



# DESIGNING FOR COMPASSIONATE CARE

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IBI GROUP  
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# Hospice Care

Creating sensitive and thoughtful environments



**Hospice Kingston**  
Kingston, ON



**Kensington Hospice**  
Toronto, ON



**Casey House**  
Toronto, ON



**St. Wilfrid's Hospice**  
Eastbourne, UK



**Kirkwood Hospice**  
Huddersfield, UK

- Designing for end-of-life care environments requires a determination and a passion for ensuring that our buildings support people at the end of their lives, their families and staff.
- Research shows that well designed environments can support the physical, psychological, social, and spiritual needs of a person at the end of life, as well as their families and carers
- IBI Group has facilitated this outcome by designing numerous exemplary, innovative and therapeutic hospices

# KIRKWOOD HOSPICE



## Client

Kirkwood Hospice

## Location

Huddersfield, West Yorkshire

## Value

£2.4m

## Key Features

Kirkwood provides specialist care, free of charge, to adults in Kirklees, with advanced, progressive illnesses at any time from diagnosis to the end of life, respecting their individual needs and wishes. Care and support is also provided for their family members, friends and carers, both during the illness and after death. Through education, training and partnership with others, they improve care, for everyone affected by a life limiting illness.

Kirkwood Hospice involved extensive remodelling, and a new build extension. It has transformed a 25-year-old unit, from a series of multi-bedrooms unsuited to modern clinical healthcare, into an uplifting, healing and therapeutic environment.



# ST.WILFRID'S HOSPICE



## Client

St. Wilfrid's Hospice Charity

## Location

Eastbourne, UK

## Value

£6.3 million

## Key Features

Serves a population of 235,000 people covering an area of around 300 square miles.

20-bed Inpatient Unit, Wellbeing Service and, increasingly, support to families in their own homes.

The focus of care in a hospice is providing the individual with the best end of life experience as they can. The hospice wanted to provide a variety of spaces, ranging from both public to more intimate and private.





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## HOW TO DESIGN GOOD ENVIRONMENTS FOR END-OF LIFE

1. SUPPORT FAMILY PRESENCE
2. PROMOTE PRIVACY
3. BALANCE PERSON'S NEED FOR PRIVACY WITH CAREGIVERS'S NEED TO MONITOR THEIR CONDITION
4. FACILITATE SOCIAL ENGAGEMENT
5. ADDRESS CONNECTIONS TO THE COMMUNITY
6. PROVIDE DIRECT ACCESS TO NATURE
7. PROVIDE INDIRECT ACCESS TO NATURE
8. FEED THE SENSES
9. FOSTER HOME-LIKE ENVIRONMENT
10. CONTROL NOISE
11. PROVIDE THERMAL COMFORT
12. ENSURE AMPLE LIGHT

Source: *Environmental design for end-of-life care: An integrative review on improving quality of life and managing symptoms for patients in institutional settings*, Rana Sagha Zadeh, PhD, March, Paul Eshelman, B.S. M.F.A., and Aleksa Basara, Bsc



## 1. SUPPORT FAMILY PRESENCE

Good end of life design aims to remove barriers and provide features that foster close and comfortable proximity between people being cared for and their families.

Both Kirkwood Hospice in Dalton, Huddersfield and St. Wilfrid's Hospice in Eastbourne, provide spacious, comfortable bedrooms, en-suite facilities and bespoke built-in furniture, including bedhead storage and overnight beds for relatives.

Relatives are allowed to visit any time of the day and bereavement counselling is offered.

Both buildings provide a range of social spaces through the buildings to give the person staying and families/visitors greater flexibility and freedom during their stay. If facilities are limited to bedside, visiting could be stressful and intense.

Family lounges and the kitchen provide spaces to meet other families in informal and comfortable surroundings, which can be an invaluable source of support through very stressful times. In addition, a range of quiet rooms, lounges and even alcoves off circulation space allow spaces to be alone, for confidential interviews and informal chats.





## 2. PROMOTE PRIVACY

Both hospices offer single bedrooms with en-suite bathrooms for improved privacy. Kirkwood also has two shared rooms as requested by the client, carefully co-designed with the client to ensure patient privacy and dignity.

They also offer private spaces for family members away from the bedside.

Privacy improves confidentiality, avoid interruptions to care-critical conversations and reduces stress and sleep problems.



### 3. BALANCE NEED FOR PRIVACY WITH CAREGIVERS NEED TO MONITOR PERSON'S CONDITION

Kirkwood Hospice is designed as two clusters, allowing good visibility and line of sight from the staff bays to bedrooms.

The bedroom clusters are separate from the ancillary accommodation, located behind the staff bays, minimising obtrusive and unnecessary foot traffic past the bedrooms.

Conventional straight corridors have been replaced to a more intimate curved and naturally lit space, which opens into alcoves and informal seating/beverage areas. Therefore, what was purely function corridors have become spaces to be enjoyed and inhabited in their own right.



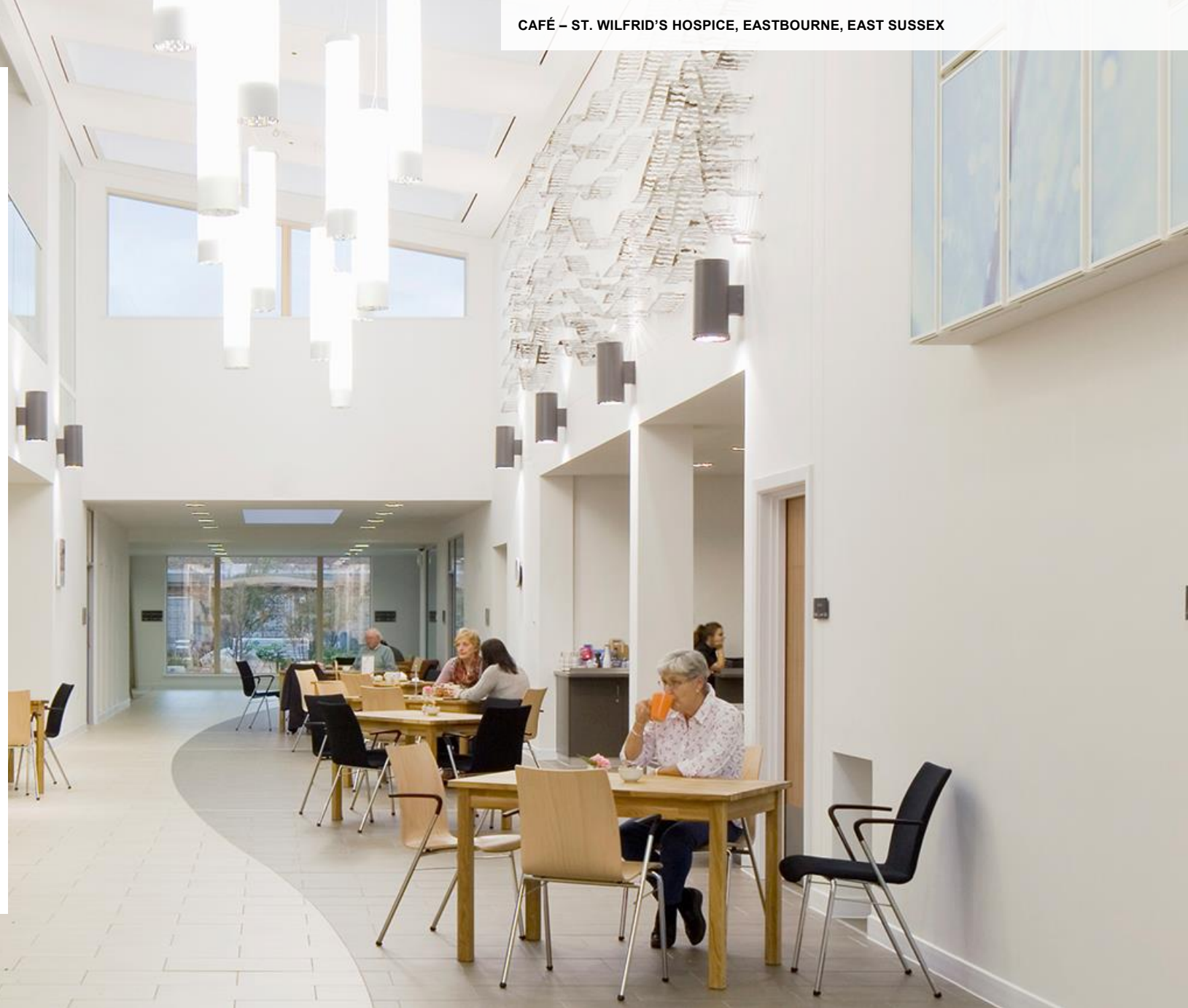


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## 4. FACILITATE SOCIAL ENGAGEMENT

Both hospices provide a variety of social areas, which are proven to be to reduce feelings of isolation and loneliness, increase interaction among patients and family members, and keep patients' minds active.

One of the key aims for St Wilfrids was to break down the barriers between staff, patients and their family and friends, as well as reaching out to the wider community. To this end, one of key spaces is the main entrance. This is intended as a social space, with a cafe area and a variety of seating areas with differing degrees of privacy to allow for the different types of social interaction and provide a space that is not intimidating for either patients or visitors. Beyond this area, are the much more private patient bedrooms each of which have a direct view and access to the landscaped gardens.





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## 5. ADDRESS CONNECTIONS TO THE COMMUNITY

Enhance the visual appeal of the building and locate in close proximity to the community.

Hospices depend on volunteers and fundraising both hospices are embedded in their communities.

Kirkwood Hospice refurbishment, and the extension was funded from donations and sponsorship, which needed to be raised on top of the ongoing £4 million yearly running costs of the Hospice. Value for money was therefore of paramount importance, where high quality environments for patient areas were prioritised over more functional staff and clinical support spaces.



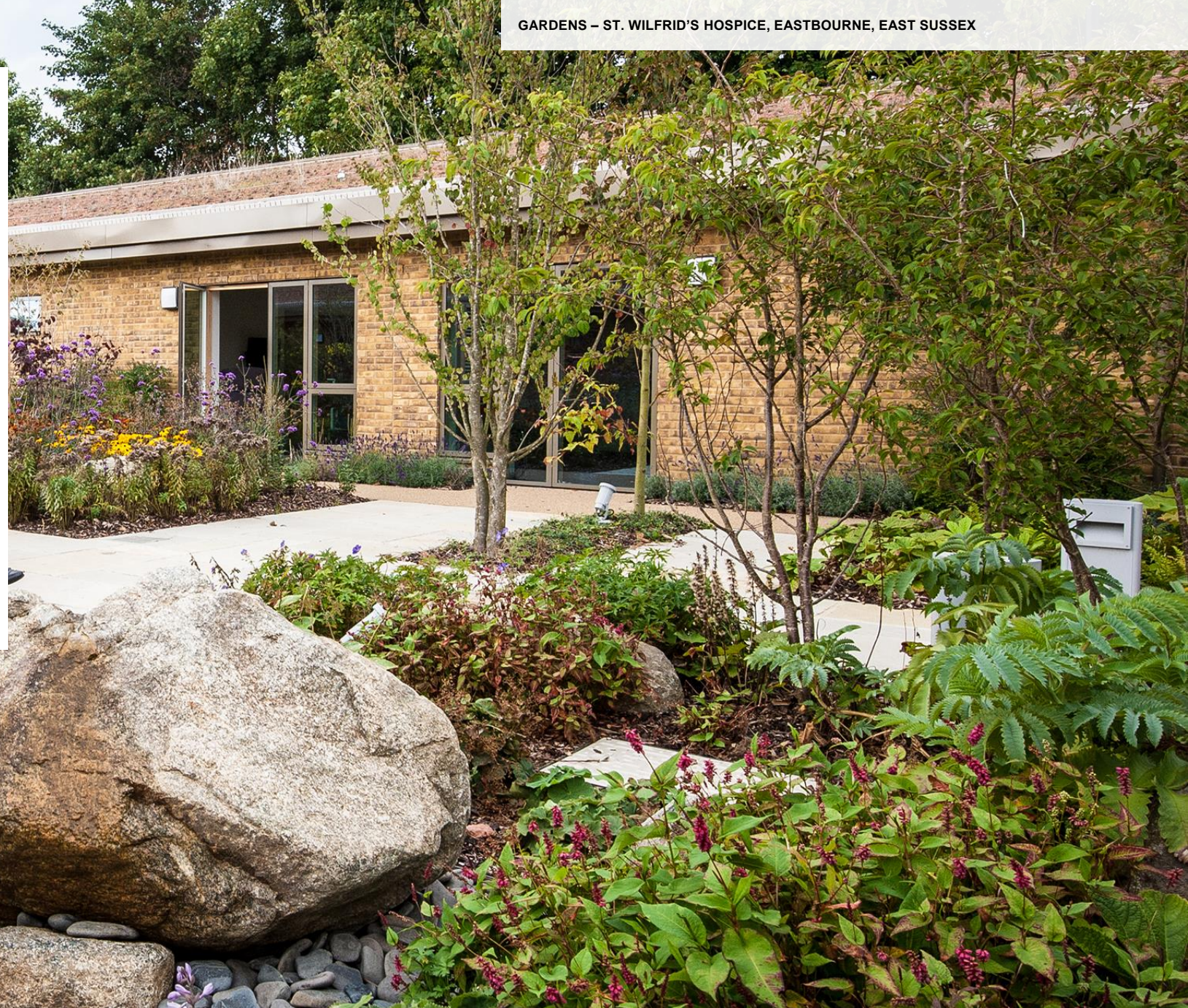


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## 6. PROVIDE DIRECT ACCESS TO NATURE

Both hospices have direct, level access from all bedrooms into landscaped gardens allowing wheelchairs or hospital beds to be moved outside. The gardens provide pleasant natural elements such as bird feeders, ponds, water fountains, flowerbeds and greenery.

These features can improve person's mental state and reduce their suffering.





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## 7. PROVIDE IN-DIRECT ACCESS TO NATURE

Both hospices use nature as part of the interior design, such as flower motifs and nature artwork, which can help to reduce perception of pain, improve the person's life satisfaction and enhance a sense of peace.





## 8. FEED THE SENSES

Colour, artwork, music and sensory aromas have been incorporated in the hospice design to feed the senses, reduce anxiety, lessen perception of pain and reduce anxiety.



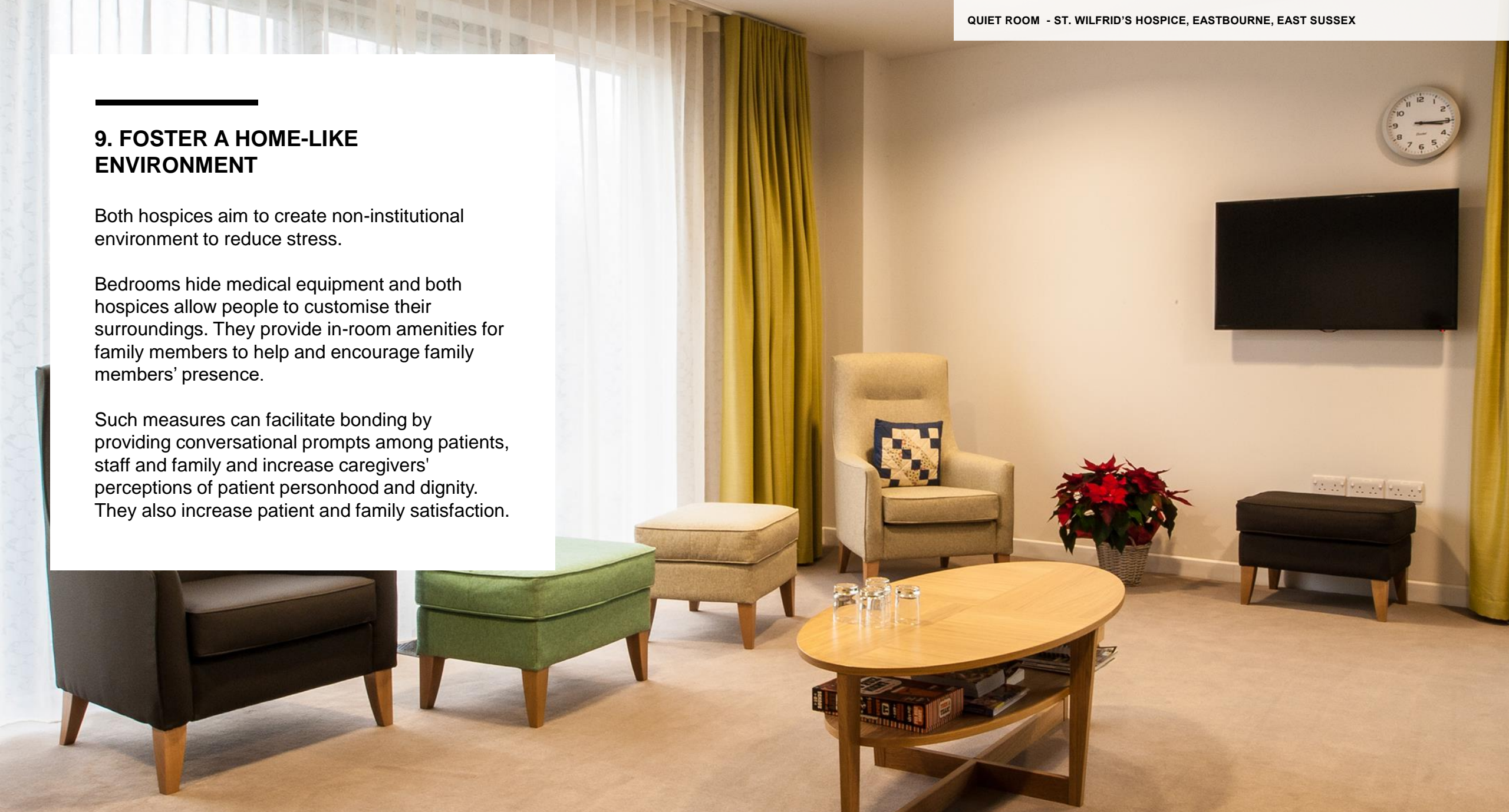
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## 9. FOSTER A HOME-LIKE ENVIRONMENT

Both hospices aim to create non-institutional environment to reduce stress.

Bedrooms hide medical equipment and both hospices allow people to customise their surroundings. They provide in-room amenities for family members to help and encourage family members' presence.

Such measures can facilitate bonding by providing conversational prompts among patients, staff and family and increase caregivers' perceptions of patient personhood and dignity. They also increase patient and family satisfaction.





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## 10. CONTROL NOISE

Particular attention has been paid in designing out unnecessary noise. Both hospices employ sound-absorbing surfaces and optimise the interior layout, to minimise unwanted noise from equipment, residents verbal agitation and staff conversations inside patient rooms.

Such measures can improve communication and enhance sleep, reducing stress.

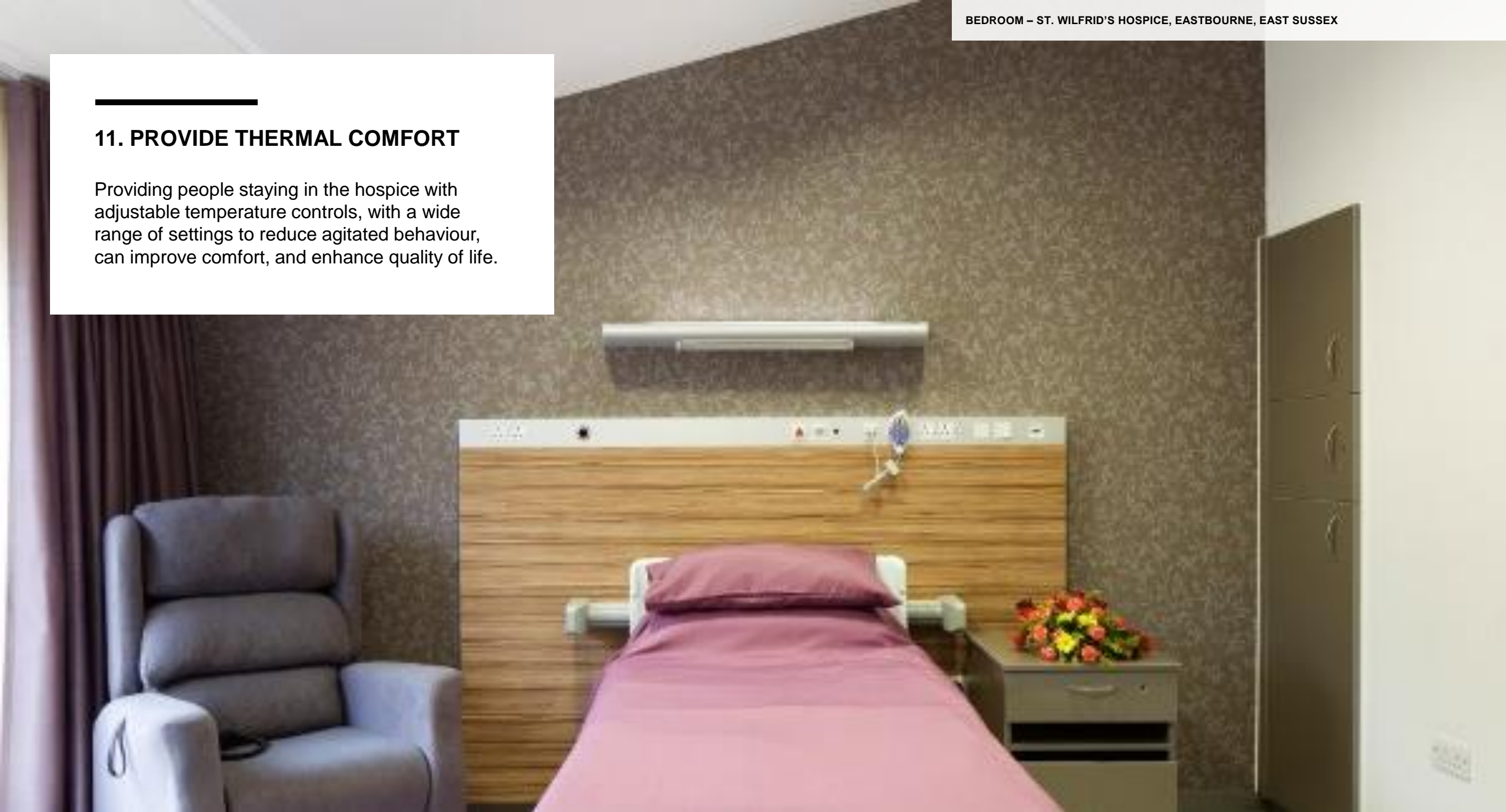




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## 11. PROVIDE THERMAL COMFORT

Providing people staying in the hospice with adjustable temperature controls, with a wide range of settings to reduce agitated behaviour, can improve comfort, and enhance quality of life.





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## 12. ENSURE AMPLE LIGHT

Hospices supplement natural light, with artificial light during the day with provision for glare and contrast control.

In addition, night lighting could be provided to support postural orientation and stability, whilst not disturbing circadian and biological rhythms.

Proper lighting can improve vision, reduce falls, and improve mood, sleep and circadian rhythms.





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