

Women & Childrens Centre indicative early design schemes and wayfinding – July 2024



Art in Site have been working under AHR Architects since Summer 2023.

We combine wayfinding, art and interior design. Our special focus at Shrewsbury is designing for neurodiversity, children, older people and physically challenged patients.

We were excited to join the HTP Community and Service User Focus group program because our design process depends upon good conversations with users.

Our designs are used in Focus Groups as stimulus for users, Trust experts and community advisors. We visualised and re-designed based on suggestions from those groups in a rolling program.



ED wait Calm Space V1:
Seating with acoustic baffling, a sense of privacy, softer and lower light levels.



ED wait Calm Space V2 after SEND focus group feedback

"More varied spaces to sit, and space to sit opposite a wheelchair".

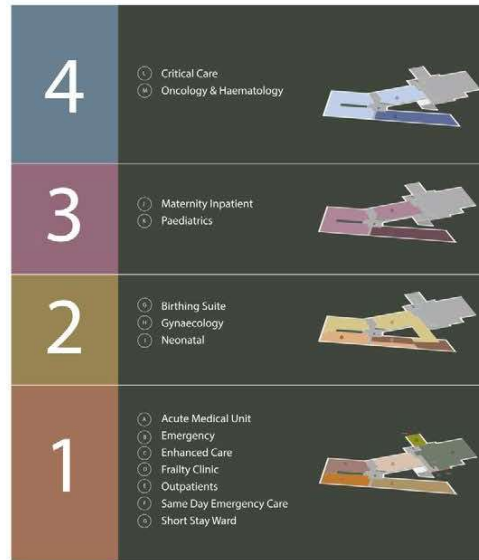
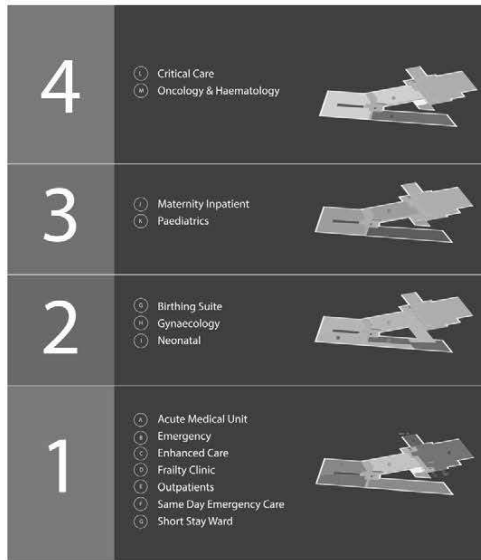


ED wait Calm Space V3 after clinical feedback.

"Please design better sight lines"

Wayfinding Colour Design Logic

5. Checking tonal contrast between floor colours, directory and text for visually impaired. Needs to provide clear differentiation between floor numbers and the directory.



COLOUR AS A SECONDARY MEANS OF ORIENTATION

The Stirling Toolkit and the RNIB don't recommend relying on colour as a primary means of orientation.

However, colour *can* make directories easier to read, and a change in wall colour helps people to feel a transition between departments.

Following the guidance we are making text and numbers the main wayfinding tools, with colour and art supporting in a 'non cognitive' way.

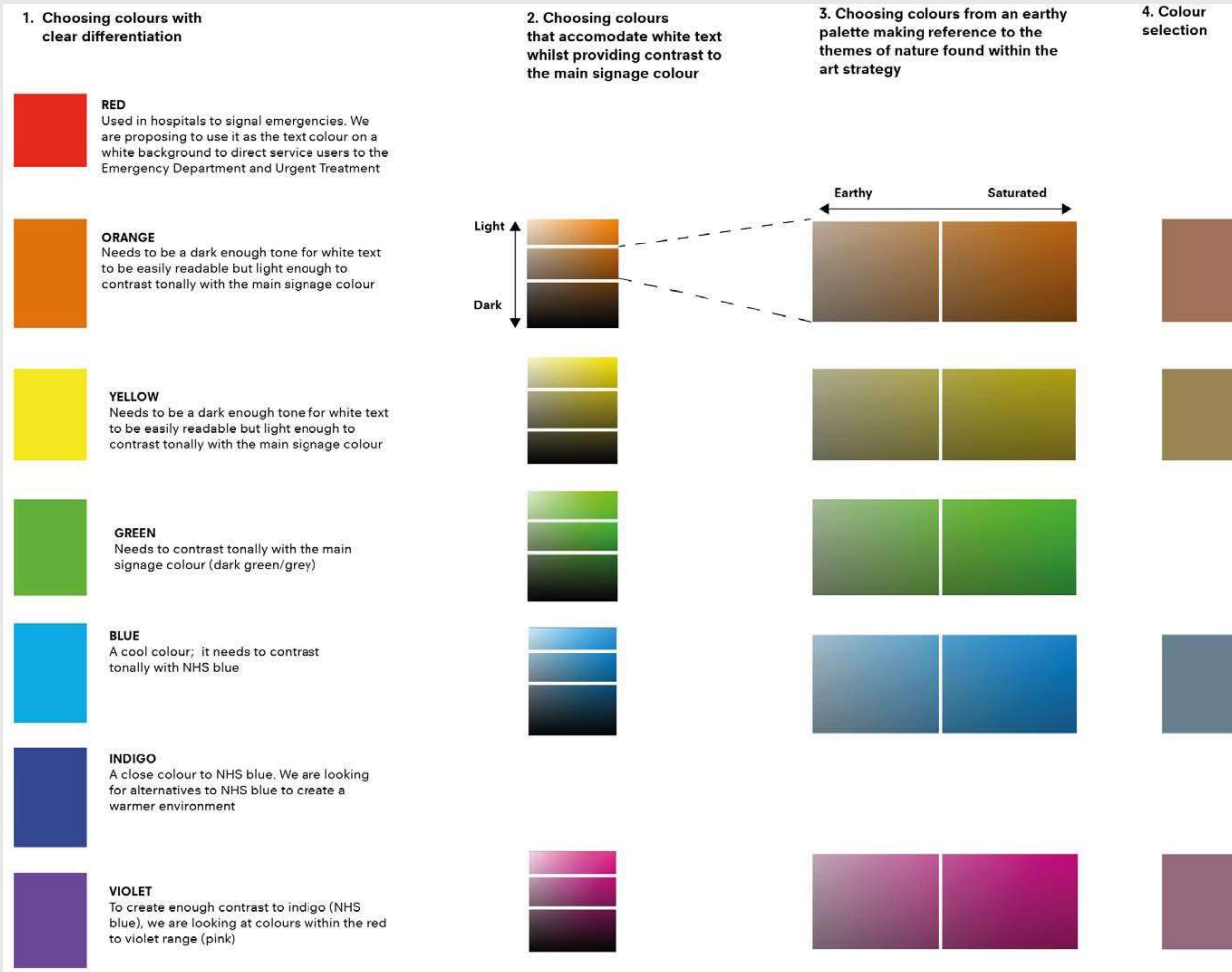
The visualisations in this document propose white text against a dark background. We have used darker colour tones to achieve the DDA stipulated contrast ratio.

'There is at least 30% LRV difference in contrast between the tone of the writing on the sign and the tone of the background of the sign.'

'The ageing eye loses the ability to discriminate between colours so tone is more important in terms of contrast.'

Stirling Environmental Toolkit

Wayfinding Colour Logic



A LOGICAL APPROACH

Following the RNIB and Stirling guidance, we have arrived at these 'floor identity colours' for the directories and feature walls on each floor of the new building.

A HARMONIOUS APPROACH

In future work *within* departments, (where wayfinding is not dominant, because you've already arrived) we would like to explore a decorative use of colour that harmonises and compliments the 'floor identity colour'. We believe this will create a better atmosphere for users than an 'everything on this floor is one colour' approach.

COLOUR CONSULTATION

So far we have not made a deep dive into staff and patient preferences on colour. It can be difficult to find consensus on choosing specific colours. We can use workshop tools to explore options if desired.

Research has found that two out of three people did not notice colour coding at healthcare sites with a colour coding system... Research has shown that people can remember no more than five colours before they find it difficult to differentiate between them.'

Arriving at RSH - Exterior Signs



Locations

- Large wall mounted sign located on the building facade signalling the hospital.

Proposed materials

- Rockpanel or similar cladding, with applied cut-out steel lettering.

Exterior Signs



NB we understand that the design of the entrance is under revision. Once the revision is complete, we will propose large scale graphic/signage appropriate to the design. 1: To differentiate between ED and main entrance and 2: give status to the main entrance.

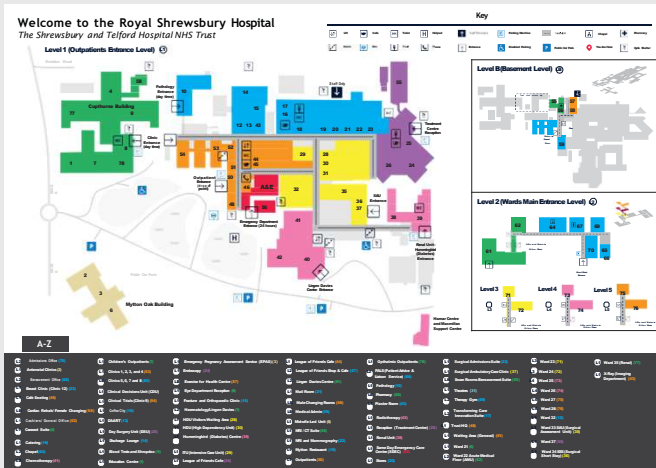
Locations

- Exterior signage to signal the two entrances and introduce the two different wayfinding aesthetics.

Proposed materials

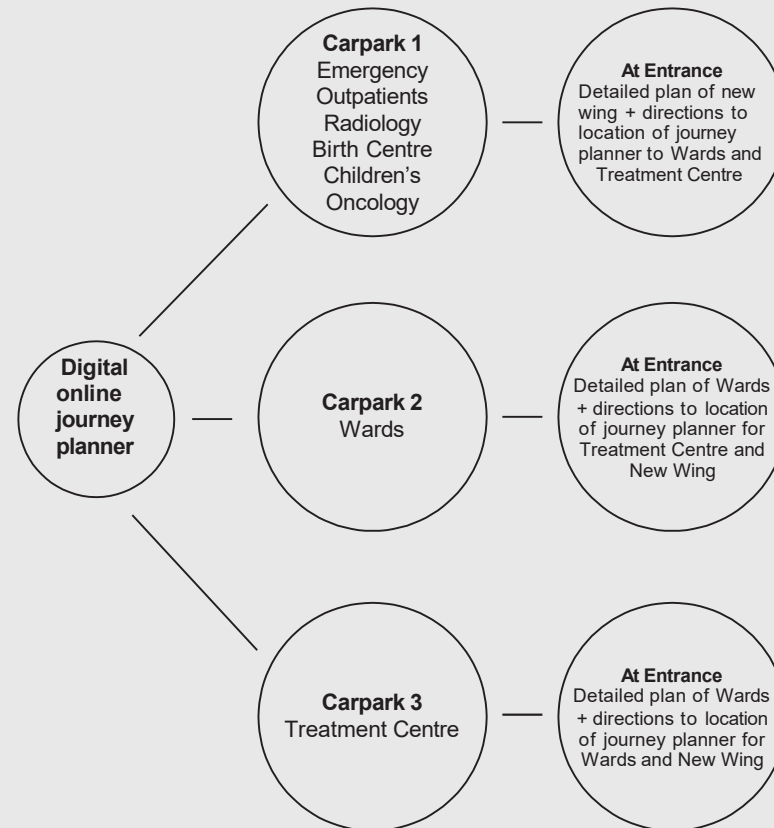
- Rockpanel or similar cladding, with applied cut-out steel lettering.

Enhanced Wayfinding Design (work in progress)



Adding the new building to the current site map and reproducing at all entrances may be counterproductive, as the map and key is already a cognitive challenge.

3 Carpark Orientation planner flow v1



ORIENTATION FROM CAR PARKS

We are exploring a 3 car-park journey planner (like an airport destination zone schema). Some flexibility is required, because carparks may fill up, and all areas of the hospital are accessible from each entrance, albeit with a long walk if you get the wrong car park.

STAGED JOURNEY PLANS

For patients who park in the 'wrong' carpark, (for whatever reason) we propose showing a simple schematic for areas beyond those intended to be served by the carpark (in B6, this means everything beyond Outpatients).

The entrance and carpark plans will suggest the shortest route to find a detailed map to their final destination. (at the intersection between the new building and Outpatients, for example).

ONLINE ACCESSIBLE JOURNEY PLANNER

An online accessible journey planner can link to this approach.

Entrance foyer - Level 1

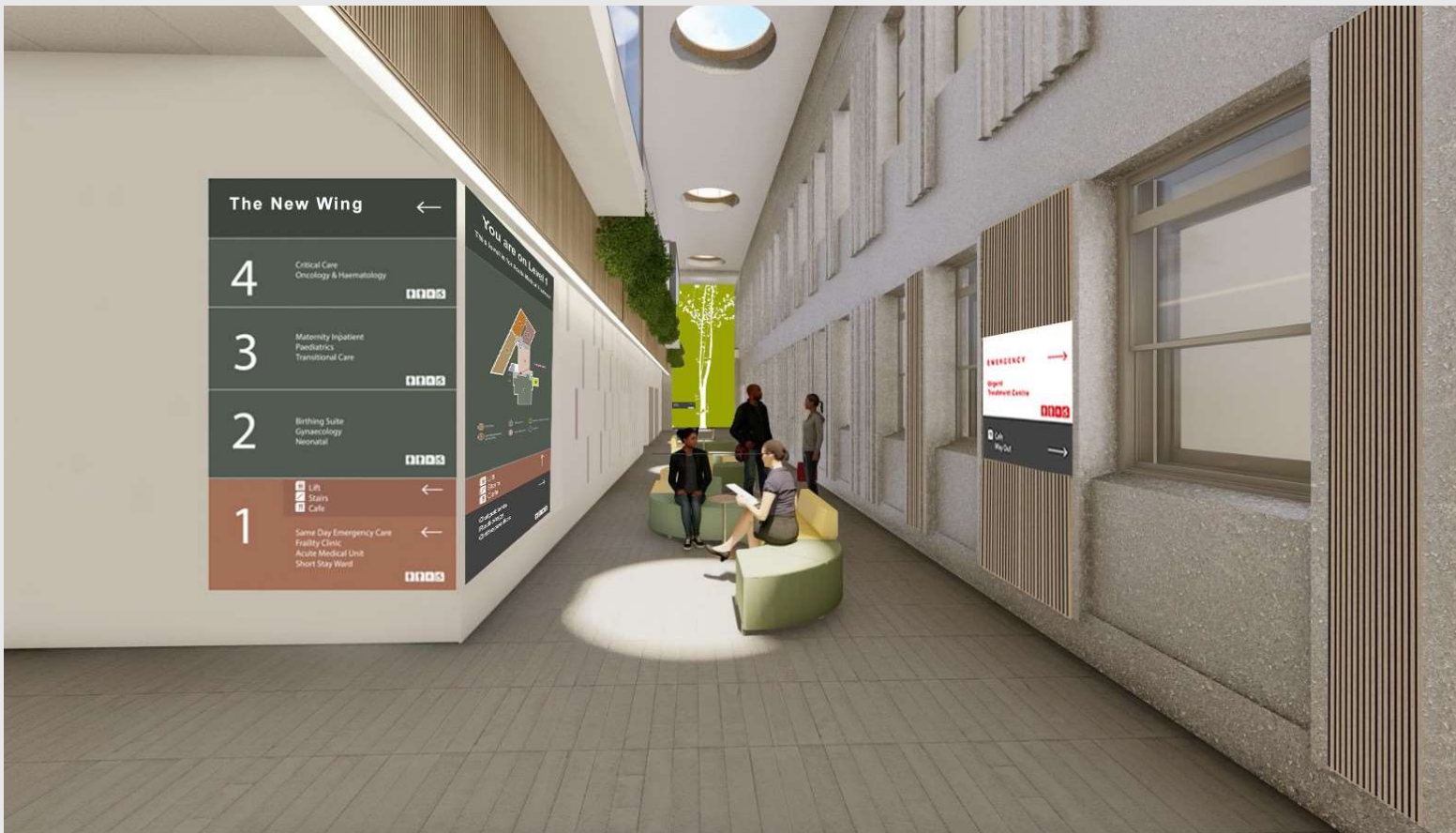


Locations

- Atrium corner junction on Level 1
- Lift Lobbies on Level 1-4

* All signage to be tested in situ prior to sign off for visual readability and to check location placement. Work out of current scope

Enhanced Wayfinding Design



NEW BUILDING

Text and numbers are large where space allows

Corner Panel shows a decision point.

TRANSITION TO OLDER BUILDING.

Text in white on grey until patients reach a journey planner for departments beyond the new building



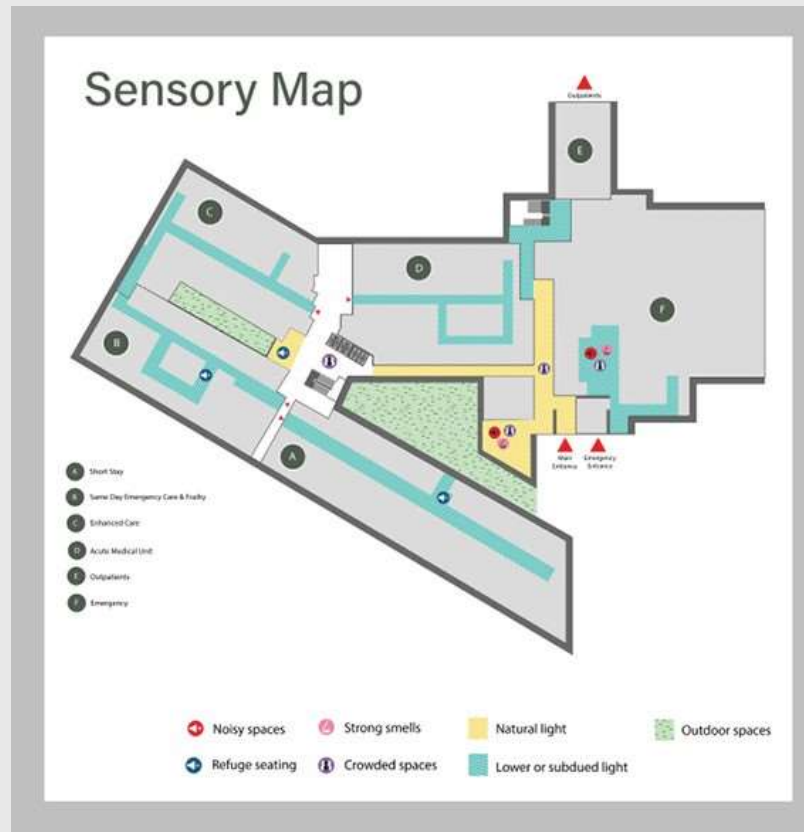
Existing facilities use a mixture of NHS blue and colour coded signage.

Enhanced Wayfinding Design

'Consider signage which will help people identify quiet areas early on upon arrival'
Karen Breese, Trust expert.



'A sensory tactile map at the entrance and at various points would be helpful with supporting navigation. Somewhere to sit nearby as you might spend a while looking at it.'
Rachel Jones, RNIB Volunteer Expert



SENSORY MAP:

A sensory map at the entrance, and at major wayfinding decision points are clear acknowledgements of the difficulties faced by neurodivergent and people with impaired sight and mobility.

“Calm Space” provision in the architectural, interior design and art program, are indicated as retreats from crowded areas, and can be used as stopping off points.

Natural influences



A VIEW OF NATURE

Lightweight decorated 'lampshade' sculptures in the courtyard stand evoke tall trees - and provide a pleasant view for ward rooms and treatment areas looking into the lightwell.

Gentle light from within the shades provides interest and glow on winter days and early evenings.



Precedent Art in Site work:
Milton Keynes Cancer Centre
Stoke Mandeville Maternity

Enhanced Wayfinding Design



'Please think about points around the hospital that are easy to describe.'

Rachel Jones, (RNIB volunteer expert) explained how her partner will often travel with her the first time that she visits somewhere new. He will pick out obvious visual cues and describe them to Rachel to help her with orientation and markers for returning visits.

Looking up from the end of the atrium up through the joining corridor between the old and new hospital.



TRANSITION TO EXISTING BUILDINGS

White text on grey background used in transition space to the existing hospital.

LANDMARK ART

Significant wayfinding transition can be marked with artworks that can be easily described.

EMERGENCY

ED signage always stands out.

ACCESSIBILITY

Signage placed low for wheelchair users and patients with sight impairment.

Ground floor - Door Thresholds



Locations

- Double door thresholds on Level 1-4 directing service users to departments

* All signage to be tested in situ prior to sign off for visual readability and to check location placement. Work out of current scope

Enhanced Wayfinding Design



ARCHES

Arch motifs at transition and arrival points gives an identity to the new building, and refers to the shelter of a tree (theme for Art works).

CORNER POINTS

Bold corner decision points are consistent landmarks.

NOTICE BOARDS & COMMUNITY ART DISPLAY

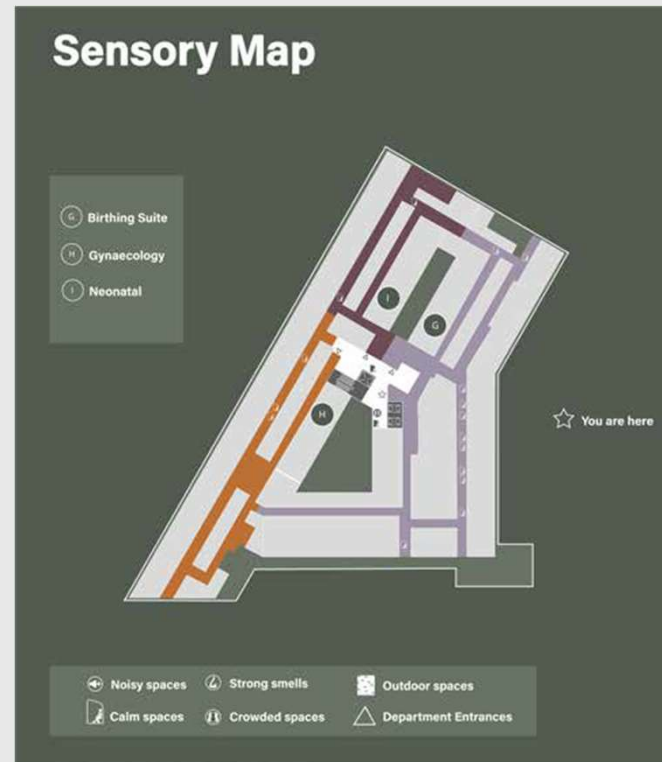
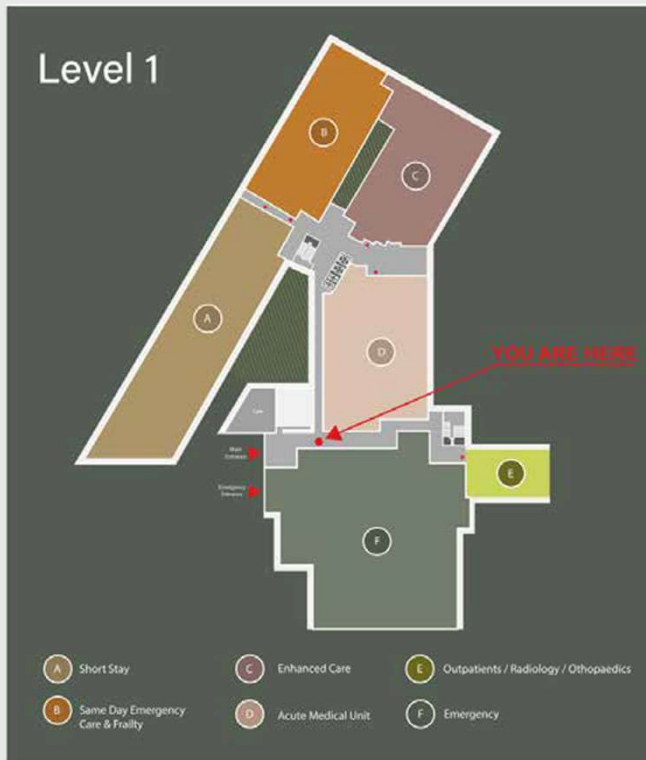
Noticeboards and art display cabinets are integrated into the interior design, reducing visual clutter.

'Utilising door recesses, providing larger high scale projecting signage and colour coded panels next to each door can aid wayfinding '

Stirling Environmental Toolkit



Maps

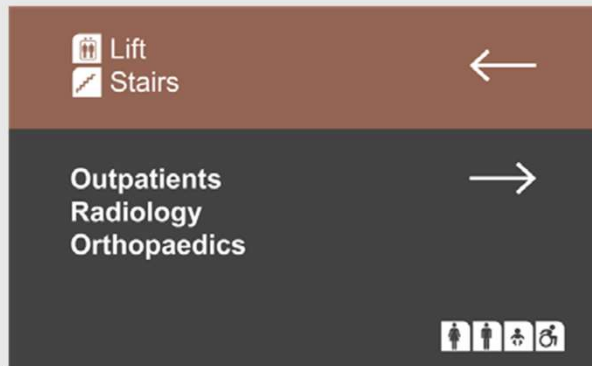


Locations

- Entrance foyer on Level 1
- Lift Lobbies on Level 1-4
- Threshold between the new and old hospital on Level 1
- In close proximity of Calm Spaces on Level 1-4

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Signage



Locations

- Atrium corridor on Level 1 directing service users to locations within the new and old hospital.
- Directing service users to emergency services

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Corner Junctions



Locations

- Corner junctions within departments to signal multiple directions on Levels 1-4

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Floor Levels



Locations

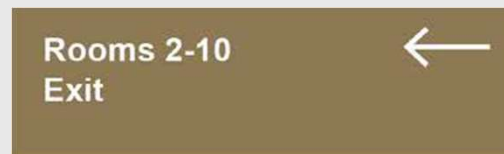
- Stairwells on Level 1-4 signalling the floor level and floor colour.

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Directional Signs



Design 1



Design 2

Locations

- Confirming and offering reassurance of the directions to key locations within departments on Levels 1- 4
- Different sizes correspond to patient distance from the sign when needed. (ie Design 1 may be seen at the end of corridors, and T junctions, design 2 on corridor sides).

Door Totems and numbers



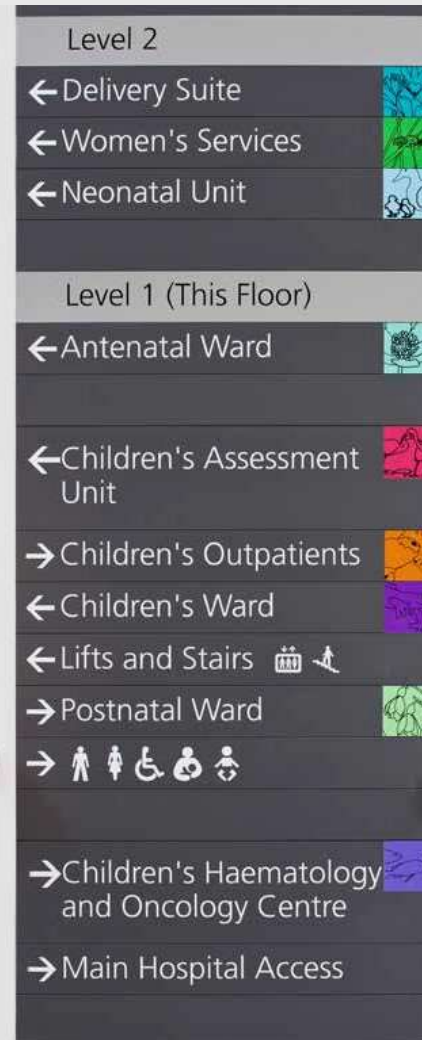
Locations

- Department room numbers into clinical treatment rooms on Levels 1- 4

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Case Study

Women's and Children's Centre



Wayfinding through pictures, words and signs

Across the centre, we placed artwork strategically, in order to aid wayfinding and orientation. We also designed a signage scheme that would compliment the pictures - allowing people to navigate using pictures or words as they choose. Using a grey backdrop to the signage, we were able to use colour as a means to signal the artwork.

We used colour to highlight important thresholds and large words in places where service users might feel especially anxious or unsure during their visit.

NB: there are a small number of destinations in the WCC, making it possible to use a colour code.



Example of a patient journey



Showing a typical patient journey from lift lobby through to department waiting area. This example shows the 1st floor and the journey to Gynaecology. Design of the return journey back to the lift/stairwell has been carefully considered.

It also shows when wayfinding meets interior design, it creates a sense of colour harmony.

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The Calm Space Family



Bench

Seated perch

Standing perch

Private conversation bench



Older persons bench

Breast feeding bench

Wheelchair accessible



Exterior Calmspaces (work in progress)

BENCH

For narrow spaces

SEATED PERCH

For private phone calls, acoustic dampening.

STANDING PERCH

For quick meetings, waiting for someone.

PRIVATE CONVERSATION BENCH

Increased privacy. Acoustic dampening.

OLDER PERSONS

Higher seat, armrests.

BREAST FEEDING PERCH

Maximum privacy.

WHEELCHAIR ACCESSIBLE

And stroller friendly.

Waiting area Calm Space



Confusing factors in hospitals:

- Busy spaces*
- Fluorescent overhead lighting*
- Sensory overload*

Rachel Jones RNIB Volunteer Expert

LIGHT

Omitting overhead lights and replacing them with smaller LEDs built into the ceiling panel will give the Calm Space seating nooks a warm glow.

ACOUSTICS

The two nooks will have upholstered sides, backs and seats hugely altering the acoustics from within.

CHOICE

A mix of seating types give choice - from family groups to individuals

SENSE OF PRIVACY

Timber effect columns give a sense of psychological privacy but maintain sight lines for staff. Seating around the island allows wheelchair users and carers to sit opposite. The highest level of privacy/calm is in the area of greatest acoustic dampening.

NUMBER OF SEATS

Seating for five people.

Lighting options



CHANGEABLE LIGHT MOODS

LED lights, glowing through a robust solid surface material are used in sensory rooms to help calm agitated children. Placing an adjustable artwork like this in the waiting room can help calm the mood in the whole space.



Precedent Art in Site work: Evelina PICU

Effects



TWO MOODS

Art that modifies natural and artificial light can create a subtle difference between low stimulus and high stimulus areas giving patients a choice to gravitate towards the area that makes them feel the most comfortable.



Precedent Art in Site work:
Milton Keynes Cancer Centre

DECORATIVE WINDOW VINYL FOR GRADUATED PRIVACY

Translucent window films can be decorated to produce a full range of privacy, from clear to opaque.



Precedent Art in Site work:
Ludwig Guttman Health Centre

Art program



SHELTERING & PLAYING

Children appreciate choices about what to do and where to sit. Moods range from sitting still and being poorly to exploring and playing. LED lighting gives a break from high glare.

COMMUNITY CONNECTION

Art strengthen links with the local community. A 'mini gallery' houses a changing program of artworks, made with play workers, by local schools and art and craft groups.

Enhanced environment



PRIVACY AND TRANSPARENCY

Using glass and window vinyls to create a feeling of privacy, but keeping a feeling of spaciousness.



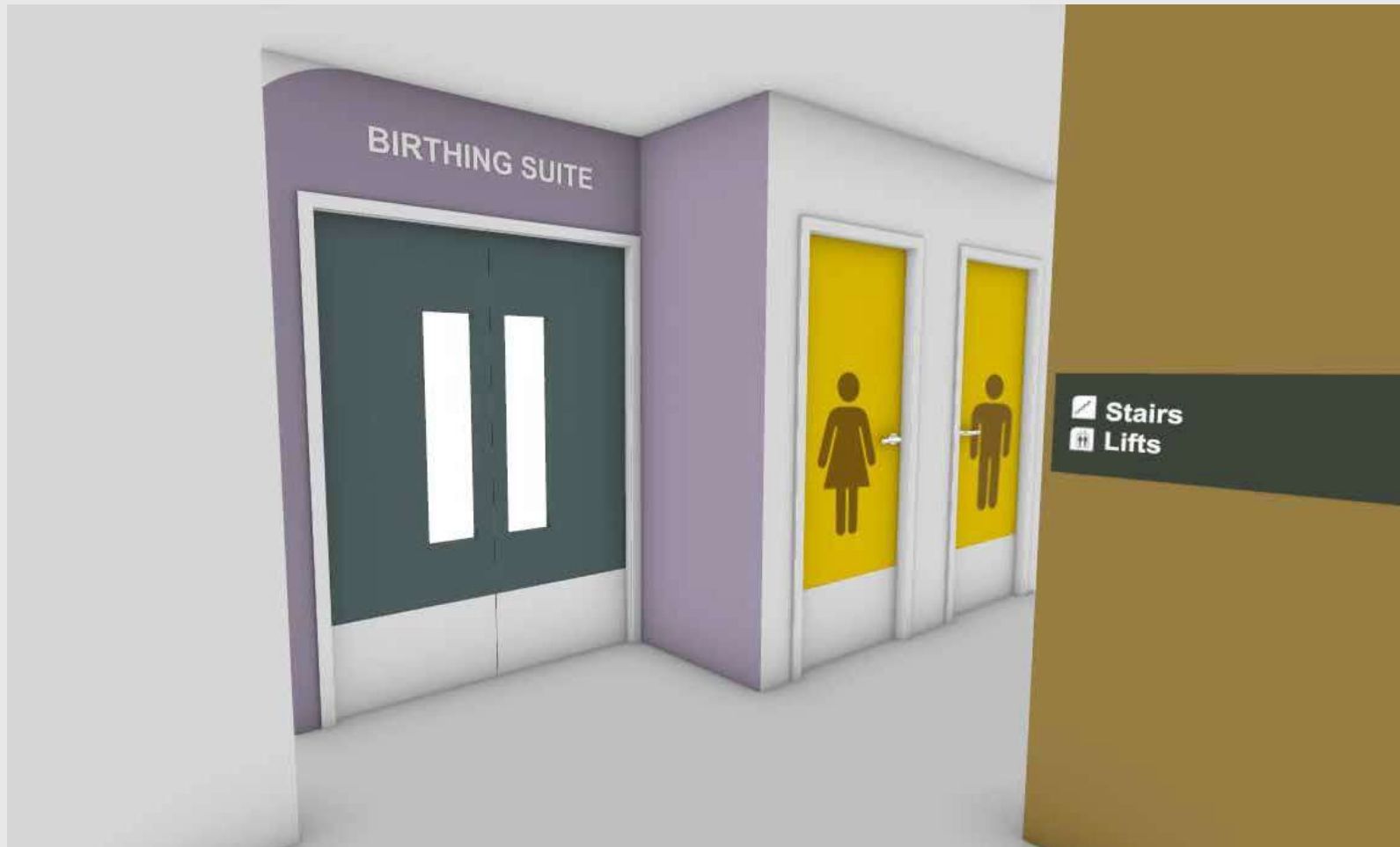
ENDS OF CORRIDORS

Large images will encourage people down corridors which might appear dead ends at first glance.



Precedent Art in Site work:
Shropshire Women and
Children's Unit
Stoke Mandeville Children's ED

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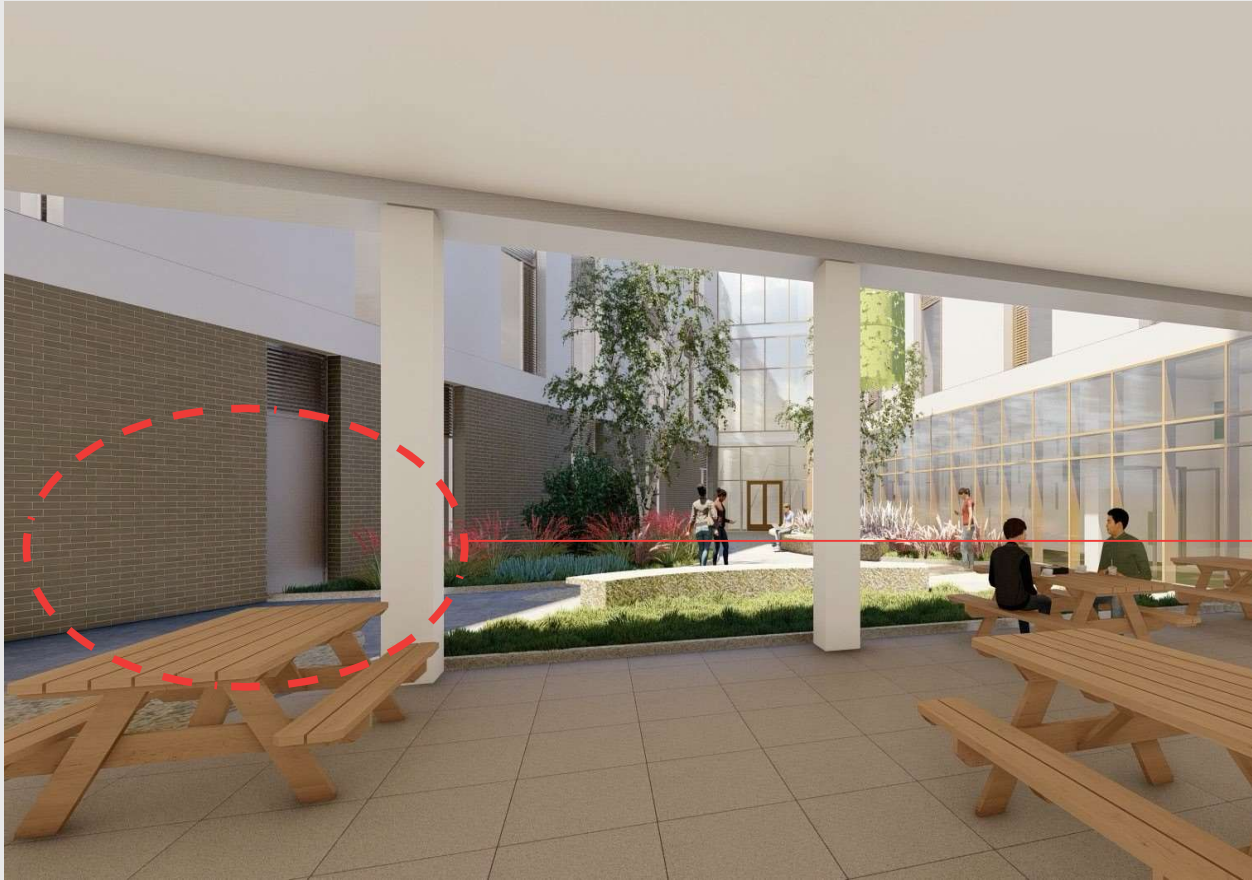


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Exterior breakout spaces (Work in progress)



PRIVACY IN THE FRESH AIR

Outdoor Calm Spaces, designed for people who need to 'gather themselves' before heading forward to their appointment (or after it)..



Also for development, roofed, sheltered versions for open air spaces.