

Riverside Hull Extra Care Schemes

 Riverside

Cecil Gardens

Case
Study



Case Study

The Brief

PFI Sign Solutions have installed wayfinding signage at Extra Care Schemes for Riverside Housing Group, with a sign package that caters for the special needs of residents with dementia and vision impairment.

Riverside's project, in partnership with Hull City Council and Wates Living Space, created 316 Extra Care apartments across three sites in Hull, to meet the growing demand for support for people with care needs.

The scheme provides a balance of independence and reassurance, with residents able to enjoy the privacy of their own home, whilst having the comfort of knowing care is available as and when they need it.





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The Need

To meet the needs of dementia patients and those with impaired learning, the environment and wayfinding must be clearly legible and easily understood. Good signage reduces confusion and provides a degree of security and comfort for residents.

Signage must be relevant, display an easy to understand pictogram or graphic, in conjunction with the relevant wording and necessary directional arrows.



The Solution

All of the signage we produced for these sites met the recommendations of Stirling - a registered charity based at the University of Stirling, which seeks to improve understanding of dementia and improve the standard of care for dementia patients. PFI liaised regularly with Stirling to ensure that the text, pictograms and light reflectance provides the best possible experience for residents of the schemes.

The text and graphics were printed to the reverse of the signs to remove the opportunity for dementia residents to scratch the content. Text was created in Mencap font, with sizes guided by reading distance. Due to the fact that the residents suffer from dementia, signs were produced oversized, compared to what we would normally supply.

The pictograms are easily recognisable by dementia residents. Signs for "non resident" doors (i.e. staff rooms) were designed to be harder to recognise. Therefore, those signs are the colour of the surrounding walls, have grey text and no pictogram, reducing the risk of confusion for residents.





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Colour, Tone and Light Reflectance



For patients with impaired cognitive skills and/or vision impairment, it is necessary to have sufficient colour and tone contrast between the wall, sign panel and text. In particular, the ageing eye loses the ability to discriminate between colours, so tone is more important in terms of contrast. Therefore, we ensured that a good contrast existed between the colour, the tone of the text and background on the signs. All door and wall signs/directories are the same colour.



Light reflectance value (LRV) was a critical consideration. Glossy surfaces tend to reflect colour and light from behind the reader. As they move around, the reflected image changes in colour and density. The sign may, from one direction, have a high contrast but, when approached from another direction, have a low contrast. Matt surfaces are more consistent in their contrast and, therefore, more legible, which is essential for residents with dementia or vision impairment. The LRV is used to predict contrast.

We used matt substrates (gloss 15%) and achieved a real world LRV of 4.47 with our black and 86 for our ultragraved white text, values which are exceptionally good for legibility for vision impaired and special need residents.



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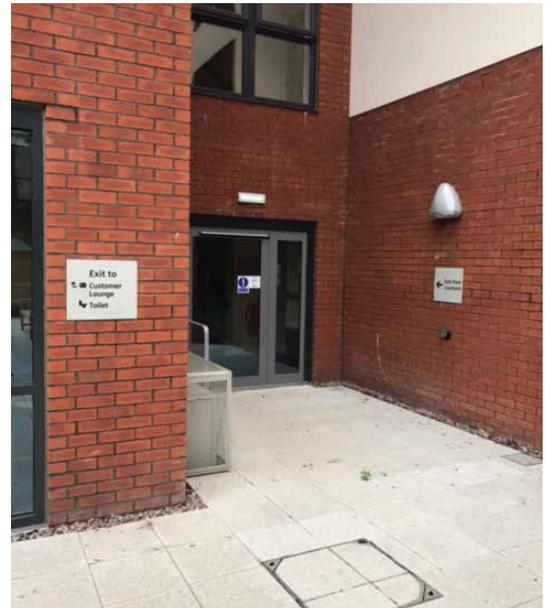


Considerate Positioning and Fixing

Many older people experience a loss of height, as well as reduced strength in their shoulder muscles, which lowers their eyeline. For this reason, all signs in the schemes were fitted at 1200mm above floor level - which is lower than usual height. The schemes were fully surveyed and a location plan produced which ensured that all directional signage could be visible from connecting corridors.

The signs were made with radius corners and checked to ensure there were no sharp edges.

All signs were fixed securely to the wall with anti-ligature hidden fixings and extra-strong VHB tape.



The Result

PFI Signs have worked with Riverside on hundreds of sheltered housing schemes across the country, but this scheme is particularly close to our hearts. We feel proud to have been able to work on this project.

The time and care we invested in this scheme means that they have some of the best dementia care signage available, which will help prevent residents from feeling lost and give confidence in their space for many years to come.



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