



**Designing for
Everyone**

**Designing primary care
buildings for everyone**

easy read



Who we are



A visit to see your doctor, dentist or nurse can be worrying.



We are **Assura**. We design and build **primary care buildings**.



This is why we want to make sure the buildings we design are calm and comforting.



Primary care buildings are the places you go if you have a problem with your health. These include doctor's surgeries, pharmacies, dentists and opticians.



Your health care buildings should help you be independent.



We have been working with the **University of Worcester**.



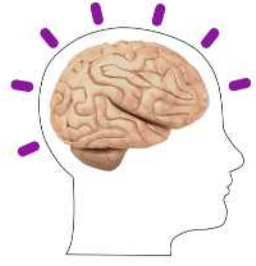
You should always have a private space where and when you need it.



We want to make sure the **primary care buildings** we design are comfortable and accessible to you.



We have written this report using simple words and pictures to talk about the work we are doing.



Designing buildings for people whose brains work differently



Dementia



We want to think about everyone when we design buildings.



Dementia is an illness caused by damage to a person's brain.



We need to think about people whose brains work differently.



If you have **dementia**, you might forget people's names or where you have put things.



Some people have trouble remembering things, concentrating, or making decisions.



You might find it hard to say the right words or understand what someone else is saying.



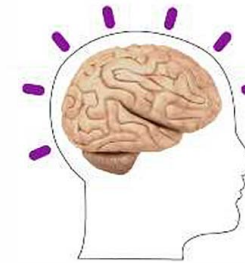
This might be because they have: had a brain injury or a stroke, dementia, learning disability, autism or problems with their mental health.



Dementia can change how you feel and behave. If you have **dementia**, it might make you sad, angry or confused.



Learning Disabilities



We do not always know why a person has a **learning disability**, but it is often connected to how the brain develops.



A **learning disability** affects the way you learn new things.



A person with a **learning disability** might have:



A **learning disability** is different for everyone. No two people are the same.



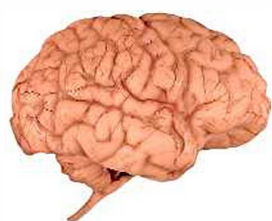
- problems understanding complicated information.



Many people with a **learning disability** have more health needs.



- problems looking after themselves.



People with **learning disabilities** are more likely to have **dementia**.



- difficulty living alone.



Autism



Autism affects how you understand the world around you.



It affects how you communicate with other people. You might have difficulty knowing what other people are trying to communicate to you.



You might be very sensitive to sounds, smells or things you touch.



You might need to repeat things over and over again.



People with **autism** are more likely to have problems with their mental health.



The brain and the senses



We know that the five senses are important when thinking about designing buildings.



The five senses are: hearing, sight, smell, touch and taste.



The things we see, smell, hear and touch can help us feel comfortable and relaxed.



Some people are more sensitive with one sense than others.

For example, some people might get upset if there are loud noises, and another person might find it difficult if there are bright lights.



Having enough space



Checking that our buildings are designed for everyone



Some people whose brains or bodies work differently might have problems moving around a building.



We want to make **primary health care buildings** that work for everyone, including those people whose brains work differently



They might bump into furniture or other people.



A well-designed building can help you feel included, be independent and have a good quality of life.



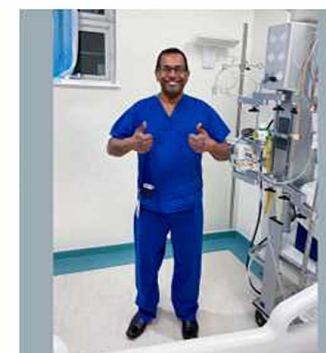
They might need extra space for their mobility aid.



People have done a lot of research into what makes a building work for everyone.



They might need more personal space.



We know it is important for a building to have a welcoming atmosphere.



We know it is important for a building to be clean.



We know that when planning, we should think about how people experience the world through their senses differently.



We know that it is important to think about how people enter a building.



We know it is important for people to be able to access a building easily.



We know the design of the reception and waiting rooms are important.



We know it is important to think about how people move from one room to another.



We know it is important to have disabled toilets which can be accessed by all.



We know that the way a room is decorated is important.



We know it is important to think about the furniture in a room.



We know it is important to think about the signs in a building.



We know we need to think about the outside spaces of a building.



A way of checking our buildings are designed for everyone



We have a form we use to make sure our buildings are designed for everyone, including those people whose brains work differently.



The form asks:



- questions about your first thoughts when you arrive at the building.



- questions about the design of the whole building.



- questions about certain parts of the building.



You can fill the form out on your own or you can get someone to fill the form out with you.



Each section has questions that you need to put a tick next to a number 1 to 5.



1 where something is not happening at all .



3 where something is happening sometimes.



5 where something is definitely happening.



For example, if a question asks:

'Do you think the front door is easy to find?'



and you found it very easy to find the front door you would draw a tick next to number 5.



There will be a space to write a comment after each section if you want to.



For example, if it is very difficult to get to the disabled toilets because there is furniture in the way.



You can contact us by

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email: dementia@worc.ac.uk

Twitter: [@DementiaStudies](https://twitter.com/DementiaStudies) Facebook: [adsuow](https://www.facebook.com/adsuow)

This guide is to be used with the full and summary primary care buildings assessment tools.

Find them at:

www.dimensions-uk.org/designing-for-everyone



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