

# OICP Design

## People We Support Feedback/Comments

Workshop - June 2024



### First Impressions

- There is lots of greenery. Trees are good but not too many as they could block light and make it hard to people watch.
- I would like to be able to people watch.
- I don't want to see the school
- Privacy is also very important and trees can help provide privacy – getting a balance is important!
- I don't want people to see me getting personal care in my room.
- Are paths and corridors wide enough for 2 wheelchairs passing?
- Nice big entrance area is good.
- “It looks good” Resident, Annaty



### Arrival Experience

- Surfacing needs to be wheelchair accessible but not hard concrete in halls like Upper Springland as what if someone falls over?
- Good to have lots of quieter, more private spaces.



### Moving Around

- Making sure shared communal spaces are equally distanced (so no one is having to travel much further than anyone else)
- Are the dining rooms quite central so we don't have far to travel?
- Where will wheelchairs get charged?
- Like the privacy
- Straight corridors are good (no rabbit warrens!)
- Wheelchair routes and turnings internally and externally very important.
- Will there be a ramp? What if the lift breaks down?
- Will the lifts be big enough?

# Design Team Responses

## First Impressions

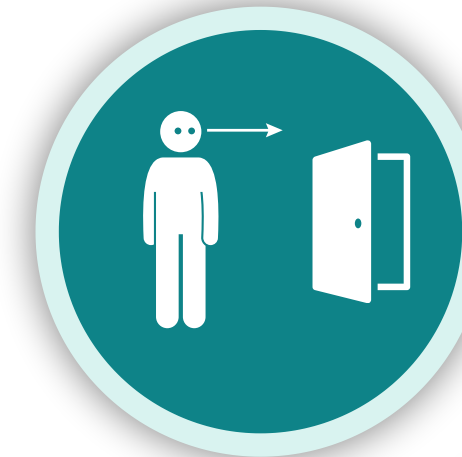
Information regarding the trees has been given to ERZ, Landscape Architects. Landscaping will be used to enhance the internal spaces and planting will not adversely effect the light and feel of these. Focus groups in the future can be facilitated to discuss tree locations.

The covered porches and balconies offer residents a private space to people watch and boundaries can be customised to suit individual needs.

Tree's will provide coverage to reduce visibility of the High School and provide a more pleasant outlook.

Screens could be used in bedrooms to add additional privacy. There may be alternative options to offer with window dressings.

Paths and corridors have been tested through co-production and sized at 2 meters wide, this will be wide enough for two large wheelchairs to be side by side or pass each other.



## Arrival Experience

Flooring within corridors is still to be explored through co-production. Safety, sustainability and maintenance will all be considered when deciding, though it is likely that surface material will be relatively hard, to accommodate the large proportion of residents who use wheelchairs.



## Moving Around

Shared communal spaces in the link building are similar distances to access for all services.

While some shared spaces are not equally distanced for all studio flats, all studio flats have a shared communal space (Dining Room/Lounge) in close proximity.

Wheelchairs will be charged in a cupboard in each flat. The cupboard access is in the corridor to reduce disturbance to the resident.

There is not a ramp in the building. The lifts will have a separate generator so will still function in the event of a fire.

If a lift breaks down there is an alternative lift in the service. It would be highly unlikely for both lifts to break down at the same time but there will be procedures in place that staff will be trained and equipped to deal with in such situations.





## Shared Outdoor Spaces

- Pathways should be Level and safe for wheelchairs
- Privacy is important
- Don't want it to look like a jungle
- Covered areas are important; space for group activities – good to have shelter not directly in front of flat units.
- North inch disabled access park ‘I like all of the equipment, the bridge is particularly good’ (Claire)
- Would really like swings and a roundabout
- I would like to have water features. “I would really like a pond where you can see fish” (Lisa)
- Sandra likes the big willow structure at UPS and would like something similar at Bertha Park.
- Outdoor boccia court is used a lot. Would like at BP.
- Is there cover when waiting for a bus?



## Shared Indoor Spaces

- Lots of quiet spaces would be good
- Option for flexible spaces, which could have folding doors to form smaller, quieter spaces.
- Any side rooms in case of emergency if someone falls. A safe space for someone to go that's not too far away (if a distance from studio flat)
- Will there be seating in corridors if anyone needs to sit down when moving around?
- Will there be air conditioning? Good ventilation is important.
- Controlling your own environment in your own room is good.
- Is there cover when waiting for a bus?



## Living Space

- Will there be washing machines in each flat?
- Mock ups of spaces would be useful
- Nice and spacious – good to have enough room to move around.
- Be good to have a room like a bedsit, with a little kitchenette etc
- Hoists in every room; would be useful even if not required for customers, but there if any visitors require etc.
- Hoists in bathrooms is a must.
- Cupboard spaces; would like as much as possible, with lots of options.

# Design Team Responses

## Shared Outdoor Spaces

The landscape architect, ERZ, have developed proposals with the customers in mind - all surfaces internally and externally should be appropriate for wheelchair users.

Further meetings with ERZ will be organised to discuss trees; consideration will be given to the species planted, quantity and placement.

A focus group with ERZ could help to determine the best place for an outdoor Boccia court and explore thoughts and Ideas for water features.

Outside the main entrance/exit of each residential service has a canopy/pergola which is situated directly in front of the drop off bay offering shelter when waiting for a bus.



## Shared Indoor Space

The proposal aims to offer customers shared spaces of varying scales throughout the service. Clever use of floating partitions in larger communal spaces could form private areas and give variety.

In order to make the building efficient we have tried to make sure that every space has more than one function, discreet sitting areas in the Lounge and Dining room could be made available in cases of emergency.

Although seating in corridors has not been incorporated, wide corridors will allow flexibility of temporary seating where needed and required.

The proposals will utilise both natural and mechanical ventilation (a mechanical system which makes sure air quality is high and consistent) however this does not include hot air/cold air conditioning. Air quality will be maintained by the ventilation system and by opening and closing windows.



## Living Space

The design intent is that Studio flats can be customised to individual needs. Items such as washing machines & kitchenettes will be looked at on a case by case basis with plumbing connections implemented on day one to allow for future adaptability.

Tracking hoists will be available in every studio flat, including in the residents en-suite.

Large cupboards housing wheelchairs could have storage shelves to increase storage capacity. A built-in wardrobe and cupboard are included in the designs of the flat. Further storage would be provided with loose furniture. Limited fixed furniture would allow for adaptability of space and personalisation.



# Additional Comments Questions



Are we still going to have names like Tummel, Rosie Bank etc



What will the new building be called?  
Suggestion - Bertha Residential Care Home



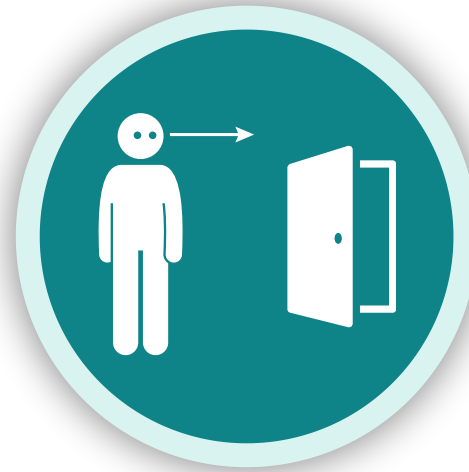
Will residents have more access to the community hub than they currently have now to The Studio?

# OICP Design Family Feedback/Comments Workshop - June 2024



## Connections

- Where is the main bus stop in relation to the development?
- We are aware there is a reduced bus service for Bertha Park. We would like to assist in supporting the campaign to improve this service.
- What is the bus stop travel distance on site?
- How many parking spaces will be available on site and of these what proportion will be accessible spaces?
- Will the number of accessible spaces be limited to blue card badges?



## First Impression

- Surprised building is two storey's high. We are interested to hear and understand the Fire Strategy.
- Generally supportive of the domestic feel of the residential services and feels it fits in with the surroundings.
- Like that all residents have a private outdoor space, including balconies.
- Like the main entrances and how they are delineated.
- Positive feedback regarding pick up/drop off areas and having undercover areas available near by.



## Arrival Experience

- There should be a secure main entrance.
- There should be an entrance where staff are welcoming and directing visitors.
- It would be nice to have social spaces near the entrances.

# Design Team Responses

## Connections

The main bus service stop is currently located near the roundabout at the top of Adamson Avenue (The High Street).

Capability Scotland will continue to work with the local community and councilors to try and improve the bus service for the future, we would be delighted to receive support from families and friends to assist with the campaign in the future.

The proposal offers 76no. parking spaces (an increase from the 57no. currently provided at Upper Springland) - 35no. of these will be accessible.

Parking will not be policed. It is understood that not all visitors will have a blue card but accessible spaces may be beneficial to support their loved ones.



## First Impressions

Two storey is required to meet PKC planning requirements and to achieve courtyard spaces and affordability. Having seen the proposal, the Care Inspectorate are also supportive of a two storey building. BBSeven Fire Safety Specialists have reviewed and will continue to review the design plan and offer their expertise in this area. Additional information can be found on the Drop In feedback/comments document.



## Arrival Experience

**All visitors will sign in at the main entrance of each Residential Service.** The entrance will be secure and they will require to be buzzed in. Further research and co-production to determine what system will be best is required. It is unlikely that a dedicated member of staff will be manning the entrance to each residential service.

If visitors were arriving for the first time they would go to the Community Hub where there would be a welcome point and staff to greet visitors.

The main shared space (the dining room) for the residential service is located near the main entrance of each residential service, providing a social space near an entrance.





## Shared Indoor Spaces

- Could the Link act as more of a 'mini community hub' - this could be open 24/7.
- The Link courtyard is a waste of space, could this be a larger room for bigger functions such as similar activities provided by the day service.
- A library area in one of the living rooms would be great to offer in a communal space.
- Families noted a preference for one central social space and concern over dispersed activities and people.
- Would like to see a larger 'community room' shared space which is separate to day services.
- Central shared spaces in the services could be larger for birthday parties.
- Suggest a review of the door width to the quiet space on the first floor.



## Shared Outdoor Spaces

- Volunteers may be required to assist with social activities.



## Living Space

- More storage in bedrooms was requested.
- Storage requirements should be reviewed and a hoist discrete storage cupboard is not required. It would not contribute to dignity or homely feel and additional storage would be better.
- Families would be happy if the hoist goes from the bed to the en-suite.
- Families suggested the hoist was stored in the en-suite to maximise storage in the bedroom.
- Would like to see a larger door on to the balcony.
- Consider sliding doors to the patios/balconies. The door size should be reviewed and an accessible threshold implemented.



# Design Team Responses

## Shared Indoor Spaces

The multi functional spaces in the Link can be determined and shaped through co-production. These will be flexible spaces and can be accessed internally by all residential services.

The design of the Link courtyard provides a quiet outdoor retreat and views onto green space. It allows all spaces to be viewed discreetly.

AB+C will review the link layout with Capability Scotland following the suggestions and feedback received.

The services have been designed so that customers can socialise within their service in a variety of smaller spaces as it was noted through co production that large groups could often be difficult for customers. Out with the service the Link provides a range of spaces for different activities to provide choice for customers and staff. We see the link as also being an important 'destination' to help encourage customers to leave their service and socialise with the wider 60 strong customer group (something that was highlighted as being less common since Covid).



## Shared Outdoor Space

Capability Scotland are building connections with the local community. A volunteer programme may be something we can introduce in the future that local residents of Bertha Park would like to be involved in.



## Living Space

There is fixed storage within the Studio Flat: fitted wardrobes and above the wheelchair storage and under hoist store. Further storage could be provided with loose furniture. Limited fixed furniture would allow for adaptability of space and personalisation. Moving forward we can work with families and residents to test existing spaces and provide a comparison.

The discreet hoist storage was a result of co-production. Through co-production further information can be gathered and reviewed to determine if this is still a wanted/needed item.

The door width to the balcony will be reviewed with AB+C and Capability Scotland to explore if the width can be increased. (There may be an error with the noted measurements on the illustration). The type of door can be reviewed through co-production. Sliding doors are sometimes considered difficult for wheelchair users. An accessible threshold will be provided with any door operation as standard.



# Additional Comments / Questions



How will the social spaces be staffed and if there are not enough staff to facilitate activities over several areas.



1:1 support is limited, which may mean that access to activity and social space is not possible.

# OICP Design Staff

## Feedback/Comments

Workshop - June 2024



### Connections

- Concerned about the public transport provision
- Keen for increased parking from current provision at Upper Springland
- Would like to see sufficient lighting to offer staff safe routes in and around the site



### First Impressions

- There is a good residential feel to the proposal
- The proposal offers not just a nice place for residents to live but a nice place for staff to work
- Concerned about proximity to Bertha Park High School - visual screening would be good to provide privacy.
- Could there be another connection through to the school at the bottom of the site
- There will need to be a balance struck between privacy from high school and offering customers the opportunity for people watching
- Subtle signage would be helpful to assist those arriving at the hub
- It offers customers a lot of natural light and outdoor space



### Arrival Experience

- There should be a manned staff area in the link as access needs to be controlled here
- Some residents should be able to manage visitor access through their own front doors - this will need to be tailored to each individual as appropriate
- Staff note that the shared gardens need to be secure

# Design Team Responses

## Connections

Bertha Park is a new village and, while we understand that there are limited public transport routes at present these may change as the community grows. Capability Scotland will continue to work with the local community and councilors to try and improve the bus service for the future. If necessary, we will explore other options to assist staff traveling to and from work.

The proposal offers 76no. parking spaces. An improvement on the current provision at Upper Springland of 57no.

It is important that customers, visitors, and staff feel safe moving around the site. We will continue to review lighting as we develop the design in more detail, to ensure routes are well lit and offer a safe environment for users.



## First Impressions

Tree's will provide coverage to reduce visibility of the High School and provide a more pleasant outlook. The proposals have been designed to limit the number of studios facing the school and creating a 'service zone' north west of the site should deter and discourage pupils from entering the site to cut through.

A suggestion of another connection at the bottom of the site will be considered but may not be appropriate.

The porches and balconies offer residents private (covered) outdoor space which maintains a level of distance from the street but with the opportunity to people watch. These private areas can be customised to suit individual needs. We will continue to review as the proposal develops.

Wayfinding needs to be clear for visitors to the hub and services. As the plans develop we can review what signs are needed and where they should be placed.



## Arrival Experience

The proposal offers a dedicated working space in the link for staff, which would provide passive surveillance of the link entrance.

A wider conversation regarding visitors and how they access the site is required to understand the priorities in relation to both customer independence and safety.

Both the north and south shared gardens have a relatively narrow single entrance point making it easier to monitor and secure access if required .



# OICP Design Staff

## Feedback/Comments

Workshop - June 2024



### Moving Around

- We would like large glazed doors to outdoor areas
- The circulation/corridors in the design look lovely and bright
- Suggest there are recessed areas in the circulation for a bench or desk that customers and staff could use
- Customers would benefit from personalising their front door in the corridor



### Living Spaces

- There seems to be a good level of storage
- Review splitting the wheelchair store to maximise storage
- Request there is natural/sufficient ventilation to the ensembles
- Having the flexibility to be able to have plumbed appliances is positive - this will need to be tailored to each individual as appropriate
- The ability to control lighting, blinds etc independently is great for the people we support

# Design Team Responses

## Moving Around

Glazed doors to the shared gardens will be implemented both in the shared spaces (dining/lounges) and along the corridor

Our intent at this point in time is that the corridor spaces should be usable areas for other activities as well as moving around. AB+C will investigate additional functionality of circulation spaces including drop down or fold out desks.

Personalising front doors would be a great opportunity for customers to make flats their own and add a bit of character to the circulation spaces. This can be explored further, however we will need to ensure that any personalisation meets fire safety requirements.



## Living Spaces

Fixed storage will be provided above the wheelchair store to maximise storage space.

We will continue to review the provision of storage to ensure these are being utilised to their full potential.

Around half of the ensembles (and all of the assisted bathing rooms) will have their own window allowing natural ventilation, with the remaining using mechanical ventilation. Through coproduction, we understand that these spaces can become overheated and unpleasant for both customers and staff, so ensuring they are ventilated well is a priority. We will continue to explore this with RYBKA, the mechanical and electrical engineers to ensure the proposal is appropriately ventilated.

The strategy is that the studio flats can be customised to suit each individual's needs, with the necessary plumbing connections implemented from day one to allow for future adaptability of the units.





## Shared Outdoor Spaces

- Queried whether there would be sensory gardens included in the shared gardens
- Staff suggest that an outdoor bocchia court would be beneficial for the customers
- A gazebo with seating (similar to what is currently at US) would be of benefit
- Outdoor areas should have access to outdoor electrics for events
- There will need to be separate spaces for residents and day customers - for example, who are the raised planters in the north shared garden for?
- Would there be any play spaces for customers and would this be accessible to the public



## Shared Indoor Spaces

- Are the dining spaces big enough for everyone on the level to gather?
- Are there tea prep areas for items such as a kettle, microwave and dishwasher
- There needs to be equity between all services and all levels

# Design Team Responses

## Shared Outdoor Spaces

Within the shared gardens, the intention is that the landscaping strategy will provide sensory planting throughout, incorporating a variety of colours and scents. Further thoughts and ideas can be explored with ERZ, landscape architects in future focus groups.

The proposal does not currently distinguish between spaces for residents and day attenders. Further exploration of designated spaces and destinations will be conducted as plans progress using focus groups and surveys.

The landscaping strategy offers accessible play in the north shared garden, which also acts as a spill out space for the community hub. Access to this shared garden would be controlled, and therefore largely for the residents and day attenders.



## Shared Indoor Space

The central dining / lounge spaces in each service are sized at 56m<sup>2</sup> (ground floor) and 45m<sup>2</sup> (first floor). The Care Inspectorate guidance notes that 3.9m<sup>2</sup> of social space should be allowed for each resident. This means that the dining / lounge spaces could accommodate 14 and 11 people respectively, enough for everyone on each floor to gather together. Larger gatherings could take place in the community hub.

The central dining / lounge spaces in each service are equipped with a tea prep area on both floors. This includes space for a kettle, microwave, dishwasher, and storage for cutlery etc. This area is still being developed through coproduction and discussions with the care inspectorate.

Having equitable space between all services is an important consideration to the care inspectorate and a priority for the design team.

