

## design statement

8 December 2016



### Introduction

HammondCare is proposing to build an 155 bed residential aged care home for older people in Hammondville, a south western suburb of Sydney. The proposal will provide long term care in an established suburb of Hammondville which has a provided aged care services to many residents for over 60 years.

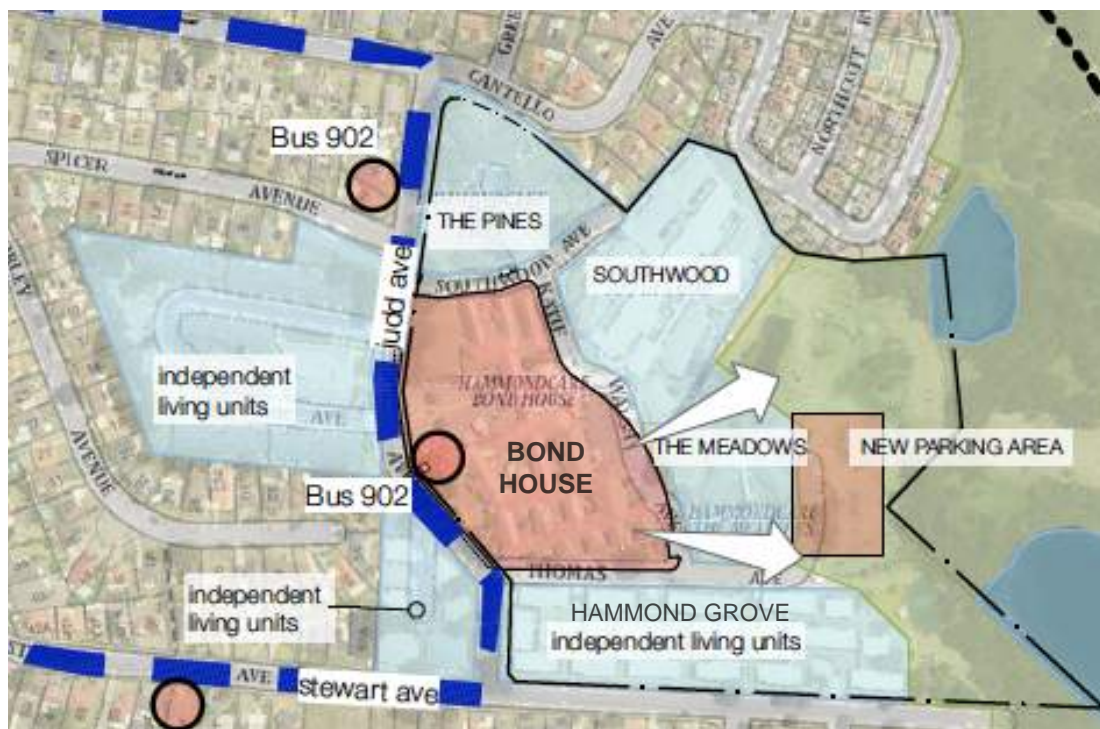
HammondCare has extensive experience in providing residential care for the aged, specialising in complex, high care needs. This project combines a number of HammondCare's strengths: psycho-geriatric care, support for people who are sometimes challenging to support, and individualised care underpinned by case management. Having earned a solid reputation as one of the most respected independent providers of aged care in Australia, HammondCare continue to work to fulfil their mission: "to nurture dignity, and improve the quality of life for older people and people with dementia, especially those least able to provide for themselves."

## design statement

IntegratedDESIGNgroup have been commissioned by HammondCare to take an existing concept for a 155 RACF for Hammondville and finalise the design process to develop the architectural treatment whilst insuring the efficient and appropriate operation of the facility is achieved within this new masterplan. The primary street frontages are to Walder Road, Stewart, Judd and Thomas Avenues, Hammondville. The site is identified as Lot 152 D.P 717956 and is 19,798.86m<sup>2</sup>, being part of an overall site area of 92,787.59m<sup>2</sup>. The Site address is 68-82 Stewart Avenue Hammondville

There are two main internal access roads, entered from Judd Avenue running in an east west direction through the site: Southward Avenue and Thomas Avenue. These connect to Katie Walsh Avenue; a road running in a north south direction. Katie Walsh Avenue provides access to parking areas and service areas. It is a loop road, entered and exited from Judd Avenue, offering a drop off and pick up area with perimeter parking.

The site consists of five distinct areas set within the landscaped grounds; The Pines, Southwood Nursing Home, The Meadows, Hammond Grove, Bond House Complex. The proposed site development works are contained to The Bond House complex only.



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The proposed buildings will become home to elderly residents allowing them to remain within the local community. The high quality of the proposed buildings and how it assists in the care provision for residents is fundamental to the philosophy of HammondCare. In keeping with the key HammondCare design principles integratedDESIGNgroup have worked closely with our Client to create a modern, while contextually appropriate place of care to ensure the long standing connections with the local community are further enhanced.

This statement is provided to assist the assessment and approval of the proposed development. The intent of this design statement is to first introduce the protagonist and their principles before moving on to demonstrate how the proposal is presented to suit the suburb of Hammondville.

### HammondCare

HammondCare is an independent Christian charity. They serve people with complex health or aged care needs, specialising in aged and dementia care, palliative care, rehabilitation, and older person's mental health. With services located across New South Wales and Victoria, HammondCare is recognised as a leader in quality care provision for older people.

### Key Design Principles

Over the past twenty years of designing purpose-built care homes for people living with dementia, HammondCare has developed a core set of nine design principles that inform the design of all its building projects. These principles were developed on the understanding that "a poorly designed building reinforces a person's difficulties and increases their dependence."<sup>2</sup>

The following is an excerpt from a paper produced by the Dementia Centre – the research, education and consultancy branch of HammondCare;

*Internationally, dementia design specialists were conducting research on key design features, culminating in a 1997 book by Marshall, Judd and Phippen. This book discussed the key design principles that should guide building planning. An article published in 2001 by Mary Marshall, articulated the following design principles:*

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### Key Design Principles

1. Maximise Independence
2. Compensate for disability
3. Demonstrate Care for Staff
4. Enhance self-esteem and self-confidence
5. Allow control of stimuli
6. Provide scope for ordinary activity
7. Welcome relatives and the local community
8. Be orienting and understanding
9. Reinforce personal identity

### Design Features that drive the program

These nine principles are broken into a subset of 12 Design Features, which are the “practical manifestations of the principles.”<sup>3</sup> These design features are as follows:

1. Small size – this promotes an environment that reduces the number of ‘strange’ people. A small scale environment allows residents to develop relationships with staff, other residents, and to know they’re treated as individuals. Small scale buildings known as cottages also reduces way-finding issues, in contrast to larger buildings with multiple corridors and rooms. There are 8 proposed single level ‘cottages’ with 10 residents per cottage, a new 3 storey building containing 10 cottages which house residents with high care needs, a new community facility which retains Bond house dining hall and original chapel. The separation of residents into smaller sized cottages is a foundational design feature of the proposal.
2. Domestic and Home-Like – both internal and external design should feel familiar to residents. This includes furniture and fittings as well as the built environment. Familiarity can assist with reducing confusion, and encouraging independence. This familiar environment must be combined with the creation of an environment which is also useable by staff. For example, hand wash basins are hidden inside cupboards so they’re accessible but not visible.

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3. Scope for ordinary activities - the aim is to design spaces that provide opportunities for residents to engage in normal domestic tasks, which can maximise independence, and reinforce self-esteem and self-confidence. Emphasis is on designing real environments, not simulated environments. If a design feature exists, and is intended to be used by residents, it must be genuine in its purpose.
4. Unobtrusive inclusion of safety features – safety features are “part of a risk management approach to good dementia care, rather than the means to ensure the safety and security of a person with dementia as a standalone measure.”<sup>4</sup> All safety features should be unobtrusive, and where appropriate, out of direct sight or disguised (e.g. the ‘Harry Potter’ doors that connect the back of house areas of the aged care homes with the resident areas. These doors are designed to appear as part of the wall with no obvious handles or hinges. This minimises resident interactions with a space that isn’t appropriate for them to access and reduces agitation at being unable to access what would otherwise be a door in their home.)
5. Different rooms/spaces for different functions – clear differentiation between spaces, both in internal design and the selection of furniture and accessories make individual spaces easier to ‘read’, assisting residents to understand the use with minimal instruction from staff. This can also assist with controlling stimuli (e.g. noise) and provides a variety of spaces for residents to use depending on what they want to do.
6. A safe outside space – gardens and outdoor spaces have an important role in many cultures. They provide access to sunshine, assist with orientating people to time of day and different seasons, they provide the opportunity to engage in meaningful activities such as gardening, bird watching/feeding etc. They also provide another space for residents to use in addition to indoor spaces. “Backyards” / outdoor spaces should be designed to be familiar and accessible and to ensure that access to outdoor spaces and fresh air is prioritised.
7. Single rooms large enough for personal belongings – ‘familiarity’ extends to people’s personal belongings. Having these items on display – whether they be personal bed linen, or favourite objects, can aid with way-finding and room identification. It can also be a useful tool for staff to understand who the resident is as a person, and what has shaped their lives. Creating familiar spaces for residents is ensured by HammondCare staff who will work with residents to understand what they view as familiar and important to them.
8. Good signage and multiple cues where possible – good signage and multiple cues can provide choice and help people make the right decisions, minimising the risk of failure and frustration.
9. Use of objects rather than colour for orientation – familiar items and personal belongings can help residents recognise a space, and understand the purpose of that space. Colour perception can change due to the ageing eye and light levels and is therefore an unreliable identifier.



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10. Enhance visual access – good visual access helps residents to understand where they are, providing cues and prompts to the next destination, or to find specific areas of need (e.g. toilet, own room, outdoor spaces). Visual access is also critical for staff as a means to minimise risk to residents (e.g. with good visual access staff are able to immediately spot increasing behaviours, potential altercations, and residents who may need assistance).
11. Control of stimuli, especially noise, glare and excessive temperature – minimising the back of house noise (trolleys, deliveries, staff changeovers) allows the day to day management of the care home to occur, allowing the resident spaces to remain domestic. Minimising noise increases resident comfort, as does reducing glare (which can be perceived as a hazard) and excessive temperature changes. However, it is important to avoid creating an artificial environment where temperature is rigidly controlled and set constant throughout the year.
12. Close to community – the care home should be designed to fit into the local community, reducing stigma and differentiation. If visitors perceive the care home to be the residents' homes, they may feel more comfortable visiting



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### Project Specific

These nine design principles and 12 design features have been developed specifically for dementia design. However, both the principles and features can be interpreted to be relevant to providing an enabling and supportive environment for the aged residents. The evidence suggests that 70% of residents in aged care suffer from some form of dementia. In order to tailor these principles and features to the Hammondville suburban landscape, the following points have been considered:

1. A creation of a sense of 'home' in an existing suburban community environment. - The conventional 'image' of a single-level suburban house has been largely retained throughout the site. The design approach reflects the idea of a collection of cottages in a streetscape - a small scale fine grain residential streetscape is intended. The inclusion of a 3 storey building for high care needs nestles comfortably within the suburban streetscape.
2. Recognition that future residents may have differing needs to HammondCare's ethos is addressed by enabling choice of each resident, their engagement in life through offering a variety of daily activities they enjoy and find satisfying and from which they derive dignity and self respect. The provision of a variety of living spaces and activity areas supports this consideration.
3. Safe, non-institutional surroundings. - In the context of this project, feeling 'safe' and 'at home' is crucial for people's sense of well-being. Through providing the residents with a non-institutional space is just as critical as designing spaces that are domestic and familiar. The design provides many and diverse small scale common areas in preference to larger common rooms and ease of access to outdoor space recognise the value of residents feeling in control and 'at home'. It normalises their daily activities without a sense of containment.



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4. Avoiding the effect of crowding by providing a variety of spaces for residents to access. - Ensuring support for residents by providing them with a variety of spaces to access, depending on their desire to socialise and interact with others. With the encouragement of the care staff and access to the community facilities allows people to connect and experience belonging. The centralised community areas allows residents to choose to meander from their 'backyard' garden and through the landscaped gardens to gradually make a transition from their cottages or 'private space' to community 'public space'.



Access to community facilities through "backyard" landscaped garden



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5. Maximising fresh air and daylight access to internal spaces through the inclusion of a central courtyard/light well and cross-ventilation. This is an important element in this project for multiple reasons:
- a. Firstly, we've identified that access to outdoor spaces and to daylight (internally and externally) is important to quality of life for people. Ensuring that access to garden areas and outdoor space from all common living zones is well provided for enabling a good quality of life for future residents.
  - b. Secondly, the inclusion of terraces and balcony areas in the three story high care building provides another reference to assist residents with way-finding and allows maximum access to daylight and fresh air for those unable to readily access external gardens.
  - c. Thirdly, it decreases the primacy of artificial light, contributing to a non-institutional feel and assists HammondCares management of resources effectively and sustainably.



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### The Site

The site of the care home is in the heart of the suburb of Hammondville. The primary street frontages are to Walder Road, Stewart, Judd and Thomas Avenues, Hammondville. For the purposes of this statement Judd avenue forms the Western boundary.. It is located South of the South Western Motorway and to the East is Lieutenant Cantello Reserve, with parts heavily wooded. There are two main internal access roads, entered from Judd Avenue running in an east west direction through the site: Southward avenue and Thomas Avenue. These connect to Katie Walsh Avenue; a road running in a north south direction.

#### The site

The site currently houses single storey aged care cottages named The Pines, Southward, The Meadows and a variety of independent living units known as Hammond Grove.

The proposed development is known as Bond House and incorporates Bond House, Jones Hostel, Shaw and Poate Homes, Lavender Palliative Care Suite and Trigg House. The Bond house complex is located to the west of the site and is set in wide streets with nature strips, footpaths and irregular street planting. Landscaping is established and informal in character. This collection of buildings is now considerably out-of-date in terms of good Dementia Care design principles.

The site is located in Zone R2 Low density Residential under the Liverpool Council Local Environmental Plan 2008. This zone does not permit 'seniors housing' and throughout Pre-DA discussions Council planners have been made aware of this. Based on existing use rights we understand this development is permitted and is addressed further in the Statement of Environmental Effects.

The history of Hammondville Homes for Senior Citizens, Hammond Pioneer Homes and now HammondCare has both historic and social significance. The social significance of the site is addressed in full in The Heritage Impact Statement, prepared by Weir & Phillips.

Bond House is located centrally on the site and is considered to have social heritage value. The buildings are modest in form, material and architectural detailing and were not designed to form an architectural statement but to serve a function in an economic manner consistent with domestic architecture of their era.

The complex known as Bond House is to be demolished whilst retaining the entrance foyer and chapel. It is our proposal to and to construct a new facility which is sensitively integrated into the site. This is addressed further in the Heritage Impact Statement.

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### Design Intent

The proposed design provides the following outcomes:

- a contextually appropriate place for the care of the elderly;
- a streetscape of cottages that collectively demonstrate a fine grain suburban residential streetscape, responsive to the social history and context of its suburban setting;
- a modern, yet domestically familiar environment for residents;
- a dignified, secure and safe environment without evident containment;
- provision of a variety of private and communal spaces with direct access between indoor and outdoor living spaces;
- a logical and familiar progression from 'public' areas through to more private spaces and a division into residential groupings in a manner to help build a broader sense of community across the facility;
- building materials, texture and geometry respond to the existing suburban context in affirmative ways, through use of face brick in complimentary colours, weatherboard cladding, aluminium framed doors and windows and pitched roofs in corrugated iron. The section of Bond House to be retained will be restored, retaining the existing exterior finishes.
- the 'rhythm' and massing of each buildings facade borrow from and responds to the local suburban streetscapes. The design proposal responds to the neighbouring properties as the building completes both the built street edge and the perimeter of the open landscaped areas.



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- The proposed building designs are complimentary to its context within the existing aged care precinct and philosophy established in Hammondville. The model and philosophy of HammondCare has been thoughtfully considered and integrated to both the masterplan and building design to ensure a high-quality standard of care will be achieved providing positive outcomes for residents in the Hammondville community.

### The Concept

#### Design Features

The following features of the design are carefully considered and have been provided to ensure the best outcome for residents, visitors and the surrounding neighbours of the Hammondville community.

#### Building 1

- The ground floor contains the entry lobby and reception area to the multifunction room, break out cafe and seating area, hairdresser, training kitchen and cafe, shop for residents.
- Staff areas are also provided on the ground floor, including WC's and administrative work areas. Back of house services such as waste bins, delivery holding, dry store & cold store freezer rooms. are located on the eastern facade with a loading dock and ambulance bay.
- existing chapel and dining room from the original Bond House has been retained.
- Level 1 is accessed by a stair and opens into an open plan office and meeting room space.

#### Building 2 & Building 3

- 2x joined cottages of 10 beds (20 residents total)
- each wing provides a communal lounge, sitting area, TV , dining and kitchen areas
- the kitchen is connected to a pantry which houses food supplies also resident medications, also with secure external access. The pantry is not visible to the residents and creates a domestic non-institutional experience for the residents
- additional quiet sitting areas are provided at the end of each hallway, and has visual and physical connection to the residents 'backyard' and to landscaped gardens beyond



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- a communal laundry is provided for resident activity
- communal areas have a front porch and entry vestibule allowing for secure surveillance over entry and exit and provides access to the parlour for confidential discussions
- the landscaped circulation path from the communal living areas to the sitting areas give the residents an opportunity to meander without the sense of containment
- discrete services & maintenance entry allows daily operations to be located away from resident areas

### Building 4

- A cranked building with centralised communal areas including dining, tv lounge, kitchen and sitting areas
- each wing holds 5 beds (10 beds in total)
- the kitchen is centralised and connected to a pantry which is not visible to the residents and holds medications as well as a food supplies creating a domestic non-institutional experience for the residents
- an additional sitting area is provided at the end of each wing that has views and access out to landscaped gardens, sunlight & fresh air
- a communal laundry is provided for resident activity
- communal areas have a front porch and entry vestibule allowing for secure surveillance over entry and exit and provides access to the parlour for confidential discussions
- the landscaped circulation path from the communal areas to the sitting areas give the residents an opportunity to meander without the sense of containment
- discrete services & maintenance zone at the end of each corridor allows for daily operations to be located away from resident areas

### Building 5 & Building 6

- 2x splayed joined cottages of 10 beds (20 residents total for each building) increases the privacy and amenity for residents
- each wing provides a communal lounge & TV, dining and kitchen areas
- the kitchen is centralised and connected to a pantry which is not visible to the residents and holds medications as well as a food supplies creating a domestic non-institutional experience for the residents

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- additional quiet sitting areas provided at the end of each hallway, connected to landscaped gardens
- a communal laundry is provided for resident activity
- communal areas have views and patio access out to the landscaped circulation path, sunlight & fresh air.
- Front porch allows for secure surveillance over entry and provides access to the parlour for confidential discussions
- the landscaped circulation path from the communal areas to the sitting areas give the residents an opportunity to meander without the sense of containment
- discrete services & maintenance entry allows daily operations to be located away from resident areas and is located centrally between the splayed resident wings
- quiet sitting areas are provided at the end of each hallway and are connected to the outdoor patios which share the landscaped circulation path to the communal areas

### Building 7 & Building 8

- 2x splayed joined cottages of 10 beds (20 residents total for each building) increases the privacy and amenity for residents
- each wing provides a communal lounge & TV, dining and kitchen areas
- the kitchen is centralised and connected to a pantry which is not visible to the residents and holds medications as well as food supplies creating a domestic non-institutional experience for the residents
- additional quiet sitting areas provided at the end of each hallway, connected to landscaped gardens
- a communal laundry is provided for resident activity
- communal areas have views and patio access out to the landscaped circulation path, sunlight & fresh air.
- Front porch allows for secure surveillance over entry and provides access to the parlour for confidential discussions
- the landscaped circulation path from the communal areas to the sitting areas give the residents an opportunity to meander without the sense of containment
- discrete services & maintenance entry allows daily operations to be located away from resident areas and is located centrally between the splayed resident wings

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- quiet sitting areas are provided at the end of each hallway and are connected to the outdoor patios which share the landscaped circulation path to the communal areas



### Building 10

#### Basement

- 30 vehicular parking for staff & visitors
- Hot Water plant room
- maintenance workshop
- store rooms
- switch room, comms room
- lift1 & 2

#### Ground Level

- EAST COTTAGE : holds 15 resident beds in total and with eastern facing terraces

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- sitting rooms, lounge, TV, dining and kitchen areas are located centrally between the the splayed wings
- Visitor entry vestibule is provided and gives secure surveillance of resident entry and exit, while providing discrete access to the parlour for confidential discussions
- A pantry is provided in the back of house areas and holds medications as well as a food supplies creating a domestic non-institutional experience for the residents
- additional quiet sitting areas provided at the end of each hallway, connected to terraces areas providing secure outdoor space, sunlight, fresh air
- a communal laundry is provided for resident activity
- all communal areas have views and terrace access out to landscaped gardens providing a variety of vistas
- discrete services & maintenance entry allows daily operations to located away from resident areas and is located centrally between the splayed resident wings
- vertical circulation is provided by 2x lifts and 3x fire stairs
- WEST - ADMIN holds administrative office space, associated amenities and meeting rooms as well as back of house service areas.
- Separation of the resident and administrative areas is maintained by the entry vestibule
- a loading dock to the south west is located adjacent to the store rooms, cool rooms and general stores
- a public lounge with tea making facilities is provided with external sitting areas for care staff and residents and visitors

### LEVELS 1-2

- EAST & WEST COTTAGES holds 15 resident beds (30 beds on each floor) total and with eastern facing terraces
- sitting rooms, TV lounge, dining and kitchen areas are located centrally between the the splayed wings
- Visitor entry is provided through lifts and a vestibule allows for secure surveillance of resident entry and exit, while providing discrete access to the parlour for confidential discussions



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- A pantry is provided in the back of house areas and holds medications as well as a food supplies creating a domestic non-institutional experience for the residents, accessed via the lifts.
- additional quiet sitting areas provided at the end of each resident hallway, connected to balcony areas providing a secure outdoor space, sunlight and fresh air and provides a variety of vistas out to landscaped gardens
- a communal laundry is provided for resident activity
- discrete services & maintenance entry located centrally allows for daily operations eg. dirty and clean utility, comms cupboards and laundry chutes to be accessed via back of house service areas
- vertical circulation is provided by 2x lifts and 3x fire stairs are provided.

### Building 11

- A cranked building with centralised communal areas including dining, tv lounge, kitchen and sitting areas
- each wing holds 5 beds (10 beds in total)
- a quiet sitting area is provided at the end of each wing that has views and access out to landscaped gardens, sunlight & fresh air
- a communal laundry is provided for resident activity
- communal areas have a front porch and entry vestibule allowing for secure surveillance over entry and exit and provides access to the parlour for confidential discussions
- the landscaped circulation path from the communal areas to the sitting areas give the residents an opportunity to meander without the sense of containment
- discrete services & maintenance zone at the end of each corridor allows for daily operations to be located away from resident areas

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### Conclusion

The proposed design creates a building that will become 'home' to elderly residents in the Liverpool Council area allowing them to remain within their local community, whilst offering a dignified and secure environment.

The design is incorporates relevant planning codes and controls, existing operations by HammondCare and demonstrates minimal impact to neighbours and an enhancement of the neighbourhood community. The proposal will contribute to the broader community through a well considered design which is a specific response to the site constraints, the social context and the care model to be provided.

Yours faithfully



**Simon Thorne**  
Director