

a collection of rituals

an analysis of the daily lives of the elderly

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Huis Assendorp, own picture, Oct 2019

introduction

"The best source of information is the person for whom the designer is designing the product." (Buti, L.B. 2018, P.8)

How to come up with a design for a group of people that is in age and habits furthest away from you? How do you get to know their rituals and habits, their use of their homes, their limitations? What do they need? The main research of this graduation studio consists of anthropological research, staying in an elderly home for one week, observing their daily lives: a fieldwork week. To make this possible, the studio works in close collaboration with a care and housing association called 'Habion'. During this week, I stayed in Huis Assendorp, in Zwolle. Huis Assendorp is a recently renovated place, where Habion

has already implemented their new vision on elderly living: a place where all ages live together, where you can stay no matter how old or ill you get. The care is the thing that adapts, not the residents.

Staying in a place where elderly live, being part of their lives for one week and doing the same things, gave me the opportunity to really dive into their rituals and daily lives. Having this experience and knowledge is really valuable as a designer. It gives me the chance to really ground my design and take well-considered decisions.

The following pages are a collection of my observations, made visible by drawings, photo's and written stories.

I want to start with a story.

I know a woman.
Her name is Jeanneke.

When Jeanneke's husband died, she was left alone in her house. She moved 3 times, before ending up where she lives now.

She tells me that the house is so beautiful. That she only needs to push a button and the nurse will be right at her service.

But she is also sad because the residents are much worse than she is. She misses a good conversation or a laugh.

Because she is actually quite sharp still! And has a sharp tongue.

She is just afraid of falling and therefore she needs help with almost everything

She does not dare to walk alone, but the nurses are busy, so she never goes outside

To stay engaged, she goes to a day care where they read the newspapers together and talk about the news.

But this is only twice a week and the other days, she fills with reading and looking out of the window, in between the fixed moments food is served.

That's why she loves when we, her family, visit her.

I noticed something similar, in my week in Zwolle.

There was a woman.
Here name was betty.

Betty is woken up every day at 7. She thinks this is too early, but this is when the nurses do their round.

Because she can't move herself she gets help from the nurses. At 8 she has breakfast in her room and reads the papers.

At 10 she is put downstairs at the coffee round, where the other care residents are as well.

At 11 she is brought back to her room again and she watches tv, because at 12 lunch is served in the common kitchen again with the other care residents.

After lunch the nurses bring her back to her room and install her in front of the television again.

This lasts until 5, when she is picked up by a nurse to have dinner at the common kitchen, again with the other care residents.

After dinner, betty is brought back to her room, where she watches television until the nurses put her in bed at 12.

When we visited Betty, she told us she was waiting for 3 weeks already for someone to go with her to the Jumbo. And that she hoped we would soon come back.

I think she loved it that we visited her.

What I noticed in Huis Assendorp and my other visits to elderly homes

They all seem to look for engagement but value their privacy just as much. This engaging is impeded by the fixed schedules and rules in the elderly homes, and their limited mobility, taking away/ reducing the independence of the elderly. This independence is key in motivation for life and feeling of mattering.

Both Betty and Jeanneke are unable to go outside independently, while they do really enjoy it. Jeanneke is afraid of falling and Betty's wheelchair needs someone to push it. Going outside would give them the opportunity to meet and interact with others, since the buildings they live in are quite closed to the outside world and people don't randomly go there. Making contact with others and being able to interact is very hard for them, while it has been proven that being in contact with others is so important for staying engaged and prevent loneliness.

I also noticed the joy our presence brought and the incidental moments of a resident taking care of a fellow resident in the right setting. While most of the common spaces were not used, some were and here the act of taking care of each other was visible.

So, in the right forms, the feeling of a community that takes care of each other, can happen. And I do have the feeling they want to be part of something, but because of different factors are unable to. To be able to create such an environment, in which people naturally interact, it has to give the feeling that people have a free choice. That they can be sociable if they like to, but that it is also okay if they retreat. The funny thing is that giving them this freedom to retreat, will make them more likely to interact.

Since this freedom, this independence is lacking for most of the people in elderly homes, I think here lies a chance for improvement. A community in which freedom of choice rules. In which they are not dependent of fixed schemes and are neither forced to take care of each other, but some place it naturally evolves. A place where all elderly, in any physical state, have the possibility of interacting with others and are not secluded from society.

What stands out from the two stories on the previous pages is the willingness of these elderly to do things, talk to others, go outside, but their inability to do so. And the reason for this is their loss of independence. Resulting in being lived, instead of choosing how to live.

And as seen in the previous chapter, literature actually emphasizes the importance of independence for intrinsic motivation in life, and motivation for participation. In fact, the feeling that people have a free choice, that they can be sociable if they like to, but that it is also okay if they retreat, will make them more likely to interact.

So this raised the question for me:

Could independence be key to an inclusive living environment for elderly?

And thus:

How can we create a community in which elderly in need of care get back their independence – in which the independence of elderly is stimulated?

With this question in mind I started digging more into the literature. And I found some interesting themes to structure my research.

Independence is often used together with two other notions: **relatedness** and **competence**, as key elements for intrinsic motivation for life.

Independence is the state of being free from the control of others. A bit like autonomy. It is directly related to **competence**, which is about mastering skills and the ability to execute certain tasks, which leads to the feeling of contribution and thus the feeling of still being "of use". **Relatedness** is being connected to others. Making contact with others and being able to interact has been proven to be important for staying engaged and prevent loneliness.

So after coming back from the fieldwork, these themes and the literature study helped with asking the right questions and categorizing the analysis.

For **independence** I have looked at the following:

- What about their day schemes, how fixed are these?
- Are there enough activities and facilities?
- How is the neighbourhood designed? Can they easily go out? Are facilities like a supermarket nearby?
- What do their private rooms look like? Do they have the ability to pull back, cook themselves, invite others, etc?

Relatedness can be found in other elements:

A condition for relatedness is the feeling of being at home. To reach this, Talja Blokland, Jan Gehl and Herman Herzberger all stress the importance of unplanned encounters. So from my observations, I looked at:

- Are there opportunities for encounters and interaction?
- What about the people that live there, how do they interact with or help each other?

Another important theme for relatedness and the feeling of home is **appropriation**. The act of making something your own. For this theme I looked at the way the people make the building or space their own and found why certain spaces worked while others didn't.

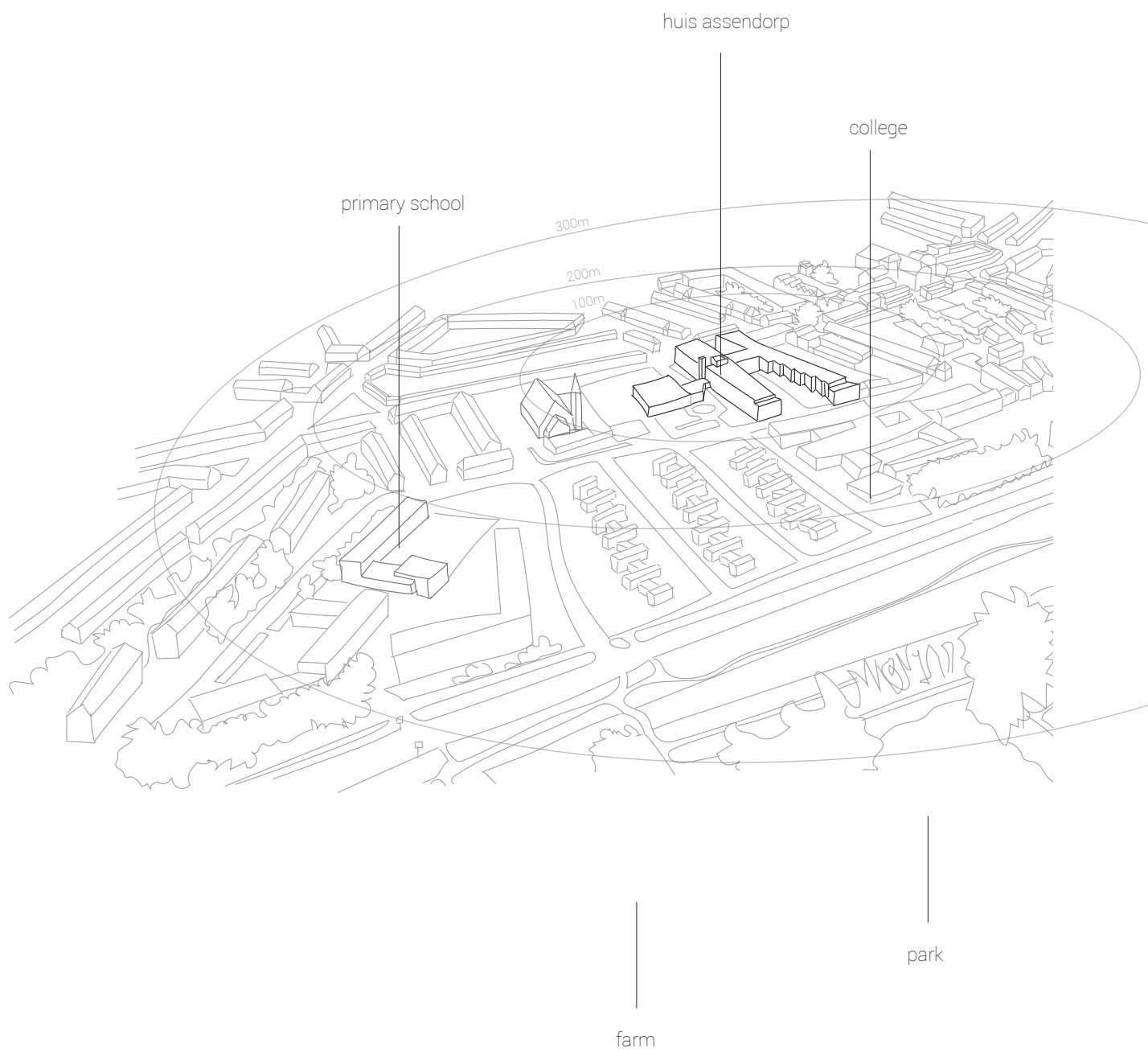
- What did they do to personalise their rooms?
- Were there any transition zones
- What did they look like?
- Did and how did they domesticate the common spaces?

For **competence**, the possibility to execute (daily) tasks and being stimulated to participate looking at the design of the neighbourhood as with independence is very useful.

- Can they easily go to the supermarket etc?
- But also are there activities that ask for certain skills that make the elderly useful and engaged?

The following pages show a collection of my time in Zwolle. Some observations were more general, not directly linked to the 3 themes, but still led to useful design guidelines. However, the main analysis and conclusions are about the three themes of independence, relatedness and competence, and what is important to take into account when designing something new. Though the conclusions are categorised in these themes as well, the analysis is divided differently (see table of contents).

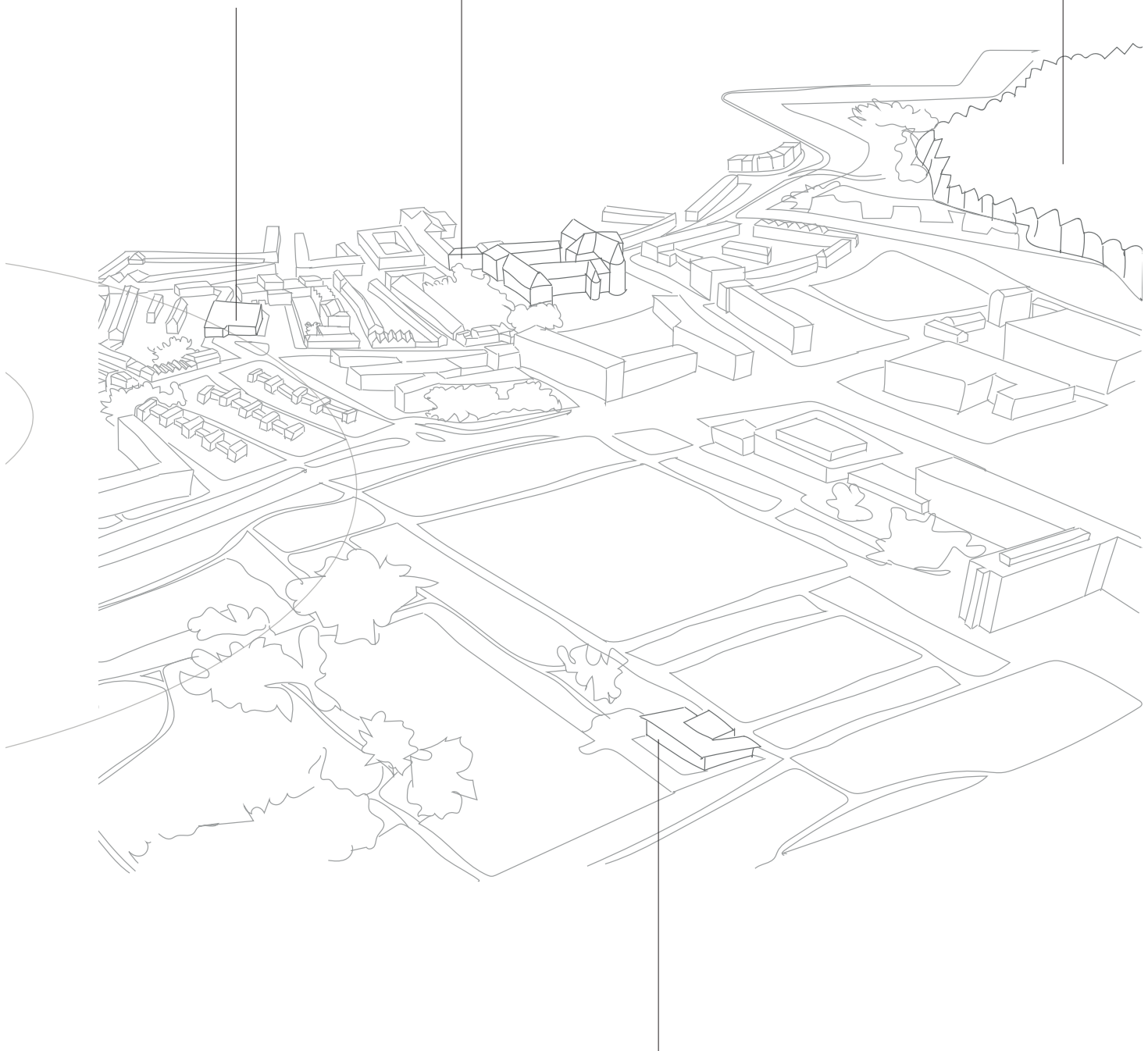
the neighbourhood



jumbo supermarket

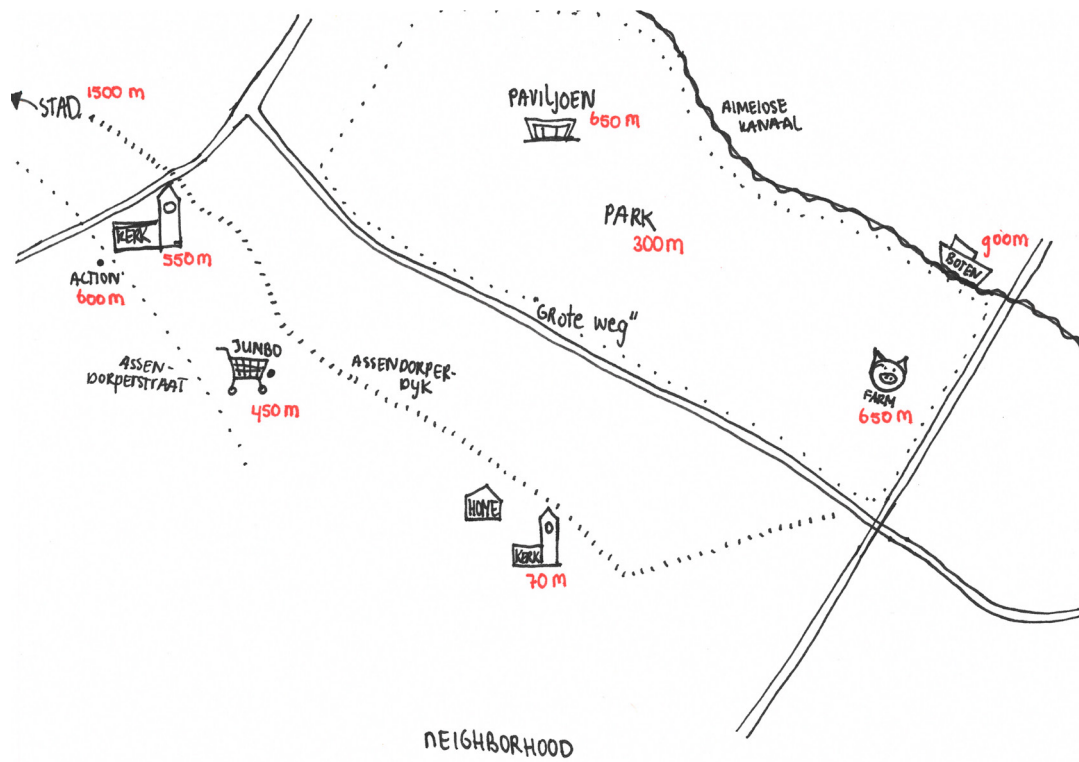
action

city centre



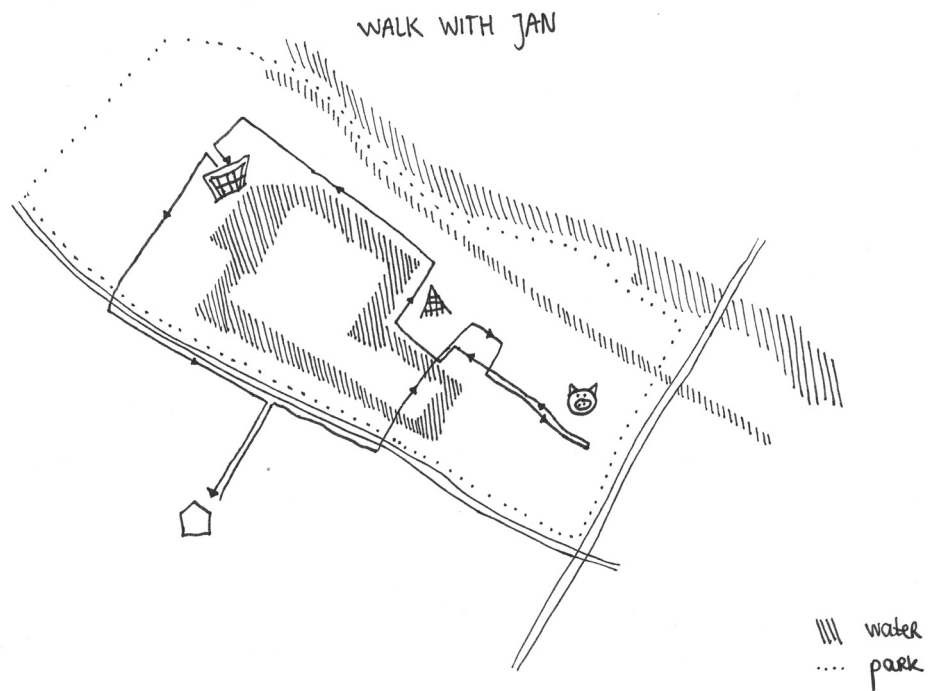
park pavilion

landmarks



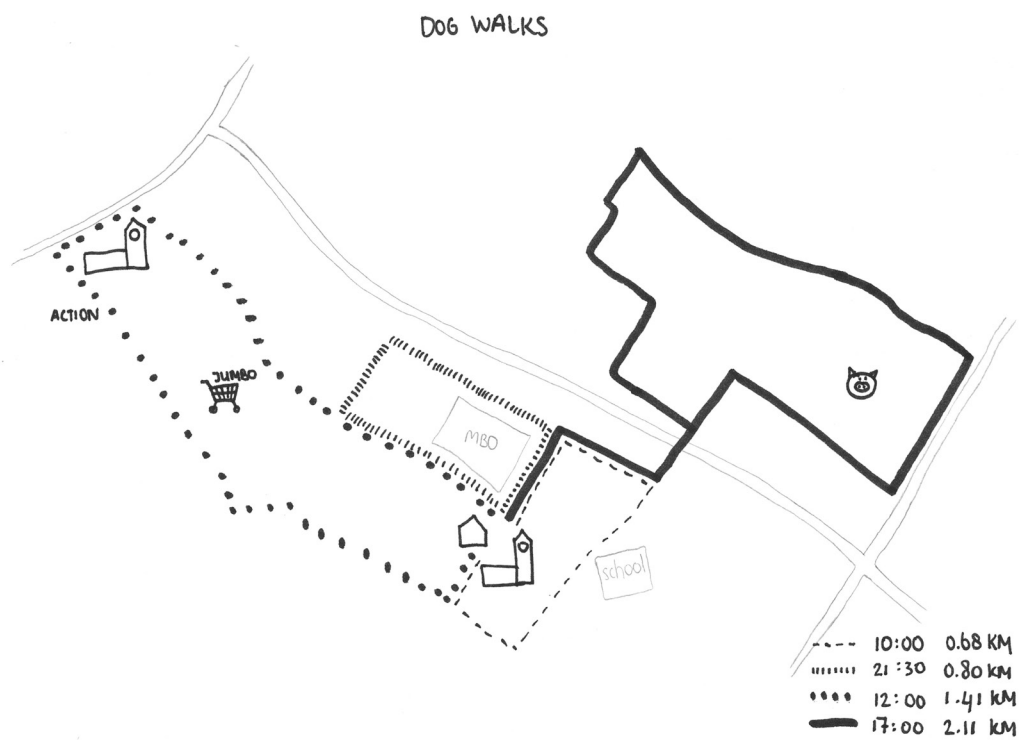
The neighbourhood of Huis Assendorp seems to offer quite some possibilities. It is near a park, animal farm, supermarket and shopping street. However, for elderly that are less mobile, even those distances are hard, especially if the way leading to facilities is hard to pass.

a walk through the park



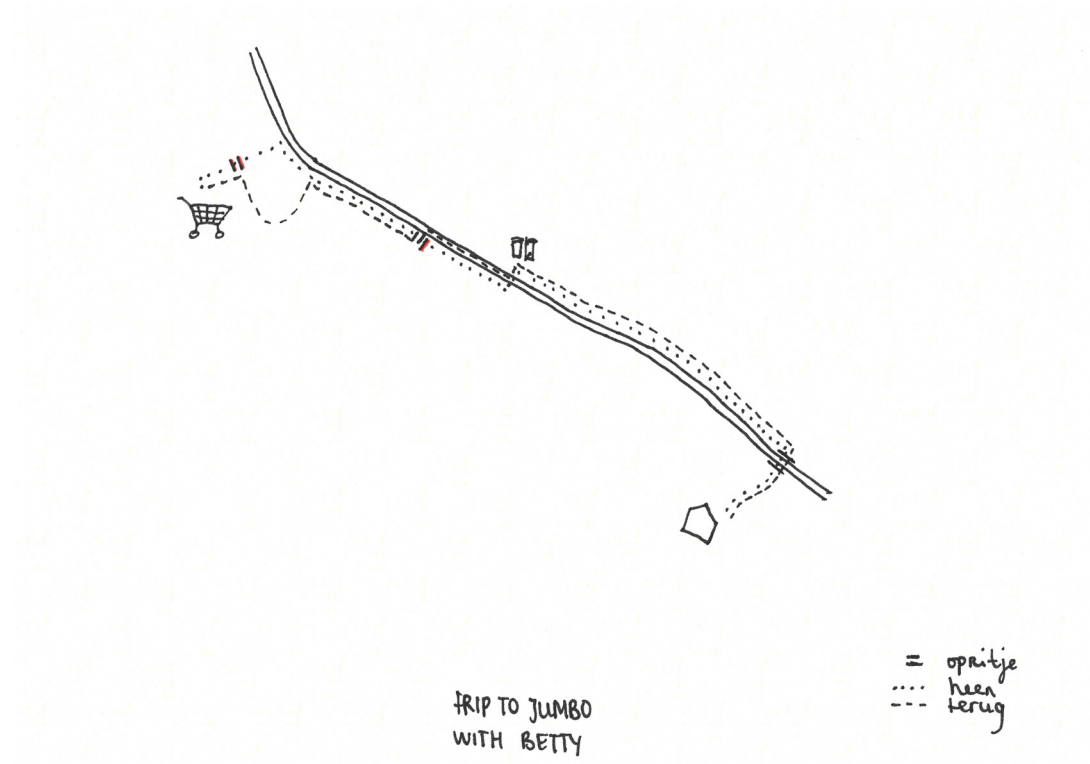
An independent living older man who was still mobile, took us for a walk. For him distances aren't a thing. He showed us the park, animal farm and the pavilion.

dog walks



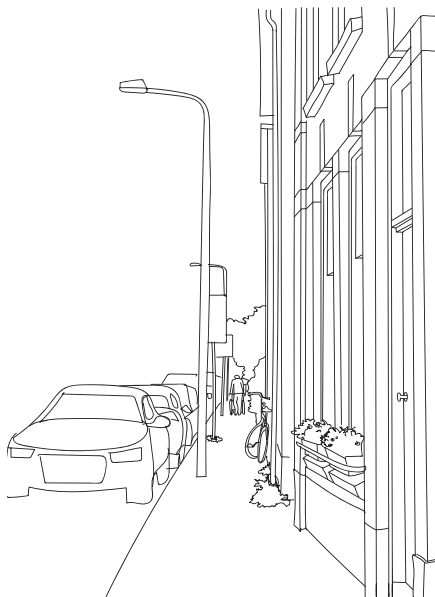
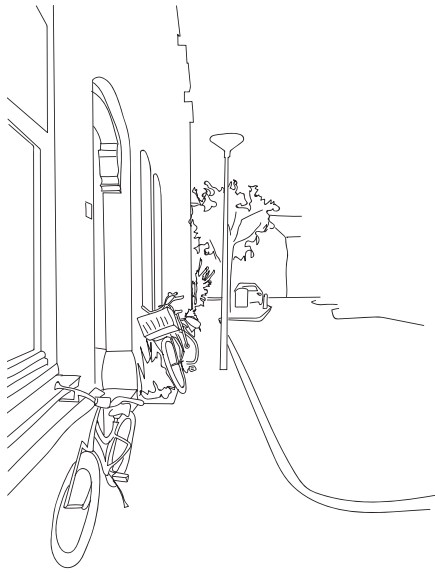
In Huis Assendorp it was allowed to have pets. A group of women who were still care free, made regular dog walks together. Depending on the time of the day, they would make a short or long walk. The icons indicate their recognition points, the lines the routes.

a walk with a care resident



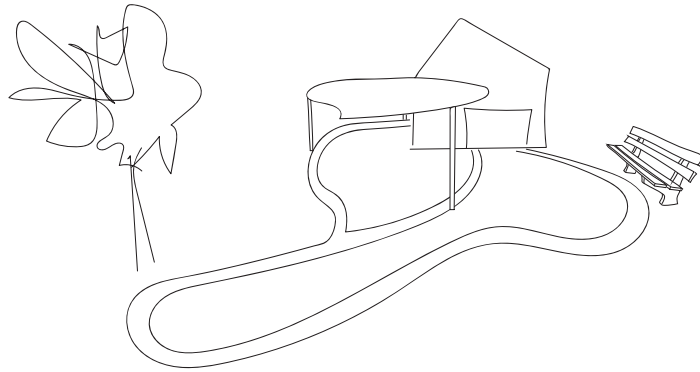
This walk was with Betty, a lady in a wheelchair she can't operate herself. She is fully dependent of others and had been waiting or 3 weekd for someone to go to the Jumbo with her. To reach the jumbo, there were quite some obstacles we had to pass. Especially the ramps going up and down the sidewalk were sometimes too steep (the red marked ones) so the wheelchair got stuck.

accessibility



The building doesn't provide a safe walking path for the residents and the walking paths in the neighborhood are not user-friendly for elderly that are less mobile. The solution is a smooth walking path that offers all residence a safe walk outside.

guideline



a smooth path, party covered
for bad weather, with a rest
possibility



facilities nearby

interviews neighbourhood

WHAT do the NEIGHBORS say?

TIPS

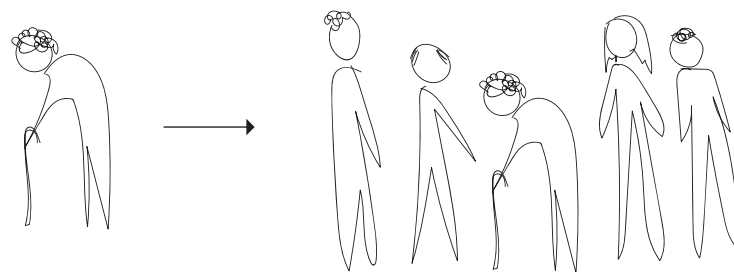
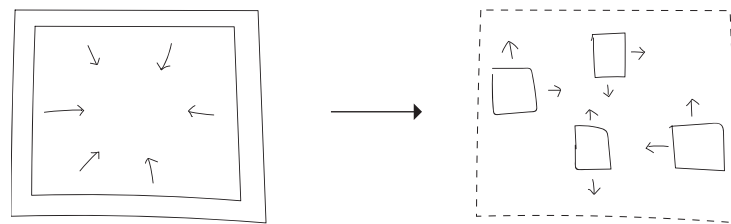
- + they promote well
- + house is open towards neighborhood
- + the combination with students
- + the day care
- + has been to the "fysio"
- + the vegetable garden with help of a neighbor
- I don't want to be locked up yet not very inviting
- businesses now are not added value for the neighborhood
- there is nothing for me to go there feels like a hospital
- organised activities a couple of times per year
- activities that involve younger target groups
- I would go there if I had family there
- more flexibility of staff so external activities become possible as well
- a catering facility with accessible terrace would be nice also for the neighborhood. look at what's missing
- I would go there if there were facilities that I needed
- young and old could learn from each other

STRIKING!

- I love this neighborhood, we take care of each other here
- young and old live together here
- we look after each other in this town



guideline

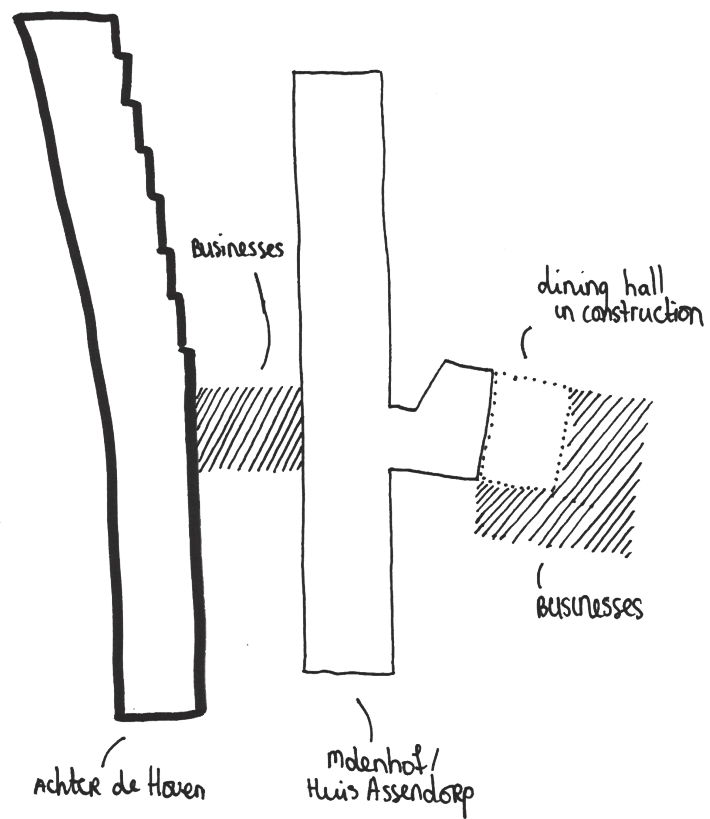


from closed to open
from specialised to mixed

To create an inclusive environment, we should look at the possibilities to open up the elderly care residences and include different target groups.

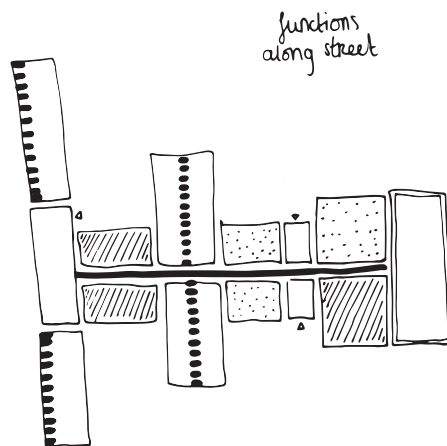
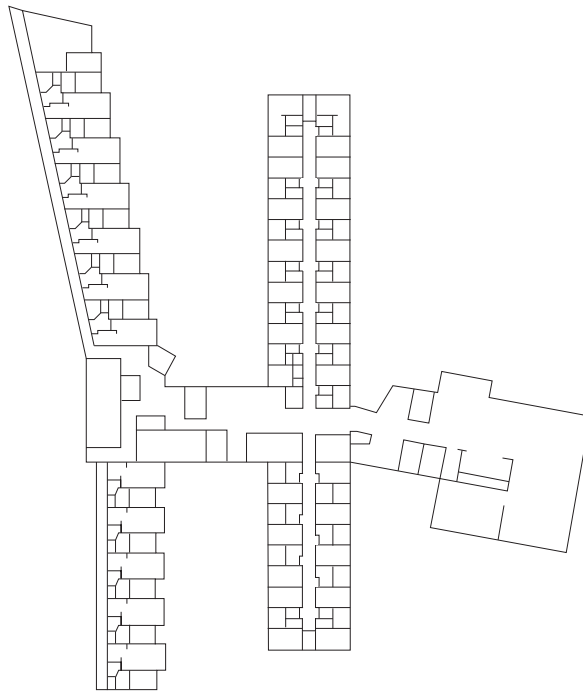
the building

composition



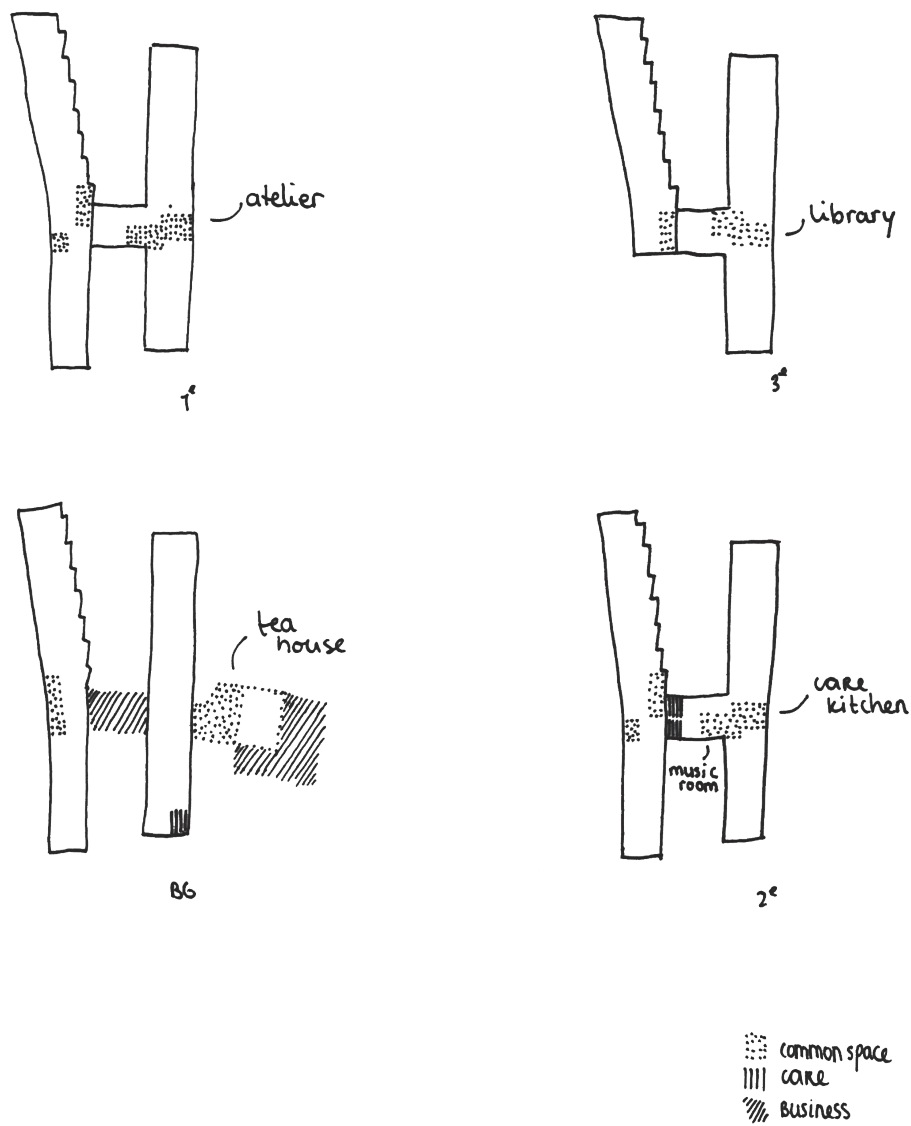
The building is divided into Achter de Haven and the Molenhof, separated by the businesses that are seated in between.

use of the building



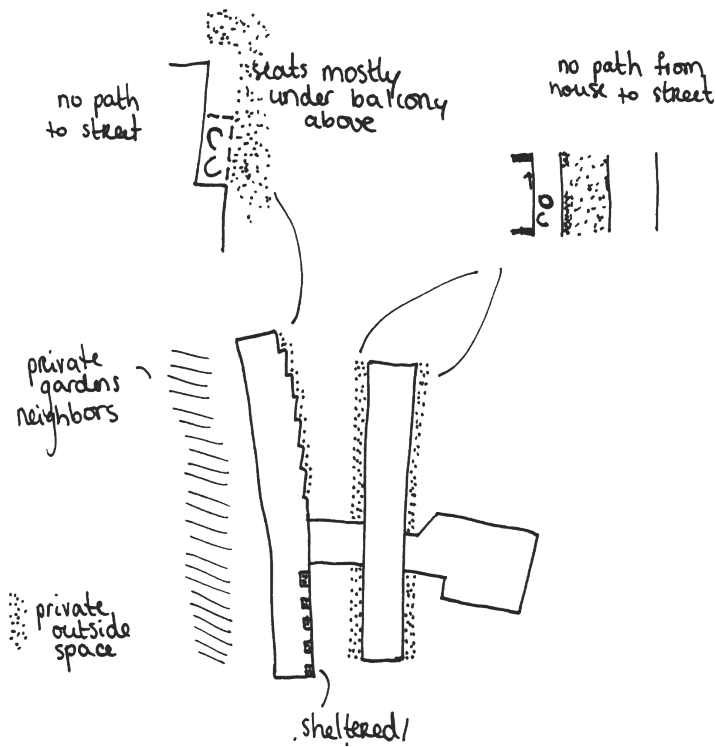
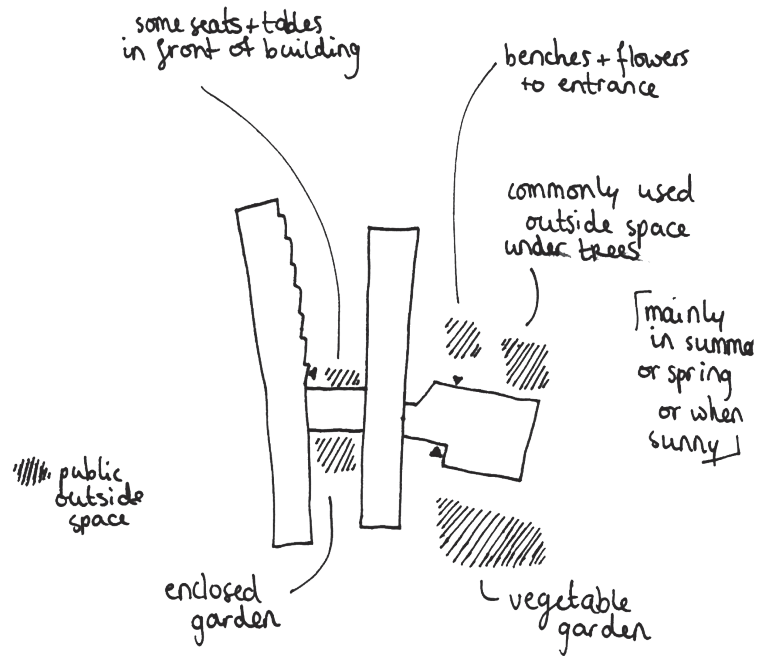
From the main entrance, a 'street' connects to all functions in the building. Common spaces and the facilities are all accessible from this street, just as the hallways leading to the apartments. An opportunity lies in connecting the nursery school for children with the complex. Now they are still completely separated.

common spaces



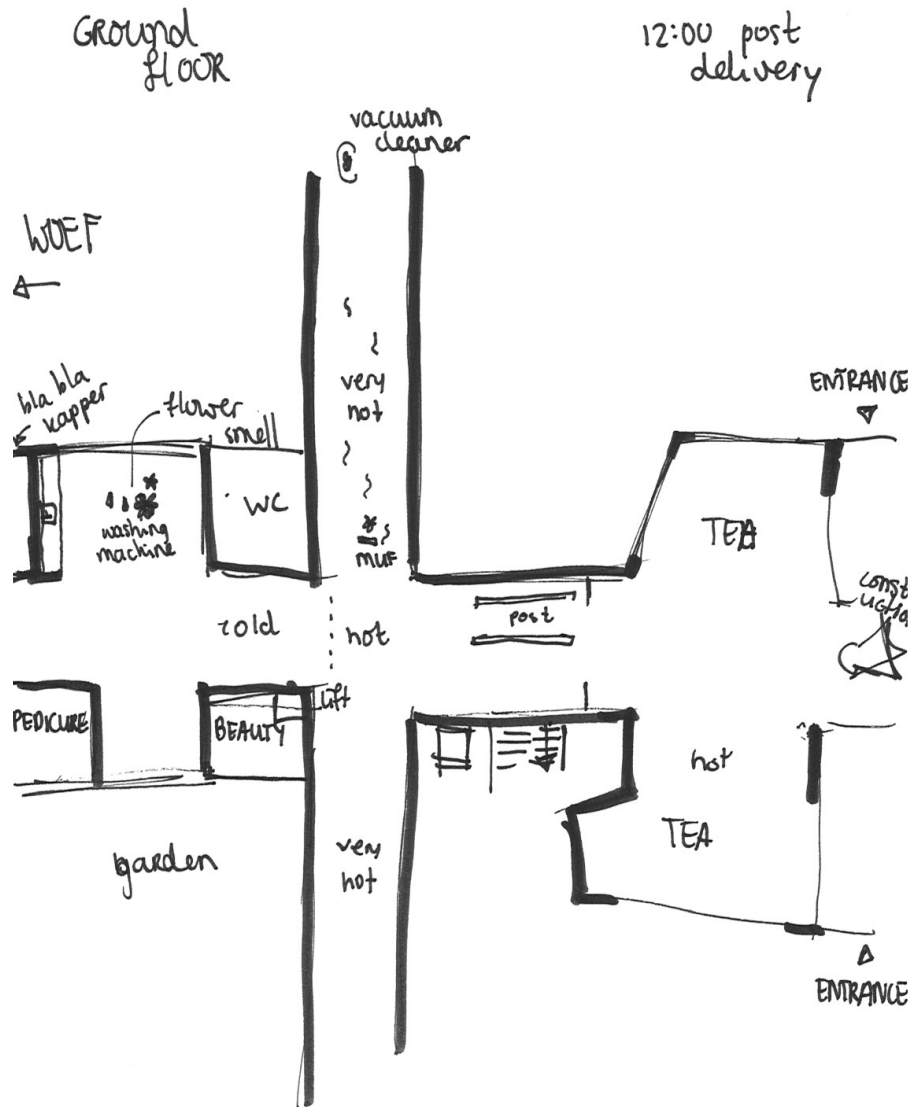
Every floor had its own common room and kitchen. It was striking that some spaces were often used while others barely.

outside spaces



The complex has several outside spaces for the residents to use, while some have their own private outside space.

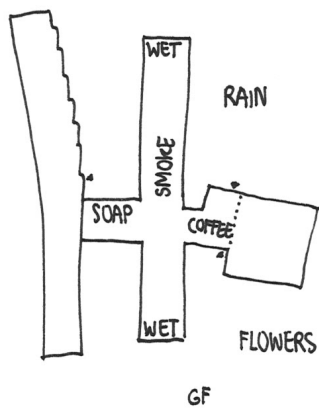
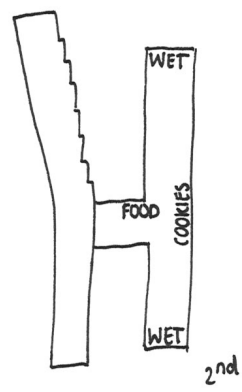
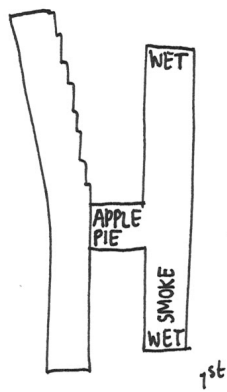
sensory map



most used area because of mailboxes, tea room and businesses

The ground floor is home to a multitude of sounds, smells and noises, characterising the different areas.

smells



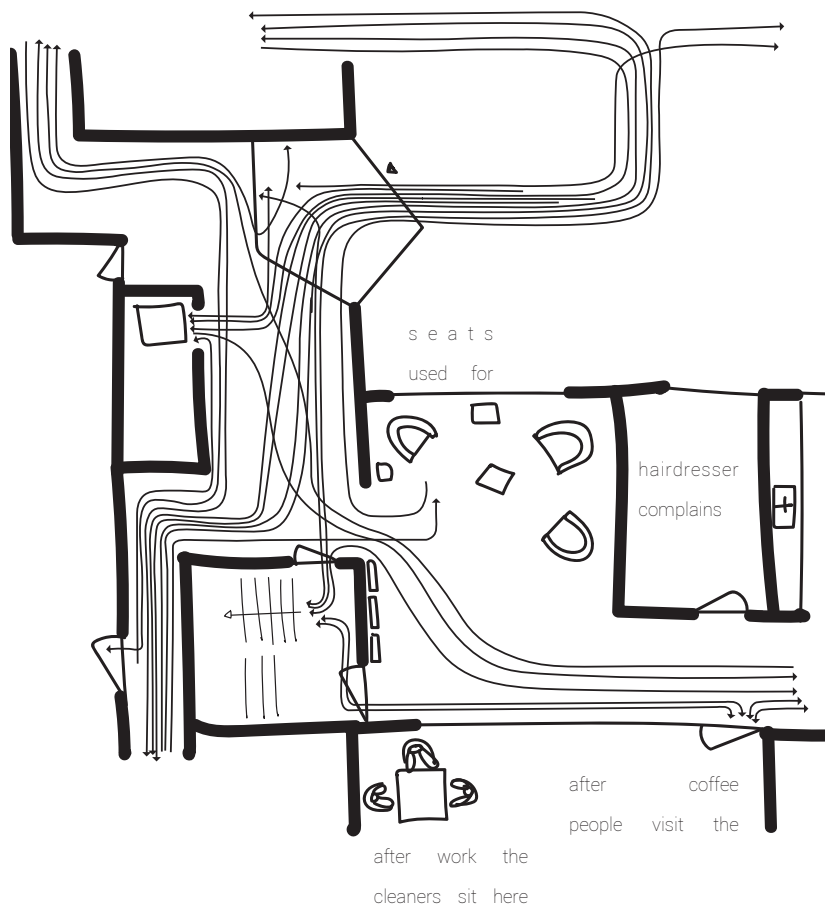
smell producers:

- cooking (p+n)
- smoking (n)
- baking (p)
- moist spaces (n)
- beauty entrepreneurs (p)
- coffee (p)

The smells in the building range from cooking smells to cleaning smells to smoke and mold.

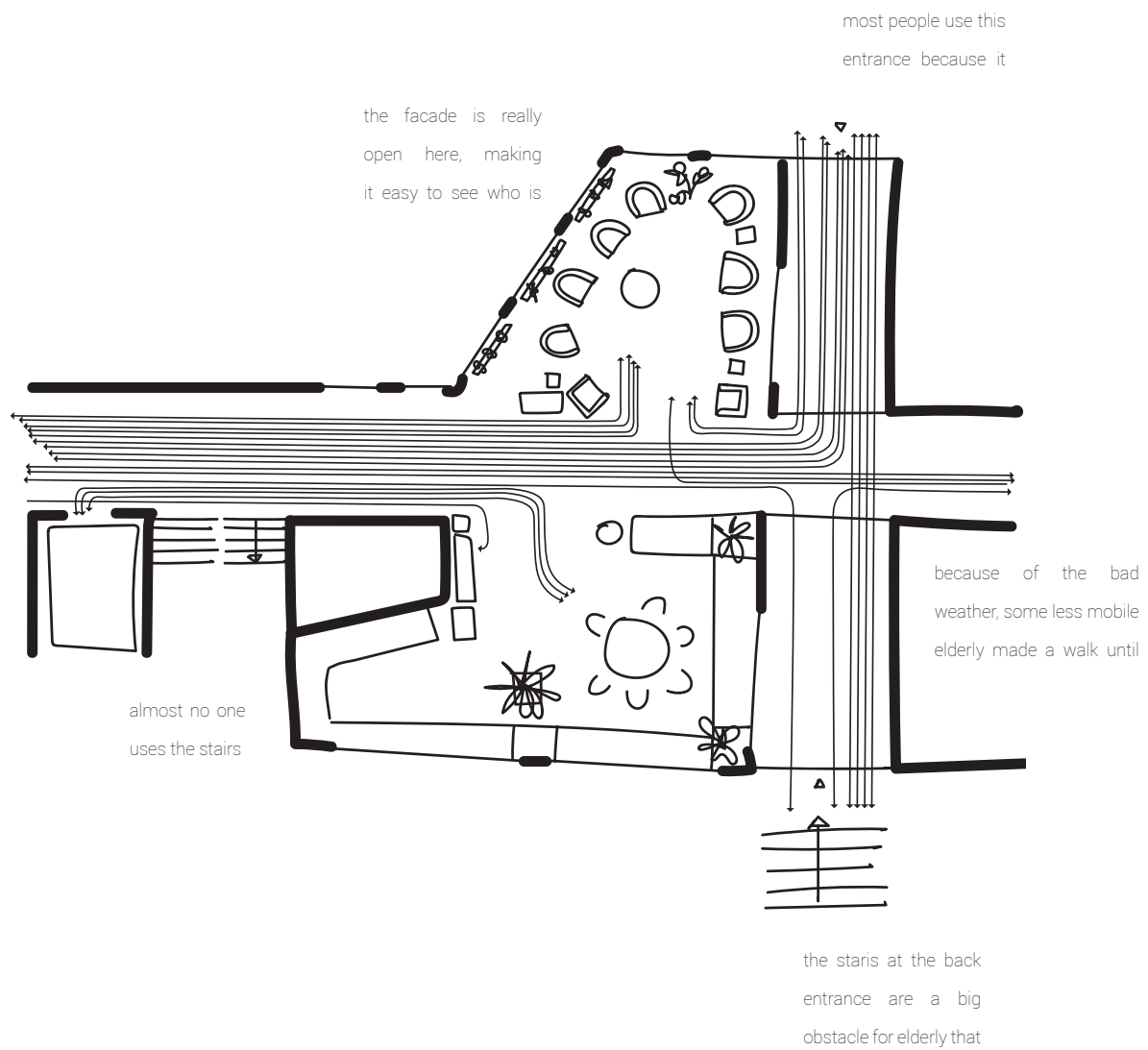
entrance Achter de Hoven

quite some people just
walk to the mailbox and



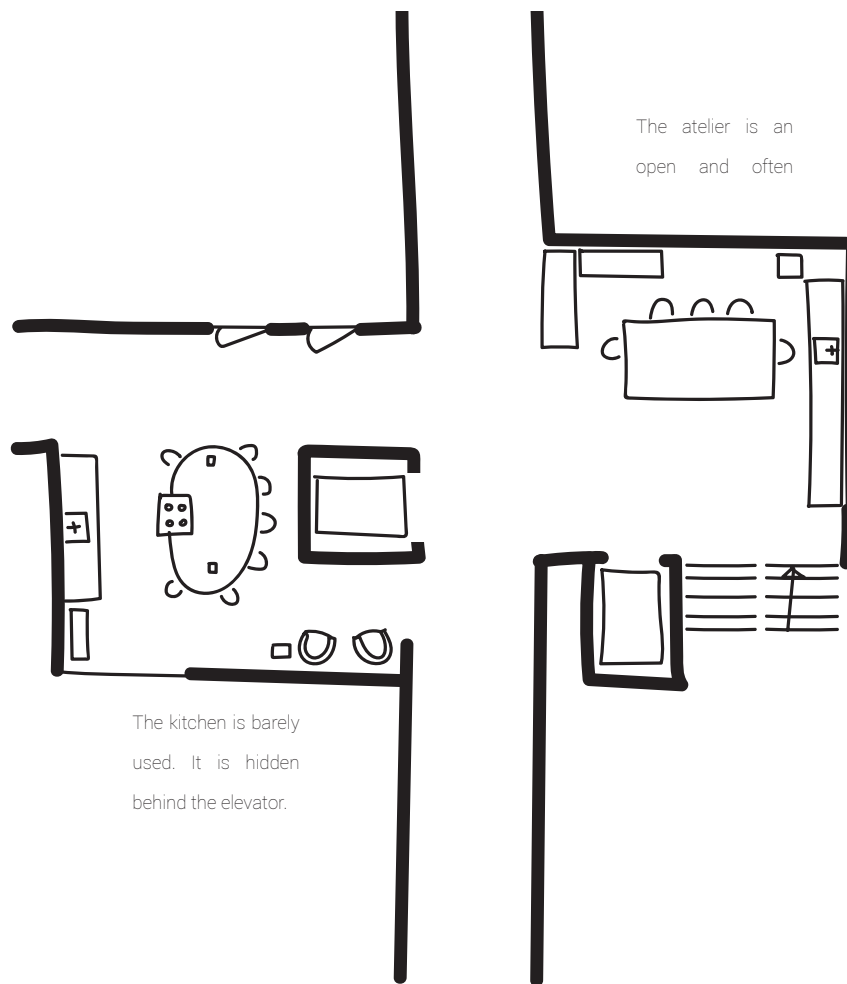
The entrance is a vibrant area. While the whole building seems desolate, when sitting at the entrance for an hour, a lot of people passed by. The location of the seats around the corner, however, does not really stimulate contact since most people walk to their apartments or the mailbox and thus don't see the sitting area.

entrance Molenhof



The main entrance is also a vibrant area. Everyone who enters, passes the tea house which is really open. This makes interaction really easy. Everyone says 'Hi!' when walking by. It is also the area where people wait for being picked up and where less mobile people have a walk to.

common area first floor

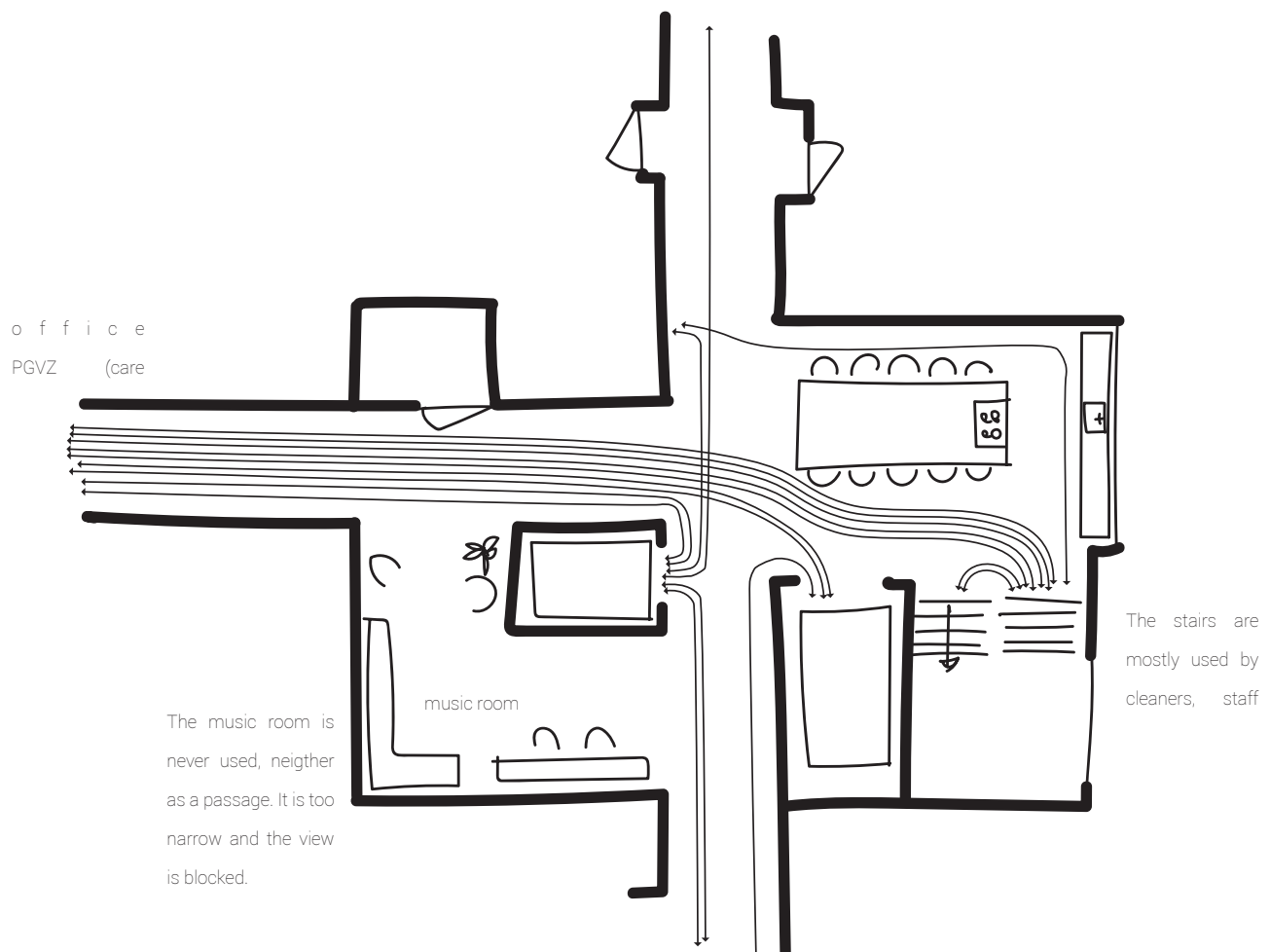


The contrast between the commonly used atelier and the barely used kitchen on the first floor is striking.



The layout of the rooms already clearly show the difference between how they are used. The atelier has much more personal stuff the residents brought themselves, while the kitchen looks very impersonal.

common area second floor

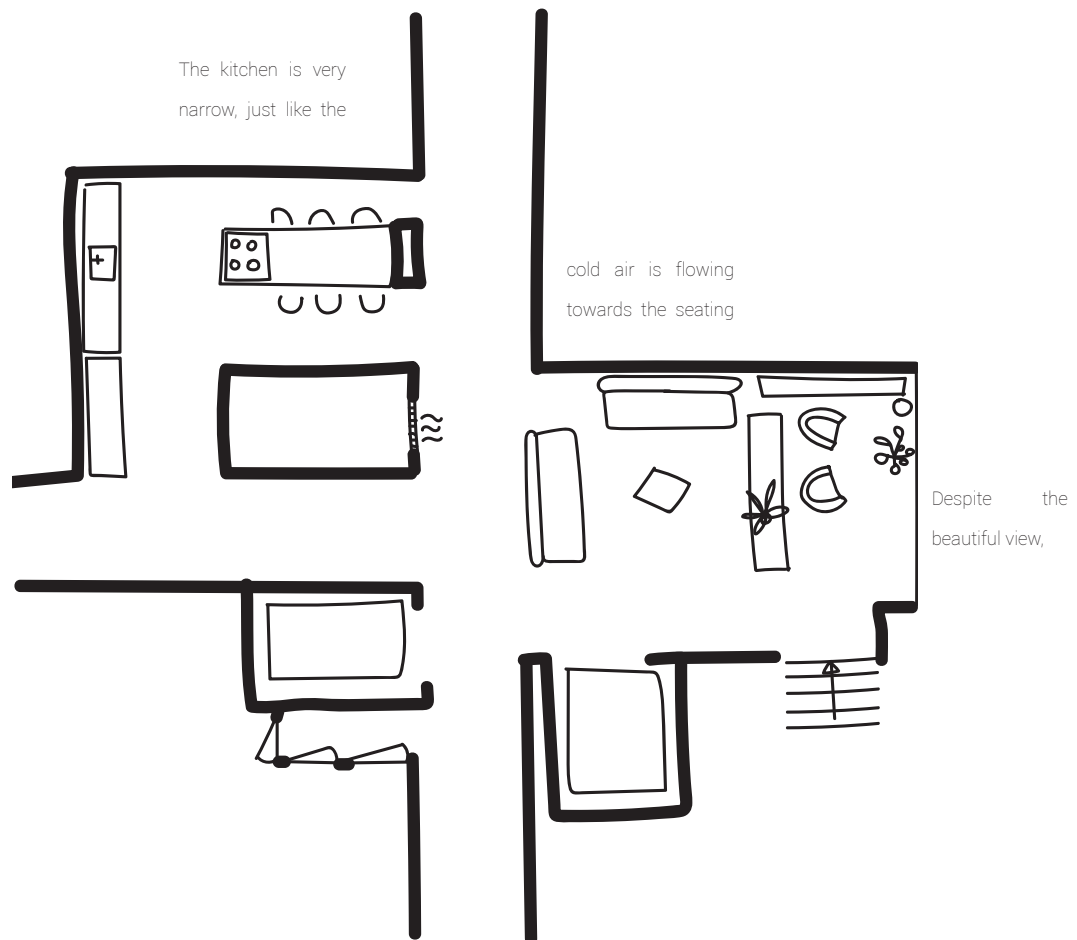


The kitchen on the second floor is the most used kitchen in the building. From 12 o'clock, the residents that need care, have lunch together here and at 5 dinner. The area is a busy route for care takers and cleaners, who have their office at the end of the hallway to the left. The music room on the contrary is never used. It is located in an awkward corner blocking any view.



This is the only common kitchen that is used a lot. It shows some personal touches, like the postcards above the sink, the decoration flags indicating a birthday celebration and the handmade flower arrangements. Even though they tried, the furniture in the music room is impersonal and unhandy for residents that are less mobile.

common area third floor

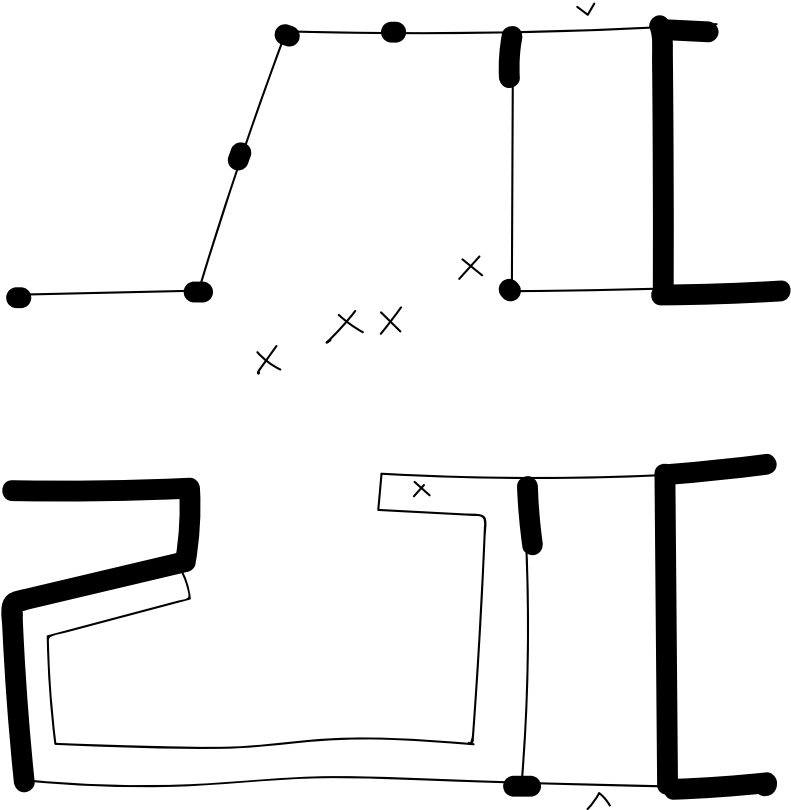


Both kitchen and library on the second floor are not used a lot. Only the students living on this floor sometimes use the kitchen. The library is also newly decorated, but it lacks personal touches. Besides, a cold air flow is coming from the ventilation system,



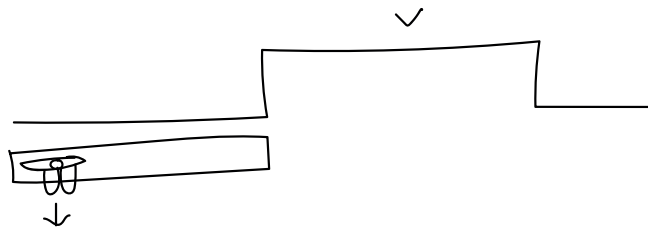
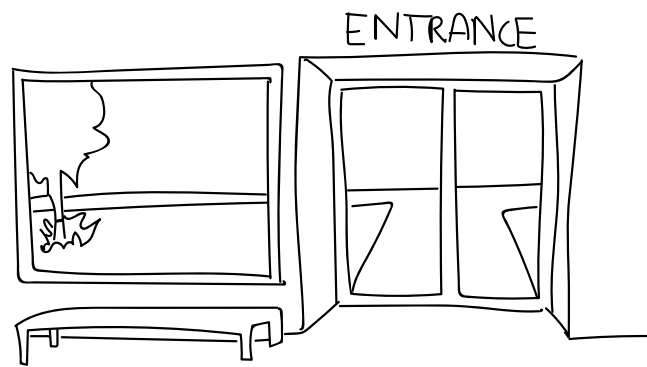
These pictures show the newly designed kitchen and library that are barely used. There are no traces of people, only an instruction on the fridge how to keep it clean and some basic rules made by the students.

entrance



During the week I notices quite some people waiting near the entrance for their guests or for their transport. By analysing their position, I found all of them choose a spot from which they can look outside.

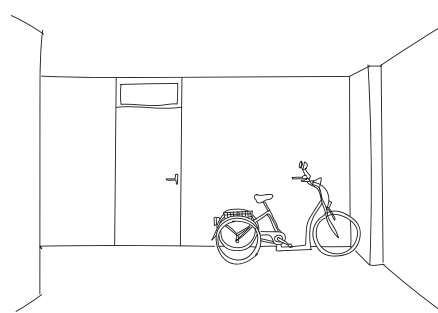
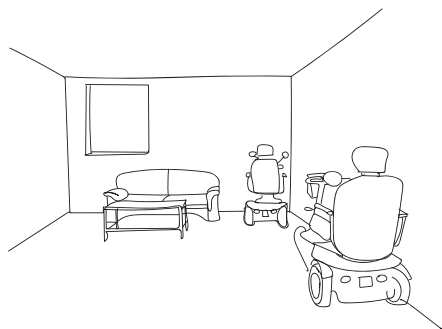
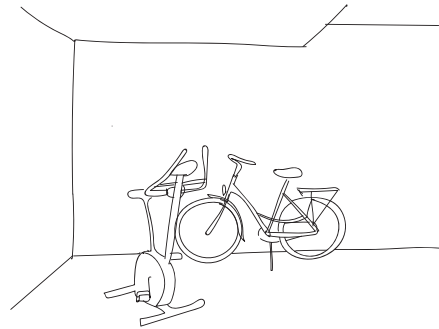
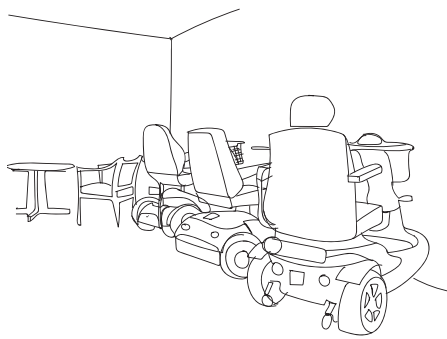
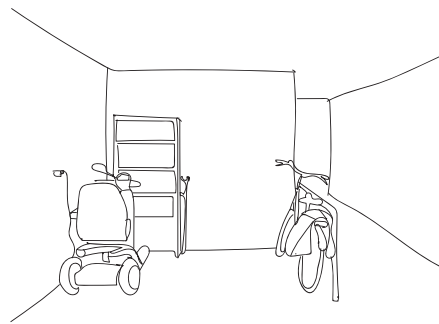
guideline



facilitate encounters

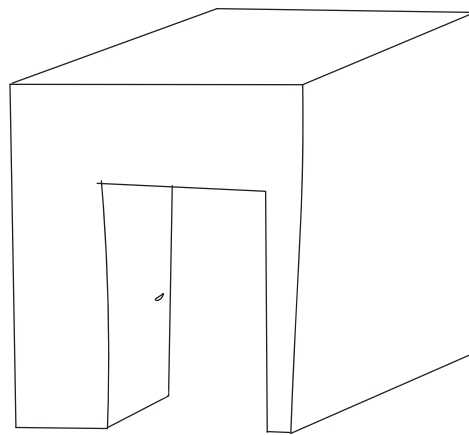
A goal is to stimulate encounters, so the entrance where people wait is an opportunity to design in such a way that this interaction is enabled. By positioning furniture in such a way that the residents can both look outside and also face the people walking by, this interaction is fostered.

use of space



In the hallways, a lot of scootmobiles and bikes were standing. This means either their apartments are too small, the hallways are too small, or out of a lack of care.

guideline



storage

A clear defined storage space for people to put their stuff in, either centrally organised or in their private rooms, so the common spaces can be used as spaces for interaction again.

hallways



The common spaces at Achter de Hoven are like desolate places.

hallways



The common spaces at Achter de Hoven are like desolate places.

use of the building



On the ground floor, the windows look onto the fences of the neighbours, giving the residents a view to the outside but not really making visual contact with neighbours. On the upper floors the windows are blinded to prevent the residents from looking into the gardens of the neighbours. They are really anonymous here.

use of the building



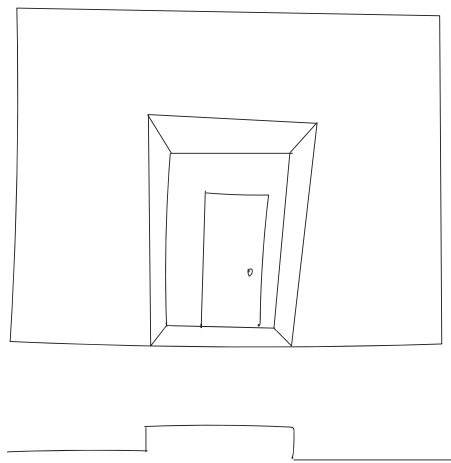
The hallways of Achter de Hoven are quite narrow. The residents barely have a transition zone before entering their apartment so personalisation is much less seen here. Some residents have put stuff on the walls to personalise their apartment and it looks like people react by doing the same if someone starts.

front doors



The residents of the Molenhof do have a transition zone in front of their apartment. This little niche makes appropriation possible and a lot of residents make eagerly use of this, leading to these kind of personalised entrances.

guideline



transition zone

A transition zone makes it possible for the residents to appropriate the space, make it their own, give it a personal touch. This will contribute to the feeling of 'home' and relatedness.

collective space

tea house



The tea house is one of the most used common spaces. It consists of two parts. The area with fateauls is usually used more by the residents that get care, while the corner with pantry is used by the residents without care. Here they have a pantry to prepare their own coffee.

elements



While the seating is facilitated by the house, some stuff is brought in by the residents themselves. This, mostly coffee, tea, sugar etc. they put in the cupboards and lockers. This is a first step in making in common space work, by letting the residents claim a little part of it.

atelier



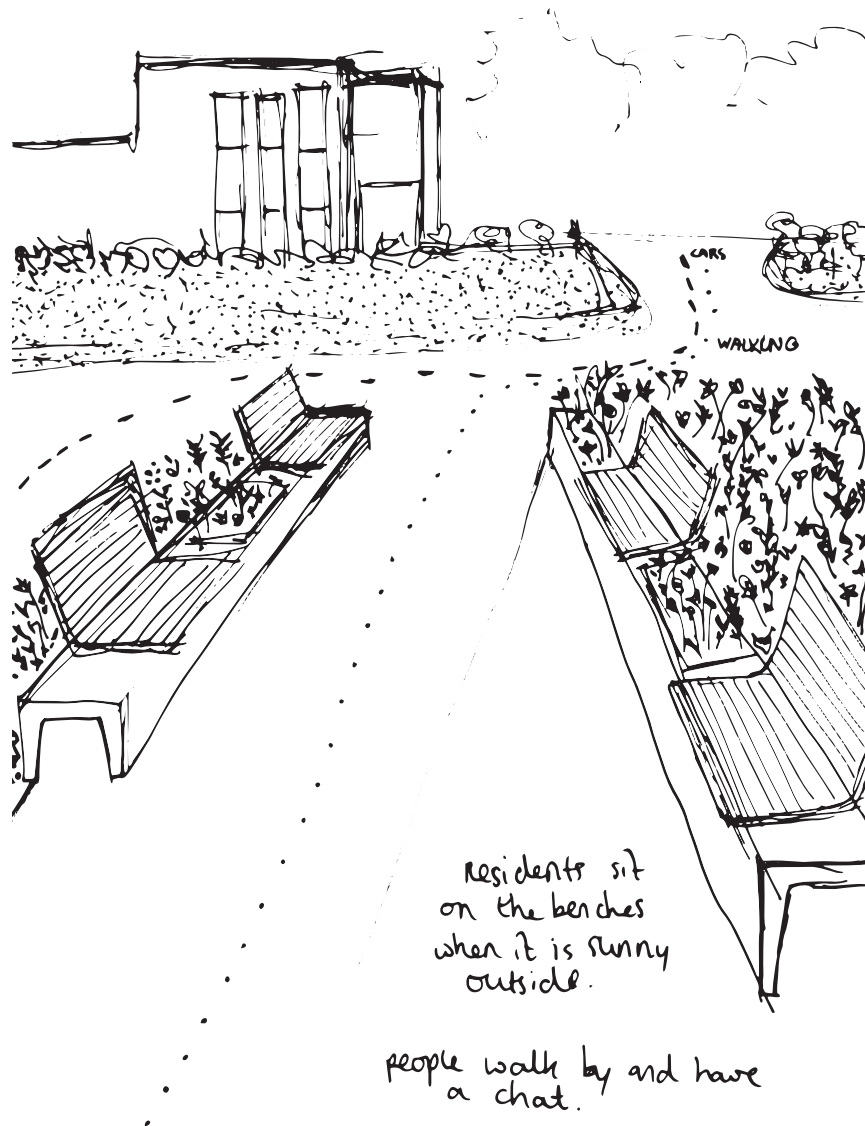
The atelier is, after the tea house, the most used space of the complex. Every Wednesday it is used by a painting club, organised by one of the residents whose paintings are hanging throughout the building. Next to this the atelier is used at random times during the week, whenever someone feels like painting. It is even used by people from the neighbourhood.

elements



All the stuff in the atelier is put here by the people using the space, except for some of the cupboards maybe. The walls are full of paintings, decoration flags are hanging from the ceiling and boxes full of stuff are labeled by name. It is the only common space in which so many personal things are kept, which is probably the reason it is so successful.

outside space entrance



The benches in front of the entrance are positioned in such a way that having a chat with passers by is very easy, since it is the fastest way from street to building and the passage isn't too wide. You would never walk by without at least saying Hi!

elements



The mailbox at the end of the terrain makes the passage an often walked route. The fact that it is only 20m away from the entrance makes it also a very accessible seating place for the less mobile residents. It is also the favourite spot of the cat of one of the residents.

covered outside space



The area underneath the trees, also near the main entrance, is not only the smoking spot for the staff but in summer also offers a quiet and shaded place for residents to sit outside. They all mentioned this as their favourite place in summer, because the courtyard would get too hot when warm outside.

elements



The trees and hedge make the place a quiet protected place to sit in summer.

vegetable garden



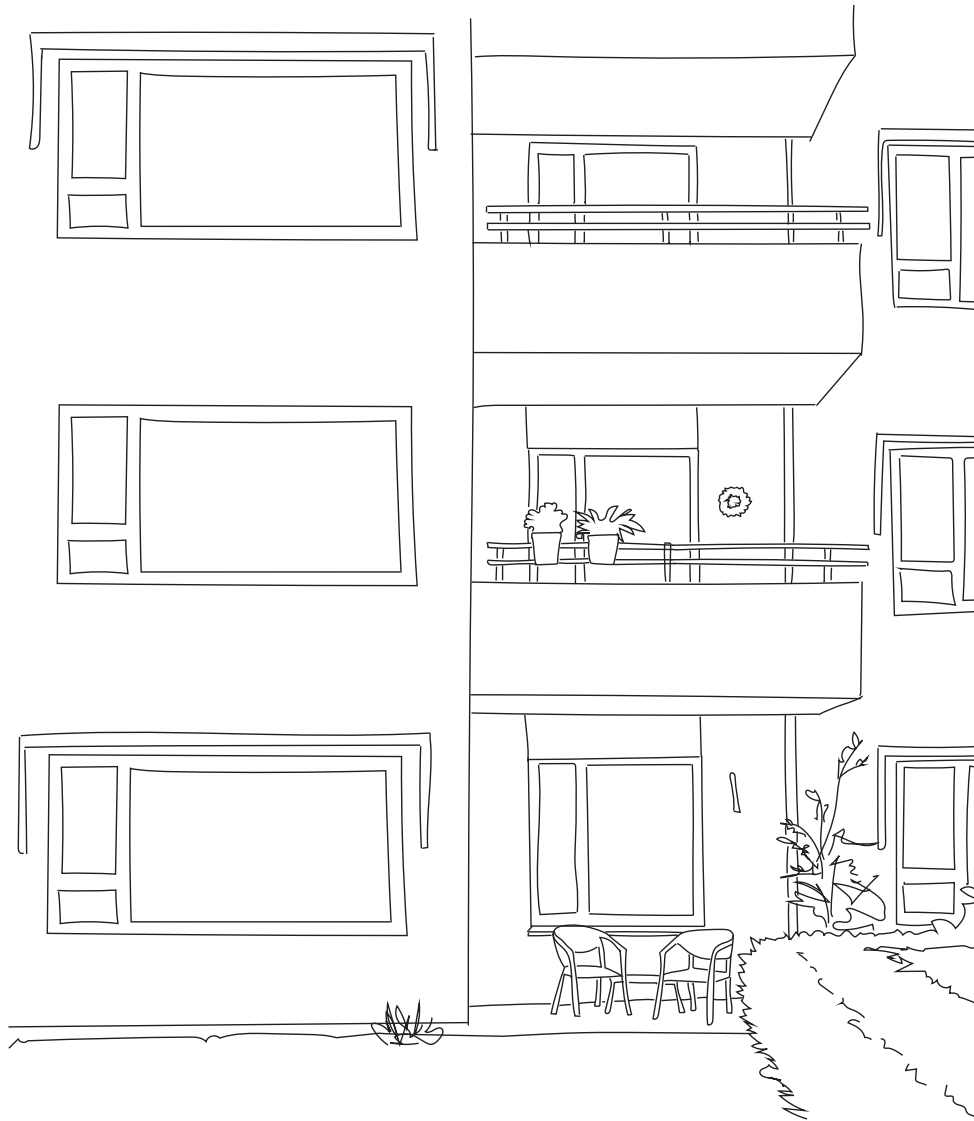
The vegetable garden is run by a student and a woman from the neighbourhood. Together they take care of the plants and organise a weekly activity, either planting vegetables or collecting them. From these vegetables they then cook a dish with the residents.

elements



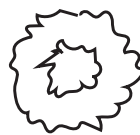
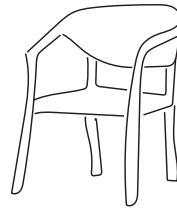
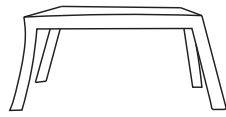
The garden is made up out of different types of green. They have wild flowers, herbs, vegetables, legumes, tubers and rose bushes. Some are put in planters while others grow in the ground. The building looks onto the garden, providing social security.

private outside spaces



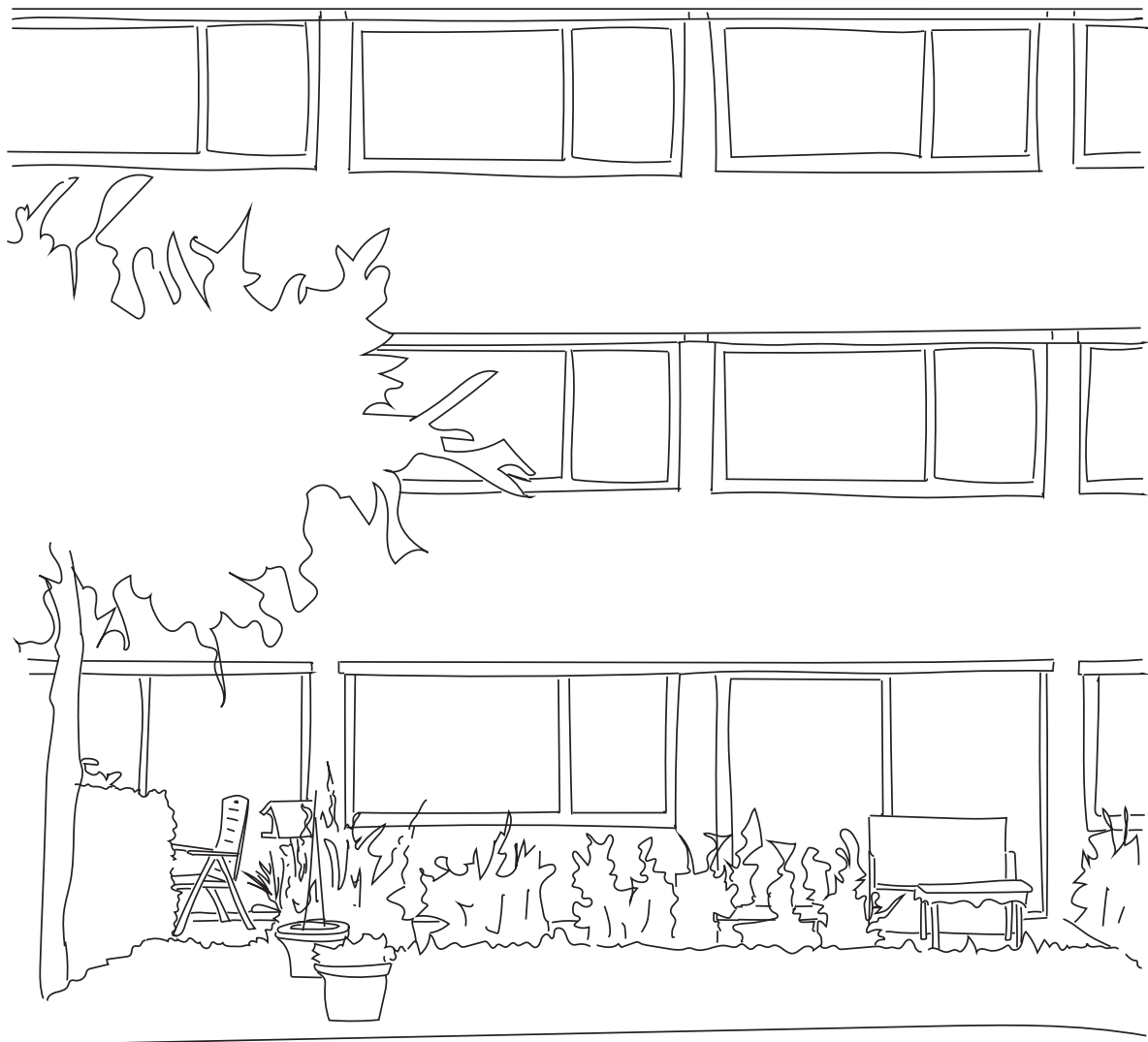
The residents of Achter de Hoven all have a little outside space connected to the living room and covered by the balcony above. Especially the residents on the ground floor put seating outside. The balconies are mostly empty. The amount of space might just be too little for elderly to easily access it.

elements



Though some residents have put seats and plants outside, this is quite limited.

private outside spaces



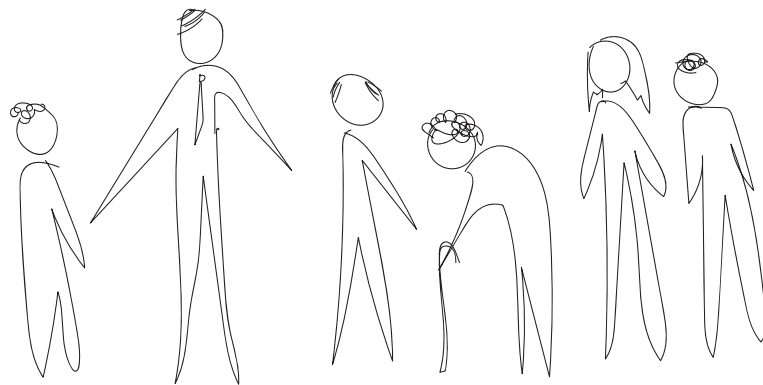
Only the residents on the ground floor of the Molenhof have an outside space which is connected to their living room. A strip of grass sits in between the square leading to the entrance en the private spaces. A little hedge also gives a little bit of privacy.

elements



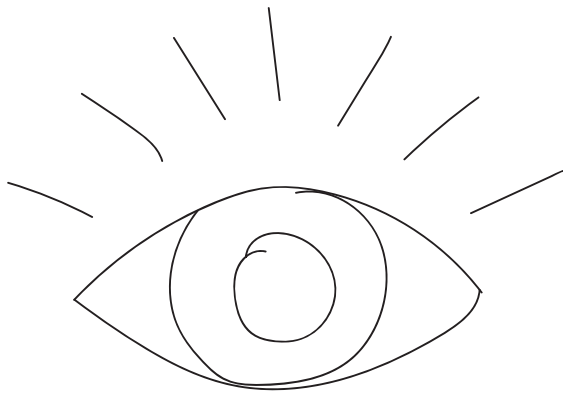
There are already a bit more elements visible in the outside spaces of the Molenhof, but still not everyone uses his/her outside space.

guideline



designing together

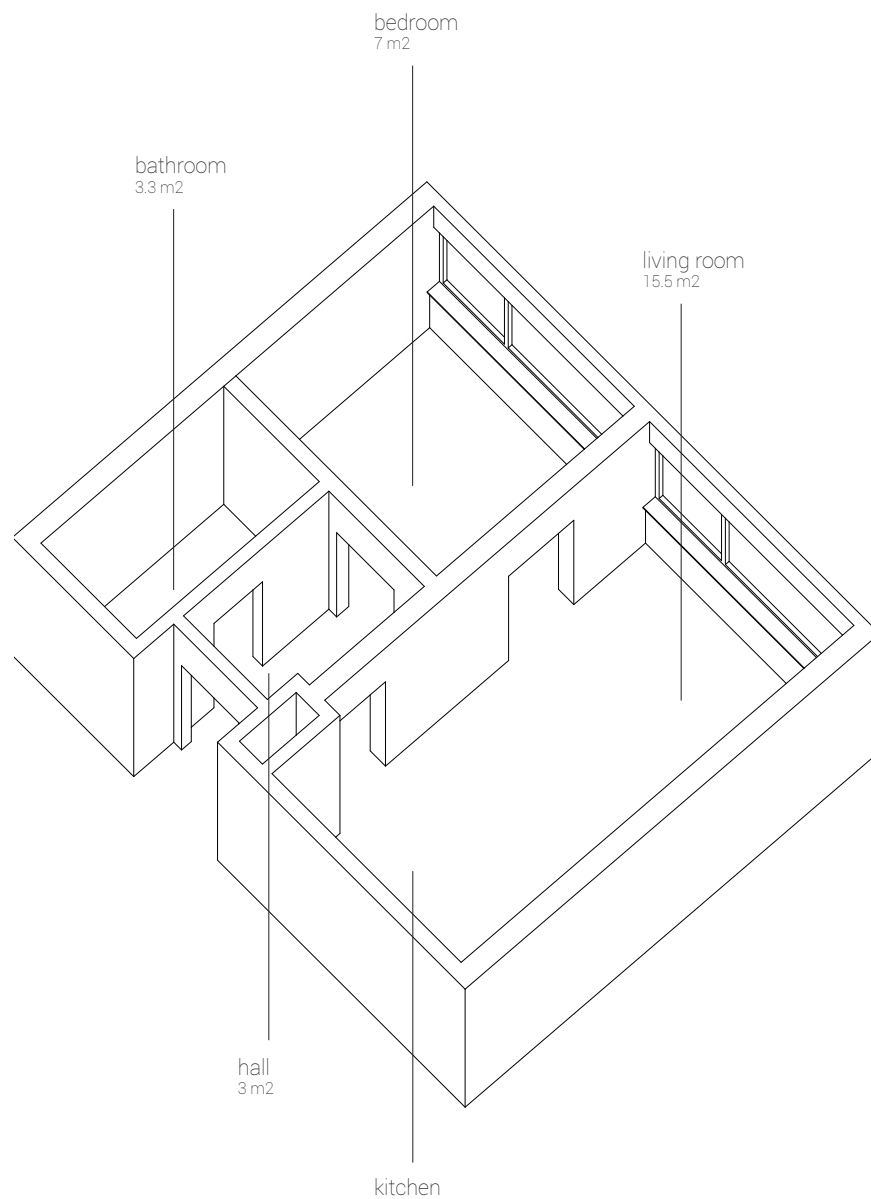
guideline



visibility

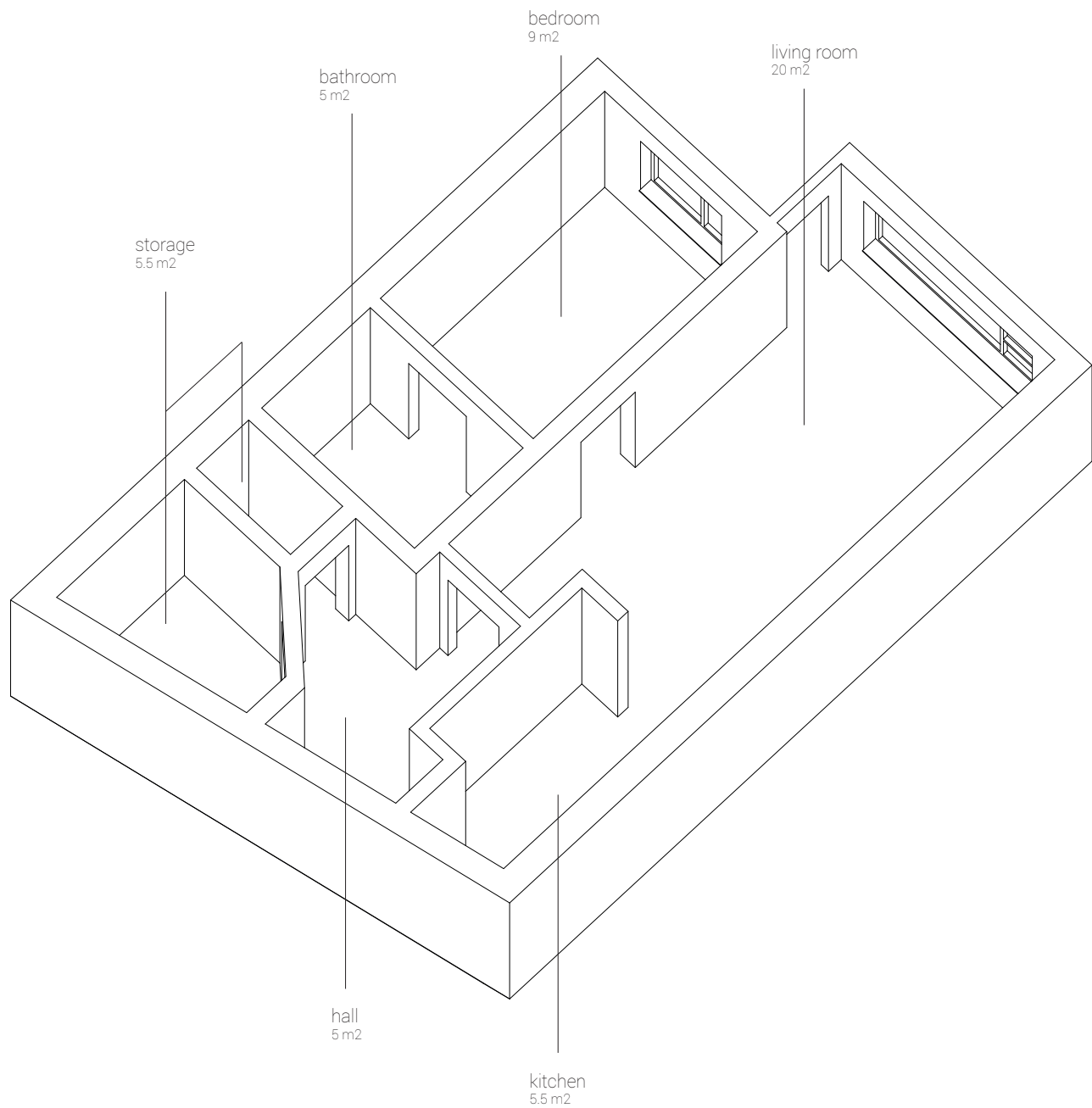
the room

apartment Molenhof



All the apartments of the Molenhof are 30 m². They have a separate bedroom, their own bathroom and a combined living room and kitchen. This layout gives the residents the opportunity to receive guests without the awkwardness of a bed standing in the room. The kitchen makes it possible to cook and eat your own food in your own apartment.

apartment Aan de Hoven



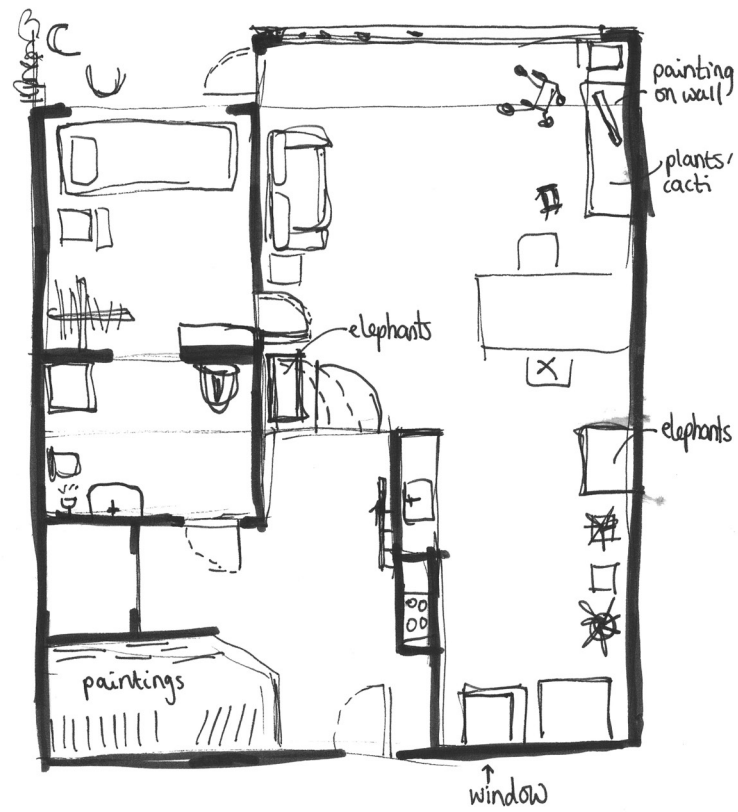
The private rooms of Aan de Hoven are twice as big (60 m²) as the private rooms of the Molenhof. They also have a separate bedroom and private bathroom. The kitchen is a more separate part as well. The most notorious is the amount of storage space these apartments have.

private rooms Molenhof



The residents of Huis Assendorp can all bring their own furniture. The apartments on the ground floor have an outside space accessible through sliding doors in the living room. Both living room and bedroom are oriented towards the exterior.

private rooms Achter de Hoven



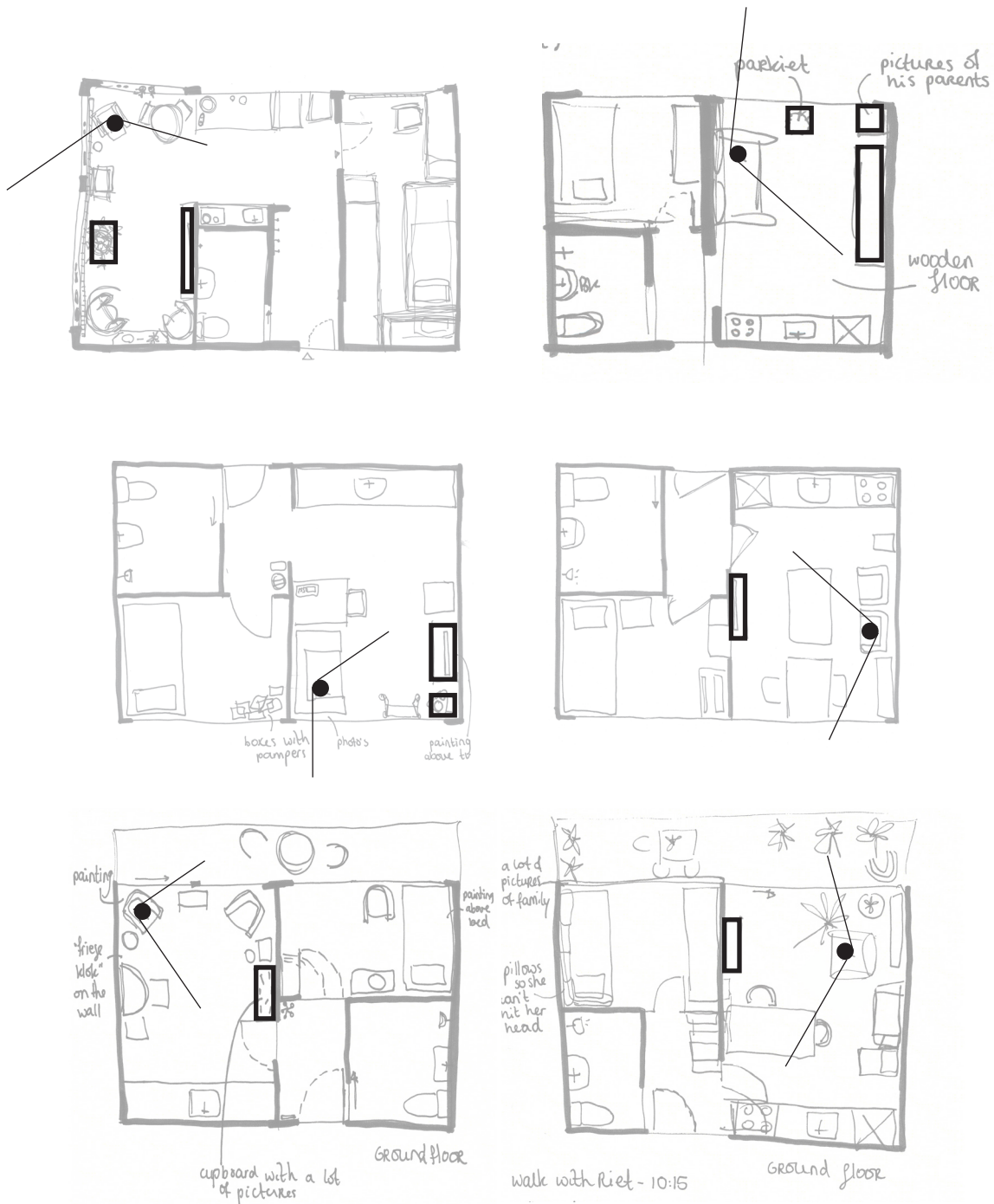
The apartments of Aan de Hoven are twice as big (50 m²) as the apartments of the Molenhof. They also have a separate bedroom and private bathroom. The kitchen is a more separate part as well. The most notorious is the amount of storage space these apartments have.

room analysis



They all have their beds against the wall

room analysis



All the residents have a favourite place to sit. The location of this favourite seat is almost always next to the windows and allows a view towards the outside world as well as a cupboard with either a television or family photos (or both). A view of the door, seeing who is entering, is also quite common.

room analysis



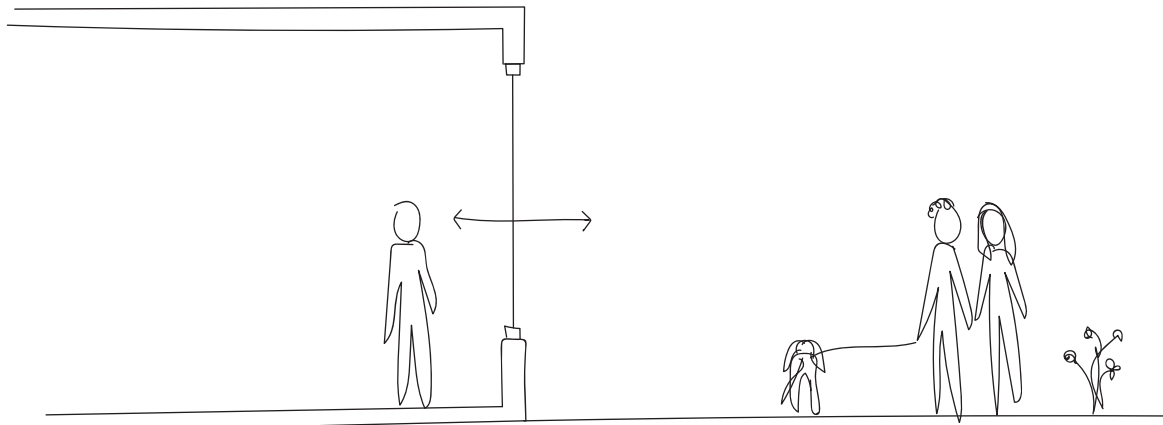
All the residents have put stuff in front of the door (hatched line in wall) that connects the living room to the bedroom. Their reason is lack of storage, so a second entrance to their bedroom is given up to put more cupboards. In the apartment of Aan de Hoven, the door is not blocked, since here is more than enough storage space.

elements

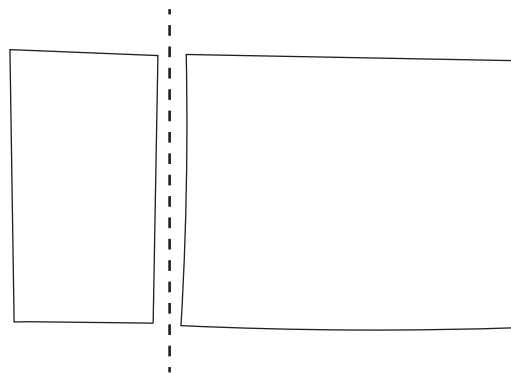


All rooms are of course differently furnished. These are the main ingredients: the kitchen that is provided by the house, cupboards, a bed, a fauteuil or sofa, dinner table chairs, a table, a small table, a television, plants, a phone, a clock, a calendar and personal stuff like pictures or paintings.

guideline

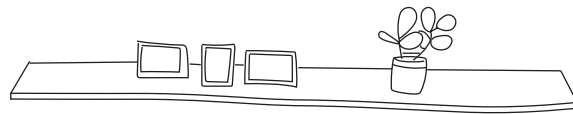


interaction with outside

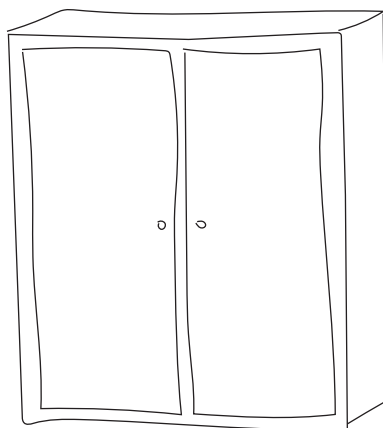


seperate living / sleeping

guideline



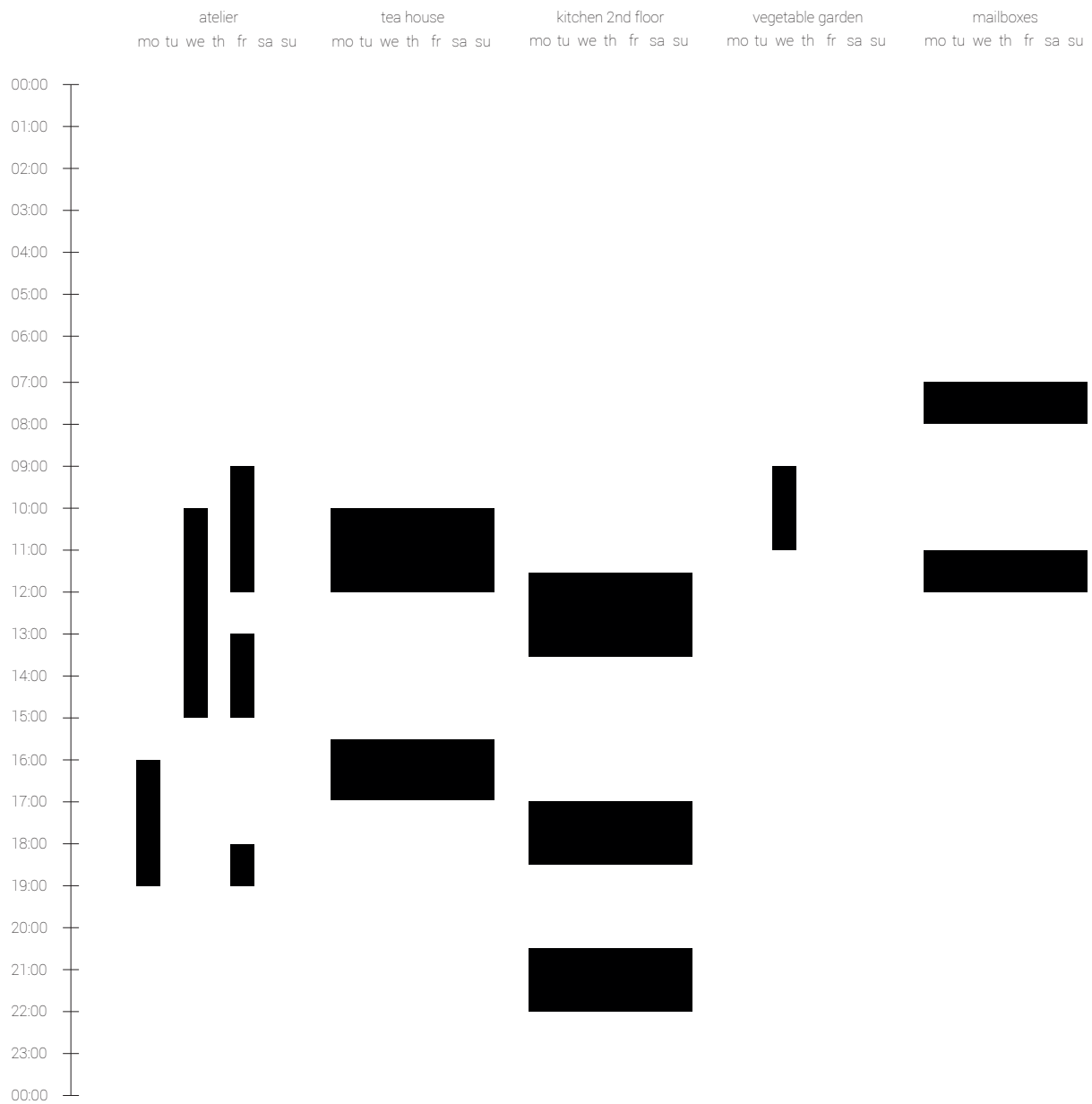
a surface for personal stuff



enough storage

activities

use common spaces



This scheme shows that some rooms are used on a daily basis and on fixed moments, while others are more randomly used. The atelier space is used most randomly whenever someone fancies painting, while the tea house for example is always used at the same times.

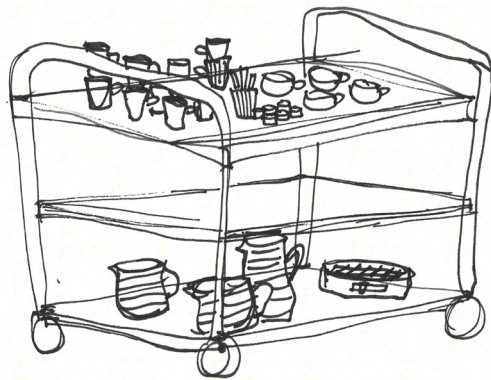
activities

	mo	tu	we	th	fr	sa	su
coffee	coffee	coffee coffee	coffee garden paint club	coffee gym	coffee	coffee	coffee
coffee	coffee	coffee	coffee	coffee bridge	coffee	coffee	coffee
coffee	coffee	coffee coffee	coffee garden paint club	coffee gym	coffee	coffee	coffee
coffee	coffee	coffee	coffee	coffee crea club	coffee	coffee	coffee drinks
coffee	coffee	coffee coffee	coffee garden paint club	coffee gym	coffee	coffee	coffee
coffee	coffee	coffee	coffee	coffee bingo bingo	coffee	coffee	coffee
coffee	coffee	coffee coffee	coffee garden paint club	coffee gym	coffee	coffee	coffee
coffee	coffee	coffee	coffee	coffee crea club	coffee	coffee	coffee drinks
coffee	coffee	coffee coffee	coffee garden paint club				
coffee	coffee	coffee	coffee				

This monthly overview shows that all activities are at fixed times, taking place either every day, once a week or once a month.

special activity

APPLE PIE + COFFEE



"wij zaten al te wachten op de taart"

"nou lekker hoor!"

"Hallo?? mag ik nog een kopje koffie?"

"jij had maar een heel klein stukje gehad"

"kijk, jouw vrouwtje heeft een heel groot stuk"

"ja, ik heb alleen nog maar een stuk taart gehad, geen koffie of niks."

"wilt u nog iets in de koffie?"
"nee, alleen een beetje melk"

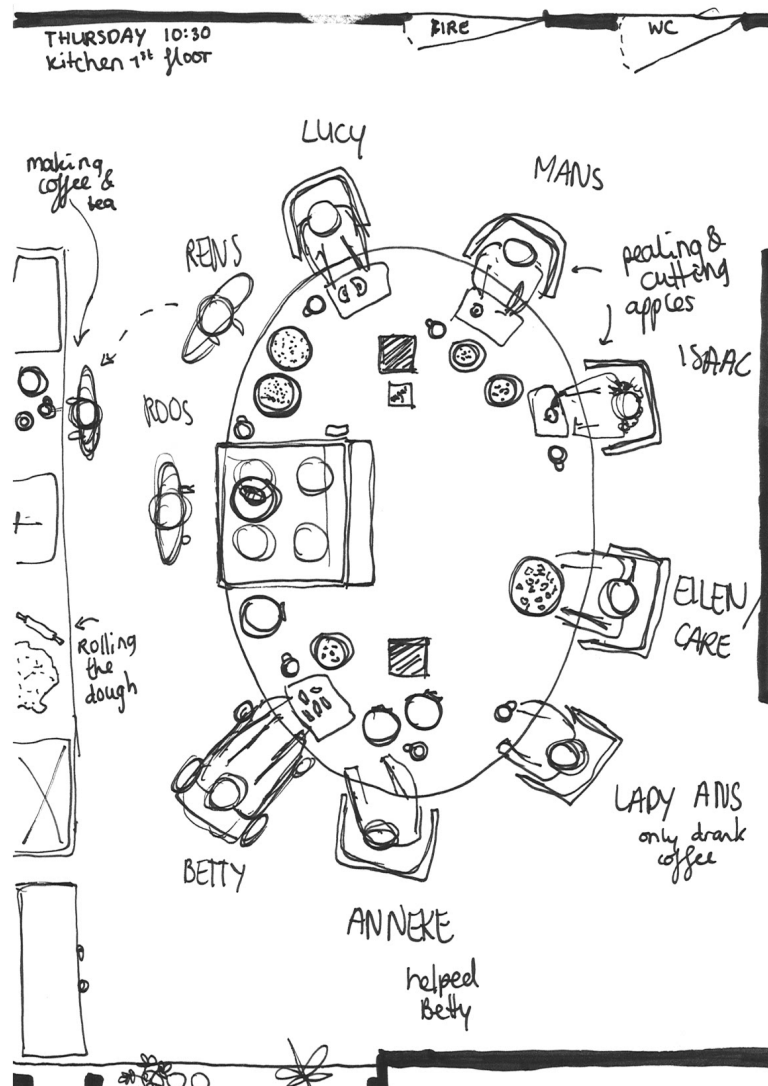
"maar u serveert toch wel aan de voorzitster van de vereniging?!"

"wie heeft mijn rollaten gepakt?"

"Riet wilt jij mij helpen?"
"geen appeltaart geven?"
"graag, heel graag"

We hang an open invite around the building for baking apple pie on Wednesday. At the coffee round afterwards it was amazingly crowded with people we'd not seen before.

special activity



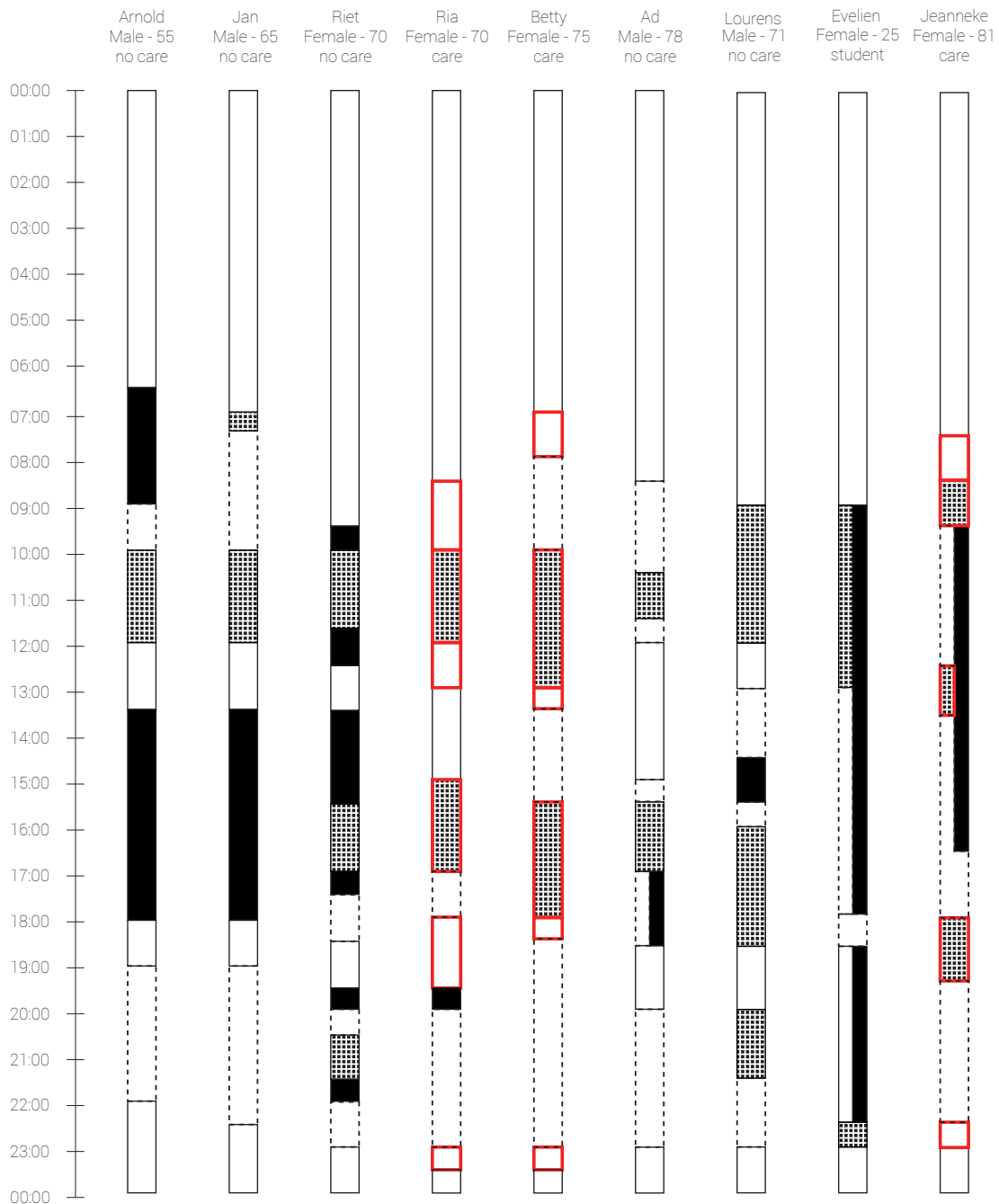
While preparing the apple pies, all sorts of residents showed up: with and without care and even a neighbour who'd seen the invite at the painting club. It was a big success. Most elderly that participated had baked apple pie before and they were eager to teach us how to make the best pie. The elderly that had no experience were there because they loved learning something new and being in contact with others, young and old.





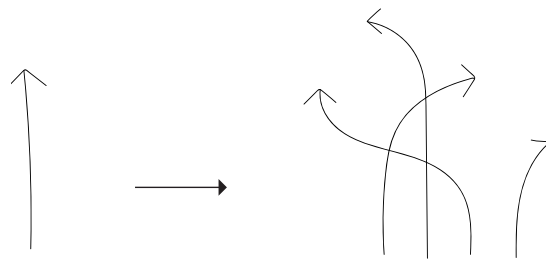
the residents

timelines residents



The timelines of the residents show who is where at what time. Red shows the fixed moments for the care residents. Because they are spread throughout the day, the moments in between are mainly filled with 'spare time', waiting for the next organised moment. It also becomes clear they barely go outside, since they are dependent of others.

guideline



flexibility

To give the residents a feeling of independence, flexibility is key. They should be able to decide when they want to do what, in others words: self-governance should be leading.





personalities - the helper

HENK



makes coffee for everyone
every day at 10:00
even for the people on the
other side

rijdt ook taxi
voor kinderen

"He Ad! Adje!"

"ik spreek je!
jullie komen nog wel
een keer terug toch?"

RIET



"nee de kapper die vinden wij
te duur"

"ik heb het echt heel fijn hier"
"de studenten zie ik in het was-
"mijn kinderen wonen ook beneden"
gelukkig in de buurt"

"ik kan nu even niet fietsen, want ik ben
twee weken terug gevallen... oh nee, ik heb mijn hoofd
gestoten, dus nu ga ik wandelend naar de winkel"

"ik doe zo al mijn kussens langs de rand
van mijn bed, dat is zo knus en dan kan
ik mijn hoofd niet stoten"

Henk always makes coffee and tea for the residents that don't receive care. Riet takes the dogs of other for a walk if they can't do it themselves

personalities - the helper

MANS



"ik zal eerst in het bestuur
maar daar ga ik mee
stoppen"

"in de gang wachten mensen
vaak op de taxi / vervoer"

"de kapper heeft heel
veel last van lawaai"

"eerst was dit een gemeenschappelijke
ruimte, maar de ondernemers hadden
te veel last van de bewoners, dus nu
zijn de meubels hier weg en komt
er nog een ondernemer bij"

"ze je de zorg?
die hebben gewoon normale kleding
aan, dat willen we, dat ze niet
opvallen."

"we zorgen hier wel
goed voor elkaar"

"op donderdag is altijd bewegen van
10:30 tot 11:30, maar dat kunnen ze
wel een keer overslaan. Wat ~~blat~~ je
nou liever bewegen of appeltaart?!"

ANNEKE

tegen mans: "dag schat"

mans: "zo, wij gaan de boel onveilig maken"

"bij de binnentuin was het gewoon te warm afgelopen
2 jaar" "vroeger klaagden de ondernemers niet"
"het is wel schakelen om van een groot huis
naar zo'n klein ding te gaan"
"normaal zitten we onder de bomen of op de bankjes voor"



"aan de overkant"
over achter de
Hoven

Mans showed us around in the house and is part of the committee. Anneke organises a coffee round in the evening and often helps the people that need care

personalities - the helper

"vroeger op 1^e verdieping iedere 2 weken samen koken met kok"

"anneke is boven een koffie moment voor zichzelf begonnen na een conflict met haar, nu is er geen koffie meer benodigd 's avond"

"wat ben je een stoortzolder!"

"ze weigeren biologisch eten te kopen, dus ik kook zelf"

"als je eegens komt wonen stel je je toch even voor!"

"tea neemt iedere week verse melk mee voor me van de boer"



AD

"we hebben koffie en thee in het kastje gedaan. 3 mensen hebben een sleuteltje"

"Boven is mij te druk (atelier)"
"maar bij de Jumbo hebben ze een coffee corner dus dat is ideaal"

"ik wacht op de regio taxi voor boodschappen. dat is €1,20"

"het zijn bijna alleen vrouwen die in de gezamenlijke ruimtes komen. Sommige mannen kan ik niet eens"

"de zorg moet meer geconcentreerd zijn voor die mensen op 1 afdeling"

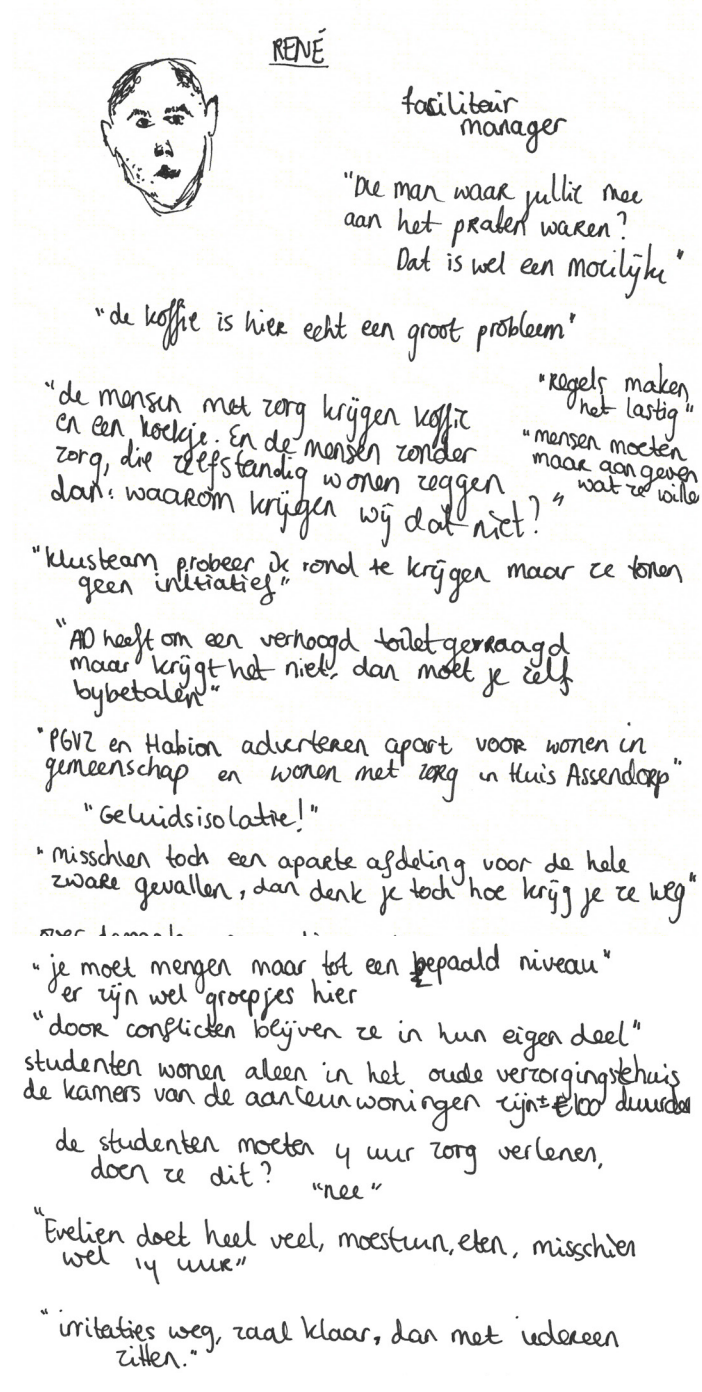
"ze hebben er niet naar geluisterd toen ik ze tips gaf voor de meesters"

"ik wil daar graag een basketbal veldje dan heb je je beweging, rekken en strekken, maar dan buiten. En je hebt een spel!"

"we komen er maar niet bij zitten want dan storen we ze"

Ad looks out for Gea and always asks if we want tea

personalities - the helper



René is the intermediary for the care and the residents. He listens to everyone and tries to look for solutions

personalities - the helper

LOURENS



"zijn jullie al aan de andere kant geweest?
Nee? Dan laat ik jullie dat morgen zien"

"dan heb ik nog wel een aantal verrassingen voor jullie HAAAA"

"die man maakte dat gewoon met de hand zo, dat is onvoorstelbaar"

"ja it is enkelglas hier"

"ik vind het wel prachtig dit, oud assendorp, oud zwolle"

"dit is mijn fiets, ik ben de enige die zo'n fiets heeft hier"



"ik heb een paleisje hoor, vergeleken met daar!"

"je kunt me ook vinden op facebook"

Lourens organises a painting club on Wednesdays for residents and neighbours.

personalities - the helper

ISAAC



"hier kunnen ze iets anders doen"
"ik heb 25 jaar in Israël gewoond"

"het is leuk dat je op elkaar inspeelt" je net als een nieuwe handschoen

"mensen noemen me soms wel zwakte pret"

"ik kom zelf niet aan schilderen toe, maar er was een mevrouw die bereiden zat en die zei dat dit de mooiste dag is van de week, daar doe ik 't voor"

"kijk deze vrouw heb ik begeleid, die is go"

"ik gebruik zelfspot om die grapjes en pesterijen te omrijlen"

"ik vind het super dat jullie van binnom dit inspreken"

LIEN buurbewoonster

"kijk, daar heb je die 2 monsters"

(over 2 katten in de moestuin)

"dan zou ik wel in zo'n grotere woning willen hoor, niet in zo'n klein hok"

"donderstenen! keizerjakkars!"




Isaac is a neighbour and helps Lourens with the painting club, teaching others how to paint. Lien helps Evelien with the vegetable garden and cooking.

personalities - the helper

10:30 DAY ACTIVITY
"spoelen"

PETRA



"de dagbesteding is alleen voor de mensen die dat in hun zorg pakket hebben"

"we zitten hier een beetje weggestopt"

"oh jeetje, het is echt heel krapjes hier"

"René, wil je even weggaan want menaar kan zich zo niet concentreren"

HANS



"nou, zullen we dan maar naar jouw kamer gaan, Ria?"

16:10 they leave because they don't get any tea

"Ria je hebt iets tussen je tanden" en haalt het weg.

WORKER



"goed slapen, goed uitkruisen hi! tegen Gea"

"tot morgen!"

Petra organises the day care activities for the care residents. She asks them what they want. Hans is a volunteer, helpen different residents or just spending some time with them. The worker brought smiles to faces of the residents by just having a chat.

personalities - the complainer

ARNOLD



ARNOLD 11:00 - at office huismeester
"kan jy vannacht die Erika net opsluiten?"
"ze heeft de hele nacht lopen dwalen"
"als ee riks gebenet bel ik handhawing"

"de mensen mengen niet, die in het andere
deel van het gebouw wonen."

"daar zit het geld, hier de normale
mensen"

"de mensen kunnen wel verspreid zitten,
maar dan moet de weg anders"

"zon keuken eruit, dan kan de
zorgpost hier"

"zorgstromen moeten goed
georganiseerd zijn"

"medewerkers rennen van het
naar her"

"ik wil ook keurig
zelf mijn koffie
zetten"

"vorige keer
zat ik hier en
toen kreeg ik wel
een koekje maar
geen koffie hoor"

a younger woman talks to them
and asks them about
their lives

"+ water
in de douche
loopt niet
goed weg"

"wat doet
die huis-
meester hier
dan?"



FENNY

"je moet wel veel
weg doen als je
gaat verhuizen
hoor"

"ik zou heel graag
willen handwerken"

"dan zou ik wel
een eigen
nadi atelier
willen"


"ik heb 5 kleinkin-
deren, 4 dochters
1 kleinzoon"

Arnold was complaining about how everything was organised. He knew everything better. Fenny could only talk about negative things.

personalities - the complainer

11⁰⁰

KAPSTER CHANTAL



"ze jagen elkaar de tent uit, van: wat doe je hier? je bent van die kant!"

"ik zoek een andere locatie"

"als ik bepaalde dingen had geweten had ik het niet gedaan"

"ik wil dat ze dat uitelkaar trekken"

"parkeren is wel een dingetje hier voor de klanten"

"ze denken wel met je mee hoor hier"

"sommige bewoners vinden me te duur"

"de bewoners vonden er wel wat van toen ze een stukje terug zijn gezet"

"er is geen aanspreekpunt"

"ik vind het hier heel negatief onder de mensen"

"er moet gewoon leiding zijn anders gaat het niet"

"achter de Hoven niet, maar daar wel"

"het zijn ook bepaalde typetjes"

"ik schaam me ~~voor~~ tegenover mijn klanten als ze worden aangesproken of ze iemands neus willen stuiten"

The hairdresser doesn't contribute to the house in the sense that she just needed a new place for her salon. She complained about the noise and the common room of the residents even had to be given up because of this.

personalities - the loner

JAN



"ik eh, ga wel vaak dan even de
steed in, naar een kroegje ofzo"

"vroeger werkte ik bij de spinderij"

walk through the park
with Jan

13:10 we started walking, from the house to the
animal farm, to the pavilion. He knew the
way.

13:30 we order a drink in the pavilion. He wants
a beer (pilsic)



man walks by with roller
in pyjama's.

"nee hoor, even de benen
een beetje strekken"

Some residents are very keen on their privacy and only show up occasionally.

personalities - the cared for

ANS

"Ik vind het allemaal maar een beetje moeilijk"

15:15

"ik ga maar weer de hoek om en dan zie ik u morgen misschien wel weer"

she said this the last time I saw her as well ANS

16:00 PGVZ brings coffee



16:25

"Ik wil graag dat jij me naar huis brengt veilig. Of iemand maakt die dat kan doen"

en dan moet jij zeggen wanneer want voor mij maakt dat niks uit"



FRTS

"Ik vind het allemaal maar wat veel"
"dat hoeft voor mij niet"

"Ik sta op en ga heel vroeg weer naar bed
veel meer kan ik er niet van zeggen
ik doe niet zo veel meer"

"als ik het kon zou ik weer horlogemaker willen worden"

Ans was a very vulnerable resident who loved contact but which also made her insecure, because she was a little confused sometimes. Frits was almost always present at the coffee round, but was very silent.

personalities - the cared for

ERIKA



-has a small dog

"de huismeester is en noot"

"de mensen hier zijn niet aardig, de jonge wel maar de oude niet"

"ik ben min sleutels kwijt"

"ja er worden hier ook wel dingen gejat"

"jij bent suki toch"

"ja mijn nichtje"

"ik zou toch een huis dan willen waar meer aandacht is, waar mensen elkaar helpen, waar het niet achterbaas is"

"He Suki!"

"nou ik geloof je niet hoor"

"He Suki"

"ja want haar vader, die is vroeg overleden, en mijn man was een broers"

LUCY



"WAAR IS MIJN KUSSEN??"

"ik moet om 11:30 naar de kapper"

"ja nu is mijn kussen weg"

"ik kwam eigenlijk alleen voor koffie. tja, haha en nu is het appel taart bakken"

"nee natuurlijk kan ik appels schillen, kom nou"

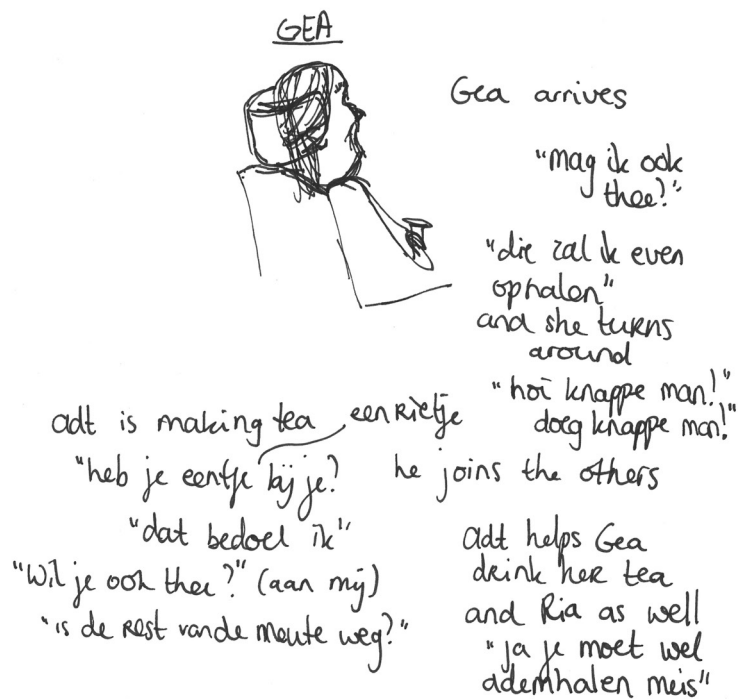
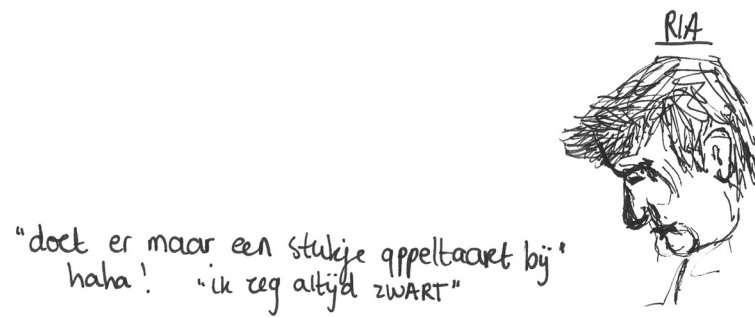
"maar ik kwam alleen voor koffie"

"en appel taart bakken ga ik ook nooit meer doen"

"ik weet zeker dat ik mijn kussen vind"

Erika was in the first stage of dementia. She wandered at night, lost her keys every day and couldn't take care of her dog anymore. Lucy had a pillow she always sat on and always looked as if going to a fancy dinner.

personalities - the cared for



Ria had suffered brain injury so needed help with everything. She was a funny woman. Gea had a muscle disease because of which she was in an electric wheelchair. She is an artist and goes to her atelier quite often.

personalities - the cared for



we went to her room, she wanted to show it to us.
 "(they took) ze hebben mijn rijbewijs van de ene op de andere dag ingenomen, dat moeten ze niet zo doen"
 "ik moet wachten tot iemand me verplaatst" "sorry voor de rommel"
 "ik heb al 2 weken gevraagd of iemand met me naar de jumbo wilt"
 "mijn dochter woont in st oedenrode, dat is wel shit voor mij"

2nd visit bij Betty
 Friday 13:00

"willen jullie thee?"

"dan zal ik jullie maar een bonbon geven"

"ze hebben 4 flessen parfum gestolen"

"dat was toch zo gezellig, die appelbael bakken"

"en mijn zohn die ik had, zohn grote, ja die hebben ze ook gestolen"

"alsof je in je eigen keuken was, zo knuts"
 "ik vind het zo eeg dat ik van de ene op de andere dag zo ben afgekeurd"

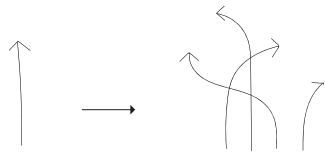
"ik hoop dat ik jullie snel weer zie"

Betty was an elegant lady who was in a wheelchair. She was completely dependent of others. She loved our visits.

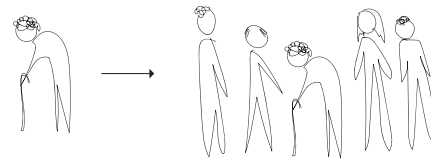
conclusion

independence

the state of being free from the control of others



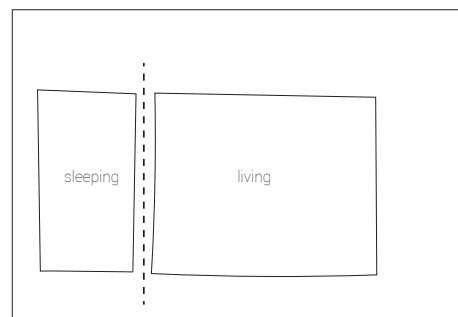
flexibility - no fixed schedule



mixed generations



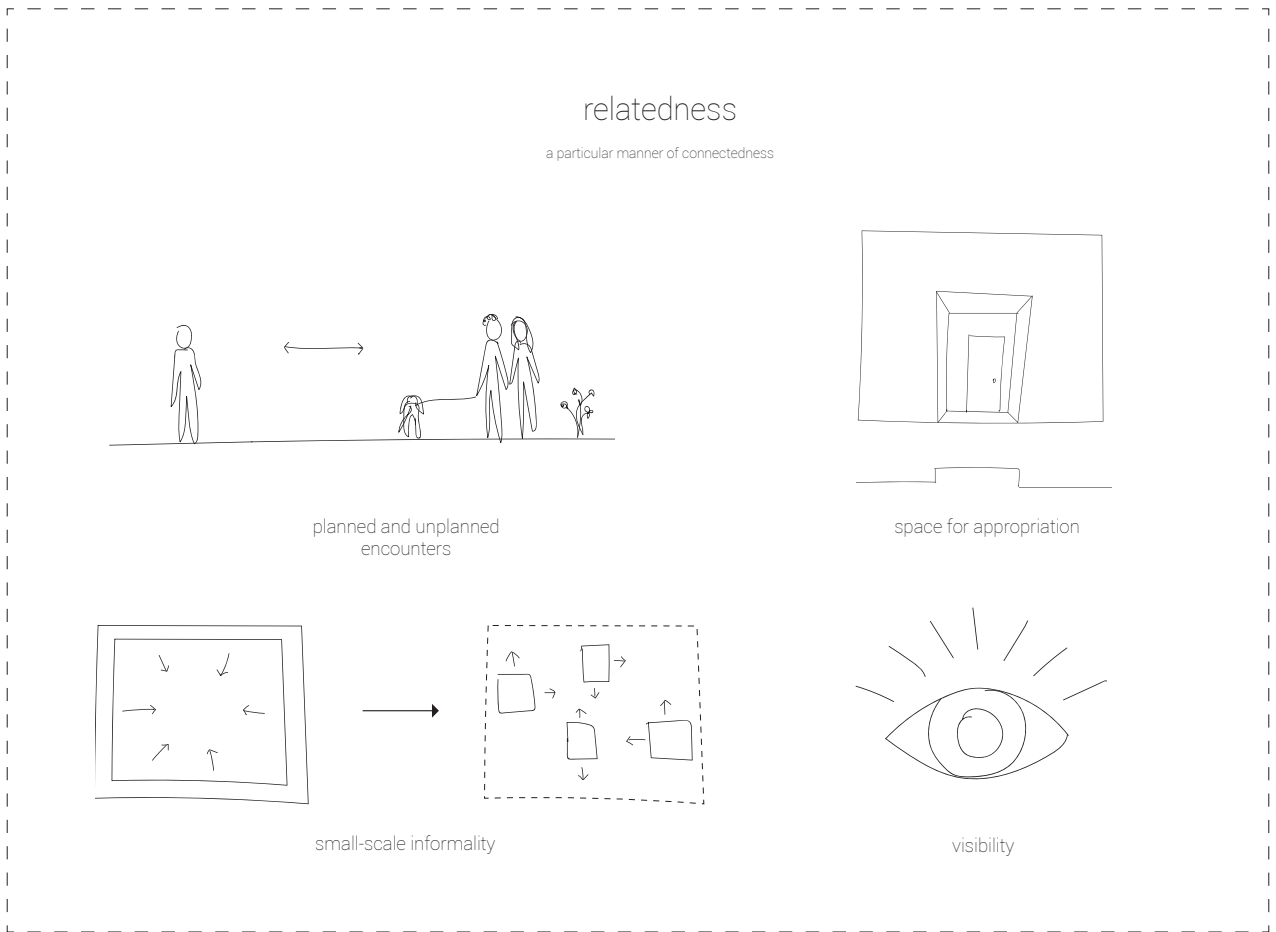
nearby and accessible facilities



a place for yourself

From the analysis it has turned out that for independence 4 things are key. One is about flexibility, the ability to choose when to do what, to rule your own agenda. Second is a mix of generations, being surrounded by other people, ones that do not need care. This will lead to more hands to help a little bit with stuff that otherwise care takers have to do. Plus being surrounded by old and decaying

people only will make one grow older faster as well. Third is easy accessible facilities in the near surrounding. This will ensure that also less mobile elderly can do their own groceries as long as possible. The last, but not the least important is privacy, a place that is your own, that you can retreat to but also invite people over for a visit.

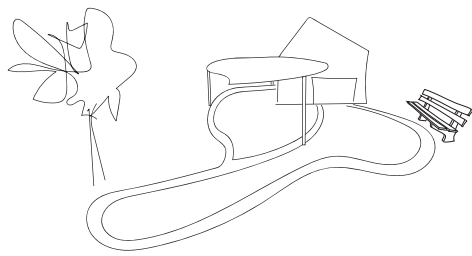


As said before, relatedness is existential in staying engaged and prevent loneliness. The fieldwork has shown that attention should be paid attention to a couple of things. The meeting of others, planned and unplanned, is very important for establishing relationships. Next to this, room for appropriation is key to make people feel at home, which will lead to a feeling of being responsible for

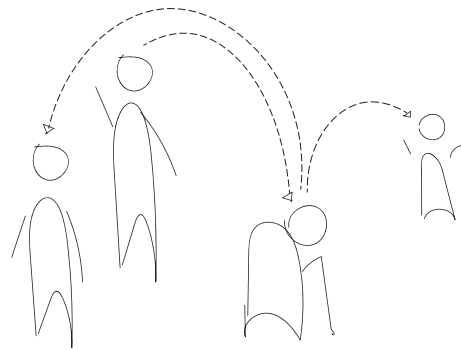
that space and thus engagement. From anonymous big institutional buildings to small-scale informal housing is important for connecting easier with others and doing stuff for others without having the feeling of owing that to everyone else. Lastly, visibility leads to a feeling of safety and more frequent use of space.

competence

the ability to do something successfully



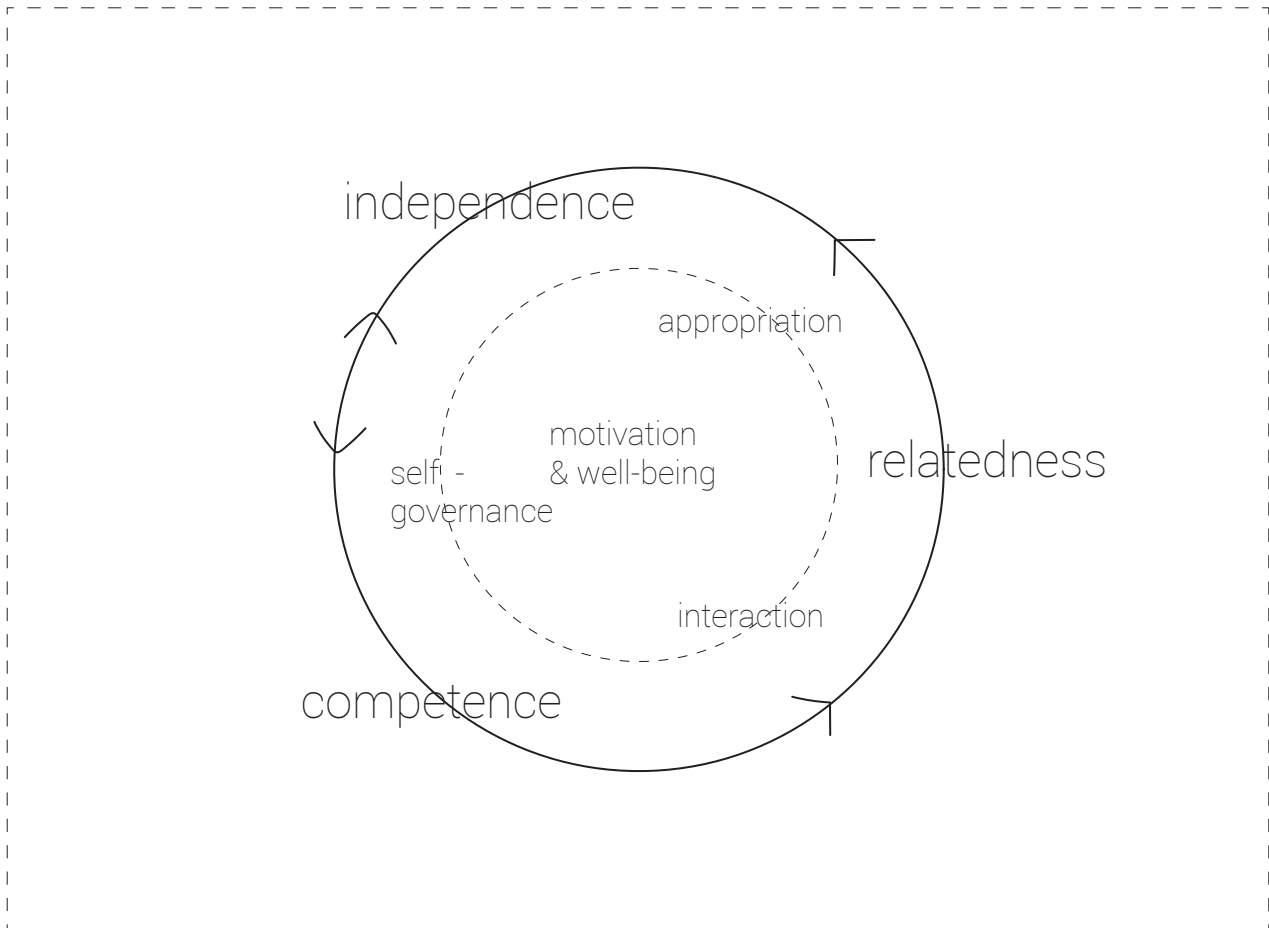
design that enables elderly to keep performing daily life tasks



transfer knowledge in intergenerational activities

Competence is about mastering skills and the ability to execute certain tasks, leading to the feeling of contribution and thus the feeling of still being "of use". For elderly executing daily tasks gets harder and harder as their bodies fail them. To ensure they can execute these daily tasks as long as possible, the built environment should be designed in such a way that this becomes possible for them. Think of smooth covered paths, support bars,

enough rest opportunities, no steps or stairs, domotica even, etc. Another way to improve competence is to keep elderly active and engaged. Let them interact with youngsters that are still vital and let them do stuff. Keep them busy, let them tell stories or teach others what they have learned through time, so they feel useful again. The old days do not have to be just sitting and staring out of the window!



What becomes clear is that the fieldwork confirms what the literature study claims. It for example showed that spaces that were appropriated were used more often and that places like the tea house became social places because of the location next to the busy entrance. After a talk with a lady, it was even more clear that it is all related and that it is an iterative process. You could see it like this: If the base is good, if it feels like **home**, if I can decide

myself **how** I want to live, only then the step to the outside world is possible and will I be open to **socialize** and be more confident to do so. My contribution then will give me more **confidence**, my **competence** grows and I will feel even more at home.

This iterative process only becomes stronger and I believe it could make a difference for this vulnerable group.