

# Inclusive Housing Design Guide 2024 Extra Care



**Dorset**  
Council

## Contents

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### Introduction

- What is Extra Care in Dorset?
- Outcomes and Objectives
- The Aim of the Design Guide
- Checklists and Best Practice
- Best Practice Design Aims and Principles

### Design Features

- Attractive Accommodation
- Progressive Security/Privacy
- Fire Strategy
- Access
- The Main Entrance
- Reception
- Parking
- Mobility Scooter Storage and Parking
- Staff Rest Room
- Communal Areas
- Lounge
- Dining Room - Café/Restaurant
- Activity/Hobby Room
- Laundry Room
- Toilets
- Assisted Bathroom
- Flexible Hairdressing/Therapy/Spa Room
- Technology Requirements

### Detailed Brief

- Individual Flats within Extra Care
- Kitchen Requirements (Standard Kitchens)
- Bathroom Requirements
- Storage
- Main Bedroom
- Living Room
- Corridors
- Informal Seating Areas
- Lifts

### External Works, garden and amenity areas

- Approach and Parking Areas
- Communal Gardens/Landscape Design
- External Lighting

### Sensory Design Principles

- Sensory Design Principles

### Appendix 1

- Checklists and Best Practice
- Detailed Brief Checklists
- Notes

### References

## Credits

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# INTRODUCTION



## Introduction

We are working with our partners in Health and the Community to create safe spaces, building and maintaining strong communities to help people make choices about how they live their lives to ensure Dorset's residents stay safe and well and have a good quality of life.

To achieve the aims around suitable housing we will:

- work with registered housing providers, community land trusts and local housing partners to deliver suitable and decent housing.
- make sure we have the right housing options, including care homes, extra care, supported living and affordable homes to buy and rent.
- work with partners to help create sustainable, green and efficient development in the right places.
- create sustainable services and new developments, that will work towards the council aspirations of a carbon-neutral council by 2040.

Increasingly Government, local government, the NHS, housing providers and individuals needing care and support, are looking to specialist housing to provide the homes that older and vulnerable people need.

Dorset Council's Adults and Housing Directorate have set a strategic objective to increase the supply of accommodation for people of working age and suitable homes for older residents with disabilities.

As part of this ambition, Dorset Council seeks to stimulate a diverse range of care and support services to meet needs and ensure that people, and their carers can achieve things that matter to them. The aim is for all Dorset residents to remain independent and in control of their lives, and be able to exercise choice over where and how they live and to be comfortable in their environment.

Extra Care Housing is an important contribution to this.

In providing new extra care housing, Dorset Council's overriding aim is to help ensure that people get the right support at the right time to maintain their independence and quality of life. Well-designed new homes can create an enabling environment which promotes and fosters independence, good health, and wellbeing.

We require homes that have been specifically designed and built to easily respond to the changing needs of people with long-term health and care needs and which offer an attractive, aspirational, adaptive and accessible place to live.

This will include the provision of extra care housing, specialist housing and supported accommodation to meet the needs of vulnerable people in the County, namely those residents who are:

- older people.
- Neurodiverse
- people with a learning disability.
- people with mental wellness requirements.
- long-term conditions including physical disability.
- complex needs.
- cognitive impairment.
- Sensory impairment

Further information on designing for residents with a variety of care and support needs can be found at: **HousingLIN Design Principles For Extra Care Housing (3rd Edition) (2020)**.



## What is Extra Care in Dorset?

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A person's home plays a crucial part not only in providing a place for them to live but also in supporting their sense of identity, their wellbeing, and their confidence to live their lives in the way they want.

As need and individual circumstances change, homes need to adapt to cater for changes in a person's life but their homes may not be able to address their changing needs. Many homes were not designed or built with the space needed for adaptations that can address disability, complex health needs and help from health and care professionals. Adapting a home can be a highly complex and costly process, beyond the means and coping ability of many working age and older disabled residents.

Dorset aims to have homes designed and built to a standard which can help people to live the best quality of life possible and remain in their homes without the need to move to care home settings.

Older people who move into extra care housing may have a range of different support needs including but not limited to, physical, sensory, cognitive impairment, loneliness and isolation, they may be more likely to experience being sensory overwhelmed. Through good design, we can make people's day-to-day lives easier, reduce their need for care, and support and improve their health, wellbeing and quality of life.

Our vision therefore is that Extra Care is attractive, self-contained housing that is designed to enable people to retain their independence in their own homes for as long as possible with communal facilities to create a sense of community and provide support when required. That means having the right sort of homes to make that happen. They should be designed inclusively, wherever possible working with groups of individuals whose home it will be to provide a flexible home that enables individuals to live independently and to be supported as their needs change.





## Outcomes and Objectives

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The overall purpose of any extra care housing (ECH) scheme is to provide safe and secure self-contained accommodation for people who require varying levels of care and support to enable them to live independently in a home environment.

### Extra care housing should;

- promote independence, prevention and wellbeing
- improve outcomes for individuals
- enable two-way community interaction to provide activities, lifelong learning and social interaction
- give people choice and control over their care and support needs via the [Personalisation Agenda](#)
- give people control over their personal finance arrangements including having access to welfare benefits with a view to maximising their income
- provide housing, care and support solutions to all vulnerable adults of all ages and across all needs
- involve and consult with people of all ages and needs, who are likely to live in or use the facilities and services provided at the scheme
- partnership working to include specialism facilities where a need is identified
- offer choice and control with a wide range of innovative, high-quality and flexible care options that are joined up and seamless

### Service provision that;

- contributes to the initial reduction of the levels of care and/or support previously received by the resident before entering the scheme
- supports the ongoing care and support needs of its residents and reduces the likelihood of admission to long-term care
- contributes to the prevention of hospital admission, re-admission and enables early discharge
- contributes to supporting people to live independently, stay healthier and recover quicker from illness or accident
- enables people to be supported to remain in their own homes and supported to die in their own homes if that is their wish
- enables people living with dementia to live independent and active lives without the need to move to more restrictive accommodation

## The Aim of the Design Guide

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The Purpose of this document is to produce a guide of national and local good practice guidelines and standards outlining what extra care housing should look like in Dorset, while making the case for good environmental design as a critical factor in delivering health and wellbeing outcomes.

This document provides guidance on housing for people with varying levels of need, who want to live in a home of their own which provides specialist accommodation with on-site care and support 24 hours a day, seven days a week, that is integrated into the general community. This guide does not cover residential care and nursing home design which have different requirements for housing.

This guide describes the design considerations that should be considered. Using the design guide will ensure that new homes for people with care and support needs in Dorset will achieve excellence in quality and desirability and that we have the right homes to enable people to live independently for as long as possible.

In order to guarantee that the housing offered is a true “home” for people, care must be taken in all aspects of its development, management, and services. This will ensure that the housing is up to date and in accordance with contemporary standards rather than institutional ones. – **If you wouldn't want to live there then the standard is not met!**

The development of the brief and design for a scheme should use the guidance in this document and then tailored to the circumstances of the site in terms of its location, local facilities, context, size, constraints, and particular features.

It is essential given the changing building regulations and the changes in technology the brief and design development should be regarded as an iterative process.

The designer should work closely with the commissioners, care providers and other stakeholders to understand the needs of the user group and the proposed care.

The guidance in this document has been prepared with an understanding of the local and national planning policy context. It is strongly recommended that:

- Development proposals seeking extra care housing follow existing and emerging Planning Policy and Guidance. [Planning Policy - Dorset Council](#) where relevant.
- Regard is given to processes and requirements that can inform development proposals before a planning application is submitted, for example Dorset Council's pre-application advice service. [Pre-Application Advice Service - Dorset Council](#) and approach to securing Biodiversity Net Gain. [Biodiversity Net Gain - Dorset Council](#).





## Checklists and Best Practice

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At the end of this guide, there is a 'checklist' of design elements and facilities that we would expect to see at an Extra Care scheme. Given the pressure on build costs and the need to keep accommodation affordable for residents, we have indicated in the checklist our expectations of the facilities and space that must be provided at an Extra Care scheme and what would be considered nice to have but not essential. See Appendix 1 - [Schedule of accommodation](#) (Must have/nice to have).

It is hoped this guide this will enable developers to be innovative, respond to site constraints and to acknowledge that the affordability of rent and service charges is a key driver in whether a prospective resident will move into a scheme. We will also use these standards when we respond to planning applications for private developments where Dorset Council will not be commissioning the 24/7 on-site care and support service.



## Best Practice Design Aims and Principles

Below we provide a summary of those which are considered essential to the design and development of Extra Care housing, with more detail later in the guide. We have incorporated national best practice, including Housing our Ageing Population Panel for Innovation (HAPPI) recommendations, and applied them in Dorset.



### Inclusive Design

Homes designed to provide residents with a home, are barrier-free, spacious, flexible, and easily adaptable to meet the needs of residents as their needs change; intending to create an enabling environment which alleviates the impact of physical disability, cognitive and sensory impairment.



### Aspirational Internal Environment

Maximum natural daylight and ventilation provided through plentiful glazing and dual aspect apartments where possible. Generous space standards should be provided; internal corridors should incorporate views out, natural light and ventilation.



### Care Ready

Extra Care housing provides 24/7 on-site support. Accommodation should be designed to facilitate delivery of care and support and the installation of smart technology as and when required. The outcome should be to maintain the independence, safety, and security of the residents.



### Choice

Extra Care housing should offer choice. This includes tenure options which reflect the economic circumstances of the prospective residents; an appropriate mix of one and two-bedroom apartments which meets local demand; a choice between privacy and social engagement through on-site activities and meeting spaces.



### Appearance

Attractive internal and external accommodation, achieved through quality of materials, landscape, location and the range of on-site facilities provided. Contemporary and contextual design that is non-institutional and integrates the development into its surroundings.



### Safety and Security

The internal environment provides a secure space through progressive privacy and security arrangements particularly where schemes have shared facilities with the local community. Location, accessibility, topography, and crime levels should be considered. Consideration should be given to how social distancing and infection control will be managed through design.



### Energy Efficiency

Design should incorporate energy efficiency measures along with mitigation of the risk of overheating.



### External Amenity

Secure, accessible, and attractive amenity areas for outdoor living. Both communal gardens, and a private space for residents, such as a balcony or terrace with the aim to promote social connectivity' should form part of the design.



### Community Facilities and Social Opportunity

Offer a range of communal facilities to residents and the local community, appropriate to the specific development, to promote social engagement, physical activity and the health and wellbeing of residents and a connection to the wider community.



### Location, Community and Connectivity

Community developments will need to consider environments where;

- It's easy for the person to get around.
- The individual has choice about the community they wish to live in and feel comfortable in that environment.
- They can be and remain active.
- They don't have to travel far to get what they need. Less than a mile.
- They can build and keep friendships and relationships.
- They are respected and valued.
- They feel well, safe and supported.
- They feel at home and are in a place they want to live.

A range of locations are required, but predominately in areas with facilities such as a GP surgery, shops, library, church, employment opportunities, and transport links, such as bus stops, train and taxi, and with proximity to other services/amenities. There is a strong preference for urban locations or larger village locations, where recruitment options are wider and where community-based opportunities are more prevalent.

Site location needs to be carefully considered and any site close to high traffic and other noisy areas should be avoided. Other key requirements include good proximity to transport links and local amenities.

## Best Practice Design Aims and Principles (continued)

Ensure appropriate levels of car parking that address the site location, resident profile, tenure mix and are compliant with Local Planning Policy.

The inclusion of Extra Care housing within masterplans for new towns, urban extensions, urban regeneration programmes and estate regeneration should be encouraged as suitable locations can be agreed from the outset.



### Community Integration

One of the principal lessons from the HAPPI report was the need to ensure a holistic and integrated approach to housing. Locating a scheme at the heart of residential communities fosters dignity and greater independence.

Integration of the building within new or existing residential areas should consider the surrounding community and facilities that are easily accessible so that these are not unnecessarily duplicated.

However, it may be the development needs to offer new facilities to the area therefore thought should be given to how these could be made available to the wider community to improve community integration for example through the provision of a café and ultimately improve financial viability.



# DESIGN FEATURES



## Attractive Accommodation

Accommodation to blend with the location and to be attractive both externally and internally through style, image, quality of materials, landscape, location, and range of facilities.

Contemporary external and interior design to appear non-institutional, need to ensure homes and communities are flexibly designed and can adapt to user needs and provide options for self-care and self-support, to include ensuring suitable connectivity to support general health and wellbeing

All flats to be designed as M4(2) adaptable and accessible – aspiring to 55+m<sup>2</sup> as a minimum size. LBW/R M4(2) brief must be used to ensure these flats are designed appropriately, with the inclusion of additional facilities which are detailed in this brief.

Fully accessible wheelchair user M4(3) flats should be included in any development, if in a block of flats they should be located on the ground floor 65m<sup>2</sup> as a minimum size and with the bedroom being a minimum of 17m<sup>2</sup>.

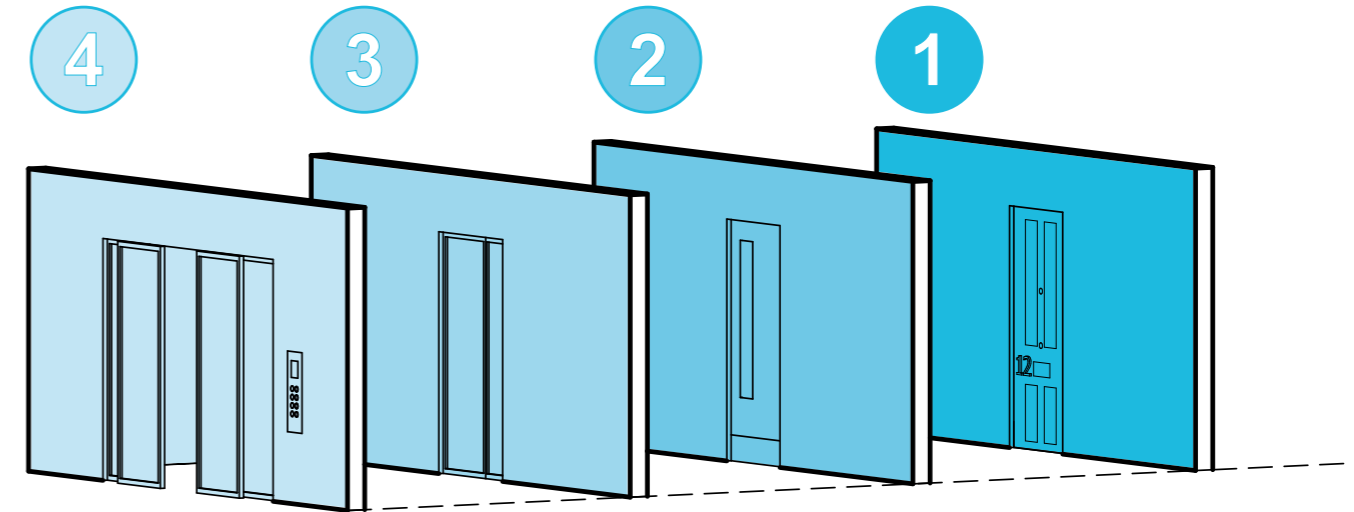


## Progressive Security/Privacy

The term 'progressive privacy' describes the zoning of a scheme according to the degree of access permitted to non-residents to ensure the privacy and security of the residents. The zoning could be deemed as:

1. The private zone: refers to the dwelling itself, to which only the resident and invited guests have access.
2. The semi-private zone: this comprises those circulation areas and communal spaces, for example, assisted bathroom; that only residents and their invited guests may use.
3. The semi-public zone: this comprises any circulation areas and communal spaces (restaurant, activity space, IT suite, and hairdresser, for example) to which the public have access at certain times.
4. In some circumstances a fourth category - a public zone - may exist; for example, if the scheme incorporates a drop-in centre which the public could access without restriction.

Access to zone (3) will typically be controlled by a fob or door-entry system, allowing staff and/or residents to permit access. Consideration should be given to the method of door entry between zones, tenants should not be required to come down to allow access to their guests.



Progressive Security/Privacy



## Fire Strategy

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The fire strategy must be considered and appropriate to the needs of the development.

The design of extra care housing should be compliant with the Regulatory Reform (Fire Safety) Order 2005, the Building Safety Act 2022, the Fire Safety Act 2021, the Fire Safety (England) Regulations 2022 and any updated legislation, building regulations or guidance.

## Access

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Corridors need to be light and as short as possible to avoid an institutional feel, it can be difficult for older and vulnerable people who would struggle to walk a distance.

Where possible, front doors shouldn't face one another.

Communal areas to be accessible (including refuse). LBW/R M4(3) brief must be used as an initial guide to ensure these areas are designed appropriately, and wheelchair users can access bins independently.

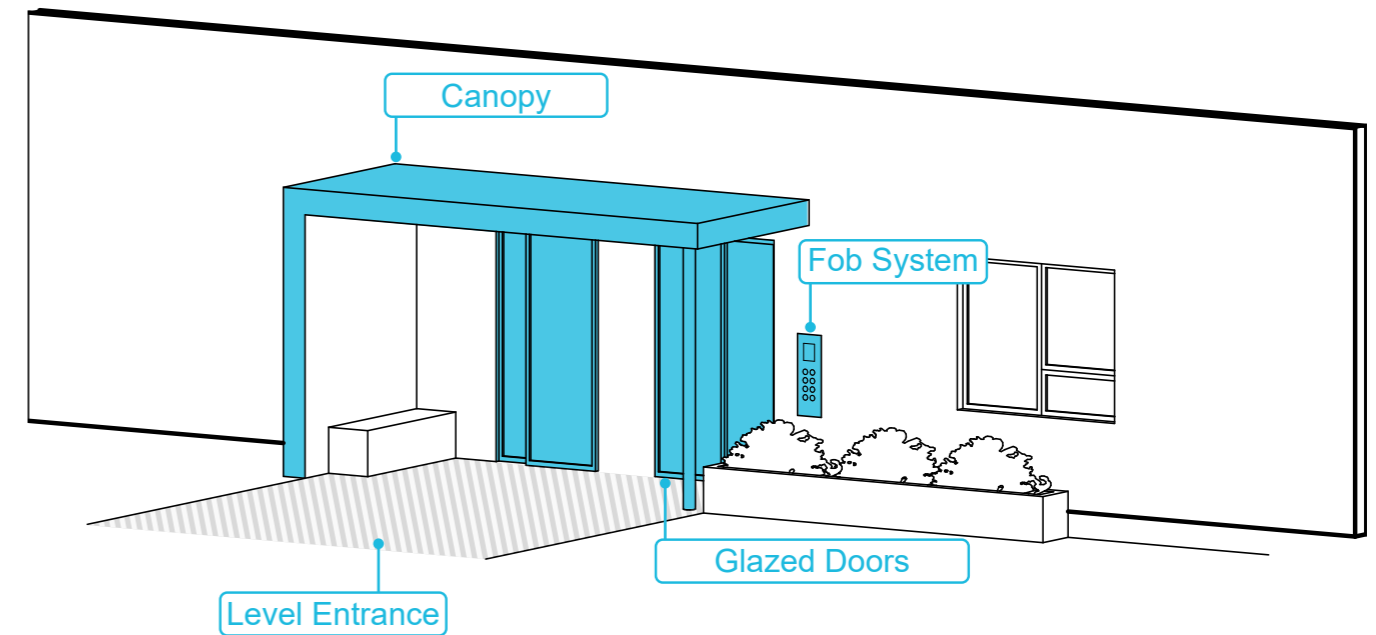
## The Main Entrance

The main entrance should be well located, clearly visible and immediately identifiable from the public realm upon approach to the development.

Protection from the elements, such as canopy, and seating to be provided.

There must be a clear sense of safety and security, and the front entrance needs to be designed to be welcoming without looking institutional. These are people's homes and the building should reflect this – the development should not stand out as different to other buildings in the area.

- The main entrance doors should be fully glazed, and power-assisted and should be fitted with appropriate security controls, ironmongery, and visual aids to identify visitors without compromising security.
- Doors should be fitted with a fob opening system and an entry system both visually and audio-linked to staff on site and dwellings for security. Ideally, an entrance lobby should be included to avoid draughts. If space is at a premium, a single set of entrance doors may be provided.
- Access points to the site should be kept to a minimum and, if more than one, should be clearly differentiated in leading either directly to the main entrance door or alternatively to service areas.
- The pedestrian path to the main entrance, from the street or parking area, must be level or failing that ramped at not steeper than 1:20.
- Pedestrian routes shall be kept clear of vehicular routes, where they cross, it will be made clear which route has the priority. Pedestrian routes will comply with Inclusive Mobility. Clear means for pedestrian access and egressing vehicles must be provided.



Main Entrance



## Reception

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If there is space consideration to be given to a reception desk where customers, visitors, particularly if opening up to the general public, and professionals are greeted and signposted to where they need to be ideally with a Staff office on site.

The reception/manager's office should be located adjacent to the main entrance to enable passive surveillance of arrivals, departures, and deliveries for security purposes.

This space should be suitable for general administration, interviews, and handover meetings. Privacy is important due to the confidential nature of the work. Allow space for monitoring (telecare) and fire alarm equipment.

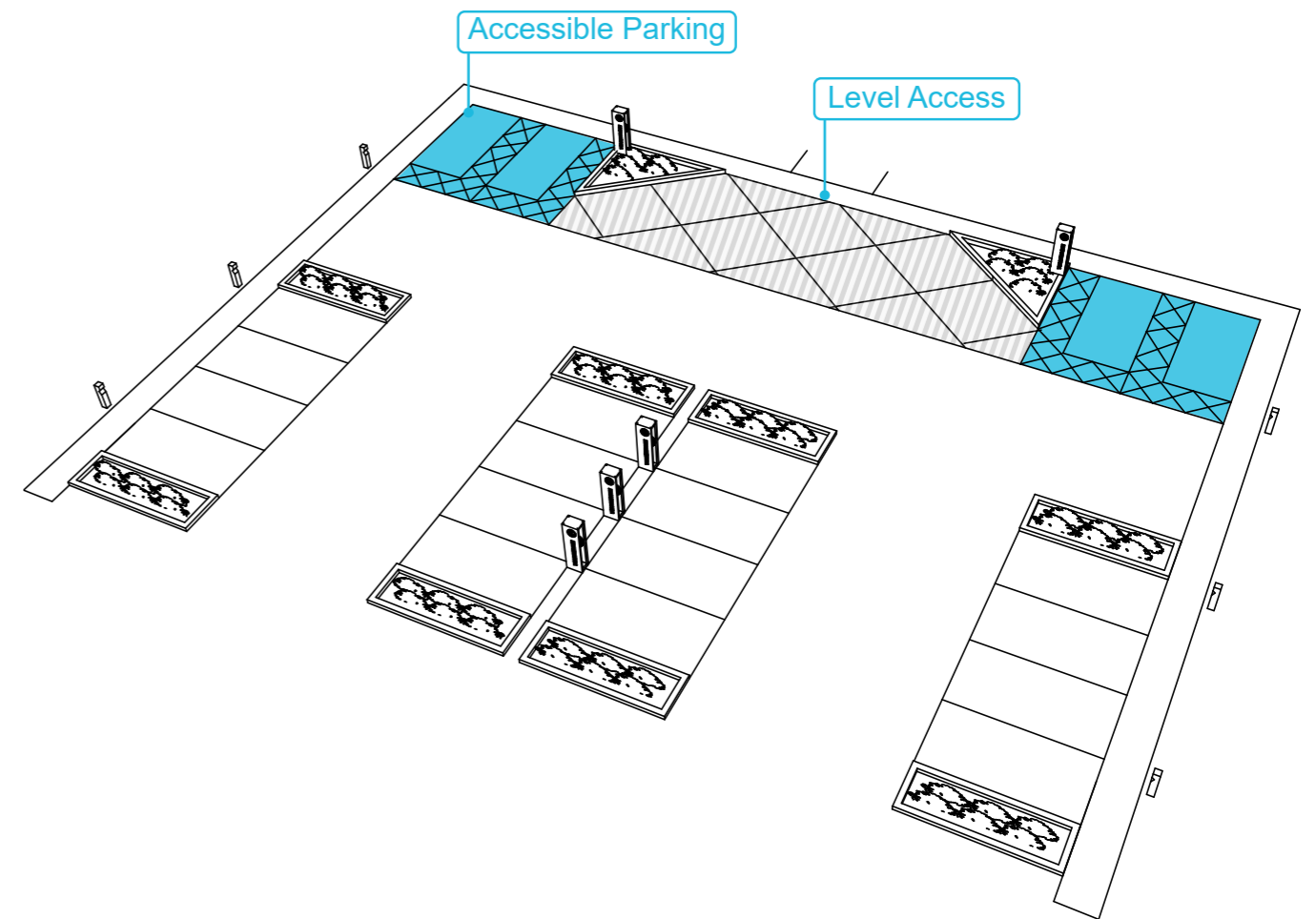
As a minimum, the office requires space for two workstation, visitors' chairs and document storage, a table for meetings, document storage and a dedicated space for photocopying.



## Parking

Consideration will need to be given to the operational needs of the development including staff parking, providing emergency vehicle access including ambulances, drop-off areas or parking for a mini-bus, and the refuse and service/delivery strategies.

- Space for dropping off with easy access and turning routes close to entrances is to be provided, such as for ambulances and essential vehicles with covered area.
- Consideration to accommodate tail lifts on Wheelchair Accessible Vehicles (WAV).
- “Horseshoe” drop-off preferred to reduce the need to reverse.
- Area should be well lit – with consideration to light pollution.
- There should be enough accessible parking spaces in relation to the fully accessible M4(3) plus homes provided along with spaces for staff and visitors.
- Pedestrian access must be separate from vehicle access and clearly marked.
- Level access, gradients with landings if necessary.
- Provision for Electric Vehicle Charging Points (EVCPs).

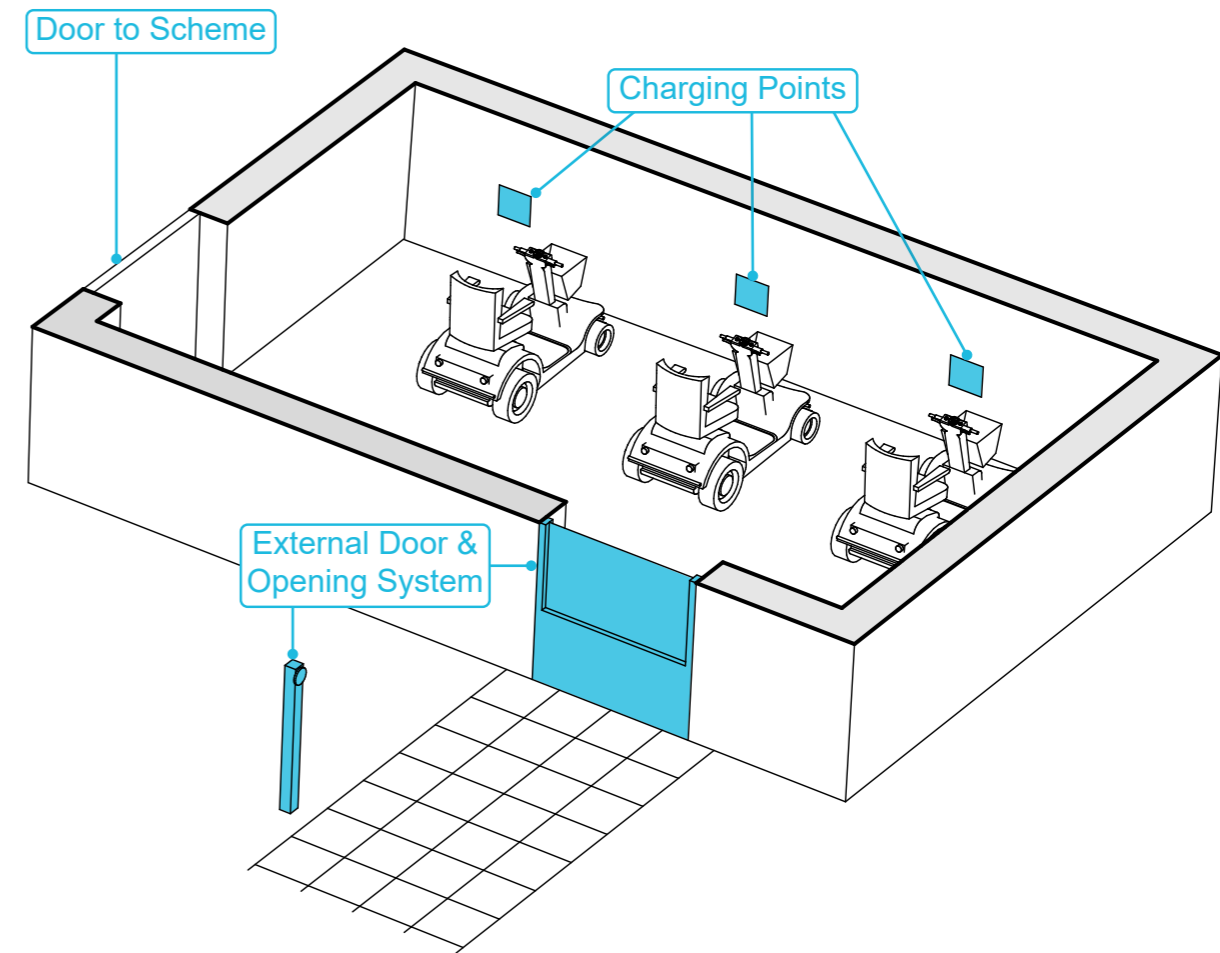


Parking Area

## Mobility Scooter Storage and Parking

The store should open directly to the outside and should also be accessible for residents from inside the scheme. An external door should have all the same security provisions as the main entrance door. Scooter storage, is not to be placed in communal or fire escape corridors it needs to be accessible with direct external access onto the main drive/path.

- Mobility scooter parking and charging points should be located within buildings and not externally, to allow people to access their scooter without being exposed to adverse weather conditions.
- The external doors should be outward opening and fitted with an automatic opening system operated by a fob. Allow protected space for opening doors.
- Provision should be made at the scooter store for storage of internal wheelchairs or walking aids when the scooter is in use. Allow for a minimum of one space per three residents' dwellings; there should be space at the side of each parking space for residents to dismount or transfer to a wheelchair. Sufficient additional space should be considered to allow for increased demand.
- The store must be adequately ventilated.
- Allow for appropriate protection to walls and doors.



Mobility Scooter Storage and Parking

## Staff Rest Room

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Staff facilities should be treated with as much priority as residential areas to ensure sufficient respite. Locate the staff rest room away from main circulation routes to ensure that staff can relax and enjoy privacy. The staff rest room requires adequate levels of daylight preferably linked to an external amenity space. Provide a tea-making facility, an area for food preparation and an area with tables and chairs for relaxation.

## Communal Areas

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Increased security such as fob access to all areas is required, including fob access at internal doors as well as the main entrance door – all automated devices to be set at wheelchair-usable height and interchangeable from left to right side and vice versa.

Wearable access bracelets are to be considered for all residents and staff. Each fob is to be programmed to provide specific access to different areas. Institutional-looking elements must be avoided.

Signage and wayfinding must be clear without being overwhelming, such as colour coding different floors or amenities, and consistently use bold simple symbols/pictures with appropriate Light Reflectance Value (LRV) ratings at a comfortable viewing height for seated and standing users. Features which cause sensory overload to be avoided, such as reflective materials which cause glare, especially at lower levels;

- Inclusion of indoor planting should be considered, as well as additional seating for those who may need to sit and rest whilst moving around the building to encourage social interaction.
- Stairwells should be located in an obvious communal area to encourage stair use, perhaps at the front of the building. Stair-rails must be suitable for those with reduced grip, such as rounded tubular handrails (rather than flat handrail types).
- If full-height glazing on upper floors is being considered, this should be carefully assessed, with the application of manifestations and/or non-reflective film to a lower portion, or the provision of contrasting handrails at a mid-height, without affecting views out.
- There should be an additional accessible WC accessed from the communal area and accessible for all residents.
- In some instances changing places facilities could be incorporated.





## Lounge

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A communal lounge will provide one of the primary areas for social interaction. The lounge should be a flexible, multi-purpose, open-plan space and would be ideally located directly off the main foyer/reception area where it is visible from the main entrance. If layout permits, position the lounge and dining room (where included) next to each other and divide with a sliding/folding wall or sets of double doors. This will give flexibility creating a large space for the occasional major event.

- It should be planned and configured to enable small groups to gather in alcoves/niches of differing characters. It should include a focal point, such as a fireplace. There must be Wi-Fi.
- Views and direct access onto a south facing terrace and garden would be a major benefit.
- Consideration should be given to the inclusion of an area for serving tea, coffee, and other beverages if a resident's tea kitchen is not provided.
- A storeroom off the main lounge should be provided for the storage of furniture or games equipment.
- Ensure the ceiling and lighting design is well-considered, domestic and can offer a range of alternative switching for 'mood lighting'. Avoid multiple uses of the same fittings.
- There should be consideration regarding blinds if the room will be used as a film/ cinema room.
- The lounge area should have the capability to be subdivided to provide two smaller lounges to allow for separate events to take place.

## Dining Room - Café/Restaurant

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Subject to the location of the individual scheme in relation to local amenities/apartment numbers, consideration should be given to locating the dining room/café/restaurant so that it can serve the wider community on a commercial basis.

- Depending on location and need, catering kitchen to be considered for special events such as birthdays, anniversaries, or other social events.
- Where possible or if specified for an independent cafe, the dining area should open onto an outside terrace, with a covered area to enable dining outside in good weather.
- Allow enough space for wheelchair users and those with walking aids and ensure that dining tables should easily accommodate wheelchair users.
- The space and the specification of finishes should be considered in terms of acoustic performance so that echo within the room is avoided.
- Ensure the ceiling and lighting design is well-considered, domestic and can offer a range of alternative switching for 'mood lighting'. Avoid multiple uses of the same fittings. [BS 8300-2:2018 Design of an accessible and inclusive built environment - Buildings. Code of practice.](#)
- Floor surfaces should be easy to clean using contemporary products not institutional in look.
- Provide a tea kitchen adjacent to the communal lounge and dining area (where included), for use by residents and for refreshments for small functions.





## Activity/Hobby Room

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Consider a secondary communal space in addition to the main communal lounge on a scheme-by-scheme basis, to serve as an activity/hobby room with worktables and sufficient electrical points for a sewing machine, small tools, etc. Rooms should be provided with a tea kitchen area to allow for running water in this area.

## Laundry Room

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Laundry to accommodate washing, drying, and ironing equipment with separate areas for dirty and clean linen storage. There may be potential for the laundry facility to be extended to offer a serviced laundry provision to the wider community (used for example by people in the neighbourhood who require a laundry service due to incontinence).

- As a minimum, provide two commercial washing machines, two commercial tumble dryers and one commercial washing machine with a sluice cycle. All machines should be raised on plinths to facilitate easy access without stooping.
- Contact with the garden and access to an outside drying space is desirable. Visually screen any outside drying space from the garden areas.
- Storage for low-grade medical waste may be required.
- Provide worktop space such as a double bowl sink and shelving for laundry baskets.
- Ironing space.
- Seating space for residents to use.
- Floor finish should be impervious, slip-resistant sheet flooring with coved skirting. A floor gulley should be provided in case of a major leak.
- Walls to be covered with a smooth, jointless, hygienic finish.

## Toilets

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These are for use by residents whilst in the communal rooms or waiting for transport in the reception area, and by visitors to the scheme.

- A minimum of two WCs (one wheelchair-accessible WC and one assisted wheelchair-accessible WC) should be provided within easy reach of the communal facilities such as the lounge, dining room, main entrance, and laundry. If any communal facilities are remote from the others, provide an additional wheelchair-accessible WC adjacent to the facilities. If two WC cubicles are provided, ensure one WC has a right-hand side transfer and the other WC has a left-hand side transfer.
- Provide a WC, basin and support rails and accessories.
- Décor and fittings should be employed to lessen the clinical appearance of these spaces, for example; the use of framed mirrors, shelves and concealing all pipework.
- The use of standard 'DOC-M' packs from sanitary ware providers is not encouraged. A more user-friendly and domestic style can be achieved by using standard fittings selected with people's care and support needs in mind, whilst ensuring compliance with Building Regulations (AD part M2/M3).





## Assisted Bathroom

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Consideration should be given to the need for assisted bathing on a scheme-by-scheme basis. Assisted bathrooms will typically be used to enable carers to give assistance to a resident who is unable to bath or shower safely alone. However, residents may also use bathrooms independently as an alternative to showering or if showering is unsuitable for medical reasons. Therefore, assisted bathrooms should be equipped with baths to allow for both assisted and independent use by residents.

An assisted bathroom should feel like a 'Relaxation Suite'. By associating bathing with, for example, a hydro-massage facility or therapy, the sense of indignity that some residents clearly experience at being taken for an assisted bath may be alleviated. Lighting can also be used to heighten a sensory experience. Care should be taken to avoid an institutional or clinical atmosphere by the choice of high-quality tiling, decor, colour, fittings, and finishes.

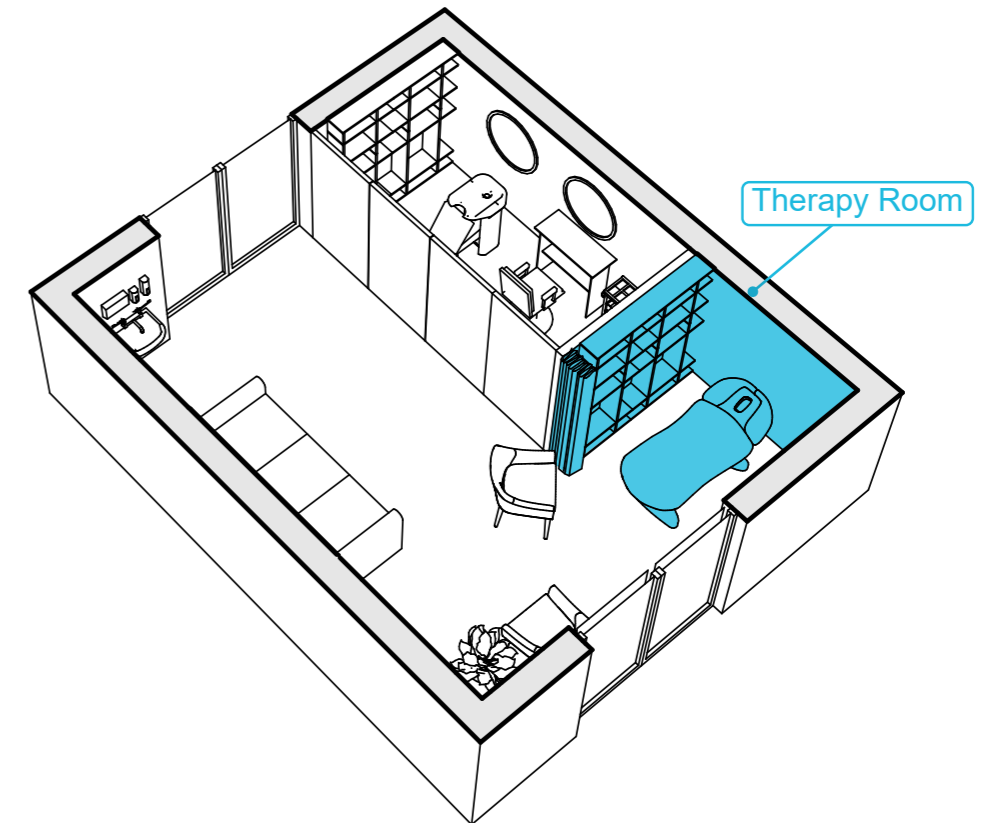
- A wheelchair-accessible toilet cubicle with its own door accessible directly from the bathroom. Please refer to BS8300:2 for guidance.
- Where possible, a walk-in bath or spa should be provided, as this minimises the requirement for a track hoist and is more accessible for those with health and mobility issues. However, a lay-down bath that is properly positioned with a suitable track hoist or mobile hoist could also meet the needs of the residents.
- Where possible, locate the bathroom on an external wall so that a window can be provided. This will help with ventilation and bring in natural light. The window can also be dressed with curtains to reduce the clinical atmosphere associated with these rooms.
- Should the room be fully tiled this would need to be balanced with soft furnishings to avoid creating echoes that make hearing more difficult. Additionally consider the use of wall panels to help absorb echoes.
- Walls should be capable of taking fixings and loads from grab rails and other fittings to assist frail residents. Stud walls should be lined with plywood for reinforcement.
- Shelving for toiletries and towels to be provided. All plumbing and pipework should be concealed.
- The floor finish must be slip-resistant.



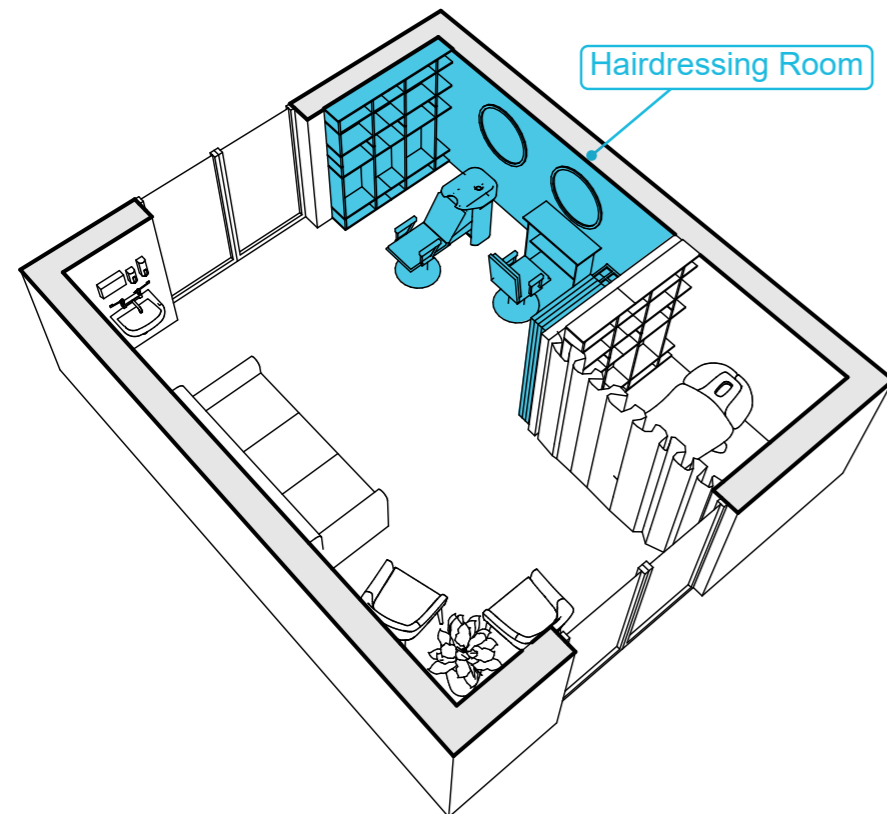
## Flexible Hairdressing/Therapy/Spa Room

As far as possible, create a 'spa' ambience with commercial-style fittings and attractive, comfortable seating. Ensure there is space for customers to sit and wait as this area presents a good opportunity for social interaction.

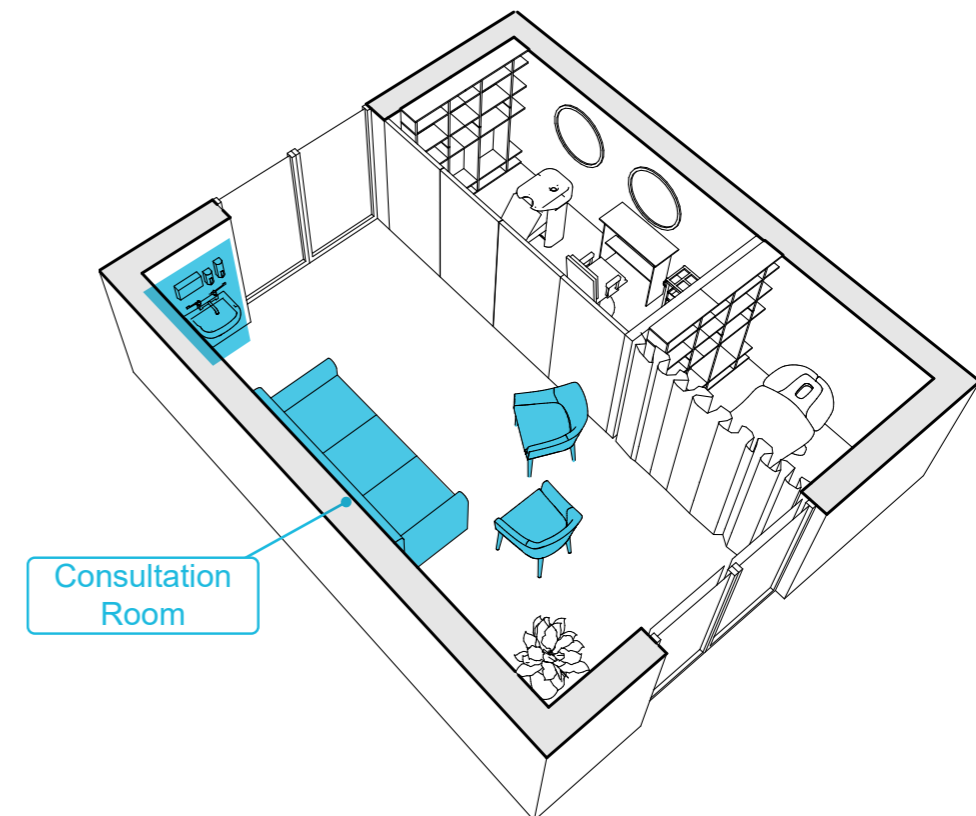
- Ensure good ventilation is available to remove the smells of treatments.
- Hairdressing Requirement: Provide at least one height-adjustable hairdressing basin to allow hair to be washed by leaning both forwards and backwards into the basin. Provide hairdressing positions with counter, mirror, hairdressing chair, lighting, and salon accessories.
- Therapy Requirement: Space is required for a therapy couch and adjustable bath with adequate built-in storage for towels and equipment for physiotherapy, beauty and aromatherapy. Consider adjustable lighting using colours.
- Consulting Requirement: Space is required for a therapy couch as well as storage space for consulting paperwork and equipment. Wash hand basin, with lever taps, is required for hand washing.
- Ensure good daylighting and views from the room to the garden space. Carefully consider the design of the hairdressing/therapy/consulting room if intended as a multipurpose space as a degree of privacy may be required for some activities. Possibly use blinds, curtains, or a flexible screen.



Flexible Room: Therapy



Flexible Room: Hairdressing



Flexible Room: Consultation

## Technology Requirements

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Technology and Technology Enabled Care (TEC), plays a crucial role in supporting individuals who live in extra care housing. The implementation of technology in housing should promote independence and well-being.

It is recommended that developers refer to [The TAPPI Inquiry Report: Technology for our Ageing Population: Panel for Innovation – Phase One \(2021\)](#) (PDF) and [TAPPI2: Review of Application Guidance and Standards for Technology Enabled Care - Report](#) (PDF). The following ten principles should be followed when considering how technology should be integrated into housing to improve the lives of individuals:

- 1. Adaptable:** Technology should be flexible and easily adjustable to meet individual needs.
- 2. Co-produced:** Involve end-users in the design and development of technology solutions.
- 3. Cost-effective:** Prioritize affordable and sustainable options.
- 4. Choice-led:** Empower individuals to make informed decisions about technology adoption.
- 5. Interoperable:** Ensure seamless integration between different technologies.
- 6. Inclusive:** Address diverse needs and promote accessibility.
- 7. Outcome-focused:** Technology should lead to positive outcomes for users.
- 8. Person-centred:** Tailor solutions to individual preferences and circumstances.
- 9. Preventative:** Use technology to proactively prevent health issues.
- 10. Quality-focused:** Prioritize high-quality, reliable technology solutions.

All buildings should be provided with a digital solution, to include a call system, ideally with video calling capabilities linked 24 hours to a responder (this may be onsite or via a central centre) with the ability to add additional sensors such as a fall detector or door sensor.

All buildings should be provided with suitable broadband and Wi-Fi connectivity to enable the use of mainstream technologies to support smart home living and the use of intelligent care-based technology and enabling technology.

All communal doors and M4(3) flat doors to have fully automated opening and closing mechanisms, M4(2) flat doors to have provision to easily add technology in the future.

Consideration should be given to the design of windows and have provision to easily add technology in the future to enable automated opening and closing.





## Lighting

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[BS 8300-2:2018 Design of an accessible and inclusive built environment - Buildings. Code of practice](#) and [PAS6463:2022 Design for the mind](#).

## Legislation

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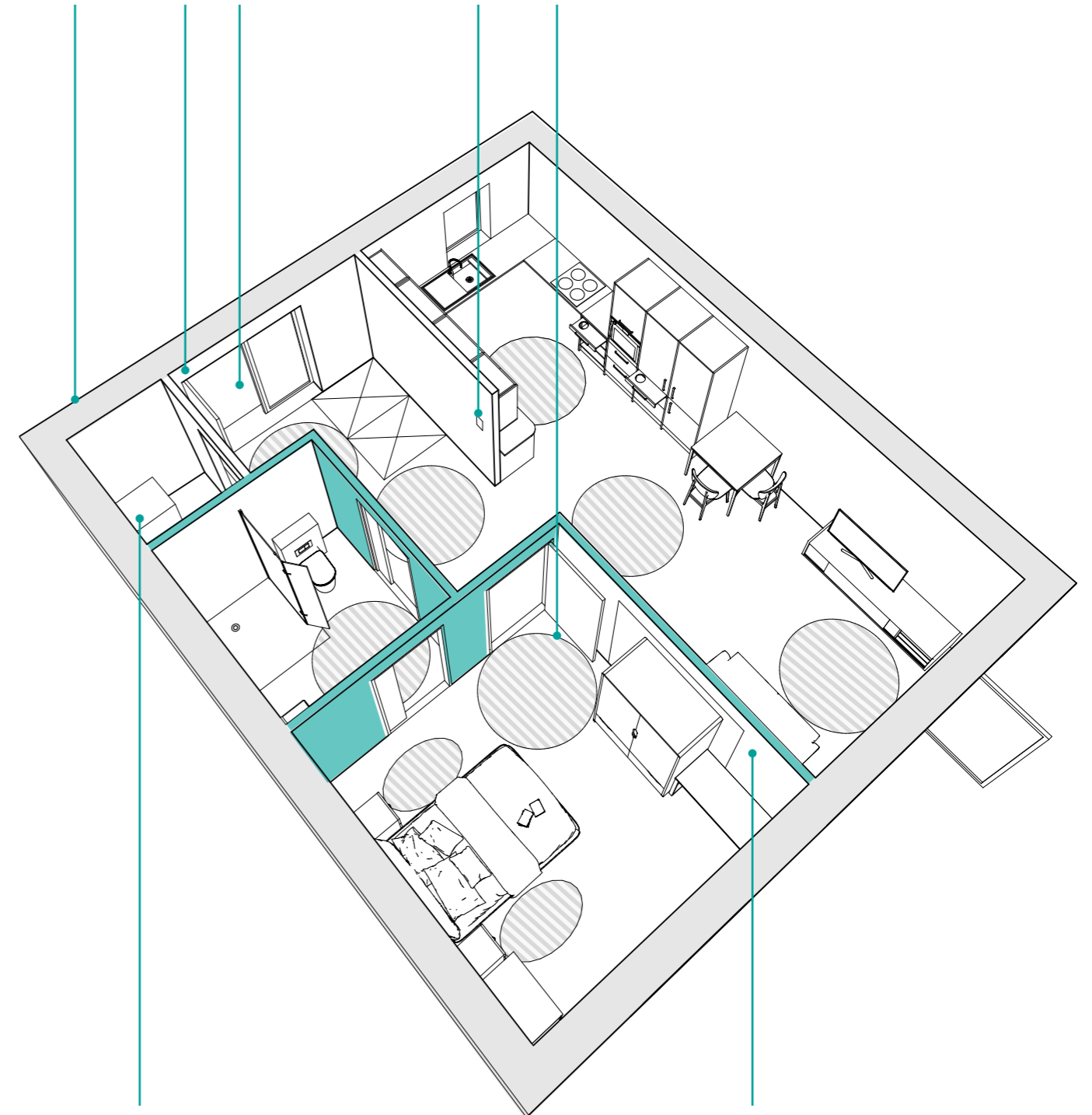
All new developments must comply with current and relevant legislation, British Standards and other guidance relating to the design, specification, and construction.

# DETAILED BRIEF



## 1 Individual Flats within Extra Care

1. Please ensure the consistency of products to be used across the whole development. Consideration must be given to ease of use and weight of all products, such as the weight of windows – windows need to be compliant with Technology-based design to open windows remotely.
2. Fit a free-swing door closer to the front door. A solid front door with full-height opaque glazed side light is desirable. Provide two spyholes in the front door, one at 1500mm above floor level and the other at 1100mm to suit wheelchair users. Wide-angled spy holes or door scope viewers for those with sight impairment should be provided and can negate the need for two spy holes.
3. A letterbox should ideally be positioned in the front door. Letterboxes are to be a minimum of 750mm above the finished floor level with a letter cage internal to the flat. Ensure the front door opens to a minimum of 90° with the letter cage fitted.
4. All thresholds to be level. Flooring to have appropriate sound reduction qualities and slip-resistance to be provided throughout, for ease of moving wheelchairs and furniture, and for easy cleaning.
5. Each flat to have its own heating controls to control temperature, to be flexible for wheelchair users i.e. Nest, Tapo app.
6. Consideration should be given to sliding panels between the living room and the bedroom, or between the living room and the second bedroom (in a two-bedroom apartment). The ability to create a more flexible open plan can greatly assist those with mobility issues and increase space for larger equipment.
7. Acoustic insulated hallway utility cupboard for washing machine with associated plumbing.
8. Plumbing for a dishwasher in the kitchen, if not required flexibility to have storage cupboard.
9. Consider independent lighting controls i.e. pendant lights, different control to recessed lights, over counter lighting, etc.
10. Ceilings to be able to take ceiling track hoists.

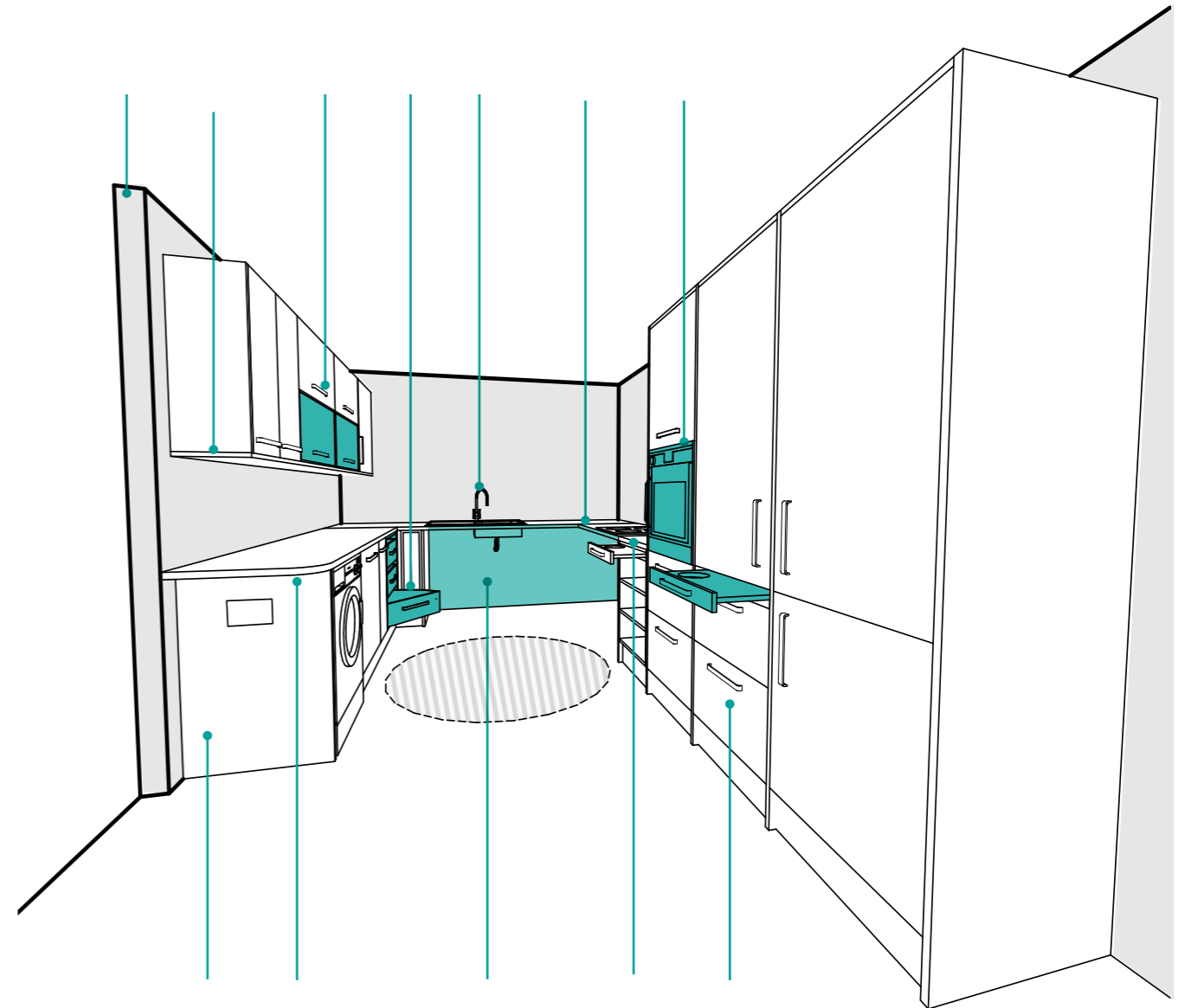


Individual Flat within Extra Care

## Kitchen Requirements (Standard Kitchens)

Generally, kitchens should be designed to exceed the standards for accessible and adaptable dwellings and as a minimum must conform to Building Regulations (AD part M) category M4 (2). 'L-shaped' or 'U-shaped' layouts are preferred to gallery style kitchens for ease of use. If wheelchair accessible apartments are required (as specified by planning policy or the client), kitchens need to be provided as an absolute minimum to standards AD Part M4 (3) (2) (b). Please refer to Building Regulations 2015 Part M4 (2) and (3) requirements for further guidance. [Wheelchair Housing Design Guide 3rd Edition \(2018\) by Habinteg](#).

1. Provide only L or U-shaped kitchens for ease of use.
2. Good task lighting and tonal contrast to be provided.
3. Wall cupboards to be within comfortable reach - i.e. 400mm to the base of the unit from the standard worktop.
4. Base and corner base units to have pull-out drawers for easy access, instead of shelves.
5. Taps to be swan-neck with lever handles, with clear hot/cold markings – sensor taps when required.
6. Hob on the worktop to be level-surface induction (preferable for safety) with easy-to-use front or side controls.
7. Oven must be waist height (1000mm to centre), preferably a slide away door and in a tall unit with a pull-out heat-resistant shelf below (height to underneath of shelf should be 700mm).
8. Handles to be comfortable to grip and should be long and within easy reach.
9. All controls to be easy to see, use and understand.
10. Pull-out worktop and leg space under sink to be considered, to allow for seated preparation.
11. Corner end units and worktops to be curved for safety.
12. Do not design tall units on the end of the kitchen run if it is next to the living room – instead, use standard height units where trays can be placed.
13. Design to enable the kitchen to be isolated if required.
14. Pattressing to walls.
15. Open plan kitchen lounge level floor is essential to prevent trip hazard

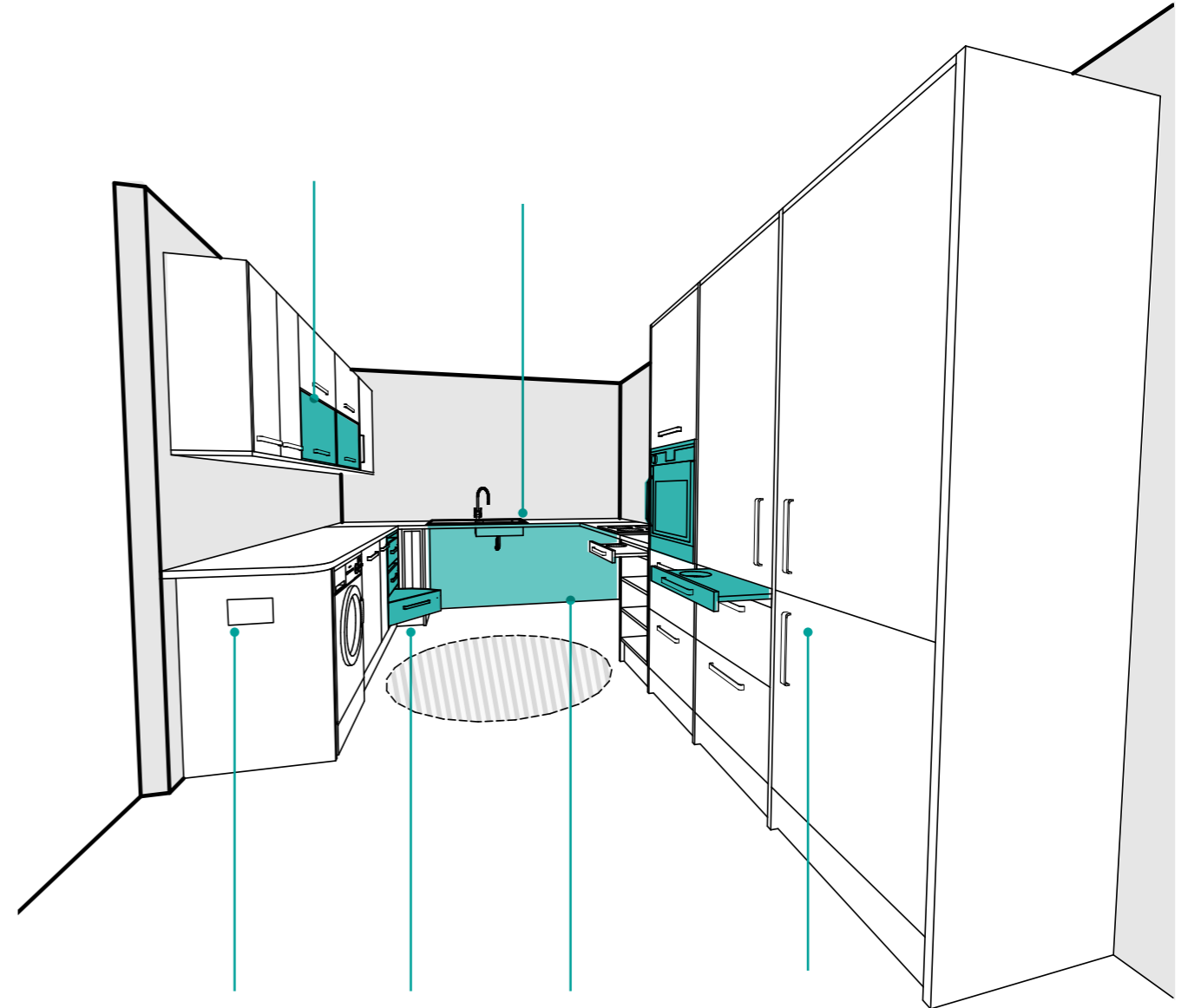


The Kitchen

## Kitchen Requirements (Standard Kitchens) (continued)

(For wheelchair accessible kitchens see LBW/R M4(3) brief)- As above plus:

- A. Glass-fronted cupboards to be considered, so contents can be easily seen and identified.
- B. Units to be height adjustable.
- C. Pull down shelves in wall units.
- D. Kitchen must provide space, plumbing and electrics for a dishwasher.
- E. Provide carousel shelves within corner base units to improve accessibility
- F. Accessible sockets i.e. in front of the worktop not on the wall.
- G. Use of pull down wall basket unit storage to be considered.
- H. Electrical sockets that can be reached from a seated position for small items i.e. toaster, kettle, x6.
- I. Low noise emission cooker hood.
- J. Please avoid black worktops



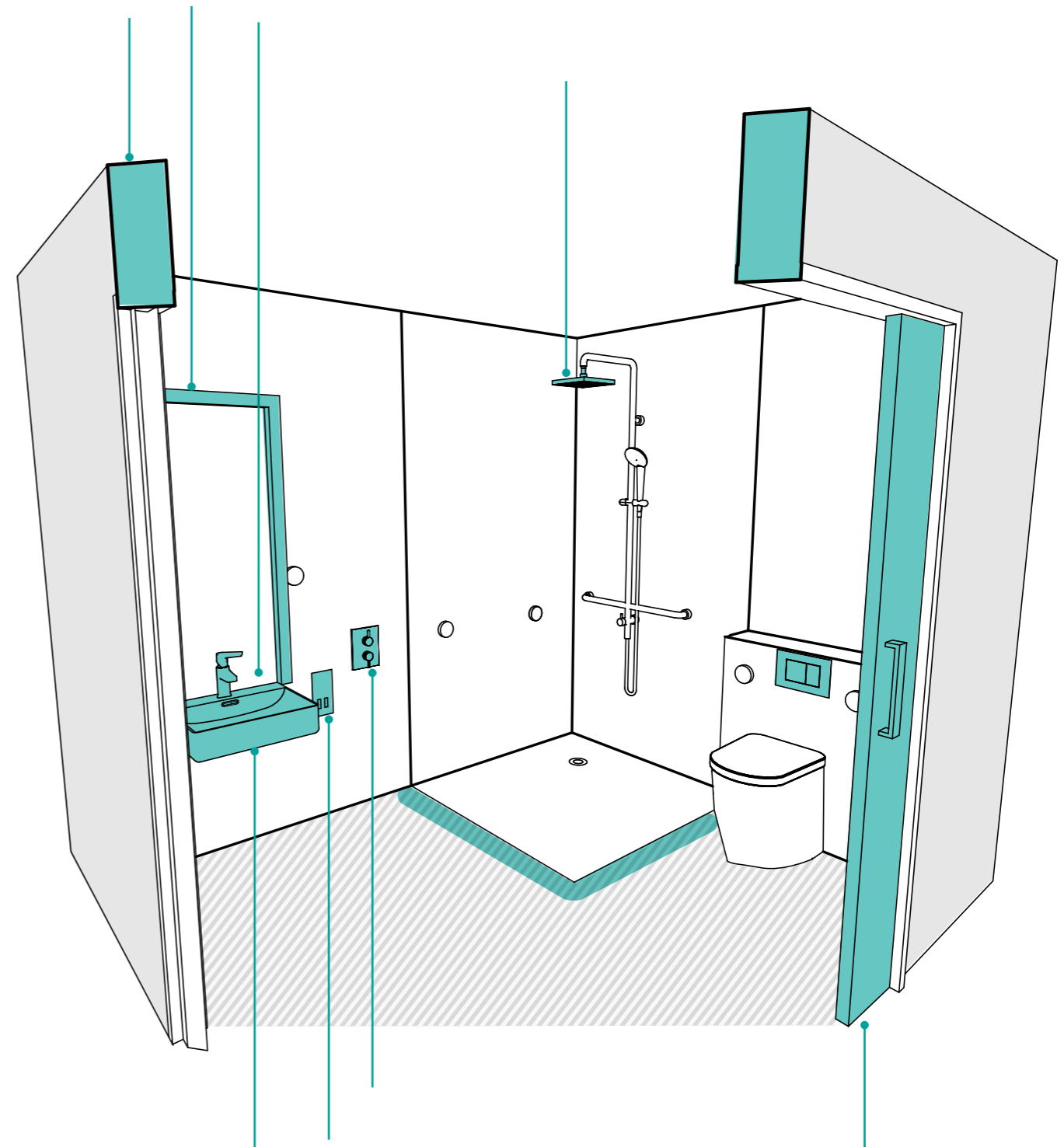
The Kitchen

Research has shown that in order to future-proof bathrooms tenants' requirements are bathrooms that are.

- Easy to keep clean.
- Low maintenance.
- Long-lasting.
- Contemporary looking.
- Future-proof i.e. able to fit in grab rails level access shower, hoist if required.
- For wheelchair-accessible bathrooms; Wheelchair Housing Design Guide Third Edition (2018) by Habinteg.

Care should be taken with the design of the en-suite shower room to ensure that the overall look is domestic and attractive. The use of well-chosen large format wall tiles throughout, wall lights and shelves will ensure the space is not just practical but also attractive.

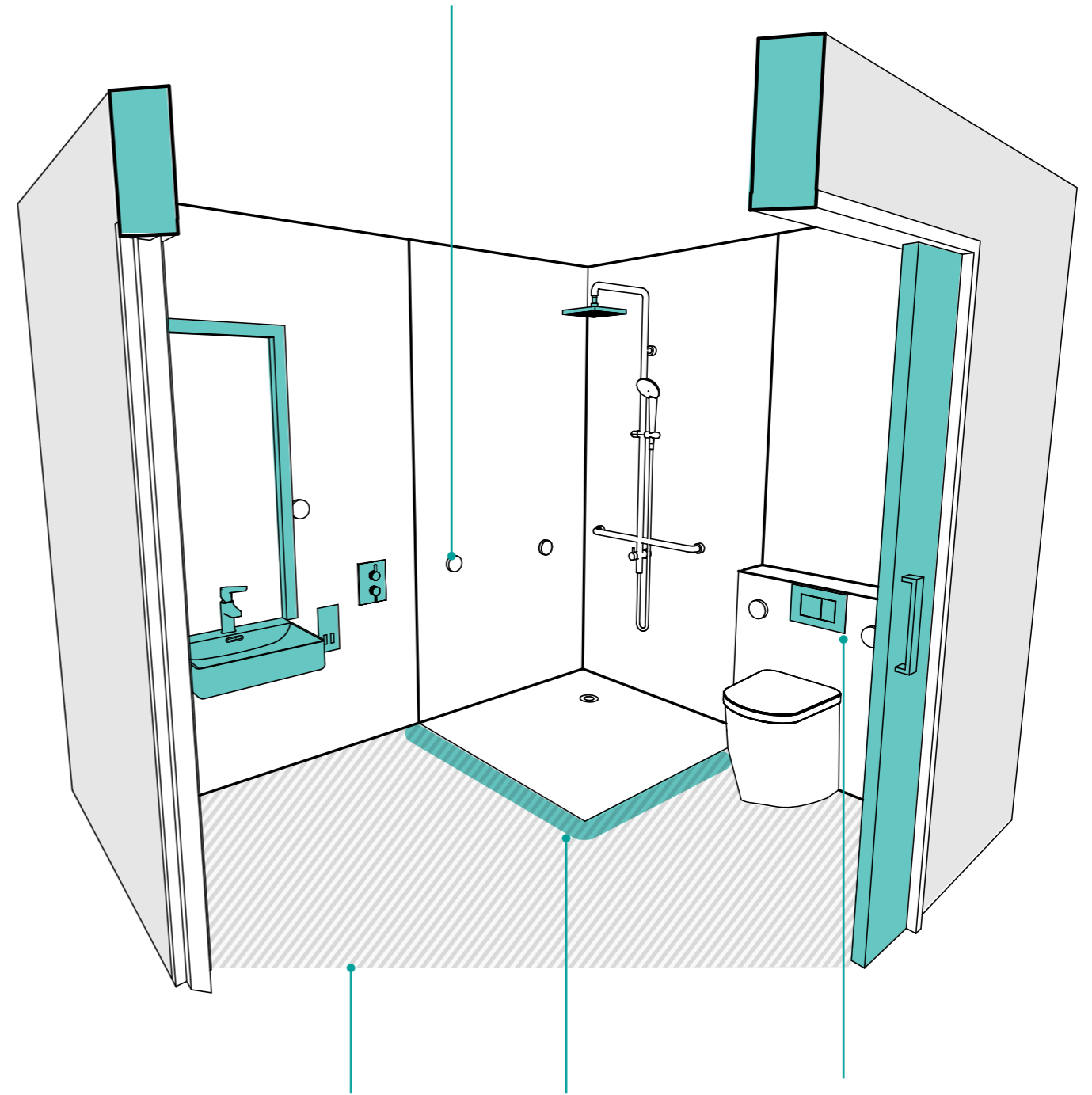
1. A direct link to the bedroom should be allowed for, or allow a clear view from the bed to the bathroom/toilet.
2. Mirror lights should light around not from above.
3. Mixer taps with lever or cross handles should be provided to the basin. Hot water to shower and wash basin to be fitted with thermostatic mixing. Clear hot cold colour definition.
4. Wash hand basin should be wall mounted to enable wheelchair users to approach. The front rim of the basin should be at a height of 770-850mm and should be fixed in such a way that it can be leant on safely. Full-sized basins (not doc M pack fittings) should be used in bathrooms.
5. Lower height shaver sockets.
6. Shower controls to have lever handles and be easy to use and understand.
7. Shower controls to be accessible by enablers.
8. The shower head should be mounted on a proprietary vertical grab rail (rather than the vertical slide bar which is normally provided as part of the shower system) to avoid residents pulling the shower off the wall in the event of slipping. The grab rail should allow height adjustment of the shower head between 900mm and 1800mm above the finished floor level.
9. Provide pocket doors within the partition wall. If not all pocket doors at least one door to open outwards. External override door locks should be fitted so access can be gained in the event of a user collapsing against the door and requiring assistance.





## Bathroom Requirements (continued)

10. There should be no Doc M packs. Any grab rails should be contemporary and warm-touch versions
11. Contemporary and functional products to be installed such as semi-pedestal WHB with lever taps, and extra long mirrors (for seated and standing use).
12. Preferable to have WC with sensor flush. Close-coupled/concealed cistern, wheelchair-accessible WC should be fitted. Seat height should be agreed with the client to suit the user group (550mm is suggested).
13. Electrics for the toilet to be accessible when washer dryer is required. Electrics to be accessible or in place to meet future needs if washer dryer toilet is required.
14. Flooring should be contemporary and slip-resistant for bare feet.
15. Level access showers should be fitted as standard, with the design allowing for a bath to be fitted over the shower drain if required and all controls accessible by support enabler as well as the tenant.
16. Task-focused lighting to be installed to reduce fall risk, Light sensors-floor p lights for guidance at night.
17. Thresholds/threshold strips in bathrooms should be avoided – they are unnecessary and just introduce a tripping hazard.
18. Larger tiles or panels to be installed as this allows for easier cleaning and provides a contemporary look.
19. All wall areas should be capable of taking the fixings/loads from future grab rails and/or shower seats for example. However, grab rails should not be installed as standard. An occupational therapist will advise on grab rails and mobility fittings required for each individual resident.
20. Glass shelves should not be used unless they are frosted, as they are not as visible to those with visual impairment.
21. Wall tiling should be matt finish, in colours that contrast in tone with fittings and grab rails, avoid dark colours a those with sensory needs perceive dark tiling as holes. If the apartment has a jack-and-jill bathroom, flooring in the bedroom must be taken into consideration to work best with an opening or sliding door and a non-slippery surface should be considered.
22. Pattressing to walls.
23. External water shut-off valve.



Sensible storage should be considered as an absolute minimum.

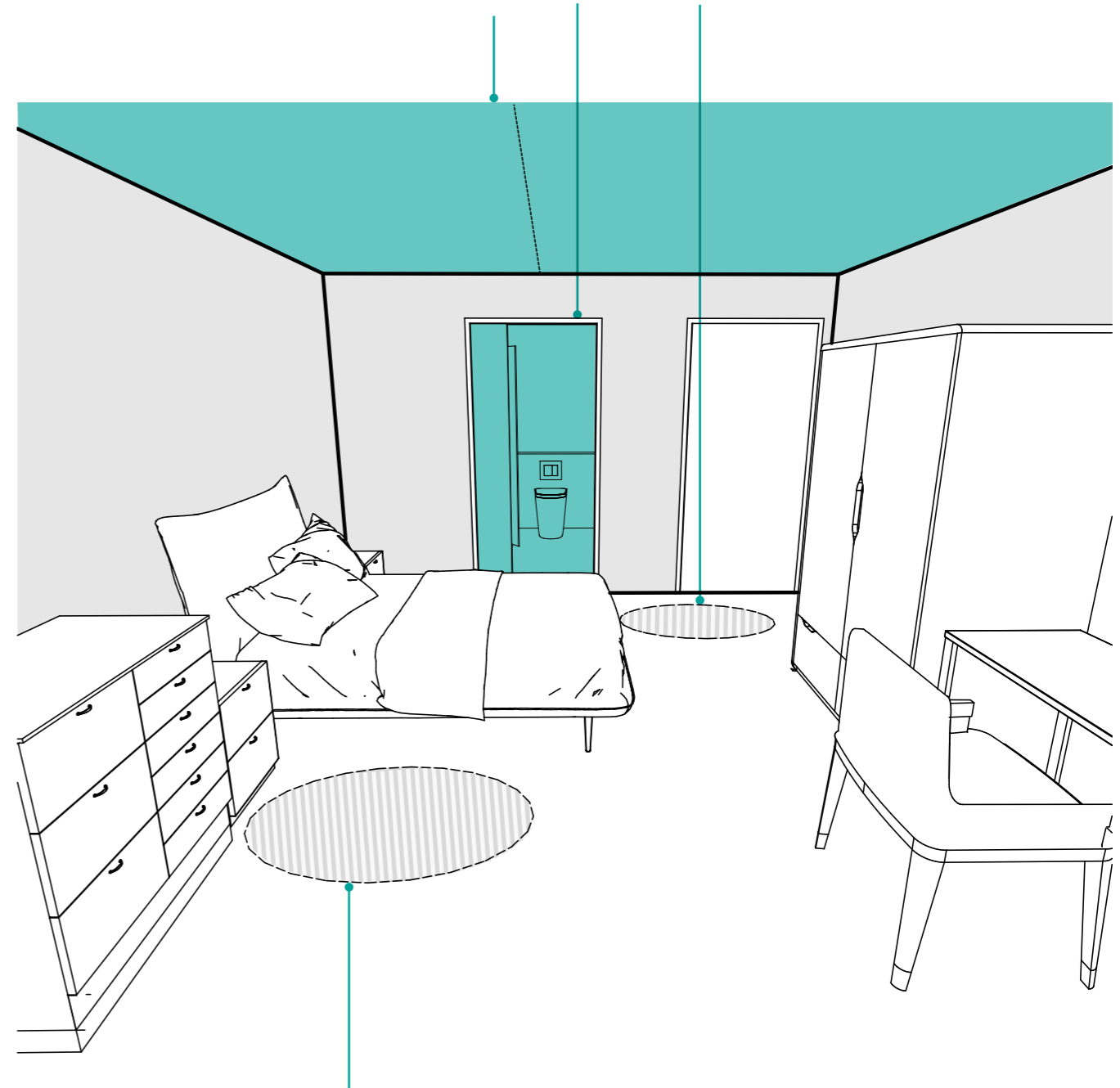
Minimum storage areas are noted in the Technical housing standards - nationally described space standard, March 2015 by the Department for Communities and Local Government. However, these are homes for many individuals who will be moving from a family home or may have health needs that require additional storage needs for medical products.

The storage area should allow for a washing machine to be located within.



At least one bedroom within a dwelling should be capable of accommodating a 1.5m wide double bed with space around it to allow a wheelchair user access to all parts of the room. It should be possible for a wheelchair user to gain access to the far side of the bed to open and close curtains and then to return without needing to reverse, or suitable technology should be installed.

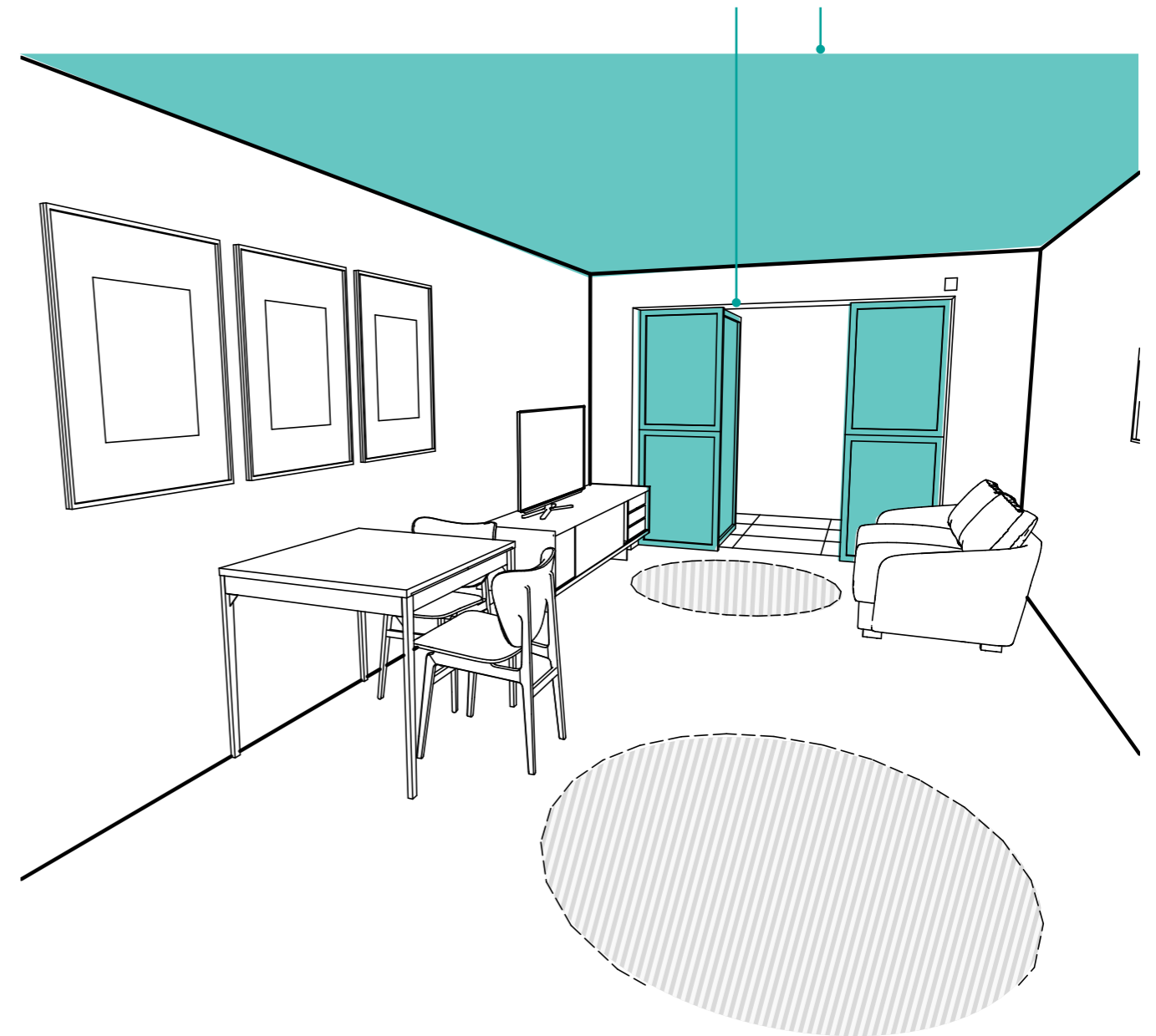
1. An appropriate layout for the use and installation of ceiling-mounted hoists should be provided.
2. A direct link to the shower room should be allowed. This should be allowed when considering the furniture layout, ideally, a pocket door to eliminate the issue regarding the furniture layout and maximise independence for the tenant.
3. Allow space for a 1200mm x 1200mm turning ellipse. The path between the furniture must be at least 800mm for wheelchair users.
4. Consideration should be given to ensuring maximum natural light in bedrooms are provided via large windows.
5. Consider night ventilation via opening vents which do not compromise security.
6. Consider at least access to 12 electrical sockets, should equipment demand in the future.
7. Connectivity access essential for the bedroom.
8. Where possible, fitted wardrobes/chest of drawers to allow movement in the room and to ensure the maximum use of space.



The Main Bedroom

The design of the living area is very important, tenants may spend much of their time here. Special care must be taken to ensure the lounge is a generous (3m is suggested as a minimum), well-proportioned, and is an attractive space.

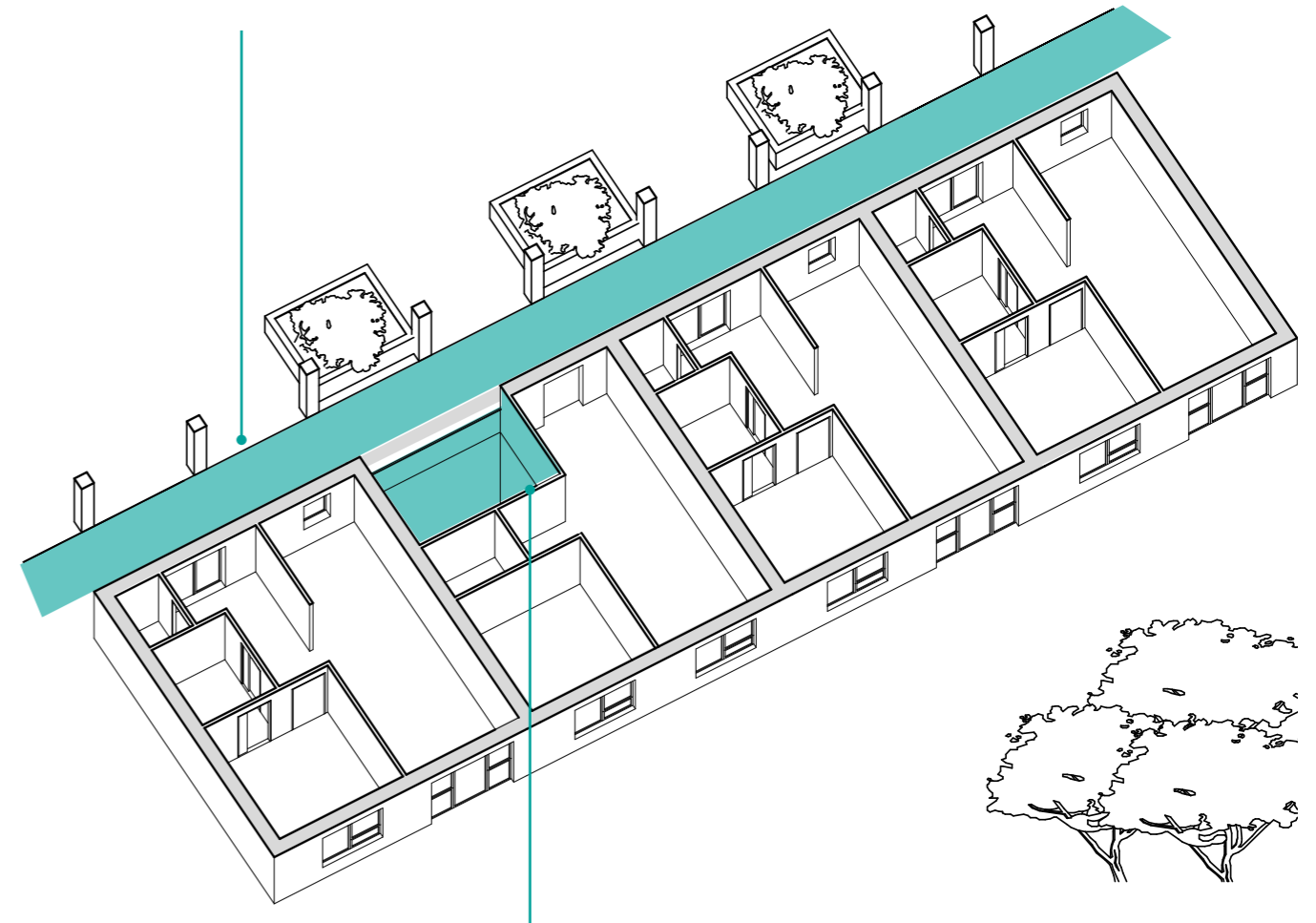
1. Ensure good natural daylight
2. Appropriate layout for the use and installation of ceiling-mounted hoists should be provided.
3. Consider ventilation via opening vents which do not compromise security.
4. Windows to be technology-enabled.
5. Consider at least access to 12 electrical sockets, should equipment demand in the future.
6. Connectivity access essential for the lounge.



The Living Room

Circulation spaces in Extra Care schemes should be clear and rational to assist individuals who live with dementia or memory loss. A rational building layout with identifiable zones and the provision of visual clues, signs and views to the outside will greatly assist way-finding. Careful planning can reduce the length of corridors, thus reducing travel distances and minimising an institutional atmosphere.

1. Corridors should be a minimum of 1650mm wide to enable two wheelchairs to pass. The economies of double-banked corridors must be balanced against the benefits (light, views, ability to orientate) offered by single-banked circulation. If double-banked corridors are used, the corridor length must be no more than 30 metres between breaks for natural light and views out. Alternatively, consideration might be given to the introduction of small atria to bring natural light from the roof level into the internal corridor spaces.
2. Consideration must be given to ventilation and avoiding overheating of corridors, particularly in double-banked situations which can become unpleasant, oppressive spaces. A dynamic 3D thermal model is required to demonstrate that overheating will not be a problem.
3. Consider varying the corridor colour scheme on different floors, to aid orientation. Good tonal contrast (minimum 30 LRV) between floor, walls, ceiling, and elements such as doorways and handrails are essential but avoid strong differences in tone between different floor areas or into the lift so as not to confuse partially sighted residents or those with dementia who may imagine a step or hole. By contrast, those doors that lead into service areas or staff areas should be played down and painted to blend in with the surrounding wall.
4. Handrails should be provided on one side of the corridor. Consider tactile clues such as studs incorporated into the handrails/ dados to aid wayfinding for those with visual impairment.



Corridors

## Informal Seating Areas

Strategically located informal seating spaces can offer the opportunity to watch the world outside, chat to friends or as a point of visual interest to bring domesticity to corridors. They can offer views outside, which can aid orientation and introduce daylight into the corridors. Consider small spaces to accommodate two or three chairs, beside the main entrance and perhaps on corridors at locations which might offer views or other points of interest.

## Lifts

Provide one 13-person stretcher lift and one eight-person lift as a minimum to all Extra Care housing schemes on two or more levels. Consider the location of the lifts to ensure residents do not have to walk long distances to use the lifts.

The controls need to be visual and audible, accessible to ambulant and wheelchair users. Provide handrails on all sides of the lift car and a folding seat.

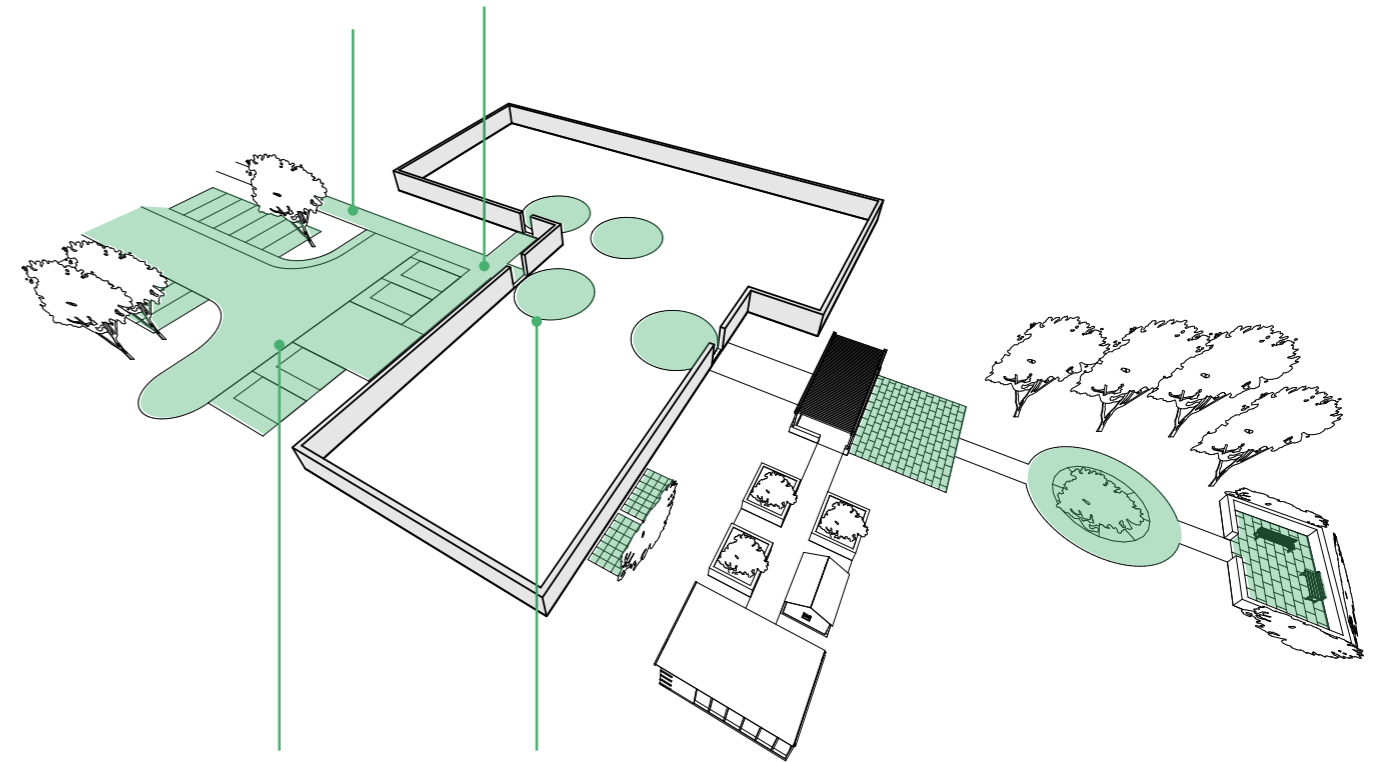
Do not use very dark or black flooring in the lift as this can appear as a 'black hole' to partially sighted residents.



# EXTERNAL WORKS, GARDEN AND AMENITY AREAS



1. The landscaping to the approach and parking areas can add considerably to residents' and visitors' first impression.
2. Consideration should be given to designated level-access pedestrian routes from the car parking to the entrance of the building.
3. Pedestrian access must be separate from vehicle access and clearly marked.
4. Brick or block pavers to the car parking areas would generally be preferred to large areas of tarmac.
5. There should be a suitable amount of parking for each scheme considering the location and the number of units and staffing required.
6. Larger parking areas should if possible be interspersed with further tree planting and planting beds.
7. Space for dropping off with easy access and turning routes close to entrances is to be provided, such as for ambulances and essential vehicles with covered area.
8. Consideration to accommodate tail lifts on vehicles WAV.
9. "Horseshoe" drop-off to reduce the need to reverse.
10. Area should be well lit – with consideration to light pollution.
11. Level access, gradients with landings if necessary.



Approach and Parking Areas



The layout of the building on the site should be carefully planned to create a series of external garden/ amenity areas of differing character and orientation including outdoor living spaces that are sheltered, sunny and with the best possible outlook.

1. The garden should be fully wheelchair accessible and should be accessible from the main communal areas. Ideally, the gardens should be visible from the main entrance, leading the eye of the resident or visitor through the communal facilities, aiding orientation, and creating a light, transparent building.
2. There should be adequate seating and benches located close by to promote social inclusion as well as some scattered seating for those customers who would prefer some separation.
3. It is important that residents perceive the garden areas as secure and safe environment. Areas at the front of a scheme may be open to the street but the areas intended for residents to walk, sit or garden should be secured by appropriate gates, fences, or railings.
4. There should be a garden space where residents can decide for themselves how they would like it used to promote joint decision-making. The likelihood of residents becoming actively involved in productive gardening will vary from scheme to scheme. If space allows, consider the inclusion of a small 'kitchen garden' area with vegetable beds, a greenhouse and/or a potting shed for residents to use. Consider incorporating raised planters, as a means of bringing plants closer to residents and enabling them to participate in gardening from a wheelchair or a standing position. Where possible, provide a shed or greenhouse or a similar facility for the customers to use.
5. All schemes, regardless of size, should include at least one sunny terrace area for outdoor living, social activities or events such as a BBQ. The paving must be laid level, subject to drainage falls, and be accessed from the building via level thresholds. The terrace should be large enough to host communal events but not so large and regular as to be dull and uninviting. Shaded areas should be provided on the terrace. A well-located tree can be effective, though its shading impact cannot be easily controlled. A pergola or trellis, if planted with deciduous climbers, can offer summer shade and retractable blinds or umbrellas can be used to provide immediate localised shading.
6. Garden space should provide opportunity for residents to take a stroll regardless of size. The layout of walking routes may be formal or informal, or (if the size of the garden allows) a mix of both. The route should take full advantage of whatever features, views and points of



## Communal Gardens/Landscape Design (continued)

interest are available in the garden with adequate seats for resting. The route of the path should provide variety and should ideally be circular. Dead ends should be avoided unless they terminate in a feature or 'event' such as a gazebo or seating area. Paths should be relatively level - certainly no steeper than one in 20 at any point - and at least 1.5m wide. The ground adjacent to the path should be level with it to avoid a hazard and all edgings laid flush. The surface should be even and slip-resistant. Loose gravel, logging, or cobbles, for example, are not suitable. Raised kerbs should be included to prevent wheelchairs from rolling into planted beds.

7. Gardens should surprise and delight through sound, smell, and touch as well as the visual senses. Moving water, for example, can create a refreshing, soothing sound on a hot day. A piece of sculpture or a feature such as a bespoke bench may provide a tactile experience that makes a particular spot in the garden memorable and familiar. Aromatic planting that incorporates colour and movement will stimulate the senses and can be particularly significant for people with visual impairment.
8. Residents will welcome the presence of birds in the garden, and areas may be identified for feeders or nest boxes. Planting and habitat that encourages butterflies and other insects will enhance biodiversity and create interest for residents, many of whom may spend considerable time sitting and 'watching the world go by'.
9. When selecting trees and plants remember that year-round colour and interest are key to a successful garden, particularly where it is the daily outlook for residents who tend to be sedentary. Spring bulbs, autumn leaf colour and winter blossoms, for example, should be carefully considered to establish variety and delight throughout the year. Specimen plants or small specimen groups, ideally installed as reasonably mature specimens, can create memorable highlights in selected areas in contrast to a background or structural planting of hedges and ground cover.
10. Specify easily recognisable and colourful flowering plants. Do not specify plants with any poisonous components and any thorny or spiky plants, the risks for potentially confused or physically unsteady residents is greater than for the population at large and any plants that could be a hazard should be avoided.
11. Shrubs and herbaceous borders should be used to soften the effect of boundary walls and fences.
12. In addition to the typical bollard lighting of external areas for the purpose of safety and amenity, it may be appropriate to consider lighting effects to enhance the external space during the hours of darkness, particularly in schemes where a significant number of



## Communal Gardens/Landscape Design (continued)

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dwellings and communal spaces overlook a garden area and where the pleasure of the garden can be extended into the evening.

13. Provide external taps for garden watering purposes. However, consider the use of water butts and specifying drought-resistant plant material to avoid the need for watering by hose or sprinkler wherever possible.
14. Provide a garden store for mowers and other equipment, either within the building envelope or freestanding in the garden.
15. In more urban locations, roof gardens may be a suitable alternative to ground-level gardens where sunny outdoor space at ground level is limited. They should be accessible by lift and ideally accessed via communal facilities, for example, an activity room, secondary lounge, or conservatory). The extent of planting will depend on the construction and the soil depth available. Non-climbable guarding to at least 1.8m height, preferably glass, will be required. The design of balustrades should be subject to a risk assessment management in the event of residents with dementia being provided access to the roof garden.



External lighting proposals should consider enhancing the external space during the hours of darkness particularly when viewed from flats and communal spaces.



# SENSORY DESIGN PRINCIPLES





**Soundproofing**

It is extremely important that noise transfer is minimal, with good insulation from both outside and inside, between flats and between rooms, +/-5dB above Part E, as a guide.

- With double/triple/acoustic glazing and any equipment emitting noise to be placed in soundproofed cupboards.
- The noise and location of all appliances/heating/air conditioner/water pipes/WC flush must be considered and avoided – i.e. to be aware of where bedrooms are located in relation to these, Wall Mounted and Mechanical Ventilations Heat Recovery (MVHR) units etc need to be out of living areas and in soundproofed hallway cupboards, low-noise emitting equipment to be chosen.
- Staff accommodation should be located near entrances (rather than resident flats).
- Automatic extractor fans to be avoided – provided separate switches to turn them on/off.
- Underfloor heating or panel radiators to be provided as these are quieter forms of heating.
- Metal curtain rails to be avoided because the sound of these can be difficult for some residents.
- Soft closing mechanisms on cupboards, pads/buffers on all doors, kitchen cabinets and WC lids to be provided.
- Utility cupboard for washing machine.
- Alarms/doorbells to have a gentler noise, choice of tone and adjustable volume (loud alarms could lead to sensory overload and difficulty evacuating the building).
- Video entry-phone to be provided to aid lip reading.
- Include an alternate doorbell with visual indicator for those who are Deaf or hard of hearing.



**Lighting and materials which impact on vision**

- Lighting needs to help define areas and be consistent throughout the building, motion sensors to be provided in communal areas (although those which go out quickly are to be avoided and not to be used in the communal WC as this would be a safety issue).
- Natural daylight – as much as possible to be designed in, throughout the building.
- Fluorescent lighting and dimmable switches to be avoided due to glare and flicker, LED (dimmable may flicker) to be used.
- Light bulbs provided to be covered with a shade.

- Smart bulbs to be considered.
- Plenty of sockets to be provided throughout for lamps and other daily living requirements – see specific rooms above.
- Blackout blinds to be provided (roller blinds, not slatted – these can produce a striped effect), electric sockets nearby to allow for remote operation.
- Matt and low sheen finishes throughout are preferable as this avoids glare.
- Flooring should be continuous, and patterns/dimples/sparkles/gloss/marble/geometric, dark and vivid designs must be avoided throughout the development (i.e. flooring, tiling, kitchen cupboards and worktops, as well as all furniture provided).
- Neutral/natural/pastel/muted colours for paint, flooring, kitchens and bathrooms to be provided (this also relates to the provision of furniture).
- A minimum 30 LRV tonal contrast between floors and base units, worktop and walls, handles and drawers/cupboards, and switches/sockets/controls and background walls.



**Control of Odours**

- The spread of odours must be limited through the building by providing separate kitchen and living space and ensuring there is good ventilation.
- Low odour paints and other items must be used (such as adhesive-free flooring).
- Unscented cleaning products must be used when completing the development.
- Refuse area must be as far away from windows as possible.



**Touch**

- Warm touch door and window handles, stair rails and bathroom grab rails to be provided.
- Showerhead with adjustable settings to be provided to allow choice over type of water flow and pressure.



**Guest room and ensuite shower room**

- At least one guest room should be provided in all Extra Care housing schemes. The accommodation should be wheelchair accessible, with twin beds and an en-suite shower room with WC and basin.

## Sensory Design Principles (continued)



### Staff/Communal Flat (where required)

- The flat should be easily adaptable into preferably an M4(3) flat to future-proof the development in case of changed needs in the future.



### Refuse and recycling store

- Refer to Building Regulations (AD Part H) and consult at an early stage with the local authority to determine any special requirements, the method of collection and the extent of recycling. The main refuse store should ideally be accessed via a lobby from inside the building with space for wheelchair turning.
- For all new development and uses that produce domestic and commercial waste and recycling the plan must show arrangements for storage and collection of waste; see the Council's guidance, [Bins for newly built, redeveloped or new council tax registered properties - Dorset Council](#).
- Consider a ramped area to allow wheelchair users to access the top of the bin.
- External refuse stores may be considered acceptable in certain locations. For extra care housing a refuse strategy is to be provided.
- The store must be adequate for nonrecyclable and recyclable waste containers and space to circulate. It should be accessed from the exterior by robust, lockable double doors.
- Provide adequate ventilation and a wash-down facility with a floor gully (with a non evaporating trap). Provide a lockable cupboard for clinical waste.
- The main kitchen may require its own dedicated refuse store, either as a holding point or as a separate collection point. Consider composting some kitchen waste on-site and disposing of food waste separately.



### Climate change resilience

- Climate change will have profound social and health implications for the vulnerable in society.
- There will be implications to the way buildings are designed as the complexities of balancing a reduction in energy consumption, with the provision of natural daylight, optimisation of ventilation and mitigation of overheating becomes increasingly difficult to deliver, careful consideration needs to be given to delivery of sustainable properties that meet the needs of vulnerable people.



### Social resilience

- Environmental stressors such as extreme weather can irritate, annoy, and be a general source of discomfort for people. Vulnerable residents will be affected by the impacts of climate change. This includes increased fuel poverty, health problems, social isolation, and reduced access to external spaces. A neighbourhood that is supportive is required; this means that careful consideration should be given to how the development sits and connects to the existing social fabric and local community. Measures that should be considered when designing and planning Extra Care developments include:
  - Creation of pleasant indoor communal spaces (adequately warmed and cooled), which could be open to the wider community strengthening connections.
  - Creation of sheltered external communal spaces, with consideration to the creation of micro-climates using adequate vegetation for enhanced health benefits.
  - Engaging residents, where possible, in the design of communal indoor and outdoor spaces through research and resident engagement initiatives.



### Metering of services

- All services must have the ability to be metered to enable residents to be responsible for the energy they use. Individual apartments must be separately metered to enable tenants to manage their own finances.
- Heating and electricity for the common facilities will be centrally metered and covered under the service charge.



### Flexibility/futureproofing

- The issue of flexibility should be considered both in terms of current use and change of use in the future. Communal facilities should be considered as multi-functional spaces rather than designated for specific uses. A scheme should be designed to offer Wi-Fi in all communal spaces and have the right digital infrastructure to promote digital inclusion.

# APPENDIX 1





## Checklists and Best Practice

Must have	Nice to have	Accommodation	Specification	Notes
<b>One-bedroom apartments – <sup>i</sup></b>				
✓		One-bed, two-person apartments	Minimum of 55m <sup>2</sup>	To exceed Building Regulations (AD part M) – Category M4(2).
✓				Flats to have provisions to add technology in the future.
✓		Wheelchair accessible	Minimum 65m <sup>2</sup>	M4(3)(2)(b) flats to have full automation- front doors – windows.
	✓			Power-assisted windows and curtains/blinds are to be considered but must have the ability to be added in the future.
✓		Bathroom		All wall areas should be capable of taking the fixings/loads from future grab rails and/or shower seats for example.
✓		Lounge/bedroom/bathroom		All ceiling areas should be capable of taking the fixings/loads for ceiling track hoists.
<b>Two-bedroom apartments</b>				
✓		Two-bed, three-person apartments	Minimum of 68m <sup>2</sup>	To exceed Building Regulations (AD part M) – Category M4(2).
<b>Communal facilities</b>				
✓		Mobility Scooter		One mobility scooter space per 3 apartments. The bicycle store is often included within this space.
✓		Communal Lounge	1.5m <sup>2</sup> per apartment. plus store of 6m <sup>2</sup>	To connect directly with the communal gardens. Storage may also be provided in this area.
✓		Dining Area Café/ Restaurant	1.5m <sup>2</sup> per apartment.	Served by commercial kitchen or hot food servery dependent on need.
	✓	Catering Kitchen		Sized to occupancy levels.
✓		Communal WCs	Minimum of two WCs, 4m <sup>2</sup>	Located close to the entrance and lounge. Additional WCs are required if the dining area is open to the public.
✓		Guest room with ensuite shower	24m <sup>2</sup>	Should be wheelchair accessible.
✓		Activity and/or quiet rooms	Minimum of 18m <sup>2</sup>	Storage should be provided in this area. As a minimum, a flexible single space is required.
	✓	Residents' laundry Room	25m <sup>2</sup>	Access to an external drying area is desirable.
✓				Intelligent adaptable technology to be provided – this requires Wi-Fi throughout the building.
✓		Assisted bathroom	18m <sup>2</sup>	Baths should have an integrated powered seat with a traverse facility to allow for easy entrance/exit (independently or with support) of the bath, without having to wait for the water to drain. Finishes and fitting should remain as domestic as possible. A wheelchair-accessible toilet cubicle with a door should be accessible directly from the bathroom. The assisted bathroom should not be located in high-traffic areas. “Spa” type feels to the room.

## Schedule of Accommodation (continued)

Must have	Nice to have	Accommodation	Specification	Notes
✓		Residents' Tea Kitchen	8m <sup>2</sup>	Adjacent to the communal lounge. It can be incorporated into the communal lounge.
	✓	Hairdressing and/or therapy room and/or consulting room	Minimum of 20m <sup>2</sup>	As a minimum, one flexible space should be provided which could be used as a hairdresser and/or therapy and/or consulting space.
	✓	Informal Seating Areas	3m <sup>2</sup>	The number of seating areas will depend on the size and layout of the development. A seating area is required adjacent to the main entrance.
<b>Ancillary/back-of-house</b>				
✓		Reception/Managers Office	12 to 15m <sup>2</sup>	Close to the main entrance of the scheme. Consider ventilation and cooling of the room due to computer use.
✓		Staff/Care /Housing Management Office	18m <sup>2</sup>	Size is dependent on the anticipated number of employees working during one shift. Consider ventilation and cooling in the room due to computer use, monitoring (telecare) and fire alarm equipment.
✓		Staff Change	20m <sup>2</sup>	To include lockers, staff WC and shower.
	✓	Catering Kitchen	Minimum of 55 m <sup>2</sup>	The size of the kitchen and storage required will depend on the catering solution. Specialist advice on layout to be sought.
✓		Main Refuse and Recycling Store		Refuse strategy to be agreed with the local authority.
✓		Cleaners' Storage	1m <sup>2</sup> per 10 apartments. Maximum of 8m <sup>2</sup>	One for each floor or section.
✓		Lifts	Minimum of two lifts.	One 13-person stretcher lift and one 8-person lift, as a minimum. Consider the location of the lifts to ensure residents do not have to walk long distances to use the lifts.
✓		Plant Room/ Service Risers/ Electrical Intake/ Meter room		Size based on environment strategy, water storage and possible individual metering.
	✓	Holding Refuse Stores	May be required on each floor.	Refuse strategy to be agreed with the local authority. Internal stores must have an accessible lobby.
	✓	Garden Store	5 to 10m <sup>2</sup>	

## Detailed Brief Checklists

Checklist - Have you?	✓
Considered the weight and ease of use of products.	
Allowed for each apartment to have heating controls.	
Provided level thresholds throughout.	
Used sound resistant flooring.	
Used slip resistant flooring.	
Fitted free swing closers to entrance doors.	
Provided a solid front door with opaque glazed side panel.	
Provided two spyholes at 1100mm and 1500mm from FFL.	
Fitted a letterbox with letter cage internally at min.750mm from FFL.	
Considered sliding panels between the bedroom and living room.	
Created an acoustically insulated hallway cupboard for washing machine.	
Allowed for independent lighting controls.	

Checklist - Have you?	✓
L or U-shaped kitchens.	
Good task lighting and tonal contrast provided.	
Wall cupboards within 400mm from the standard worktop.	
Base and corner base units have pull-out drawers.	
Taps swan-neck with lever handles and clear hot/cold markings.	
Level surface induction hob.	
Oven mounted at 1000mm to centre.	
Oven is side-opening.	
A pull-out heat-resistant shelf below the oven.	
Handles to be comfortable and long.	
All controls are easy to see, use and understand.	
Corner end units and worktops are curved.	
Standard height units at the end of kitchens.	
The kitchen can be isolated.	
Pattressing to walls.	
<b>For wheelchair accessible kitchens see LBW/R M4(3) brief - As above plus:</b>	
Glass-fronted cupboards.	
Units to be height adjustable.	
Pull down shelves in wall units.	
Accessible sockets to the front of units.	

Checklist - Have you?	✓
Created a direct link to the bedroom with a view of the toilet from the bed.	
Provided pocket doors.	
Fitted mirror lights around the mirror.	
Provided a basin at a height of 770-850mm from FFL.	
Provided mixer taps with lever handles.	
Provided low height shaver socket.	
Provided shower controls with lever handles.	
Located shower controls so they are accessible by enablers.	
Mounted the shower on a grab rail.	
Allowed for a shower head adjustment of between 900-1800mm.	
Provided contemporary, warm touch grab rails.	
Provided electric supply for washer/dryer toilet.	
Specified a slip resistant floor finish.	
Fitted a level access shower.	
Provided task-focused lighting.	
Provided floor p lights.	
Fitted larger tiles.	
Provided pattressing to walls.	
Tiles to be matt finish in contrasting colour to fixtures/fittings.	
Provided an external water shut off valve.	

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Checklist - Have you?	✓
Allowed for future hoist positions.	
Provided a direct link to the bathroom.	
Provided 1200 x 1200mm turning ellipse.	
Left 800mm between all furniture.	
Provided large windows.	
Considered secure night ventilation.	
Allowed for at least 12 electrical sockets.	
Allowed for connectivity.	
Allowed for fitted wardrobes and drawers.	

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Checklist - Have you?	✓
Ensured good natural daylight.	
Allowed for future hoist installation.	
Considered secure night ventilation.	
Provided technology enabled windows.	
Allowed for at least 12 electrical sockets.	
Allowed for connectivity.	

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Checklist - Have you?	✓
Provided corridors that are min. 1650mm wide.	
Provided single-banked corridors.	
If no to the above, provided corridors no longer than 30m.	
Undertaken overheating analysis.	
Provided a 30LRV tonal contrast between adjoining surfaces.	
Provided handrails to one side of the corridor.	
Provided tactile studs to corridor.	



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Checklist - Have you?	✓
Provided level access route from car parking to the main entrance.	
Provided separate pedestrian and vehicular access.	
Provided birck and block paviments.	
Provided a suitable amount of parking for the location.	
Interspersed the parking with trees and vegetation.	
Provided space for drop off.	
Allowed for easy turning for vehicles.	
Considered space for vehicles with tailgates.	
Provided good lighting.	

Checklist - Have you?	✓
Provided fully wheelchair accessible gardens.	
Located the gardens so they are visible from the main entrance.	
Provided adequate and varied seating.	
Provided a secure rear garden.	
Provided a space for residents to manage.	
Provided raised planters.	
Provided a greenhouse.	
Provided a large terrace with shaded areas.	
Provided a walking route through the garden.	
Provided a variety of features and plants to create a sensory experience.	
Provided wildlife friendly planting.	
Provided bird boxes.	
Provided plants to create colour all year round.	
Provided external lighting.	
Provided an external tap.	
Provided an equipment store.	
In urban areas, considered a roof terrace.	
External drying space.	



# REFERENCES

## References

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Inclusive design meets the needs of a wide range of physical and learning disabilities, cognitive impairments, such as Dementia, and sensory impairments. For further guidance relating to design aspects aimed at supporting adults with care and support needs see:

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[BS 8300-2:2018 Design of an accessible and inclusive built environment - Buildings. Code of practice](#) - (Website)

[PAS 6463:2022 Design for the mind. Neurodiversity and the Built Environment](#) (Website) – Download it from The British Standards Institution (BSI)

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[TAPPI2: Review of Application Guidance and Standards for Technology Enabled Care - Report TAPPI](#) - (PDF)

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[Wheelchair Housing Design Guide: 3rd Edition \(2018\) by Habiteng](#) - (Website)

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