illustrations by Richard Carman | Persona Illustrations by Open Change

Key

1. Adaptable and flexible spaces with plenty of natural light and direct links to outdoors.

2. Home digital 'hub' to help manage care provision for tenants, contact family and control their environment.

3. Sheltered deck or main door access, with adjacent storage space for mobility scooter/bike/buggy.

4. Communal social spaces for shared activity.

5. Community garden/growing space and attractive sheltered spaces to sit.

6. Quality walking routes and links to public transport.

Key principles illustrated: 4, 5, 6, 8, 10

2. Green Infrastructure

Helen's story:

I love the outdoors and I'm definitely a people person. I really enjoy being outside and it's important to me that I can easily get to a place where I can disconnect from the hustle and bustle, breathe, walk without worrying about the traffic, and spend a bit of time with friends. The park is really easy to get to as it's just a short walk away from the town centre where I live with my husband Bill. It's also got a great bus service and other lovely walking routes, so it's really handy and my friends have no trouble meeting me here. My family stay close by when they come to visit me, so it's a good spot for us to meet up with them too.

The park has just been redeveloped so that it's a good place to come if you're living with dementia and if you need support from a carer. It has accessible loos, benches, a new café, more accessible walking routes and dementia friendly signage. There's plenty of space for people of all ages, with nice spaces to sit and meet friends. There's even a senior outdoor gym! I'm a retired teacher and sometimes I see groups of schoolchildren being taught outside here, which is lovely to see.

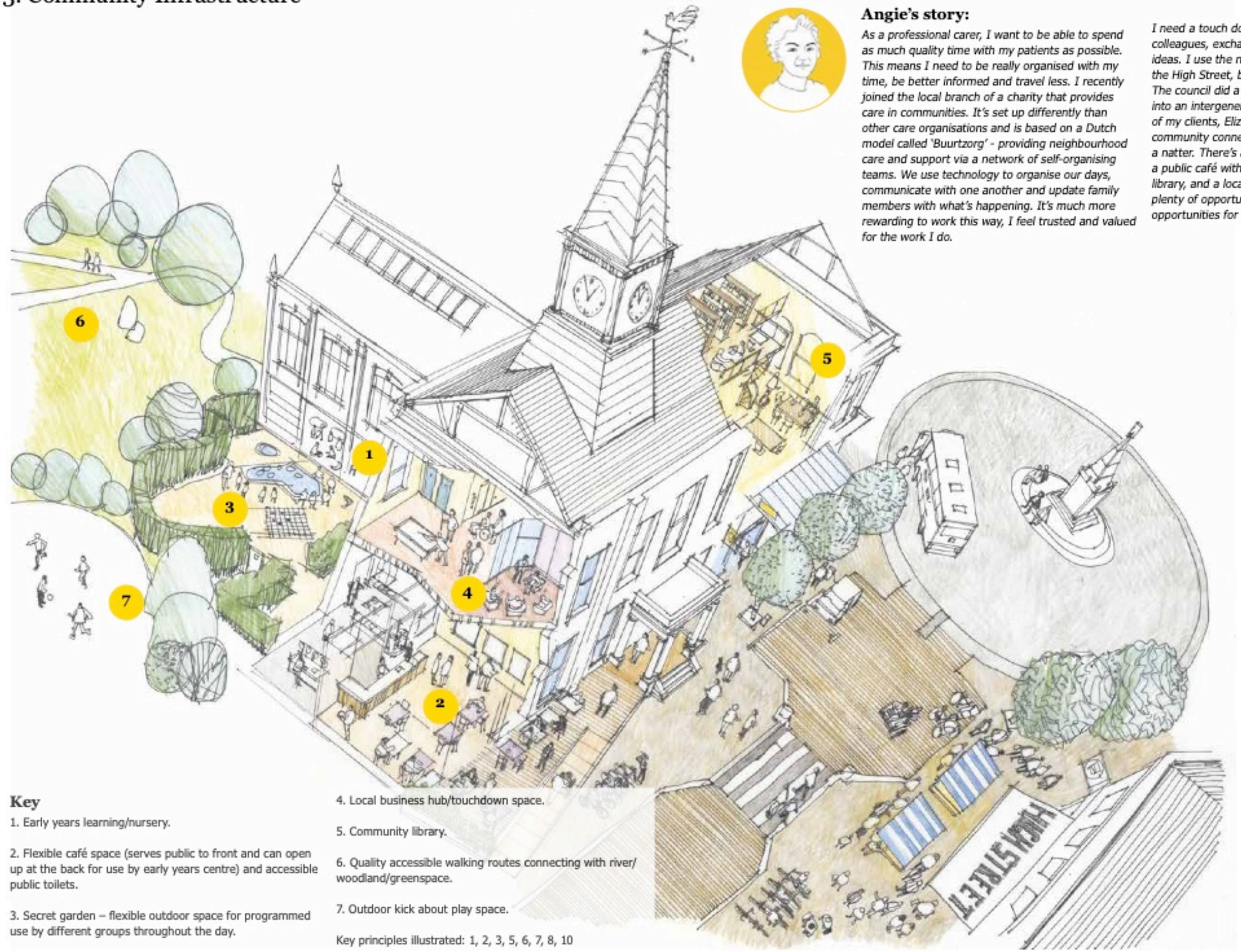
Key

1. Community allotments/raised beds.
2. Café with outdoor seating and accessible public toilets.
3. Activity space and senior outdoor gym.
4. Space for outdoor learning.
5. Information/technology touch point.
6. Quality accessible walking routes connecting to the town centre.

Key principles illustrated: 2, 3, 6, 7, 9, 10

Spatial Illustrations by Richard Carman | Persona Illustrations by Open Change

3. Community Infrastructure



Angie's story:

As a professional carer, I want to be able to spend as much quality time with my patients as possible. This means I need to be really organised with my time, be better informed and travel less. I recently joined the local branch of a charity that provides care in communities. It's set up differently than other care organisations and is based on a Dutch model called 'Buurtzorg' - providing neighbourhood care and support via a network of self-organising teams. We use technology to organise our days, communicate with one another and update family members with what's happening. It's much more rewarding to work this way, I feel trusted and valued for the work I do.

I need a touch down space to meet with my colleagues, exchange feedback, knowledge and ideas. I use the new community hub building on the High Street, based in an old converted church. The council did a great job converting the building into an intergenerational space. I'll often bring one of my clients, Elizabeth, here to meet up with her community connector, or just for a cup of tea and a natter. There's an early-years learning centre, a public café with outdoor seating, a community library, and a local business hub - so there are plenty of opportunities to meet socially and even opportunities for volunteering.

Key

1. Early years learning/nursery.

2. Flexible café space (serves public to front and can open up at the back for use by early years centre) and accessible public toilets.

3. Secret garden – flexible outdoor space for programmed use by different groups throughout the day.

4. Local business hub/touchdown space.

5. Community library.

6. Quality accessible walking routes connecting with river/ woodland/greenspace.

7. Outdoor kick about play space.

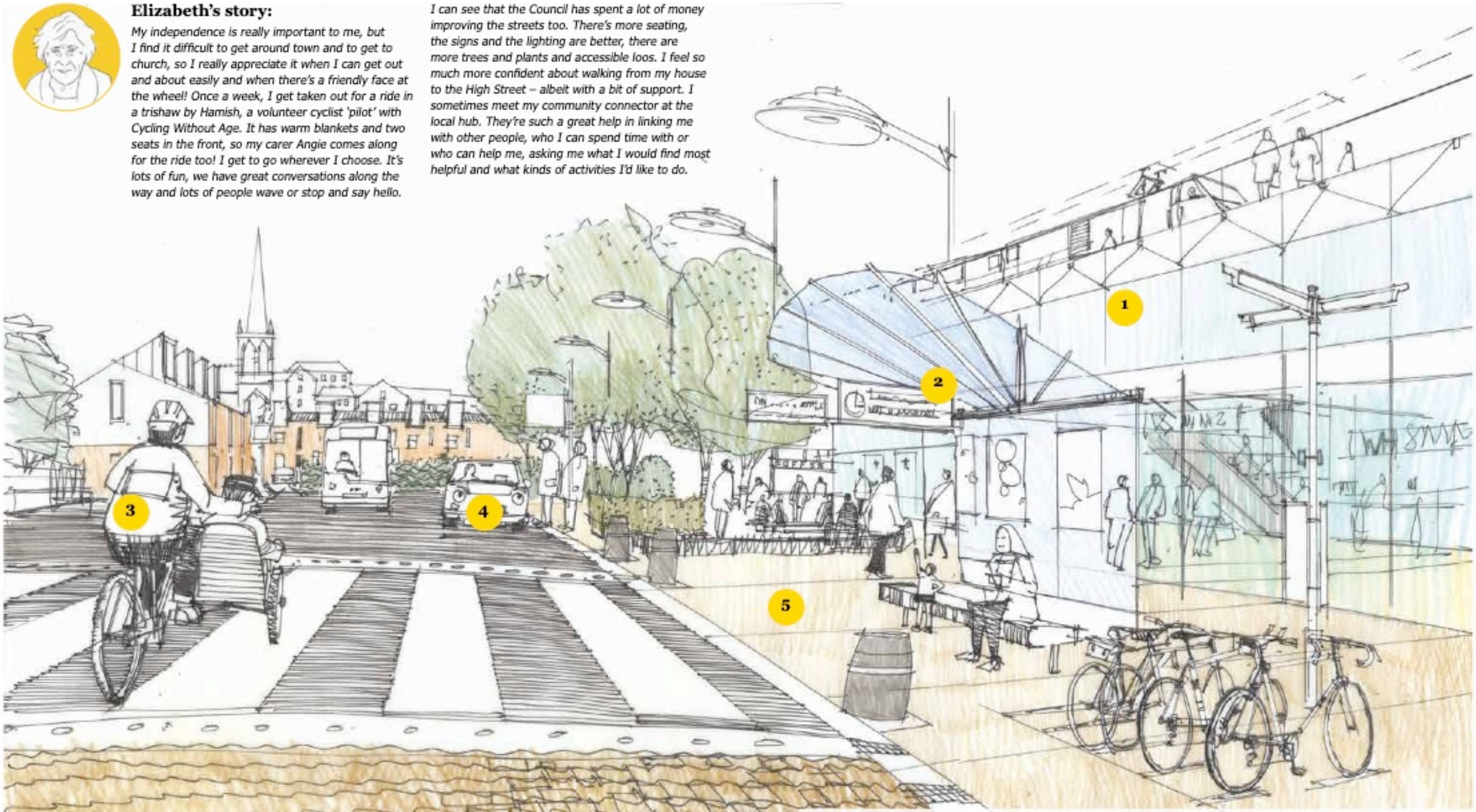
Key principles illustrated: 1, 2, 3, 5, 6, 7, 8, 10

4. Transport and Digital Infrastructure

Elizabeth's story:

My independence is really important to me, but I find it difficult to get around town and to get to church, so I really appreciate it when I can get out and about easily and when there's a friendly face at the wheel! Once a week, I get taken out for a ride in a trishaw by Hamish, a volunteer cyclist 'pilot' with Cycling Without Age. It has warm blankets and two seats in the front, so my carer Angie comes along for the ride too! I get to go wherever I choose. It's lots of fun, we have great conversations along the way and lots of people wave or stop and say hello.

I can see that the Council has spent a lot of money improving the streets too. There's more seating, the signs and the lighting are better, there are more trees and plants and accessible loos. I feel so much more confident about walking from my house to the High Street – albeit with a bit of support. I sometimes meet my community connector at the local hub. They're such a great help in linking me with other people, who I can spend time with or who can help me, asking me what I would find most helpful and what kinds of activities I'd like to do.



Key

1. Active travel hub – bringing together rail, bus, cycle, pedestrian – with green space at the entrance.

2. Tech enabled signage as part of a connected network.

3. Cycling Without Age 'trishaw'.

4. Community car club parking and EV charging.

5. Accessible at-grade roads/pavements.

Key principles illustrated: 1, 2, 3, 4, 5, 6, 7

Spatial Illustrations by Richard Carman| Persona Illustrations: Open Change

Download the report on:

www.ads.org.uk/a_caring_place_report/

© Architecture and Design Scotland

Architecture &
Design Scotland

Ailtearachd is Dealbhadh na h-Alba

Find out more about Architecture and Design Scotland:

www.ads.org.uk
@ArcDesSco
T: 0131 556 6699
E: info@ads.org.uk

Bakehouse Close,
146 Canongate,
Edinburgh EH8 8DD

Level 2, The Lighthouse,
11 Mitchell Lane,
Glasgow, G1 3NU

15/07/2019

© Architecture and Design Scotland