



Care Homes for Adults: The Design Guide

Feedback from Survey and Poll: conducted 21 June - 19 July 2021

Date of report: 18 August 2021

Introduction

As part of the review of the design guidance for care homes for adults (Building Better Care Homes) we considered learning from the pandemic, research findings, and linked with key agencies and partners to support the review. This included:

- Architecture firms
- Banking forums
- Care experienced people
- Care Inspectorate colleagues including Chief Inspector (Adults) and Chief Nurse
- Convention of Scottish Local Authorities
- Dementia and ageing research group
- Department of Architecture and Urban Design Faculty for the Built Environment - Environments for Mental Health and Dementia
- Heads of Planning Scotland
- Health and Safety Executive
- Health Facilities Scotland
- Health Protection Scotland
- Healthcare Improvement Scotland
- Hub South East Scotland
- Local Authority Building Standards Scotland
- Palliative Care Research Group
- Public Health Scotland
- Royal Environmental Health Institute of Scotland
- Scottish Care
- Scottish Fire & Rescue Service
- Scottish Futures Trust
- Scottish Government
- Society of Chief Officers of Environmental Health

We developed a draft document; Care Homes for Adults – The Design Guide; but wanted everyone with an interest in care homes for adults to have the opportunity to share their views with us on the draft guidance. The document was available for

consultation between 21 June and 19 July 2021. Providers and members of the public were made aware of the consultation by through the Care Inspectorate provider update, our website, and through social media. Respondents could let us know their views, on our Citizen Lab platform, by completing the survey and/or the poll. The responses were largely positive, and we got a lot of detailed, constructive feedback too. This report summarises the results of that feedback.

We would like to thank everyone who took the time to respond to our consultation; your comments have been extremely helpful in strengthening the content and increasing accessibility of the document.

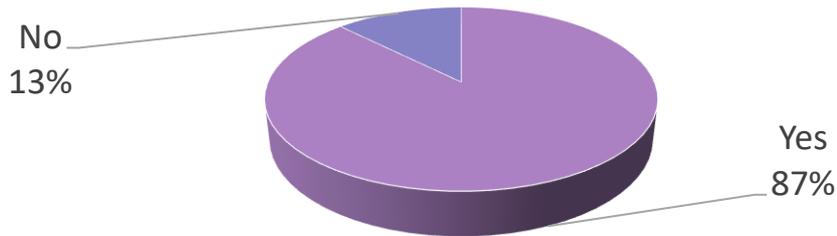
Poll Results

24 people responded to this poll.

We asked the following questions.

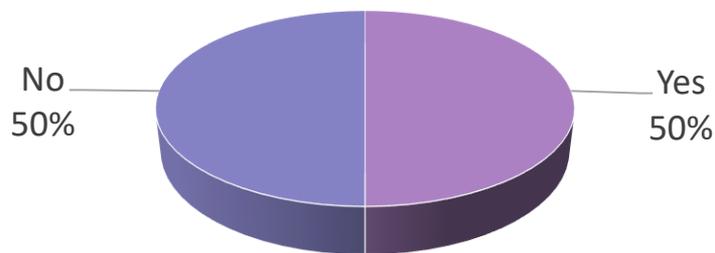
1. Is the draft guidance accessible and easy to understand?

21 people (87%) said the guidance was accessible and easy to understand. 3 people (13%) said that it was not.



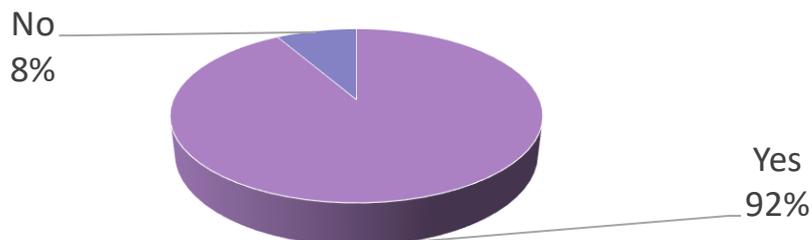
2. Is there anything missing from the draft guidance?

12 people (50%) said that there is missing information, 12 people (50%) said there was not.



3. Would the draft guidance be helpful when designing care homes?

22 people (92%) said that this guidance would be helpful when designing care homes, 2 people (8%) said it would not.



Survey Results

- How helpful would the draft guidance be when designing care homes? –
0 being not helpful and 10 being extremely helpful



- We also asked:
 - Is there anything you would change to make the draft guidance more accessible and easy to understand?
 - Is there anything you would add to the draft guidance?

The responses to these questions, and actions we have taken as a result, are summarised below.

Responses To Feedback

You said	We did
Add a checklist separated into specific areas / rooms “add a checklist to it to ensure that all standards could be ticked off when met”	We have added a ‘key points’ summary to the end of the document.
Consideration made to the provision and location of handwashing facilities in dining areas	This is contained within the current version of the guidance.
Removal of the requirement for covered joints between flooring and walls	Amended content to better reflect this requirement.
Requiring walls to be “smooth wipeable surfaces” prevents the use of wallpapers and has a detrimental effect on the homely environment	We have amended this to make it clearer that this is only required in certain areas, and that wallpaper can still be used e.g. in bedrooms or communal living areas.
Unrealistic cost expectations of incorporating new guidance will have negative effect on funded service availability	We do not consider that the differences between the current and revised guidance are so great, as to impact on this. Whilst existing care homes are not required to implement the guidance, they may have to address specific issues in relation to the environment if it is identified as an area for improvement to support better outcomes for people through scrutiny work, or identified by another agency such as environmental health.
Mental Health care homes having a maximum of 10 beds is unrealistic and unviable	We have provided additional detail to make it clearer that this only applies to younger people with mental health needs. The majority of these are already small services, operating with 10 beds or less.
<p>Suggestions to reduce floor area required:</p> <ul style="list-style-type: none"> • Allow more than 1 unit of 10 residents to share a central formal dining facility, while offering choice to dine in the lounge within their own unit or indeed in their own bedroom; 	The expectation of 1 dining room per unit is contained within the current version of the guidance, however there would be nothing to prevent services having a central dining facility in addition to this.

<ul style="list-style-type: none"> • Provide 1 staff toilet per floor, rather than per unit; • Provide 1 visitor toilet per floor; • Allow the design to reflect a more flexible approach to room uses e.g. if a unit is in lockdown then residents will most likely be cared for in their own rooms, thereby enabling the lounge to be used as a staff base and the communal bathroom to be used as staff changing. 	<p>We have not suggested that there needs to be separate staff and visitor toilets in every unit.</p> <p>Alternative use such as this would only be for situations when the space is not required by residents e.g. in situation such as a pandemic.</p>
<p>It is critical that the new guidance acknowledges the commercial realities of the economic and political environment in which we are all operating.</p>	<p>We do not consider that the differences between the current and revised guidance are so great, as to impact on this.</p>
<p>Focus needs to be on creating homes and not hospitals “We all remember that we are building Homes for people to live in, not Hospitals”</p>	<p>We agree, which is why the guidance makes repeated reference to creating domestic, homely environments.</p>
<p>A summarised version of the guidance would be useful</p>	<p>We have added a ‘key points’ summary to the end of the document.</p>
<p>The guidance would benefit from the use of pictograms / illustrations / photographs “It would be great to have drawings / illustrations / photos”</p>	<p>We will include images, with a revised layout, in the final published version. We will ask the sector to share with us best practice examples of rooms and layouts, for inclusion in the published version.</p>
<p>Referring to regulations makes the guidance more difficult to read</p>	<p>We have added a ‘key points’ summary to the end of the document.</p>
<p>The Standards should be highlighted for easy reference</p>	<p>We will include images, with a revised layout, in the final published version.</p>

Maximum number of 60 residents is too restrictive	This is a recommendation only.
Guidance and expectation for existing services, with timescales, on moving to smaller group living	There is no expectation for this currently.
Not all adult care services are the same	We agree. This guidance is specifically aimed at care homes.
Clarity required on storage of PPE	We have removed reference to storage of PPE within the sluice area.
More visibility required on specific dimensions	We have added a 'key points' summary to the end of the document.
Add a requirement for dimmable lighting in bedrooms "I would like the section on lighting to require dimmable lighting in bedrooms"	Dimmable lighting was included in the draft, however we have provided further clarity on this in section 5.3, to say 'the ability to dim lighting at night to enable care tasks to be carried out with a greater level of comfort'.
Incorporate a focal piece on established care homes who cannot rebuild and identify that overall care can still be of a high standard	There is no expectation for established care homes to rebuild.
Include a section on activities	This is included in section 5.5.

Guidance prohibits flexibility of developing existing properties; meaning assurances are required on funding	We do not consider that the differences between the current and revised guidance are so great, as to impact on this.
Expectation of planning alterations to existing buildings and cost / resource implications	There is no expectation for this currently unless it is a new care home.
Consider including a paragraph on creating spaces which are accessible to people of all ages which encourage good intergenerational interaction	This has been added to section 5.5.
Include more about local services and potential community provisions	More detail on this has been added to section 4.0.
Amend language to more homely – suggestion of “units” to “households”	This has been added throughout the document.
Smaller services may not be taken into consideration	The aim of this publication is to describe and illustrate what good building design looks like for all care homes for adults.
Increased guidance on material for chairs	This has been added to section 5.2 to make it clear that where chairs which are easily wipeable are not used, chairs with removable, washable covers must be used.
Under nurse call, availability of pendant, wrist alarms and having compatibility to use 'tags' for those at risk of absconding to allow them to go out within a certain radius.	This has been added to section 8.3.

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