

Ward 3B: the critical role of the consumer voice in designing a ward for those living with cognitive impairment

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Caring Together Consumer Network
Caboolture Hospital

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“Caring Together is my commitment to partner with you to ensure you feel heard, valued, supported and respected always.”

Caboolture and Kilcoy Hospitals

Ward 3B

32 bed ward

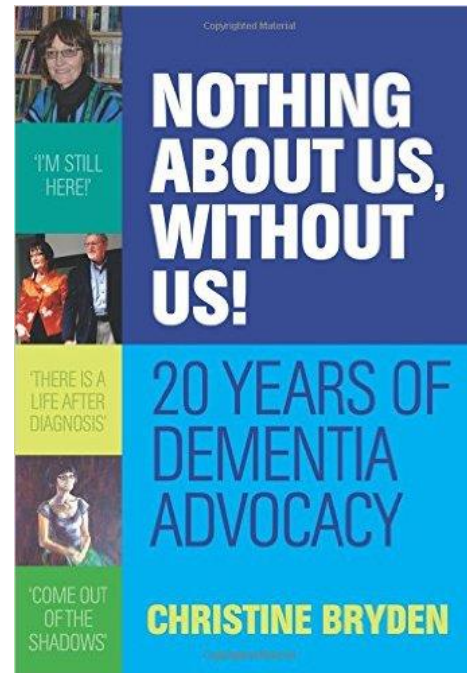
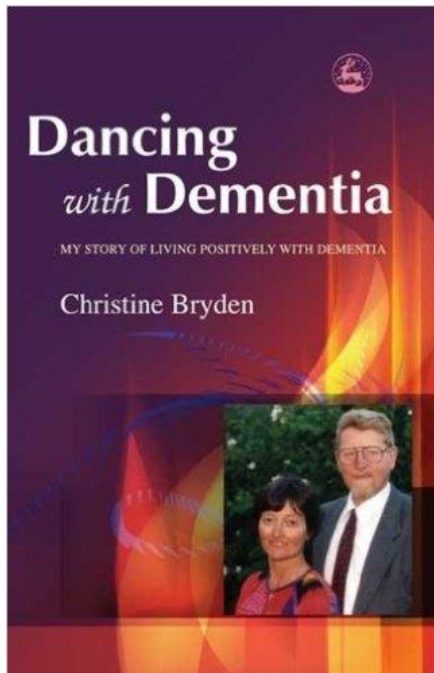
Cognitive
impairment



8 bed
secure unit

Christine Bryden

ChristineBryden.com



Staff feedback

“Christine was fantastic to work with, we were lucky to have her knowledge during the design phase.”

“I found having a consumer at our meetings was fantastic, they thought of things the clinical staff hadn't.”

“Having Christine on board for the design stage was a fantastic call, her knowledge can be put down as paramount to the functionality of the ward for all future patients - appropriate space and appropriate care for the diagnosis they have.”

Christine Bryden



Happened very quickly!

- **Consumer advocate for people with dementia**
- **Admitted to hospital few times**
- **EOI for Clinical Council in Jan 2015, then interview, offer and first meeting in Feb 2015**

At May meeting, asked by CEO to advise on development of 32 bed ward

Meetings:

28 May & 4 June 2015

- **Architects & senior hospital staff - needed to come up to speed with designs and layout**
- **Many unfamiliar faces with acronyms**
- **Did feel listened to: e.g. about need for clear sightline to secure area from nurses station**

Free workshop 12 June

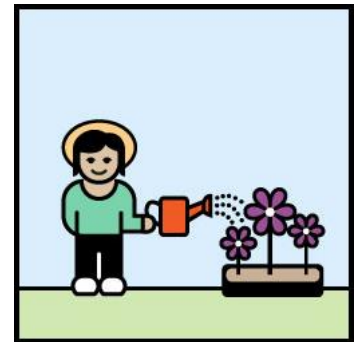
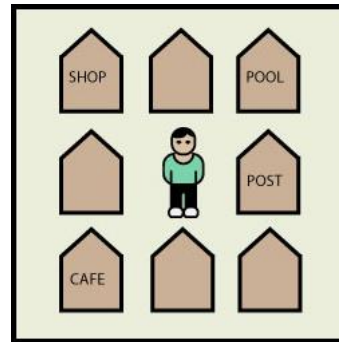
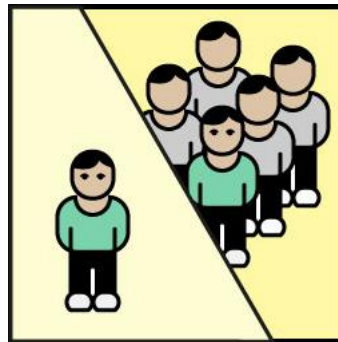
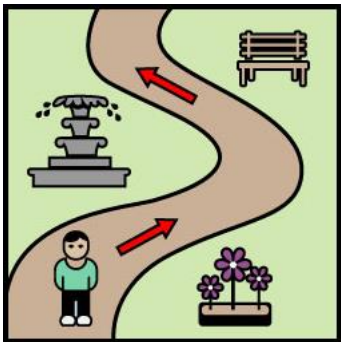
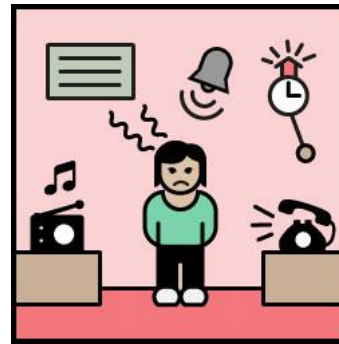
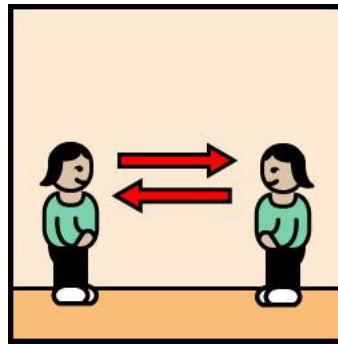
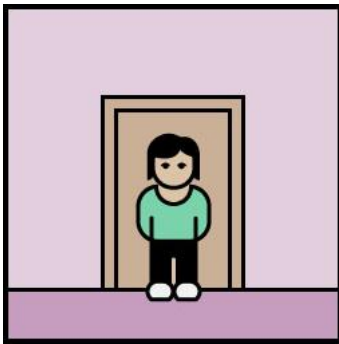
**Impaired
depth
perception**

**Spatial
disorientation**

**Altered colour
perception**

**Reduced
contrast
perception**

Key design principles



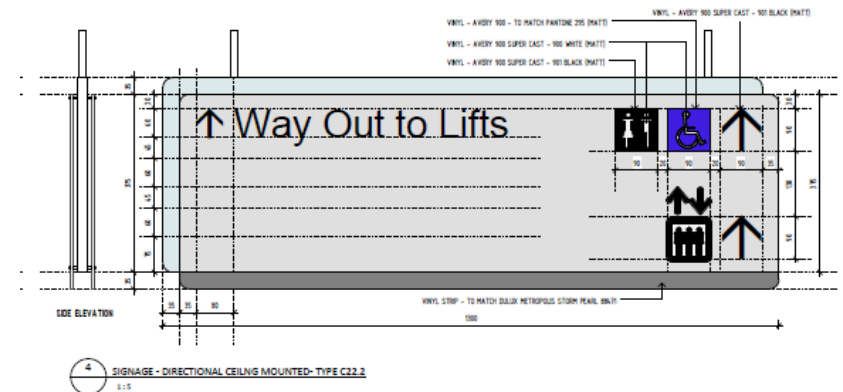
Selecting colours

- **Met architects to select colours and materials**
- **Chose soothing colours for bedheads, floors**
- **Contrasting colours in bathrooms**
- **Discussion of blue vs. red toilet seats**



Signage and way-finding

- Critical for patients & visitors
- **Signs coming out of lift - but how to find lift!**
- Lines on floor, make signs large, not too high
- Very practical discussion, following path people would take from lift to ward



Summary

As consumer:

Warmly welcomed, listened to and respected

Role in staff recruitment and training?

Find out what those acronyms mean?

Experts in lived

experience as consumer

– part of hospital's team



THANK YOU

