

ROBUST design



Bringing colour and inspiration to healthcare
www.artcaresalisbury.uk

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Brief introduction to ArtCare

ArtCare has been bringing colour and inspiration to Salisbury District Hospital and other healthcare environments since 1993.

We deliver a high quality arts programme including environmental work, participatory sessions, exhibitions and health awareness projects.

At the core of our work is patient and staff experience, co-design and learning through evaluation and continuous improvement.

A key development has been our approach to healthcare environment design...



ArtCare's **ROBUST** approach to healthcare design:

- **R**ealistic
- **O**penness
- **B**uilt-in
- **U**nique
- **S**erviceable
- **T**ime



ROBUST design explained:

Realistic

- means **listening** to the people using the area
- **gathering the real needs** of patients staff & visitors, not assuming or guessing
- it's also appreciating this is a working public building and hospital, and so it's **balancing imagination with the practical understanding of demands** in this type of service



ROBUST design explained:

Openness

- is striving for an **inclusive** approach
- **encouraging stakeholders** to try new ideas, discuss problems and solutions
- **enabling people so that they can co-design** their own healthcare environments through meaningful participation



Built-in

Finding solutions in the basics as well as added artworks - its not just about daubs! It's caring about the essentials, e.g.:

- Trust-wide paint colour scheme
- flooring, signage and wayfinding
- lights
- cupboard finishes & storage
- ceilings, windows and even the plumbing systems!



ROBUST design explained:

Unique

- creating identity that reflects the nature of the healthcare and needs of the patient and staff groups using the area
- also the innovations from creative problem solving eg printed window film for privacy and dignity, printed wall cladding for clinical treatment areas, ceiling tiles for rooms with little wall space as well as site specific artworks





ROBUST design explained:

Serviceable

- The time & effort spent in researching and designing plus financial investment has to **provide best value**
- Healthcare design should strive to bring **serviceable beauty** to the patient environment
- Ensuring the **design reflects stakeholder visions & values** will bring better integration
- Choose materials & designs that **meet the standards for heavy use**, housekeeping, infection control & minimal maintenance costs to **keep the finished environment looking good for its lifetime**



ROBUST design explained:

Time

As valuable as the finance which pays for all the design, **time is the key factor** in delivering all the other elements of Robust design. **Time = opportunities:**

- to **be thorough** and to research
- to communicate and invest effort in **engaging stakeholders**, which in turn leads to
- **co-design** and ownership by the users of the final building



Case study 1: Benson Suite

- Co-designing
- Patient experience
- Privacy & dignity

A dedicated suite of rooms to support delivery & aftercare for families facing a maternity bereavement. Staff and previous families worked together in co designing & commissioning. The Suite brings comfort, calm, privacy & dignity during a very difficult time.

Notes:

WW2 Building stock, refurbishment, overall budget < £200k



"The discovery that our much wanted daughter had passed away was the most devastating moment of our lives. But, somehow, amidst the overwhelming despair, my wife and I recall moments of joy, feelings of warmth and love, and a sense of being truly cared for. The facilities and staff of the Benson suite are truly remarkable, and have made the most unbearable of situations, just that little bit more bearable."

Family using the Benson suite in April 2013



Case study 2: Children's Unit

- Co-designing
- Patient experience
- Parent areas
- Suitable for ages 0 - 18

Read more about the two and a half years of public consultation with more than 1100 children in our Children's Unit brochure.

<http://artcaresalisbury.uk/wp-content/uploads/ChildrensUnitBrochure.pdf>



Notes:

1980's Building stock, refurbishment, Overall budget <£3m



Case study 3: Dementia Friendly Wards

- Co-designing with staff
- Patient experience
- National research on Dementia
- Encouraging social activity through environment - Elevate

Two clinical wards received Department of Health funding to create patient environments that also support people with Dementia. Images of the natural world, textures, colour and lighting and social spaces reduce anxiety and isolation and support interaction, conversation, reminiscence and memory.



Notes:

1980's Building stock, refurbishment, Overall budget inc DoH grant >£1m

Case study 4: Breast Care (Outpatients)

- Co-designing with staff and patients
- Patient experience of cancer care
- Creating a one-stop visit
- Distraction and calming spaces to relieve stress

Previously, people being assessed or treated for Breast Cancer had to use multiple areas in the main hospital building.

The new unit incorporates facilities for the whole process including a quiet room for taking in bad news and treatment and screening rooms with focal points to distract during painful procedures. 'The world outside' theme was chosen by patients to reflect the calming and unshakeable constant source of calmness and beauty in times of stress.

Notes:

1980's Building stock plus extension. Funded entirely from Charity. Overall budget <£2m





Image by Matt Livey

Inspired by Lady Duff Gordon, a pioneer of women's underwear design at the turn of the 20th Century, **the Rose Room** is a fitting room that helps people feel comfortable in their own skin after the invasive nature of Breast cancer treatment.

It enables the simple act of reuniting a woman with her wardrobe by discovering her new shape with help from expert Breast Care nurses in a safe, feminine and non-clinical space.



Take a ROBUST approach to design

- **Realistic**
- **Openness**
- **Built-in**
- **Unique**
- **Serviceable**
- **Time**

- Suits any size project
- Works with both new builds and refurbishments
- Compatible with Prince2
- Adapts to projects outside of healthcare settings

Links and information

Find out more about ArtCare:

www.artcaresalisbury.uk



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Contact ArtCare:

artcare.office@salisbury.nhs.uk

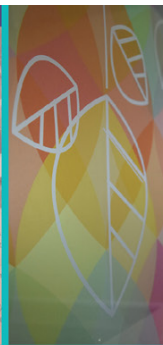
Other Arts in Health links:

www.ahsw.org.uk

www.lahf.org.uk

www.artsforhealth.org

www.culturehealthandwellbeing.org.uk



ArtCare



staff visitors
patients
visual arts
participation
design environment
volunteers
projects
exhibitions
artwork history
dance & music
storytelling
colour
inspiration

