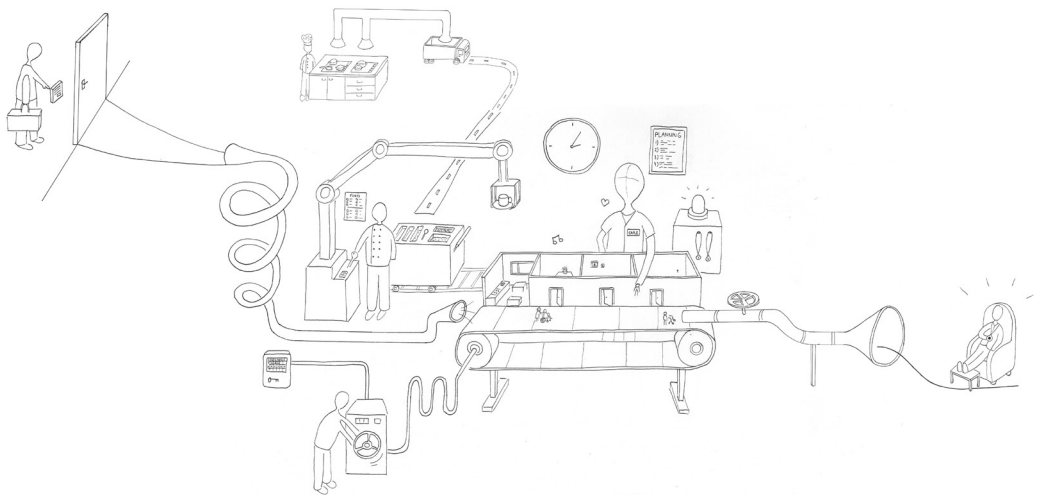


# Fieldwork

The Elderly Factory, a factory that produces passive elderly



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Graduation Studio	Technische Universiteit Delft
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First version	Birgit Jürgehake and Leeke Reinders
	2 March 2019



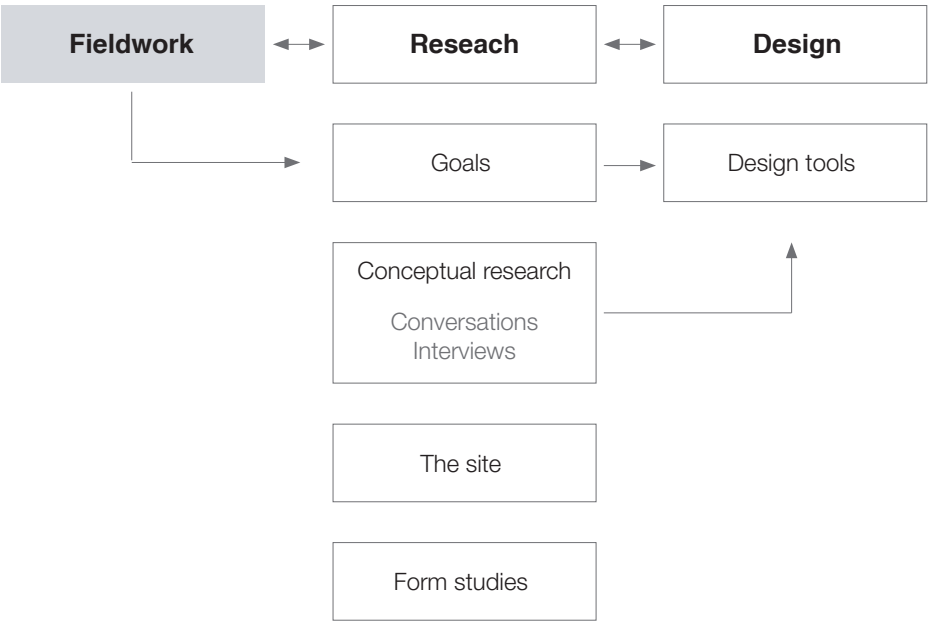
# **Fieldwork**

The Elderly Factory, a factory that produces passive elderly



# Organization

This project is subdivided into three booklets, the fieldwork, the research and the design. This booklet is about the fieldwork and is a starting point for more research and the design.





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## Introduction

The Graduation Studio '*Designing for Care – towards an Inclusive Living Environment*' of the University of Technology in Delft focuses on the environment for the elderly with and without care.

Existing buildings and neighbourhoods do not always meet the needs of living and care for elderly. Therefore there is a need to search for new concepts for an inclusive living environment for elderly with and without care.

How to design for a group of people if you do not know their rituals and way of using their home? Therefore it is essential to study the target group in their context. This project works in collaboration with Habion, a housing association that gave me the opportunity to stay in an elderly home for one week. As a researcher, I was not placed in a constructed setting or experiment, I was part of the everyday natural situation. The key activity was to live in a context for a week, fully participating in life there. The observations and analysis help to understand people's use of space, what will lead to a more qualified design.

This booklet is a collection of observations and stories from a week in an elderly home in the Netherlands. The location, names and faces have been omitted due to privacy.





## The fieldwork

Keywords: behaviour, lifestyle, daily routines, environment.

How to design for a group of people if you do not know their rituals and way of using their home? Therefore it is essential to study the target group in their context. I lived for one week in an elderly home.

Research question

**What does the daily life of the residents look like and how is their living environment designed?**

Goal

Study human beings in their context. The details of everyday life will be a starting point for a design concept.

Methods

Living in an elderly home for one week. Participation, observations, conversations and interviews with residents, caregivers, family and other users. The observations are illustrated in sketches and divided into categories.

Location

Elderly home in the Netherlands

Admission in the elderly home with care category 4/6

+/- 80 residents (mix of elderly and 60+)

Main observations

- 'Being alone together'
- Passive behaviour

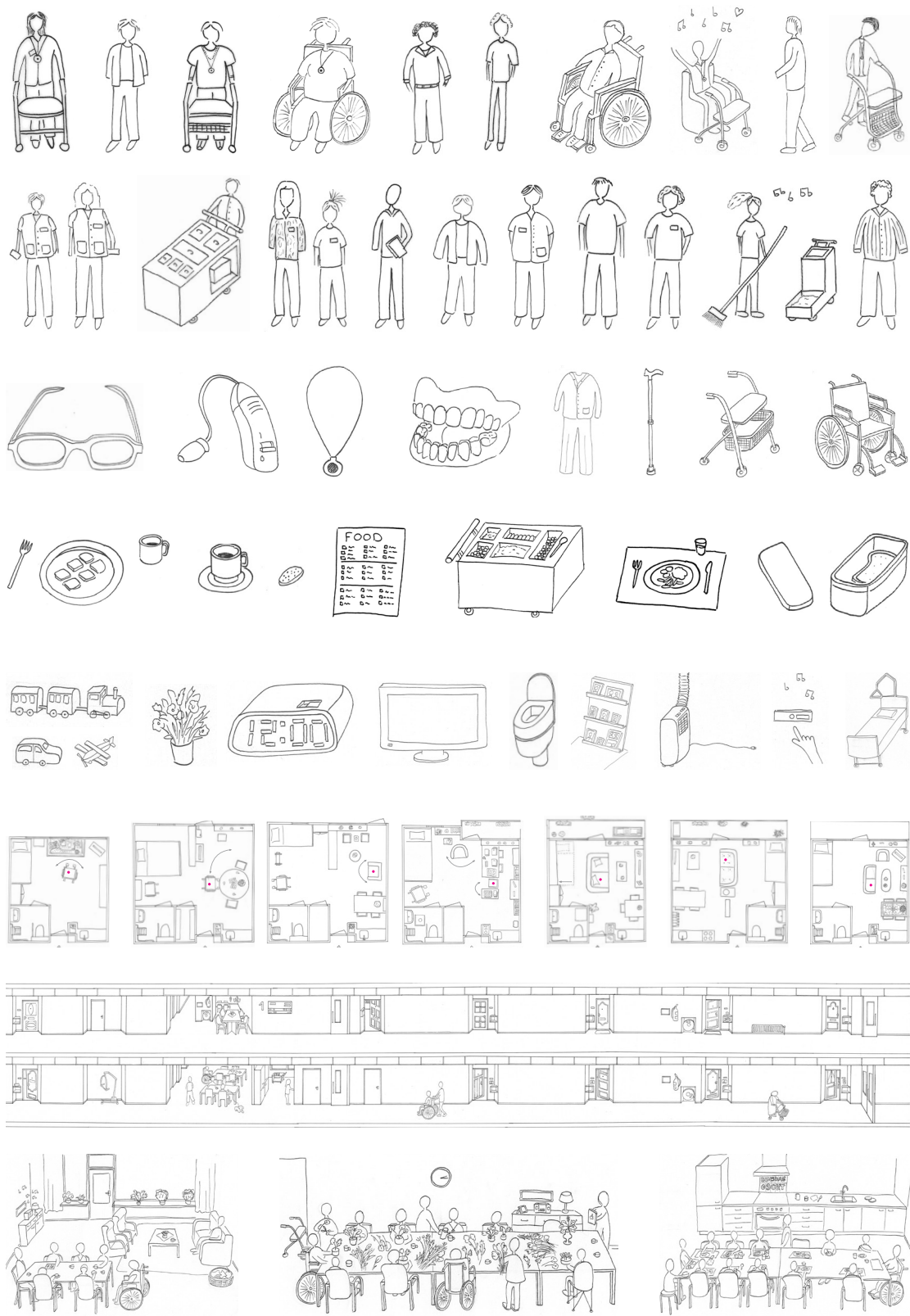
Conclusion

The elderly factory

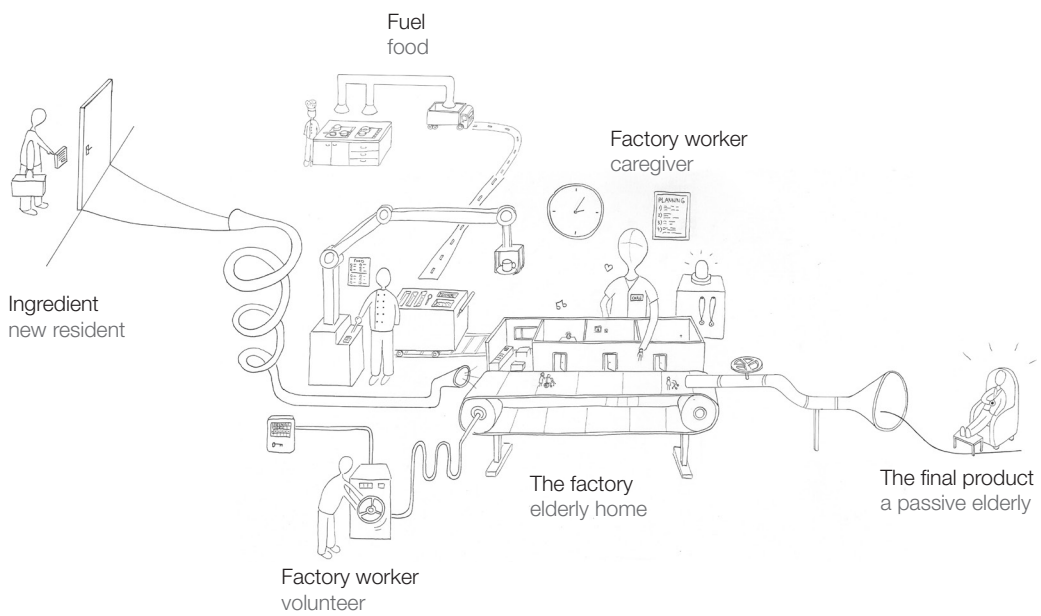




DETAILS OF **EVERYDAY LIFE** ARE  
FUNDAMENTAL FOR DESIGN



Library of observations



The production process in the elderly factory

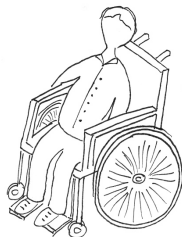
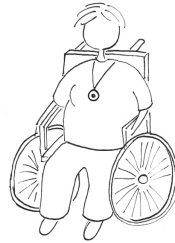
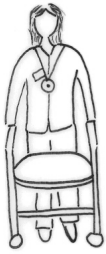
Keywords: factory, passive behaviour, daily routines, unsponaneous life

The conclusion of the ethnographic research is that life in this elderly home reminds me of a factory. An **'elderly factory'** that produces passive elderly. The factory is designed as a building and runned by the factory workers, such as the garegivers and volunteers. To keep production going, fuel (food) is served at fixed times. Besides general ingredients, like walkers and wheelchairs, also ingredients with a personal touch are added (for instance furniture in the private rooms). At the end of the production process, all the products will have the same daily routines, passive attitude and lifestyle.

The relation with a factory is because of the daily routines and because of how residents behave. Everyday is the same, everything is planned, nothing is spontaneous. The observations are organised into factory themes.

## The elderly factory

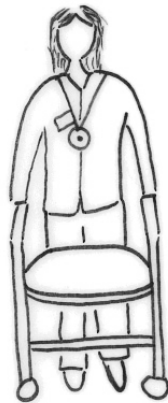
A factory that produces passive elderly





# The final product

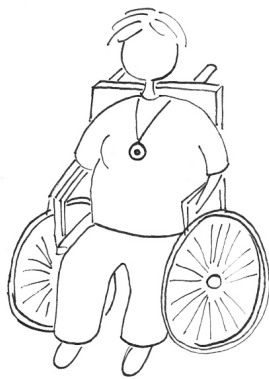
Passive elderly



'I still enjoy life, but I am also waiting for the death. Look, I have a do not resuscitate me card around my neck.' *resident*



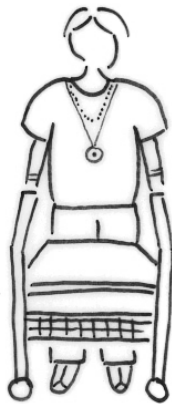
'It is very noisy here. I hear the television of my neighbour the entire day...' young resident



‘Do you think that life is fun here?’ resident



'I have to go, the bus is coming'  
'I have to go, the bus is coming'  
'I have to go, the bus is coming'  
Resident psychochieriatric department



Some elderly think they are not allowed to use the collective kitchens, 'because it is the domain of the caregivers.'

'I would like to drink a coffee'  
'Do you want me to make that for you?'  
'Is that allowed in this kitchen?'  
'Yes, this is a collective kitchen, you can use everything.'  
'I do not think so...' resident

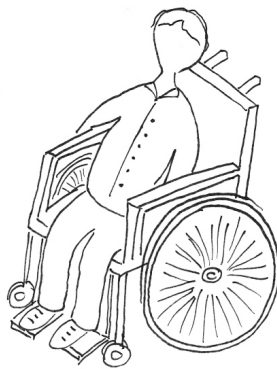


'I miss a store. There is almost nothing in this village. If I need perfume or clothes, I have to travel to a city, which is a big effort for me.' resident aanleunwoning



'Those open doors make me crazy. You can not walk normally in the corridor. '*Come in please*' is requested several times a day. And then those televisions that are so loud.' young resident





'Mama, mama, mama, mama, mama, mama'  
Resident psychochieriatric department

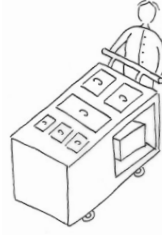
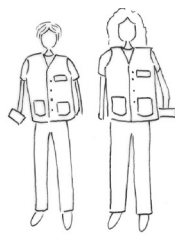


'I never go to the library, I have had a tia, and since then I can not handle those places anymore.' Resident living next to the library

### **Different types of residents**

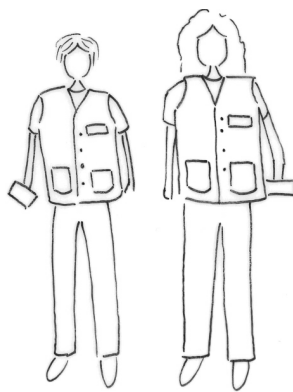
A variety of residents live in the building:

- All the residents are living alone, no couples.
- The amount of female residents is in the majority.
- There is a mix of ages.
- The 'young residents' are around +/- 60 years old, there is one exception who is much younger.
- There are much more 'elderly residents' than 'young residents'.



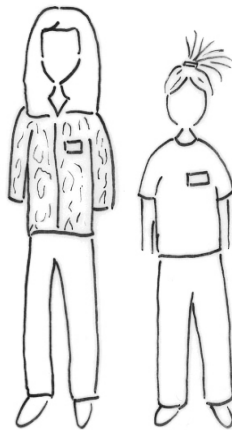
## Factory workers

The factory workers are the people who keep the factory running and control the process.



caregivers with uniform, professional appearance.

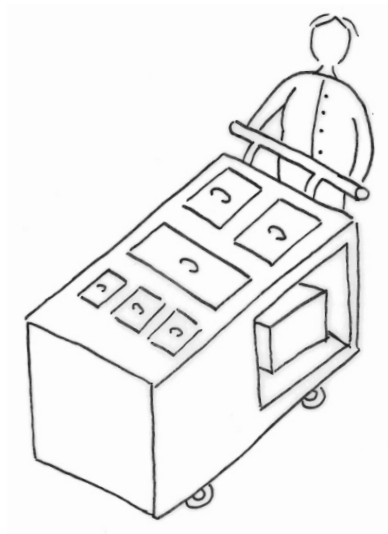
‘The threshold in the bathroom is much too high. We take a run with the body sling lift to get residents over the threshold. Then they shake in all directions...’ caregivers



caregivers without uniform, different appearance, domestic

'If the residents like it, we give them a hug before they go to sleep.  
Everyone needs love'

'I am doing this work from time to time, I would not be able to do  
this full-time.' caregivers psychochiatric department

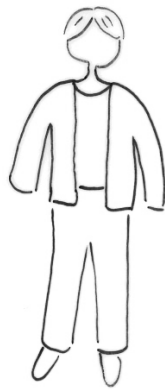


‘Some residents eat together, others prefer to eat in their own room because they do not want to eat together or eat unappetizing.’ food delivery man





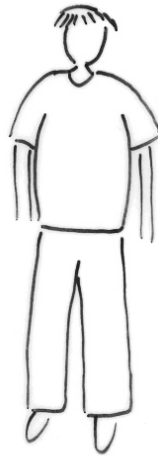
'The library brings life into the building. In practice, interaction between visitors and residents is rare.' volunteer library



'Sometimes it is a pity that simple things do not work. Such as cutting down on a coffee machine. Drinking coffee is a social activity for the residents.' volunteer



'Cutting the hair is always done in the hair salon itself, so the residents have the feeling they go out. When a situation is very bad, it will sometimes be the case that we go to the room of the resident.' hairdresser



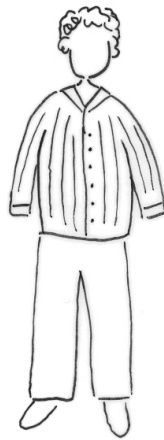
'I only replace a lamp in the collective hallway, not in someone's room. That is private territory. That is what my contract tells me.' caretaker



'I go to the rooms for a good conversation. Residents can tell me everything.'  
confidential advisor



'It is not strange that many lights are already off at 8 pm, residents are tired of sitting all day.' cleaner



'My wife recently passed away. I have to force myself to participate in social activities. That's why I go to the elderly home every now and then.'

resident from the village





### **Different types of employees**

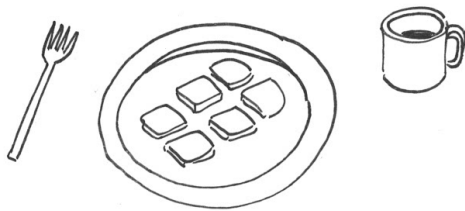
A variety of employees is working in the building:

- The outfit of the caregivers has impact on their appearance:
  - With uniform, professional
  - Without uniform, more domestic.
- Volunteers do not live in the building, they come from outside.



## The fuel

To keep production going, food is served at fixed times.



cut by the caregivers

Breakfast, in the room  
+/- 9:00



why do they eat so many biscuits  
if they move so little?

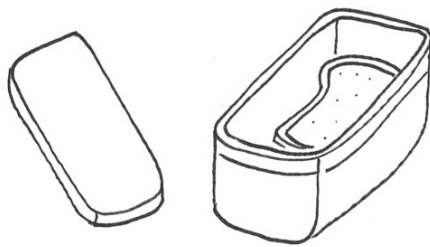
Coffee round, with a biscuit, collective kitchen  
10:00

<input type="checkbox"/> Heldere vermicelli-soep* <input type="checkbox"/> Speklapje* <input type="checkbox"/> Vleesjus*  <input type="checkbox"/> stampot Zuurkool*	<b>maandag</b> 08-oktober-2018 <input checked="" type="checkbox"/> Vleesbouillon <input checked="" type="checkbox"/> Runderlapje <input checked="" type="checkbox"/> Vleesjus <input type="checkbox"/> Mexicaanse groenten <input type="checkbox"/> Aardappelpuree <input checked="" type="checkbox"/> Gekookte aardappelen	<input checked="" type="checkbox"/> Yoghurt met <input type="checkbox"/> Yoghurt <input checked="" type="checkbox"/> Rauwkost <input checked="" type="checkbox"/> Appelmoes <input checked="" type="checkbox"/> Appel
Wel <input type="checkbox"/> Kerriesoep* <input checked="" type="checkbox"/> Chili con Carne* <input checked="" type="checkbox"/> Vleesjus* <input type="checkbox"/> Komkommersalade* <input type="checkbox"/> Witte rijst*	<b>Dinsdag</b> 09-oktober-2018 <input checked="" type="checkbox"/> Groentebouillon <input type="checkbox"/> Gehaktbal <input type="checkbox"/> Vleesjus <input checked="" type="checkbox"/> Spitskool a la creme <input checked="" type="checkbox"/> Gekookte aardappelen <input type="checkbox"/> Aardappelpuree	<input checked="" type="checkbox"/> Vanillevla <input type="checkbox"/> Yoghurt <input checked="" type="checkbox"/> Rauwkost <input checked="" type="checkbox"/> Appelmoes <input type="checkbox"/> Mandarijn
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Wel <input type="checkbox"/> Groentesoep* <input checked="" type="checkbox"/> Gestoofde vis* <input checked="" type="checkbox"/> Peterseliesaus* <input checked="" type="checkbox"/> Worteltjes*  <input type="checkbox"/> Aardappelpuree*	<b>Vrijdag</b> 12-oktober-2018 <input checked="" type="checkbox"/> Vleesbouillon <input type="checkbox"/> Procureurlapje <input checked="" type="checkbox"/> Vleesjus  <input type="checkbox"/> Hete Bliksem <input checked="" type="checkbox"/> Gekookte aardappelen	<input checked="" type="checkbox"/> Citroenvla <input type="checkbox"/> Yoghurt <input type="checkbox"/> Rauwkost <input checked="" type="checkbox"/> Appelmoes <input checked="" type="checkbox"/> Perzikcompote
Wel <input type="checkbox"/> Tomaten/ Groentensoep* <input checked="" type="checkbox"/> Kipburger* <input checked="" type="checkbox"/> Vleesjus* <input checked="" type="checkbox"/> Sperzieboontjes* <input type="checkbox"/> Aardappelpuree* <input checked="" type="checkbox"/> Gekookte aardappelen*	<b>Zaterdag</b> 13-oktober-2018 <input checked="" type="checkbox"/> Groentebouillon <input type="checkbox"/> Gehaktballetjes <input type="checkbox"/> Satesaus <input type="checkbox"/> Atjar met Kroepoek <input type="checkbox"/> Nasi Goreng	<input checked="" type="checkbox"/> Bananenvla <input type="checkbox"/> Yoghurt <input type="checkbox"/> Rauwkost <input checked="" type="checkbox"/> Appelmoes <input checked="" type="checkbox"/> Appel
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Food checklist  
 'fill in what you like to eat for next week'



Lunch, collective kitchen/living room or in private room.  
12:30



Dinner, in the room.  
This is delivered in the morning, together with the breakfast.



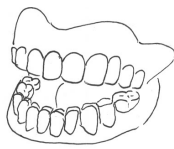
Time	Food	Location
+/- 9:00	breakfast	room
10:00	coffee	collective kitchen
12:30	lunch	room/collective kitchen
+/-17:00	dinner	room

Eating schedule



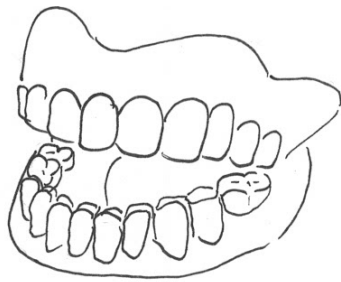
### **The food**

- Most elderly do not cook anymore.
- The bread is cut by the caregivers.
- There are modern kitchens in the building, but they are not used for preparing the food. The food is delivered from a kitchen outside the building.
- Residents can choose where to have a warm lunch, in the collective kitchens or in their own room.
- If they have lunch in the collective kitchen or dining room, they always sit on the same place and next to the same person.
- It is quiet during lunch. No conversations, only drinking and eating sounds.
- The week before, you have to fill in a checklist what you like to eat for the next week.
- There is always apple sauce on the menu.
- The caregivers put the food on the plates.
- There is a 'care table', with elderly who need help with eating. This table is separated from the others.
- Some elderly prefer to eat in their own room, because they find that others eat unappetizing or they find the atmosphere uncomfortable.
- One day there went something wrong in communication. The elderly received something different from what they had ordered, this led to stress among the elderly. The caregivers said to the elderly, '*today the carrots are green*', (they were expecting spinach).



## General ingredients

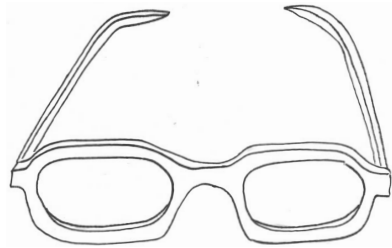
To produce the final product, ingredients are used that are typical for elderly.



Denture



Hearing aid

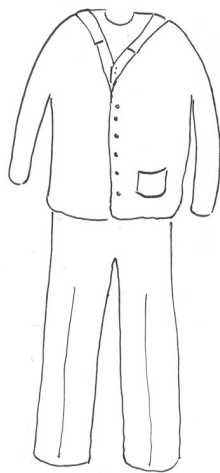


Glasses

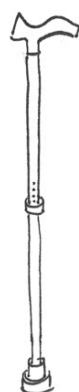




Medical alarm necklace



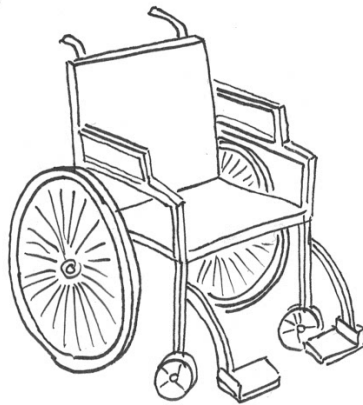
Clothing, loose fit and light shades



Walking stick



Walker



Wheelchair



A couple sharing a walker

**Attributes / characteristics of the elderly**

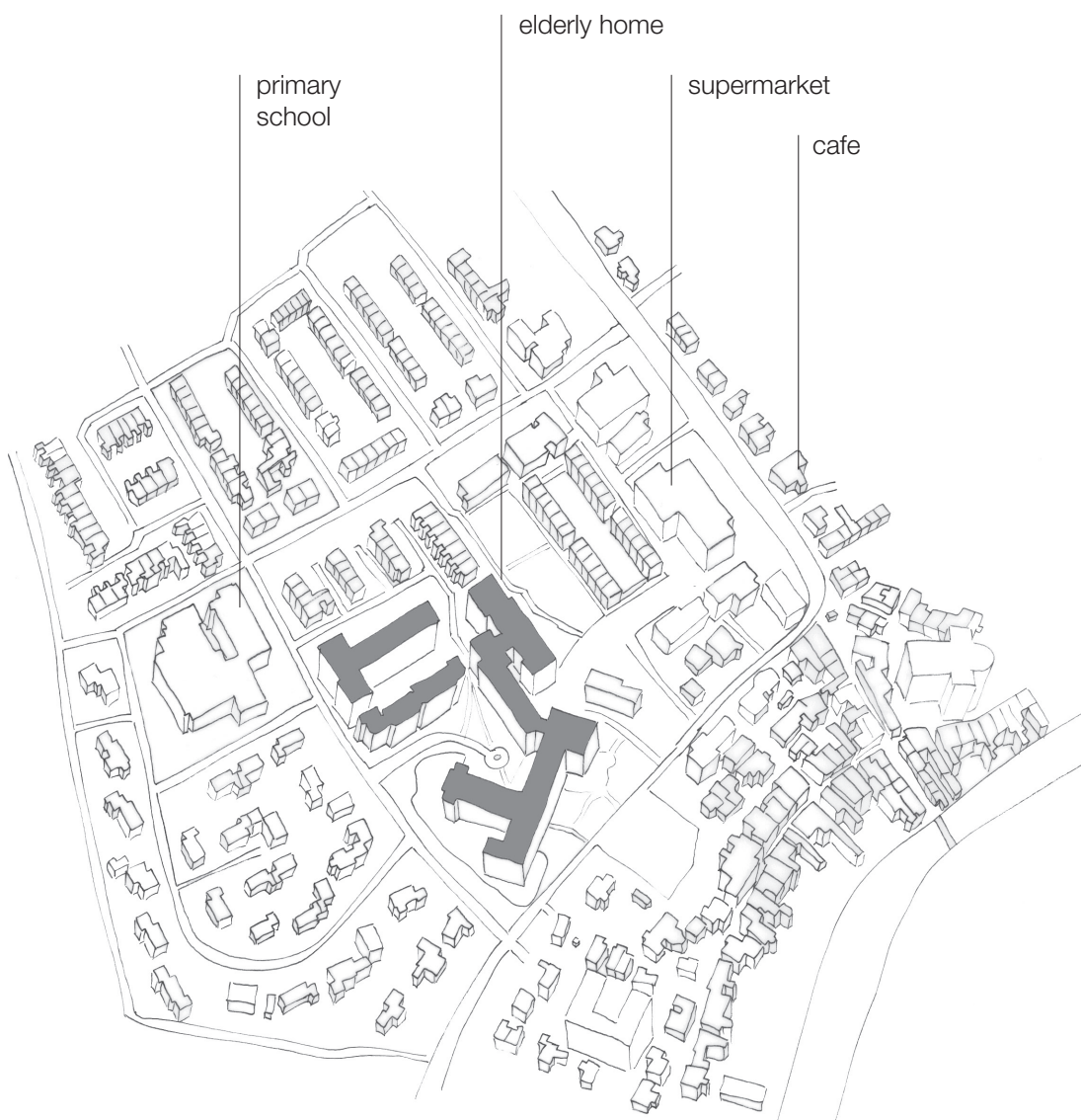
- Many elderly uses walkers for stability. The walker must be placed as close as possible, so enough open space.
- A building without thresholds is desirable, because of the walkers and wheelchairs, unfortunately this is not the case.
- There is never a seat at the end of the table, this place is reserved for people in wheelchairs.
- Elderly who receive care wear a necklace with a red medical alarm. The alarm is very noticeable because it is positioned in the middle of the body. It shows to the world, 'I am in need of help'.



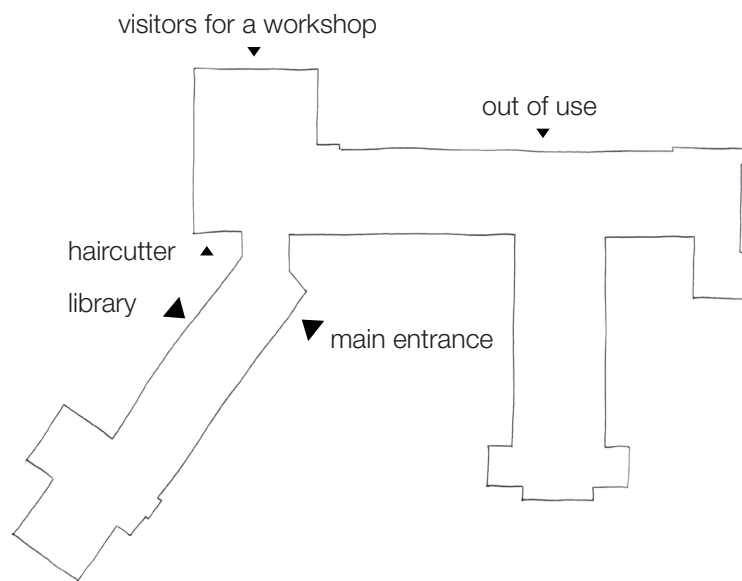
The Netherlands



Location of the factory



The village



Accessibility



**Location**

- The distance between the elderly home and the supermarket is approximately 200 meters.
- Some elderly walk independently to the supermarket and do grocery shopping, for some elderly this distance is already too far.
- The elderly home has different entrances for connecting the building to multiple places.



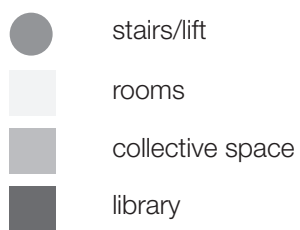
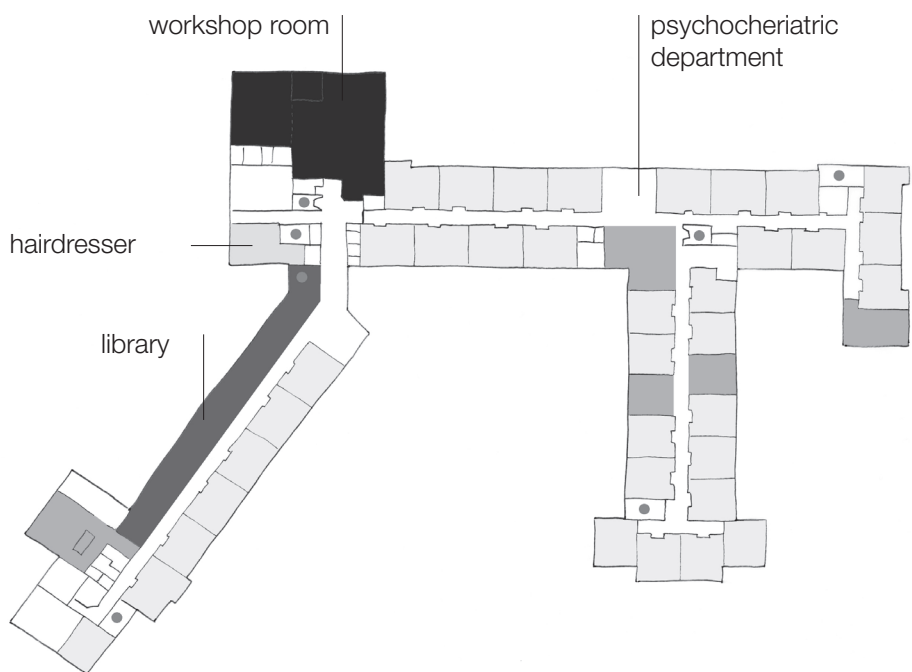
## The factory

This is the building where the products are produced.

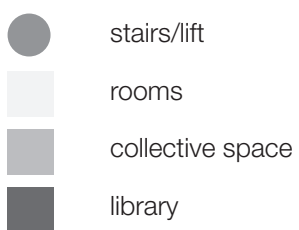
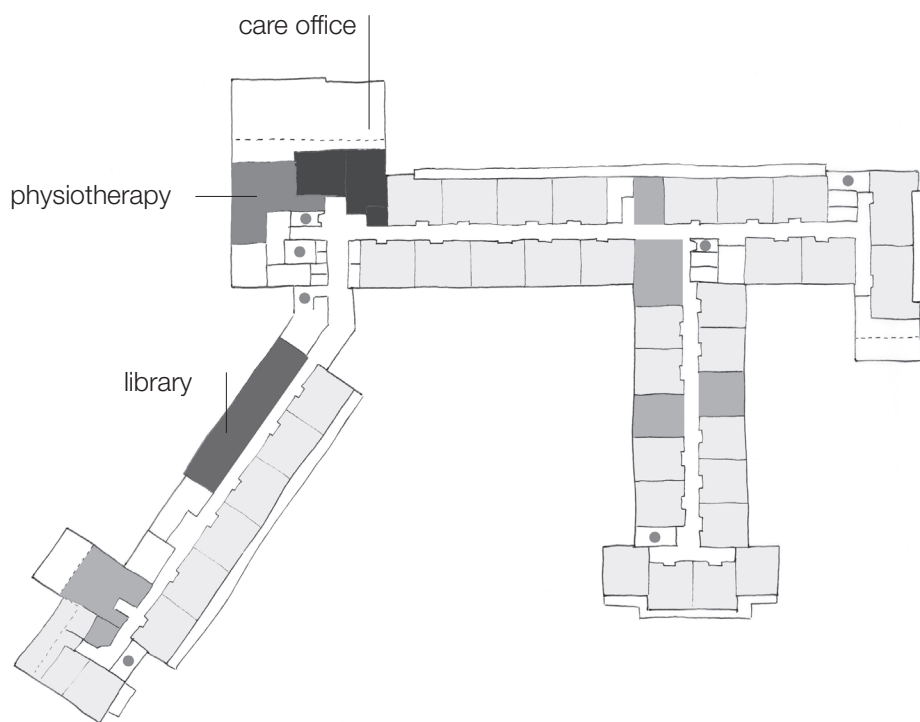








Ground floor

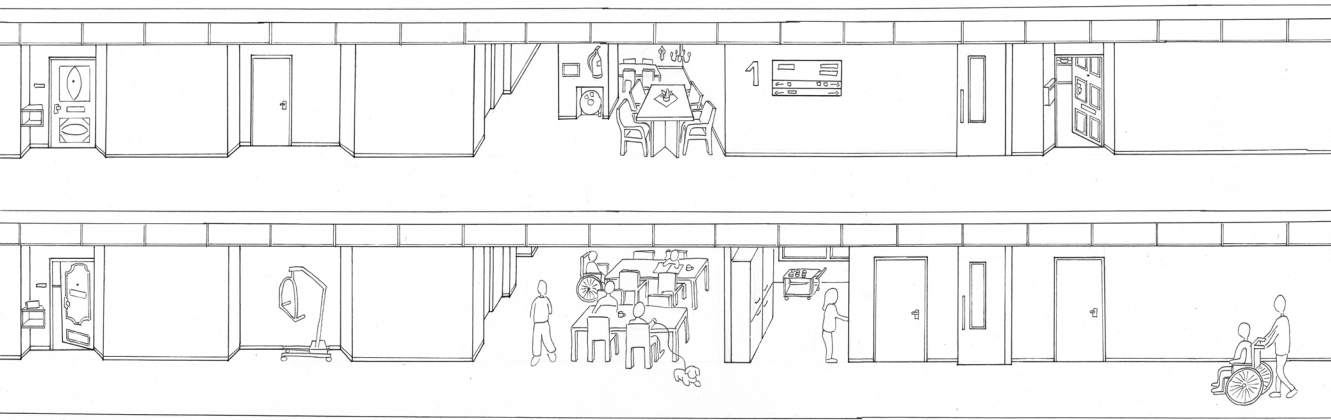


First floor

storage of medications

collective room, only used  
when there are activities or  
lunch is served.

sound of a television

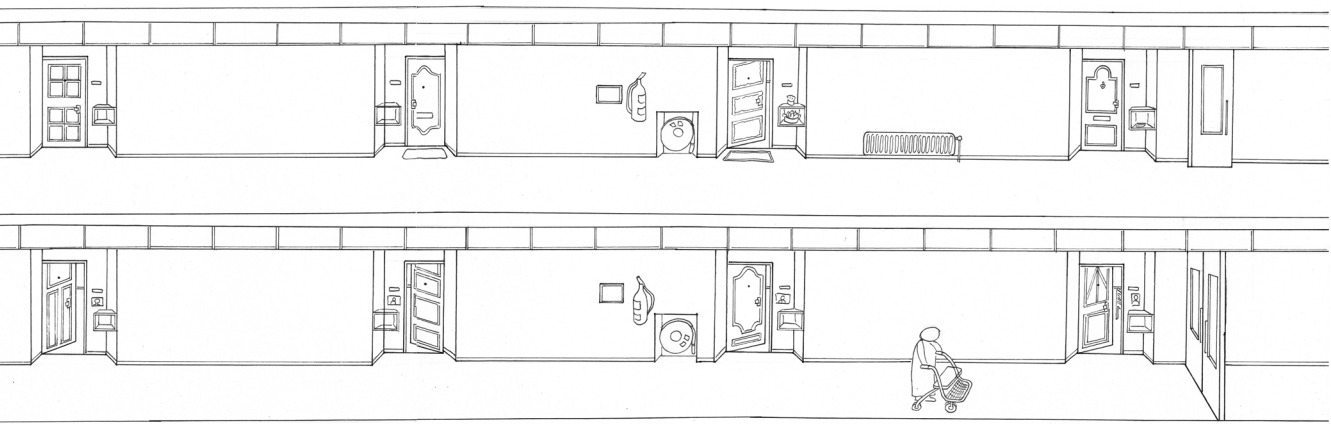


body sling lift

dog of a resident, sometimes she  
forgets to give him food.

Section

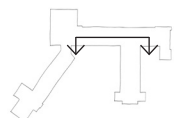
doormat, domain boundary



next of the door a  
picture for recognition

she tries to escape

these doors will  
open after pressing  
the password

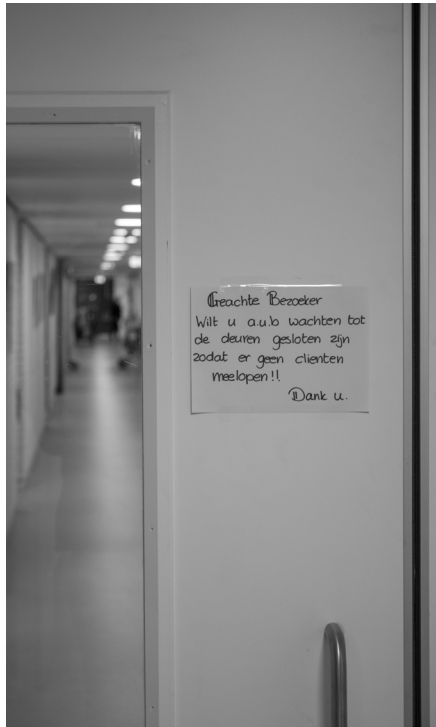




Communal spaces







Corridors



## Differences between the floors

### First floor

Residents:	mix of 60+ and elderly
Private entrances	
Doors:	some are open, some are closed
Boxes:	personal stuff
Pictures:	no
Collective room	only used when there are activities or lunch is served.
Caregivers:	wear an uniform, professional appearance.

### Ground floor

psychocheriatric department

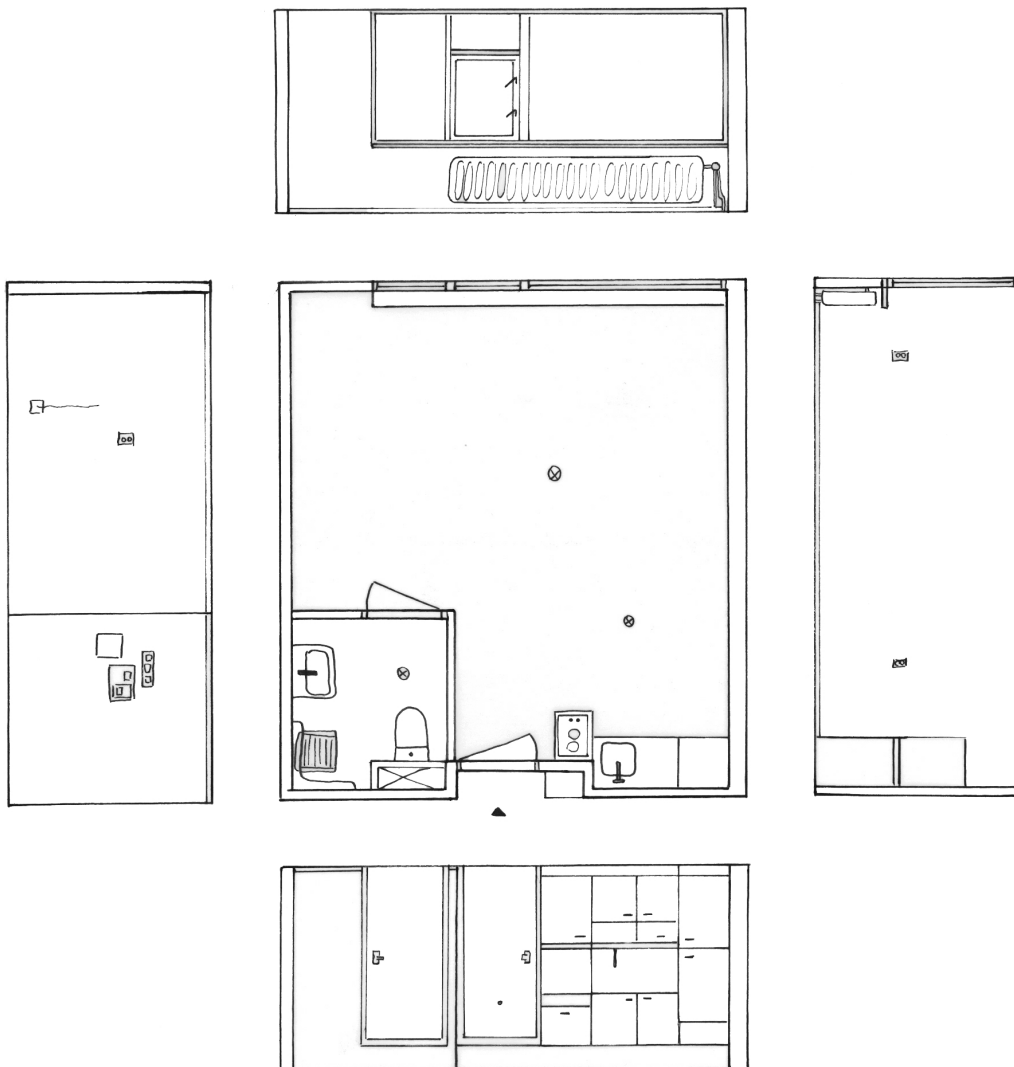
Residents:	elderly with dementia
Private entrances	
Doors:	all the doors are open
Boxes:	empty (possible reason, residents move each other stuff)
Pictures:	yes, at every door for recognition
Collective room	used during the day
Caregivers:	do not wear an uniform, different appearance, domestic.



## The machines

The machines in this factory consist of private rooms, furnished with a personal touch.





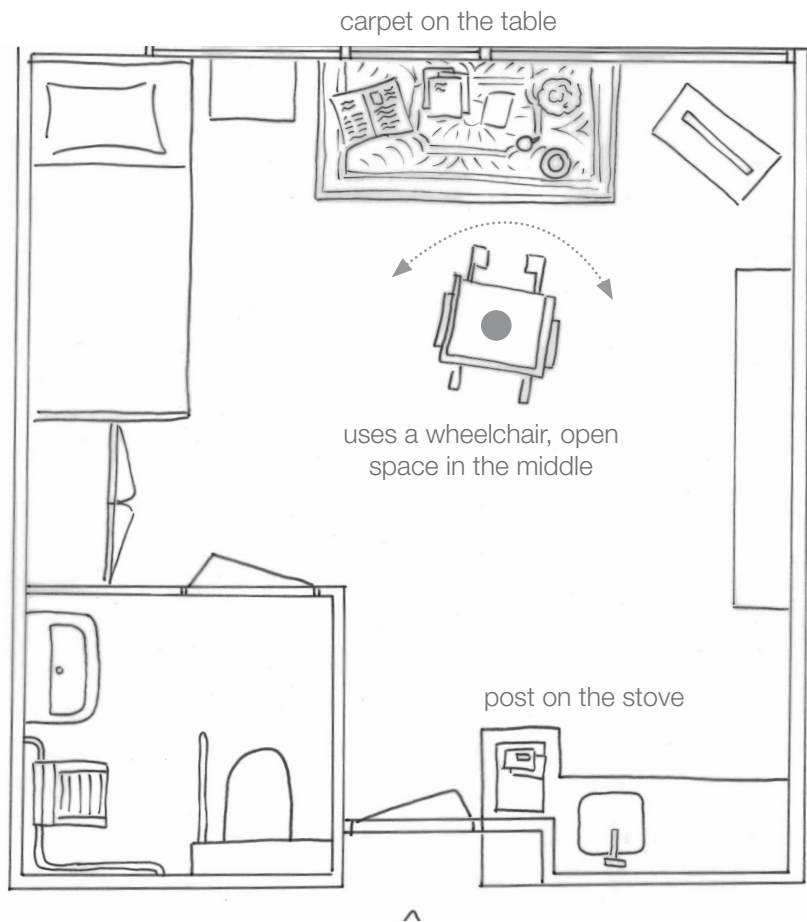
Standard floorplan



Kitchen

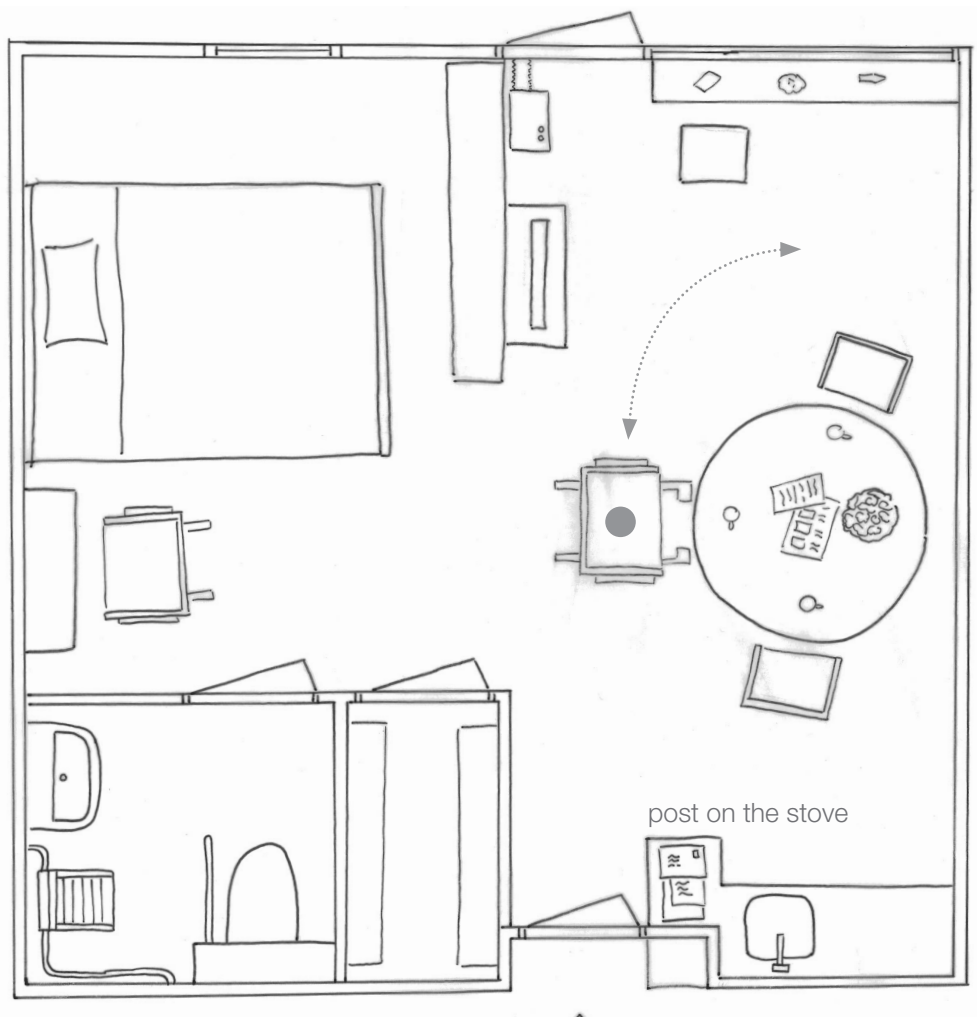


Bathroom

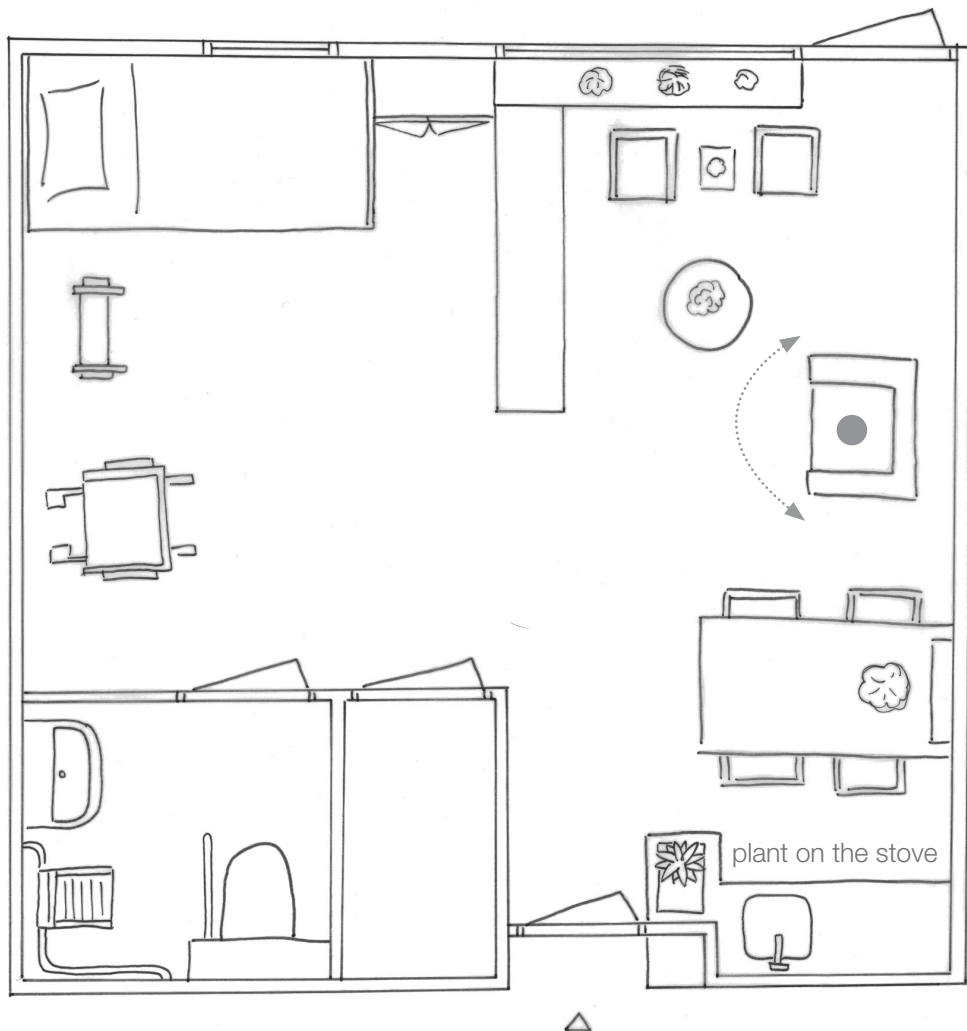


Resident: female  
Age: +/- 80  
Tool: wheelchair  
Floor: first  
Room: 29,6m<sup>2</sup>



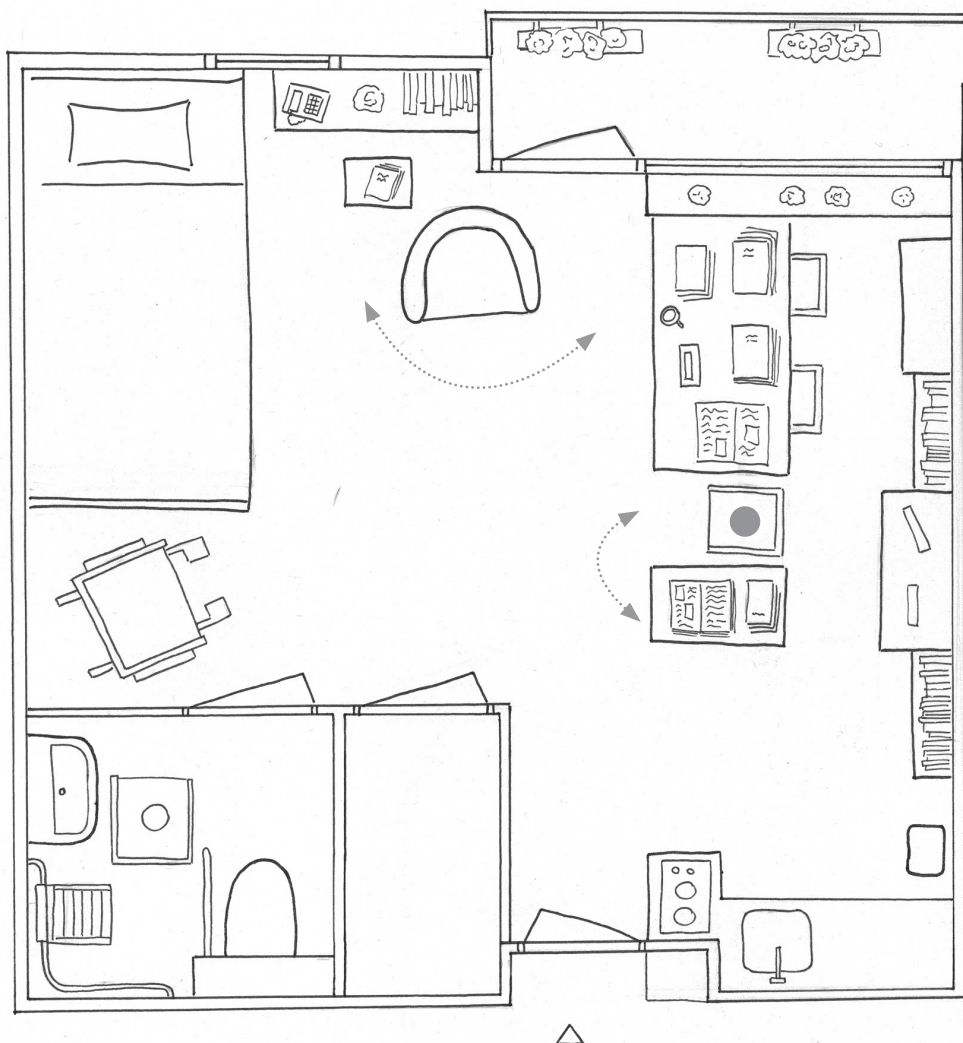


Resident: male  
Age: +/- 80  
Tool: wheelchair  
Floor: ground - psychogeriatric department  
Room: 34,1m<sup>2</sup>

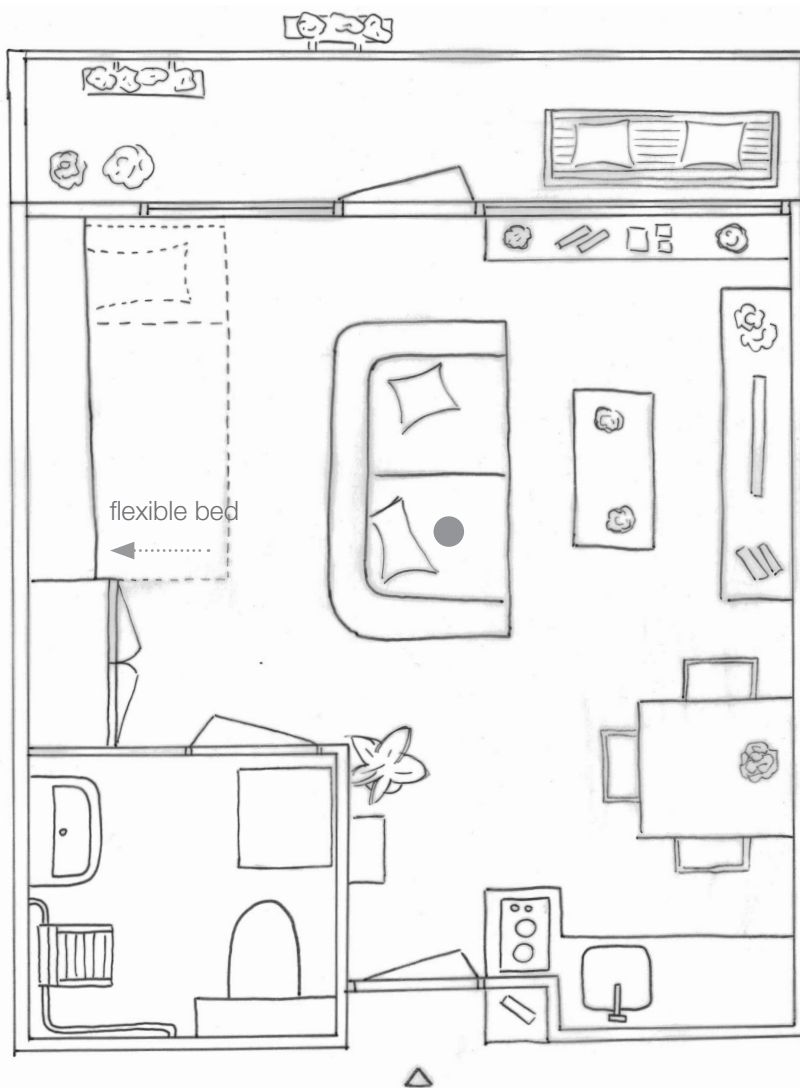


Resident: female  
Age: +/- 85  
Tool: wheelchair  
Floor: ground  
Room: 34,1m<sup>2</sup>

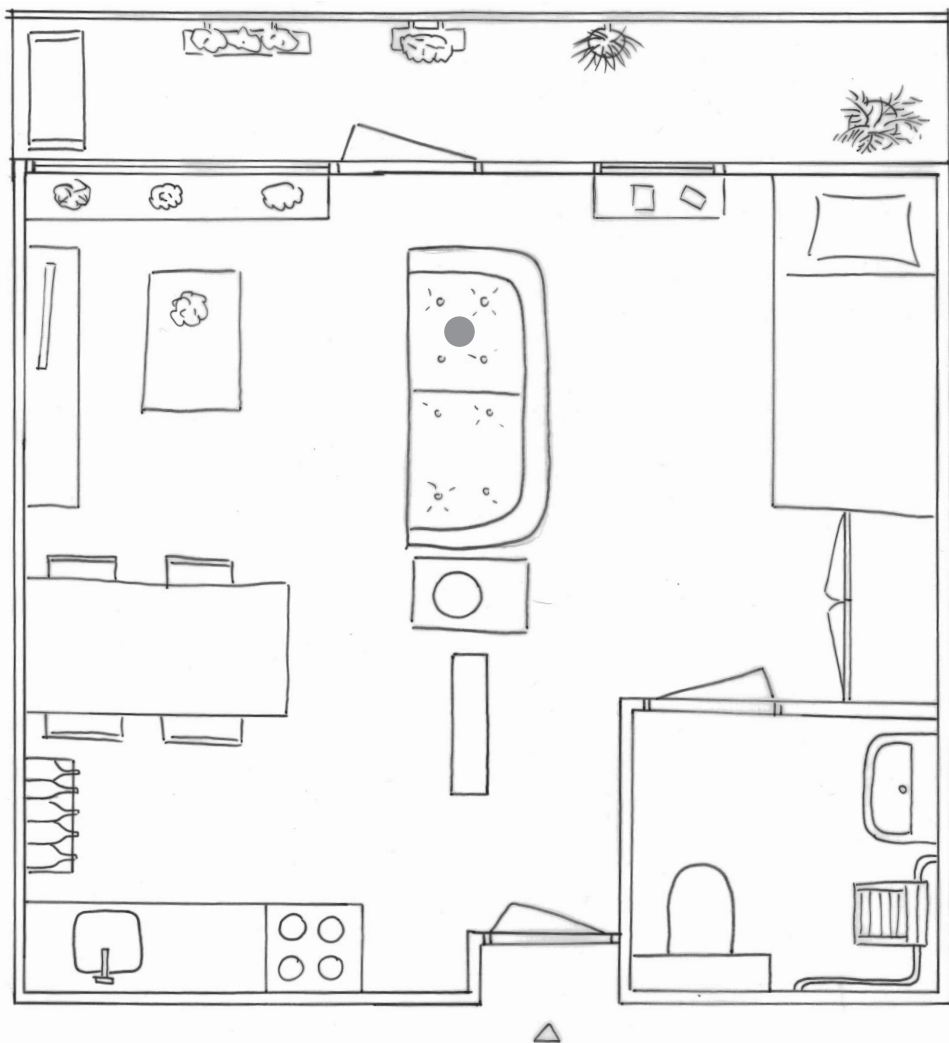
'I can not go to the balcony because the threshold is too high..'



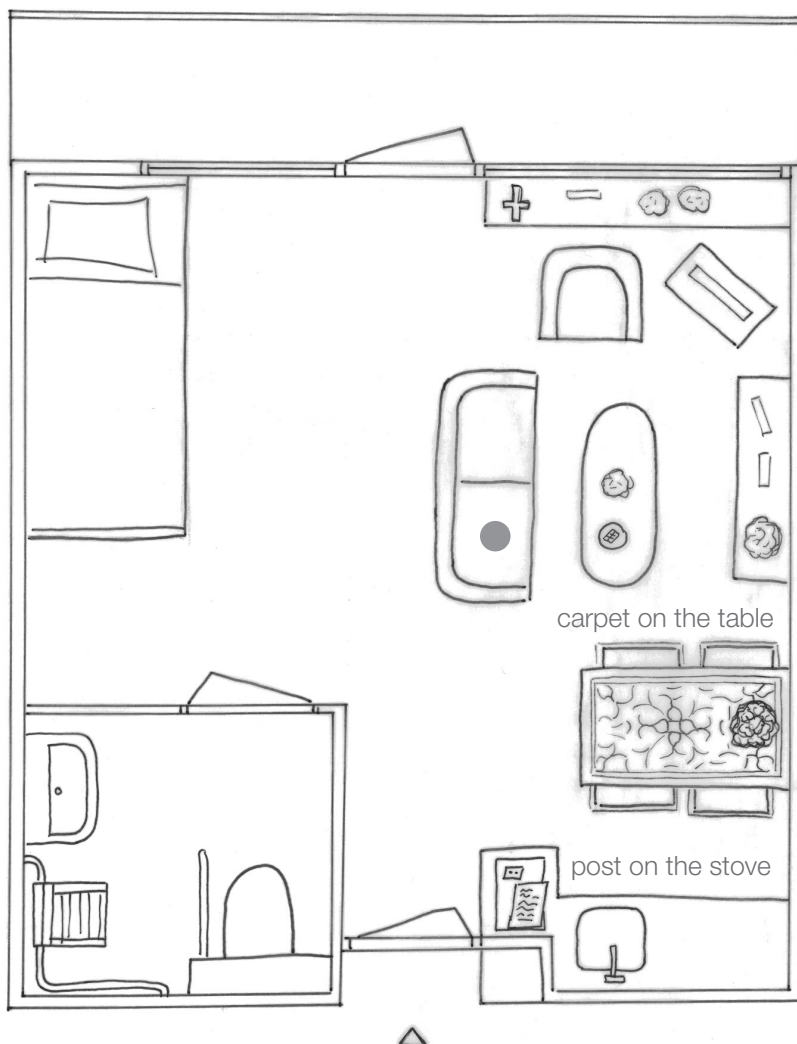
Resident:	female
Age:	+/- 95
Tool:	a walker
Floor:	first
Room:	36,2m <sup>2</sup>



Resident: female  
 Age: +/- 65  
 Tool: -  
 Floor: first  
 Room: 29,8m²

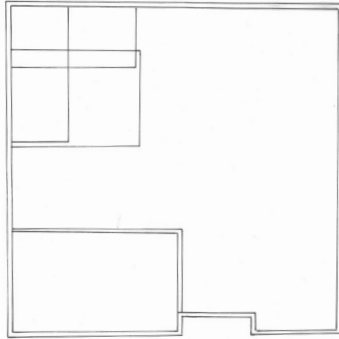


Resident: female  
Age: +/- 65  
Tool: -  
Floor: first  
Room: 34,1m<sup>2</sup>

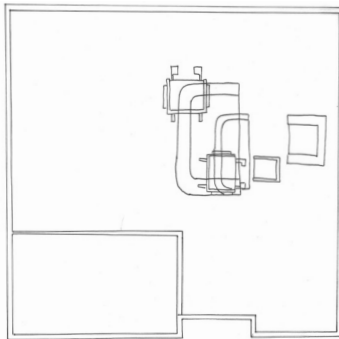


Resident: female  
 Age: +/- 80  
 Tool: a walker  
 Floor: first  
 Room: 29,8m<sup>2</sup>

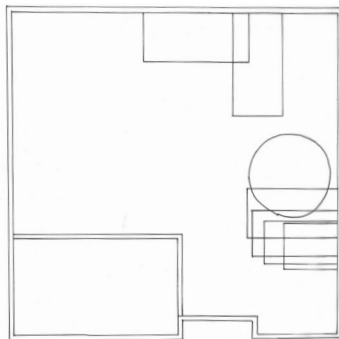




The bed



The chair they usually sit



The dining table

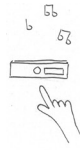
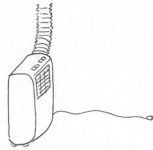
Combined locations



### **The private rooms**

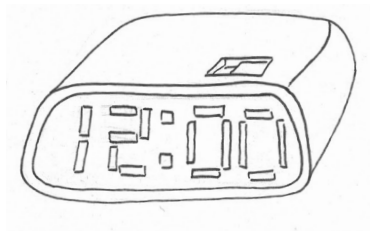
The interior of the rooms shows some similarities:

- All the residents placed the bed on the same location, close to the bathroom.
- The chair where they usually sit is close to the window.
- The location of the dining table is next to the window or the kitchen.
- Residents in a wheelchair have more open space in the middle of the room.
- Elderly who do not cook anymore put plants or post on the stove.
- The bedroom and living room are one. Do you become tired when you see your bed all day?



## Secret ingredients

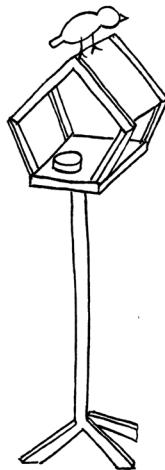
To create a unique product, furniture with a personal touch is added.



An alarm that can talk.  
*'it's twelve o'clock, it's twelve o'clock'*

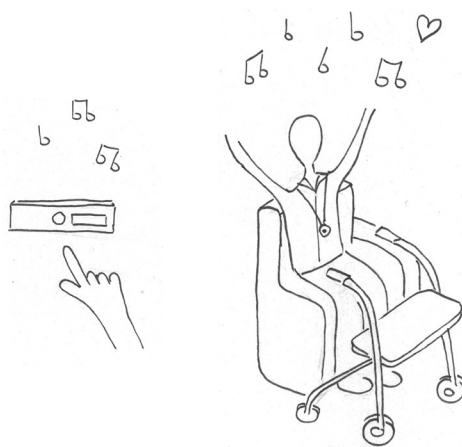


Flying birds are good entertainment



Bird house

There are a lot of bird houses around the building.



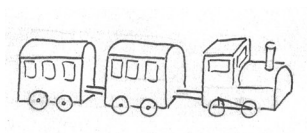
Some residents find the sound of this doorbell awful,  
luckily you can change the setting of the sound yourself.

A doorbell that makes you smile

'Please press the bell next to the door' (resident)

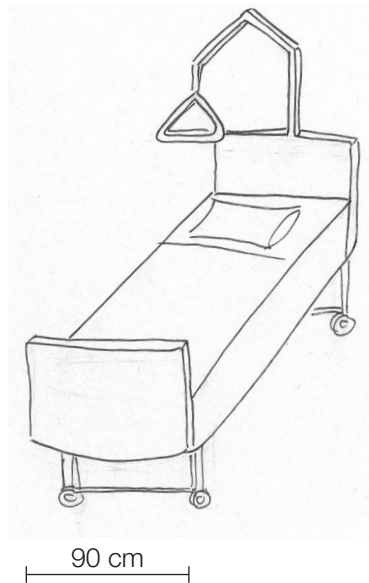
\*music\*

Dancing in the chair



Old toys

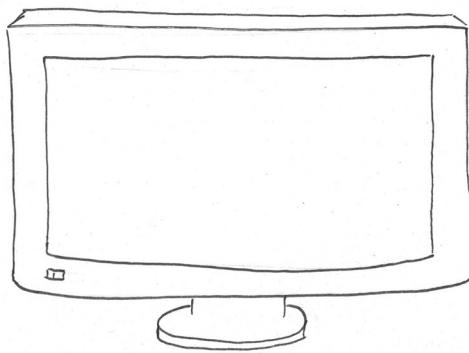
Space is needed for displaying personal items.



A single bed

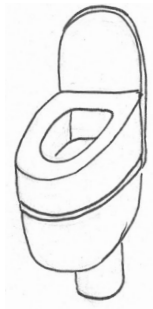
The bed is too small, resident has fallen out a few times.



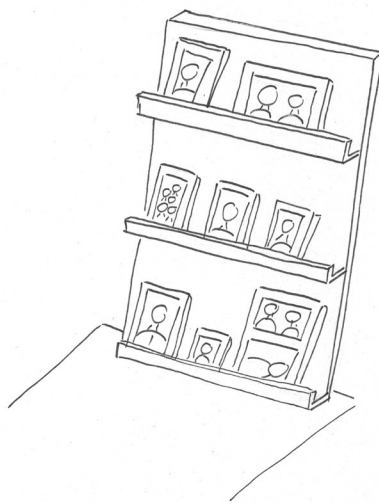


Huge television

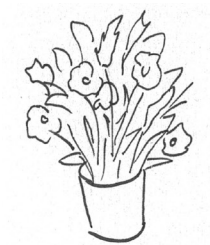
The sound of the television is often very loud. You will hear them as you walk through the corridor.



Adjustment on the toilet

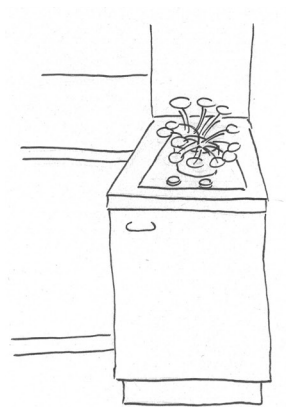


Family portraits



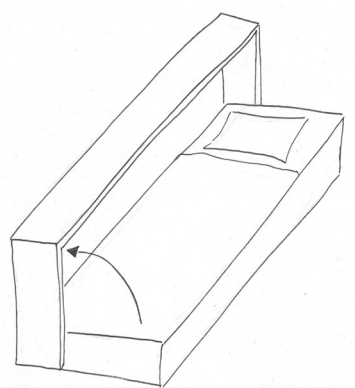
Made by the residents, very proud of the result

Flowers of the flowers arranging activity



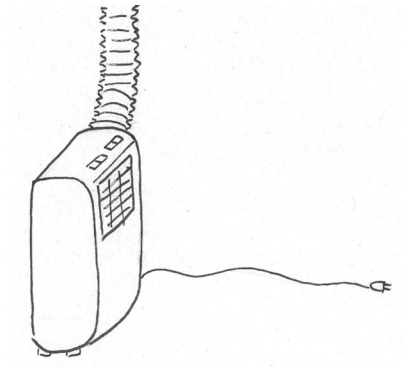
A plant on the stove

Most elderly do not cook anymore, but it is good that the possibility is there.  
In some apartmens the caregivers has taken out the electricity, for safety.



Folding bed

A young resident wanted more space during the day, so built a flexible bed.



Self-purchased airco

Temperatures were extreme this summer, a lot of elderly complained about this.



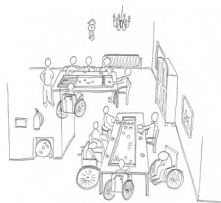
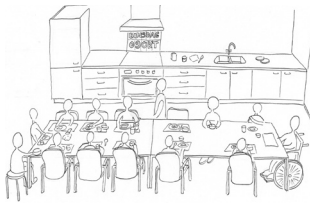
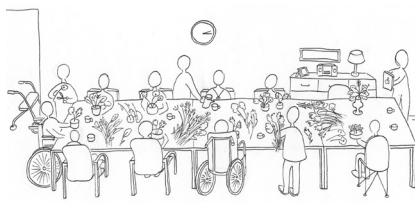
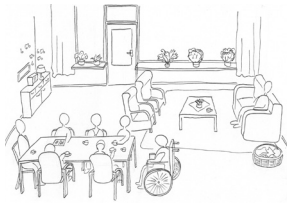


### **Personal belongings**

The elderly have collected a variety of items over the years. Besides a storage they need space where they can display personal belongings. They are proud of their objects, for example family photos. These objects will have a prominent place in the room, so space must be reserved for this.

### **Control of the climate**

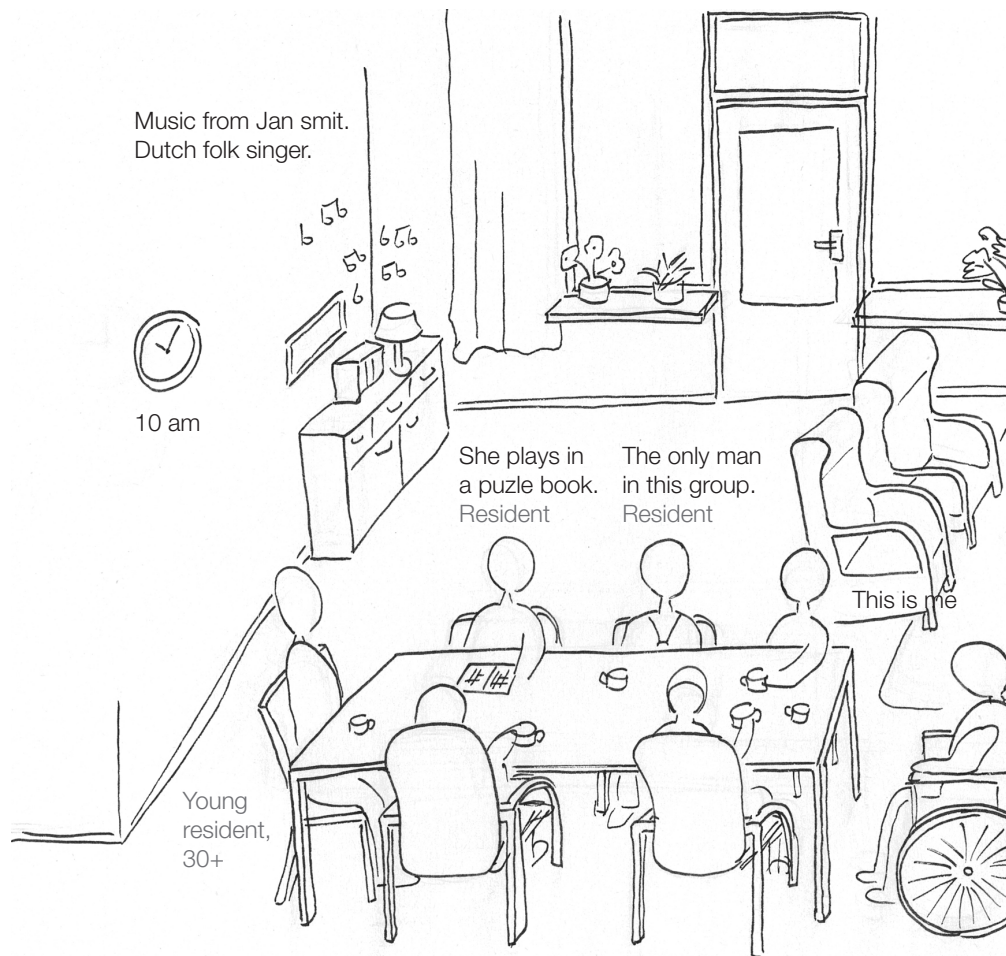
It is important to have the opportunity to regulate the temperature. Elderly are a sensitive group for extreme heat. A pleasant climate must be integrated in the design, preventing extreme temperatures.



# The production process

Step 1

‘The use of collective space’



Music from Jan smit.  
Dutch folk singer.



10 am

She plays in  
a puzzle book.  
Resident

The only man  
in this group.  
Resident

This is me

Young  
resident,  
30+

Does not say a  
word. Resident

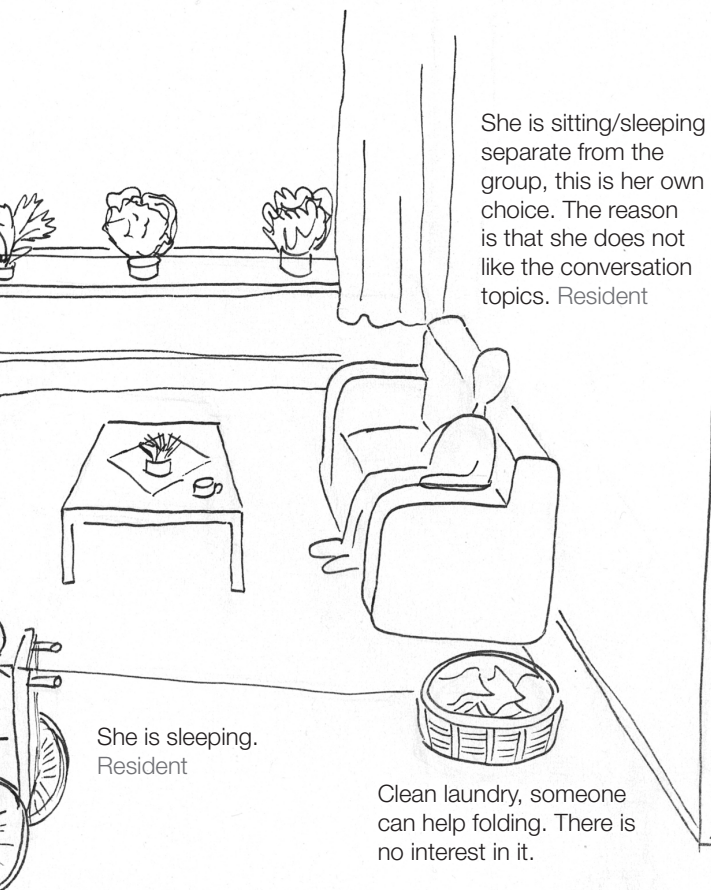
*'The weather looks nice today.'*

*'Everyday I wake up really early,  
because of the noise in this kitchen.'*

*'I would like to organise an activity,  
but if no one is telling me what they  
like to do, than I do not know.'*

*'Do you think I talk too much? I  
mean, otherwise it will be quiet  
here.'* Young resident, 60+.

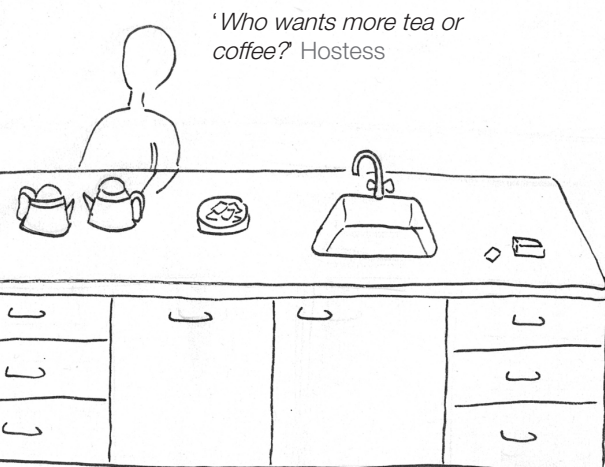
Activity:	drinking coffee/tea
Location:	collective kitchen
Date:	Sunday, October 7
Time:	10 am
Attendees:	7 residents 1 hostess



She is sitting/sleeping separate from the group, this is her own choice. The reason is that she does not like the conversation topics. Resident

She is sleeping.  
Resident

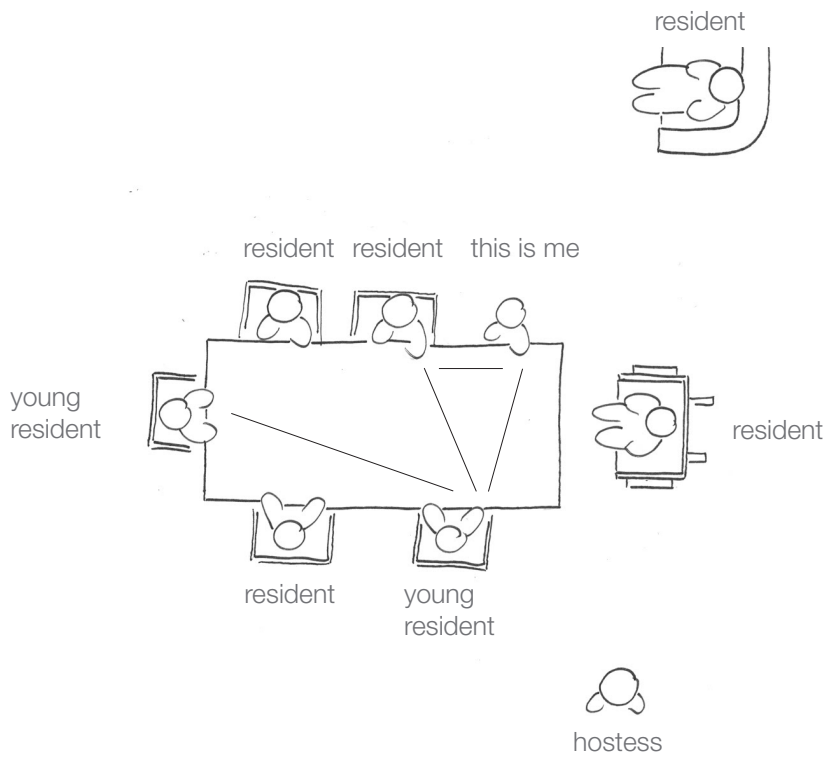
Clean laundry, someone can help folding. There is no interest in it.



*'Who wants more tea or coffee?'* Hostess

Cookies, every coffee round they get a biscuit. Why so much as they move so little?

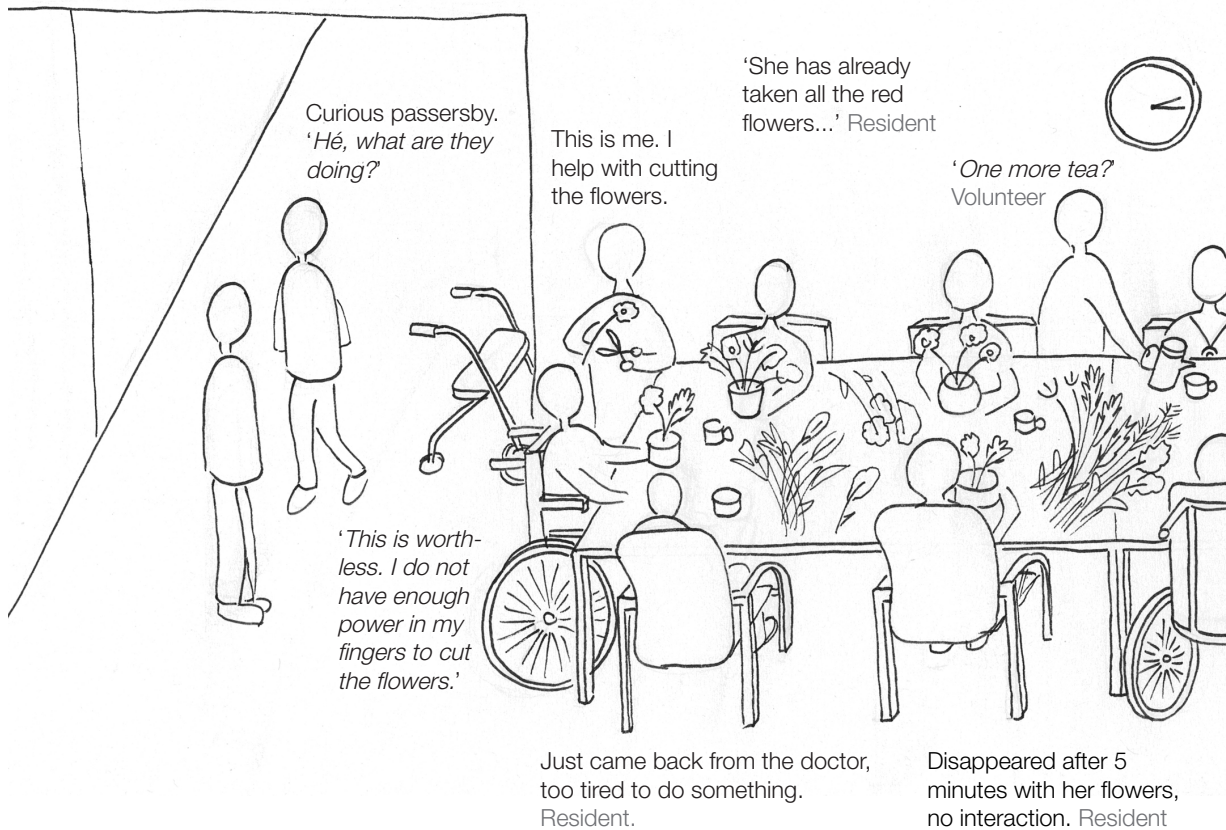




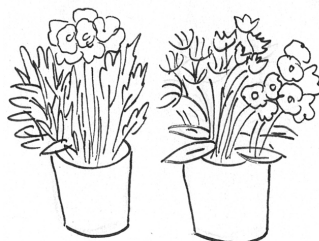
Of the seven residents in this room, three are taking part in the conversation

conversation ———

‘Being alone together’



The flowers, received for free from the flower seller.



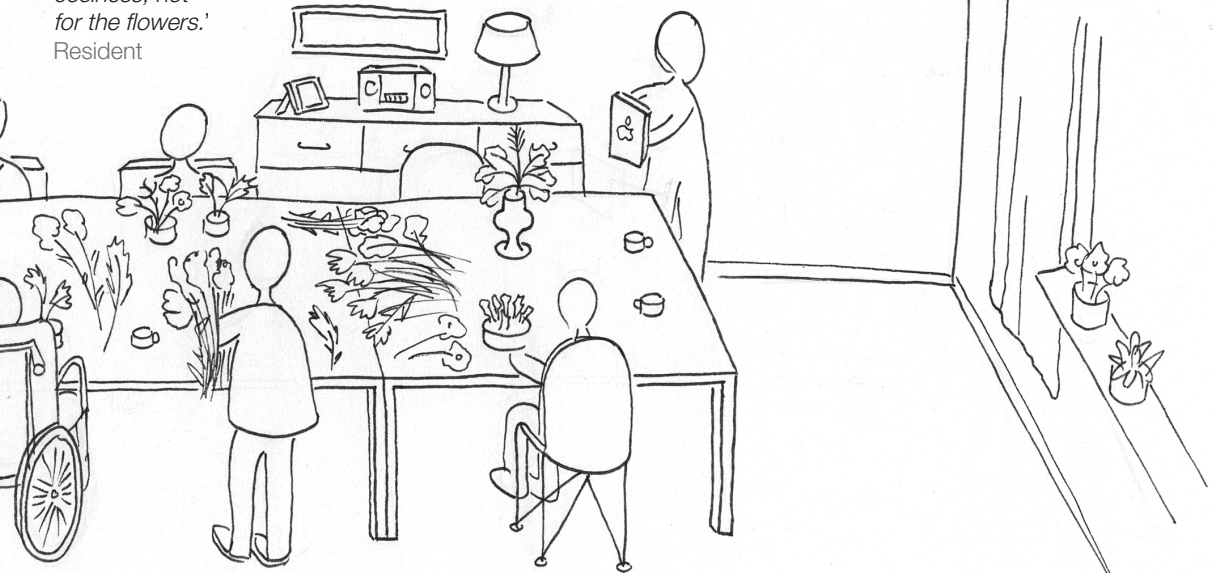
Activity:	arranging flowers
Location:	collective kitchen
Date:	Monday, October 8
Time:	3 pm
Attendees:	10 residents
	3 volunteers



The only man in this group. 'I only come for tea and cosiness, not for the flowers.' Resident

'My friend could not come, so I make an extra piece for her.' Resident

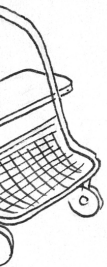
'I am so proud of the result, I have already made four pictures of my own work, very modestly hihi.' Young resident 60+



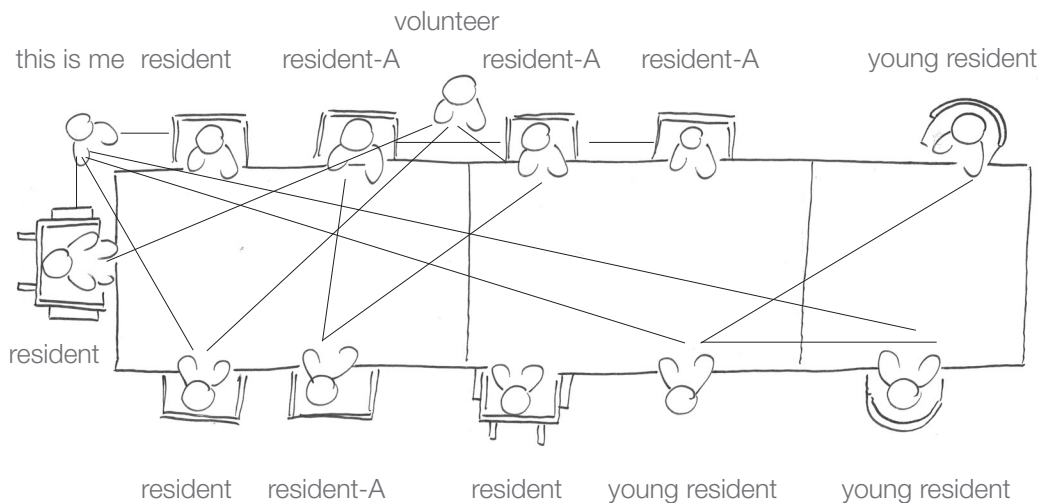
'Who needs more flowers?' Young resident 60+, worked in a flower shop, likes to help.

'It is so nice that we are also allowed to arrange flowers, we expected that we only had to help.' Young resident, 60+

There were not enough chairs, this chair is from someone's room.







A new sort of activity (organised by a volunteer and me). Residents were enthusiastic to do something different and break the fixed weekly pattern.

Because we were with a large group, we have changed the layout of this room, from several separate tables in one long table.

The elderly and young residents do not mix yet. All the young residents are sitting on the right side of the table. There was one man in the group.

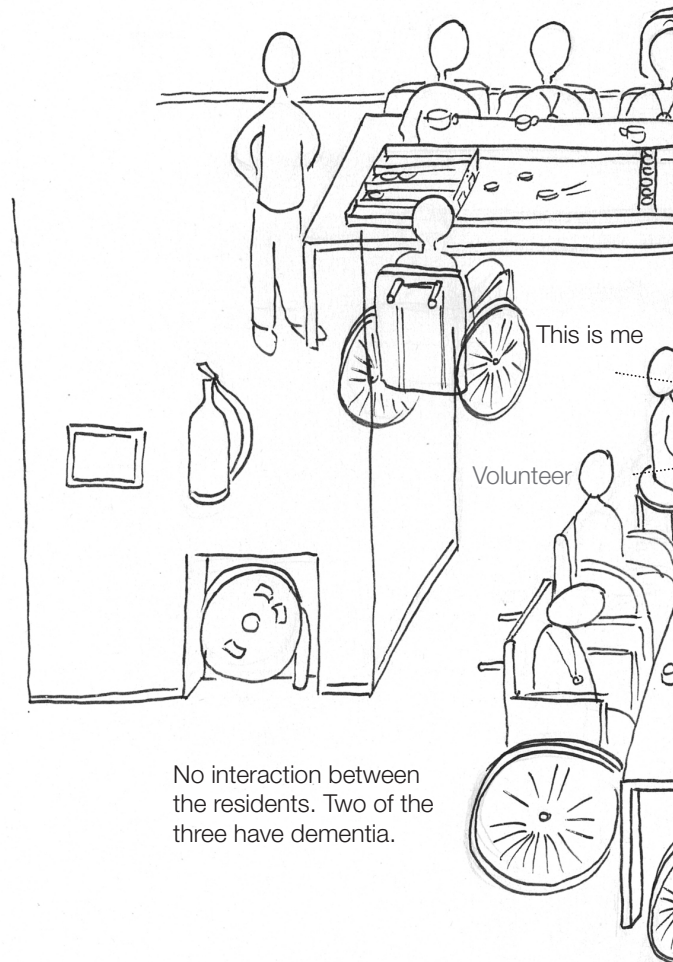
‘Challenge me’

Rummikub is played in the kitchen. Due to the dimensions of the rooms, the activities are divided into different rooms.

The residents do not experience this as something positive, they miss a large room where they can sit with all the residents together.

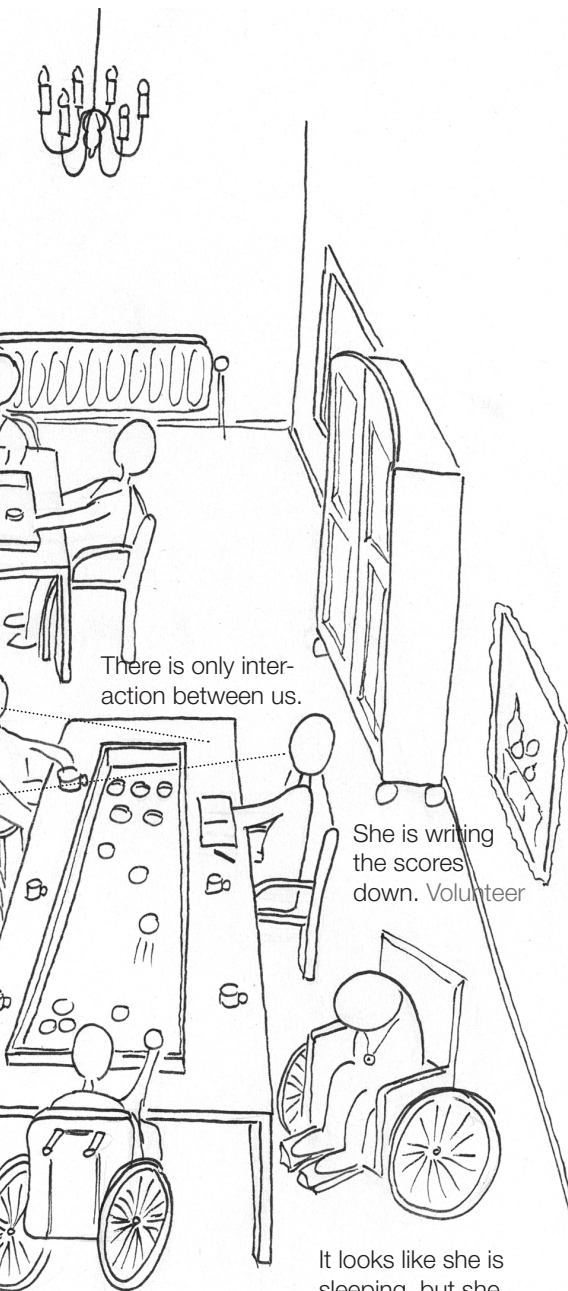


Shuffleboard



No interaction between the residents. Two of the three have dementia.

Activity:	playing games
Location:	collective dining room
Date:	Tuesday, October 9
Time:	3 pm
Attendees:	7 residents
	5 volunteers



There is only interaction between us.

The residents are picked up and taken back to their room by the volunteers.

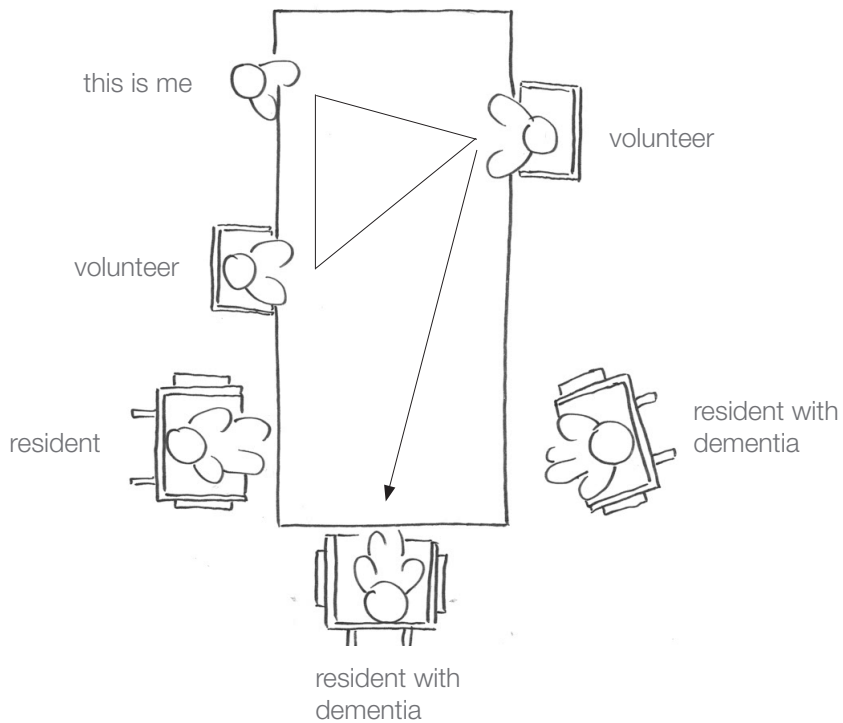
The game is rolling balls into a hole. It looks very childish.

She is writing the scores down. Volunteer

It looks like she is sleeping, but she is not. Resident

It is her turn. Resident





No interaction between the residents. Two of the three have dementia.  
The volunteers talk to the residents, but it is a one-way conversation.

conversation ———  
one - way conversation ———>

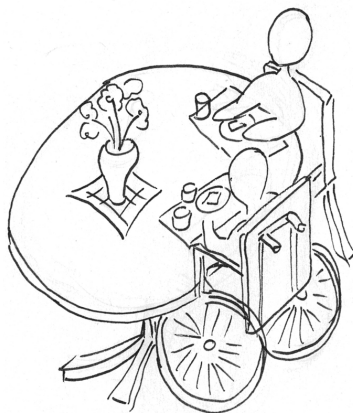
‘Back to the youth’

\*Caregiver is squeezing the shoulder of this lady.\*

Caregiver tells me: 'This lady had a really good day today, her son Hugo came to visit her.'

Lady: 'Why are you touching me?'  
'AND WHO CARES, SHE DOES NOT KNOW HUGO. LEAVE ME ALONE!'

Two ladies are sitting separately, can not handle too many stimuli.

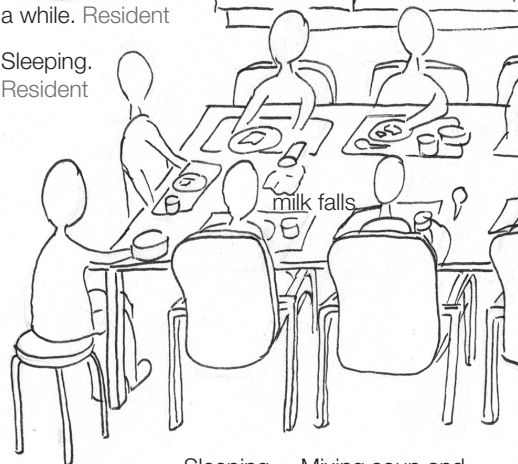


'Eat something please.'  
'Please sit down, the bus will be here in one hour, you have time.'  
'You do not have to go home yet, you will get some coffee after dinner.'  
'Stay awake please'

\*Eating together with the residents, there is no time for a break.\* Caregiver

She does not understand how to use her dentures, so she sucks on her food. This can take a while. Resident

Sleeping.  
Resident



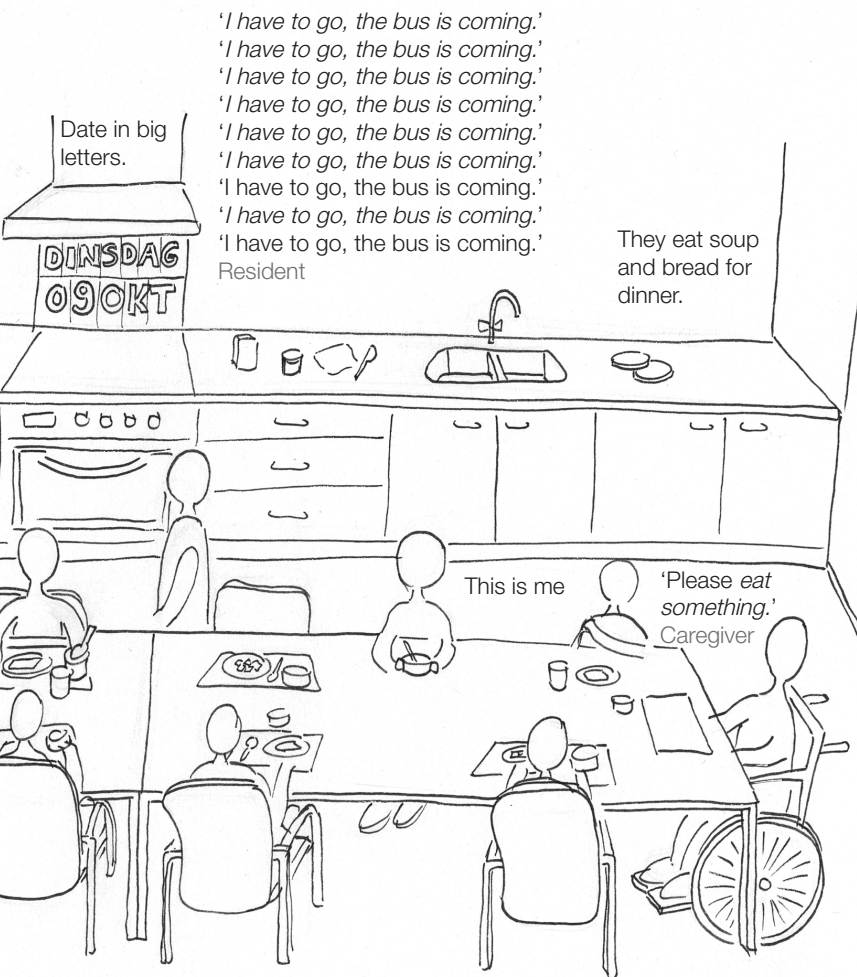
Sleeping. Resident  
Mixing soup and lemonade together. Resident

No interaction between the residents. They focus on their food.

When it gets dark outside, the residents become restless. Some have the feeling that they have to go home.

Activity:	dinner
Location:	collective kitchen psychogeriatric department
Date:	Tuesday, October 9
Time:	5 pm
Attendees:	13 residents 2 caregivers





'I have to go, the bus is coming.'  
 'I have to go, the bus is coming.'  
 'I have to go, the bus is coming.'  
 'I have to go, the bus is coming.'  
 'I have to go, the bus is coming.'  
 'I have to go, the bus is coming.'  
 'I have to go, the bus is coming.'  
 'I have to go, the bus is coming.'  
 'I have to go, the bus is coming.'  
 Resident

They eat soup and bread for dinner.

This is me

'Please eat something.'  
 Caregiver

'I have to go home now.'  
 'It is time, I have to go'  
 'Can someone bring me home?'  
 'Please, someone?'  
 'It is time'  
 'It is too busy'  
 'I have to go home now.'  
 'Can someone bring me home?'  
 'It is really late now..'  
 'It is too busy'  
 'Can someone bring me home?'  
 'Come let's go'  
 Resident

Dipping her sandwich with chocolate sprinkles in the soup. She is focusing on her soup, ignoring the lady next to her. Resident

'BAH, I'm not going to eat this. someone has chewed this food before.'  
 'She is terrible!'

\*pointing to the caregiver who is feeding her\*

'Do you swallow this?'  
 'Mama, mama, mama'  
 'Do you swallow this?'  
 'Do you swallow this?' 'BAH'  
 \*spit out food\*

'Mama, mama, mama'  
 'She is terrible!'

'Do you swallow this?' 'BAH'  
 'Mama, mama, mama'  
 'Mama, mama, mama'  
 'She is terrible!'

'She is terrible!'  
 'She is terrible!'

'Do you swallow this?' 'BAH'  
 'Mama, mama, mama'  
 'Mama, mama, mama'  
 'She is terrible!'

'Mama, mama, mama'  
 'Mama, mama, mama'

'Do you swallow this?' 'BAH'  
 'Mama, mama, mama'

'Mama, mama, mama'  
 'She is terrible!'

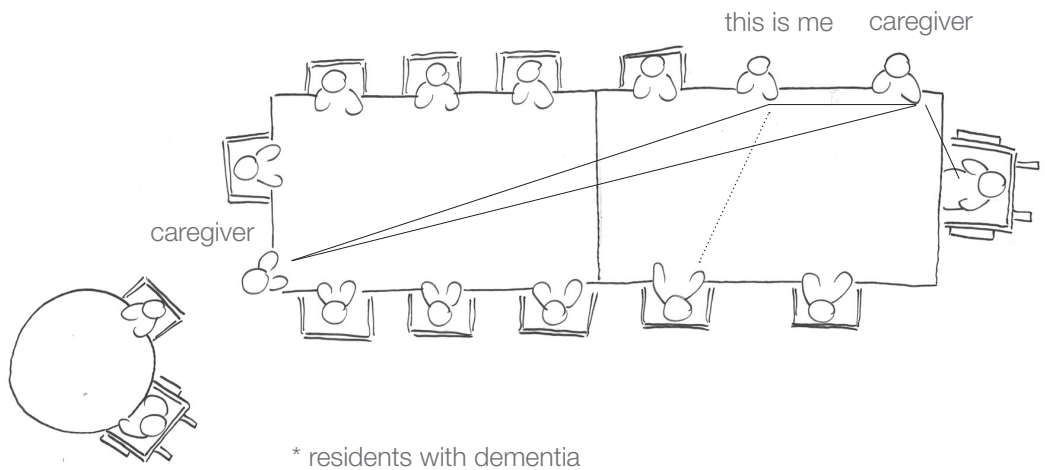
'Mama, mama, mama'  
 'Mama, mama, mama'

'Do you swallow this?' 'BAH'  
 'Mama, mama, mama'

'She is terrible!'  
 'She is terrible!'  
 'MAMA, MAMA, MAMA'  
 Resident

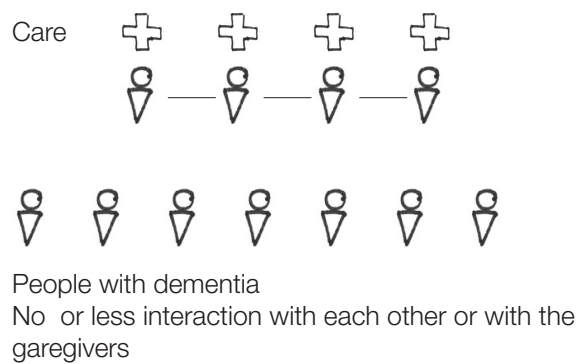
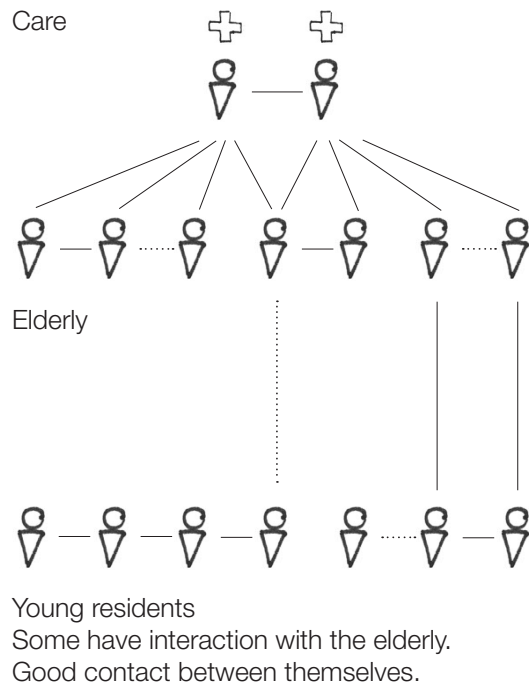
She remains restless, so she is taken to her room. The other residents can finish their soup in peace.





There is interaction between the caregivers and from the caregivers to the residents with dementia, it is a one-way conversation.  
There is no interaction between the residents, they focus on their food.  
It is very quiet during dinner, no conversations, only drinking and eating sounds.

‘Lost in space’



Relationships

### **The use of collective space**

The collective rooms are suitable for different activities.

- The collective rooms are not used when there is no planned activity.

Residents do not go there spontaneously. This is different at the psychogeriatric department, there come the residents together during the day.

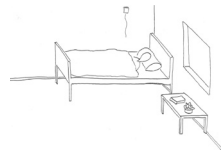
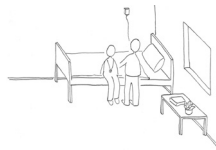
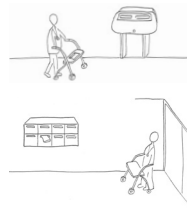
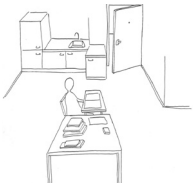
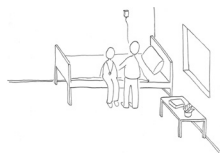
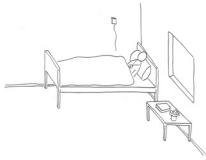
- The collective rooms are situated next to a corridor, this means that it is open and visible to everyone.
- Because the collective spaces are next to the corridor, passersby can see what is going on and decide to participate or to continue.

### **Relationships**

- All the elderly are in relation with the caregivers.
- Some of the elderly have contact with other elderly, but not that much.
- The contact between the elderly and 'young residents' is minimal.
- The contact between the 'young residents' is good. They do not participate in the activities for the elderly, but sometimes they have dinner with a selected group of (young) people. Those dinners are not in the collective kitchens, because then they feel guilty to the others.
- People with dementia have no or less interaction with each other.

Old people, all unique, are placed in one institutional building. The only similarity they have is their age and the type of care. Common feelings are loneliness, boredom and disconnecting. In other words, they are '*alone together*'. What you see during activities is that residents do not often start a conversation with each other. And if they start a conversation, it is very often about the weather. No problem of course, but the residents seem to be little interested in each other.

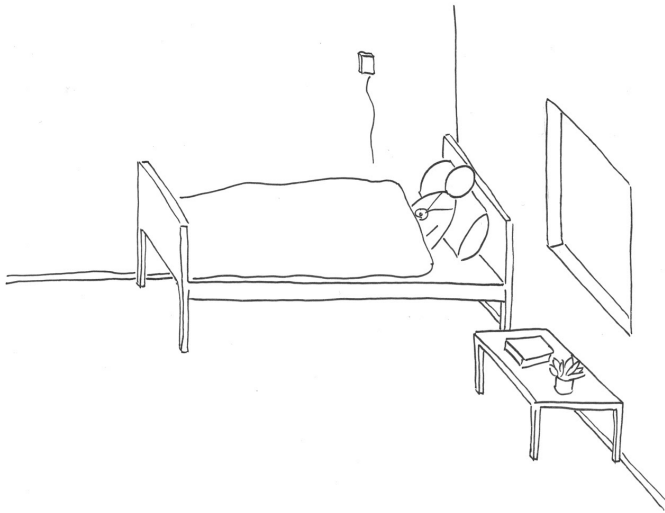
**Can you put people randomly together, or should they have a choice or connection?**



# The production process

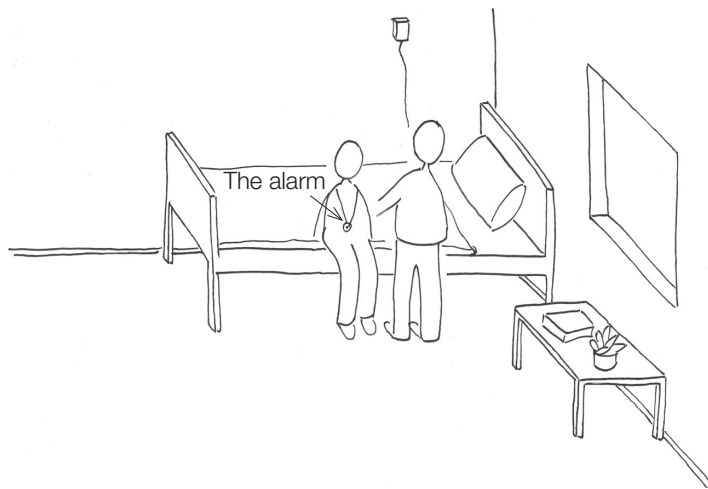
## Step 2

‘A day in the life of a resident alone, who does not feel lonely at all.’



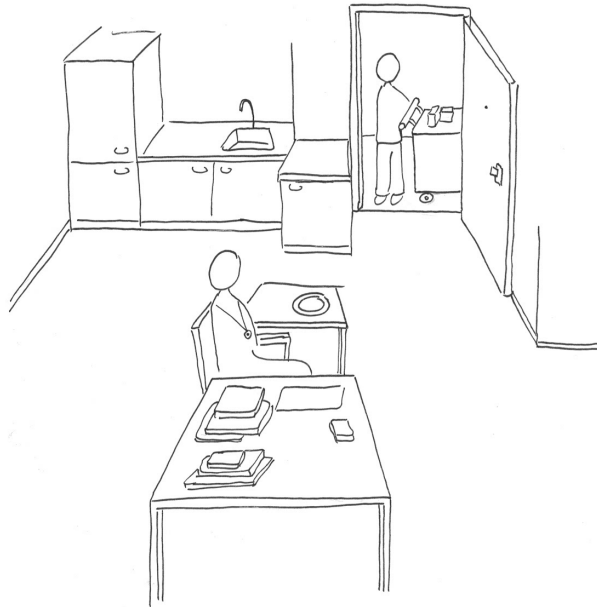
07:30  
Start of a new day, waking up.





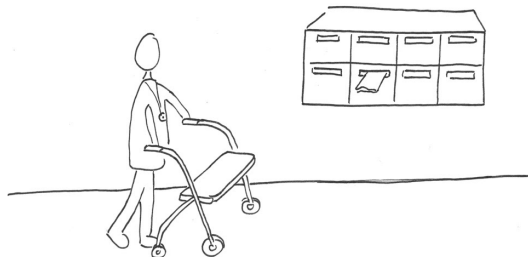
08:00

After pressing the button, the caregivers will help me with dressing. I can wash myself independently.



09:00

Time for breakfast, I choose what I like on my bread. They also bring the bread for dinner.

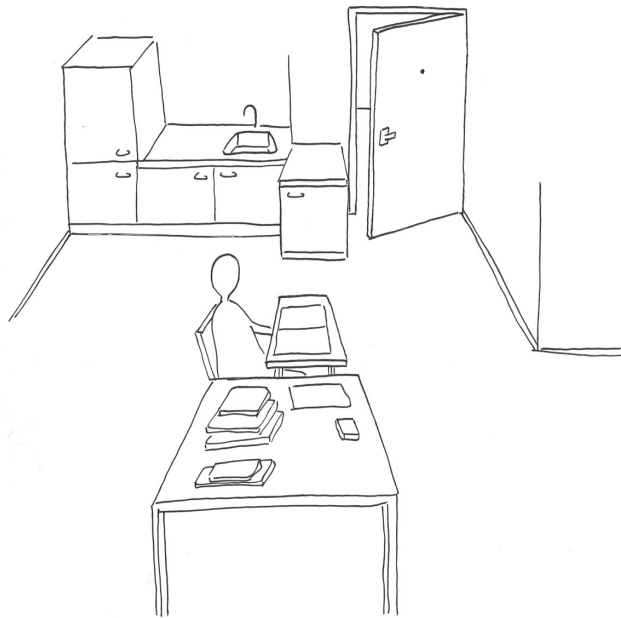


A mailbox support elderly for a short walk

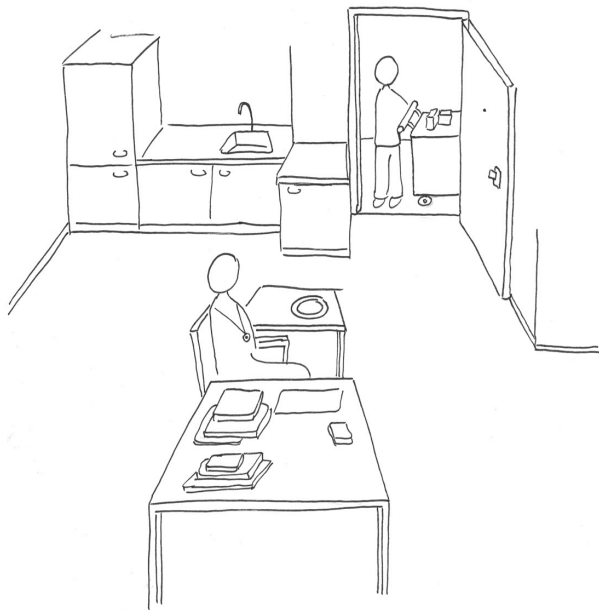
10:00

On my way to the mailbox for the morning newspaper.

The door is open during the day.  
Easy for caregivers to enter the room.  
Nice to see people walking through the corridor.



10:10  
Reading the newspaper and literature in my room.



12:30

Time for the lunch, I am always eating lunch in my room. The food is usually tasty, sometimes it is a little bit cold.

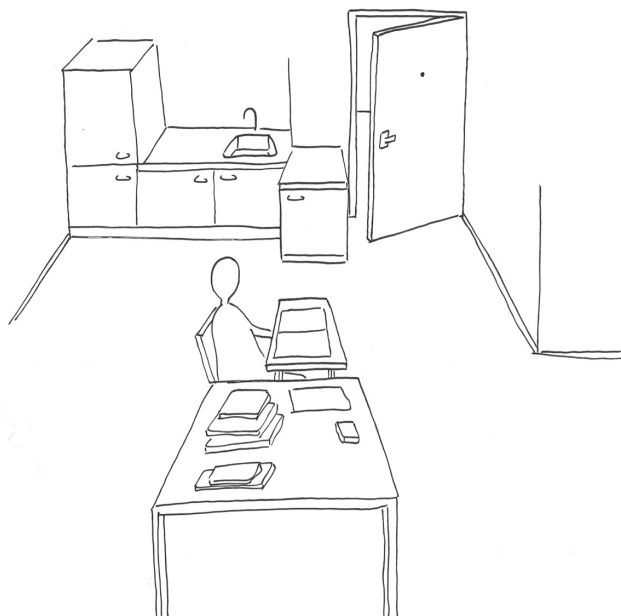


15:30

After lunch it is time for a short walk around the building, +- 400 meters.  
I am going to send a letter.



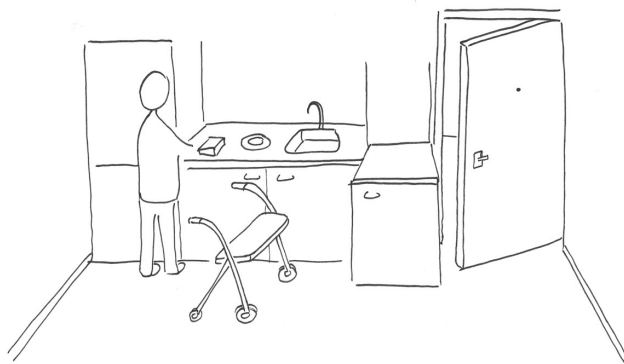
16:00  
There is the afternoon newspaper.



I never go to the collective rooms to play games, I do not like 'sjoelen'.  
High educated resident, does not have many contacts in the house.

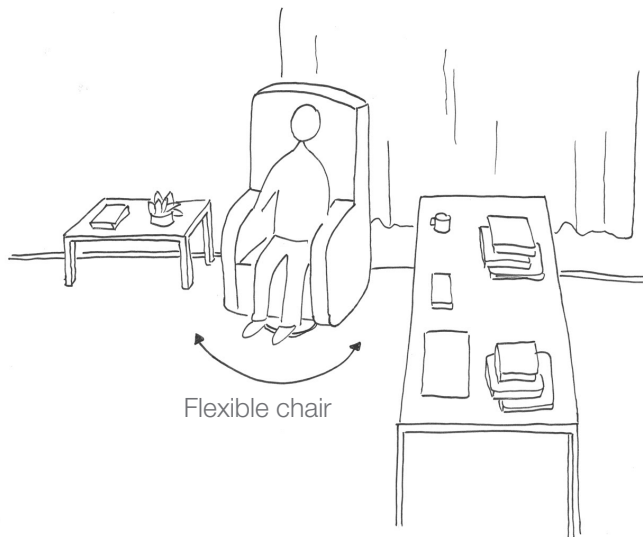
16:10  
Reading the newspaper.



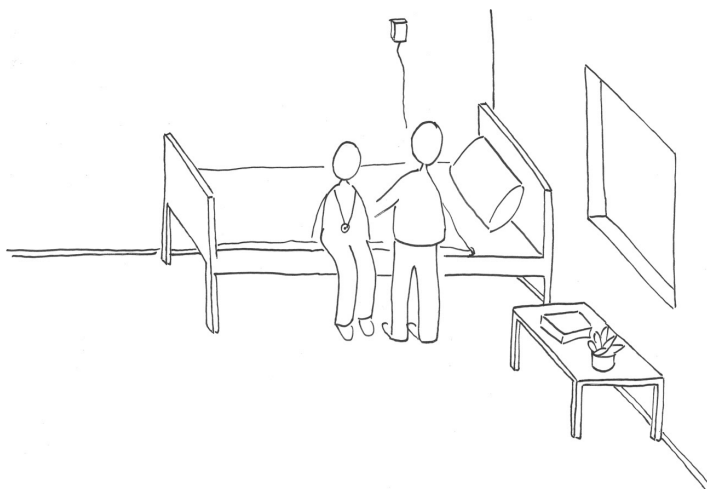


18:00

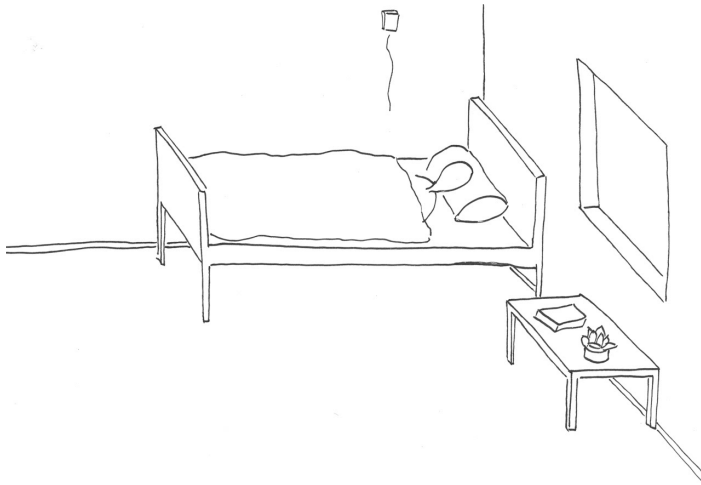
Making dinner, on the menu is the bread they brought in the morning.



18:30  
Just sitting, reading and relaxing a little bit.



21:30  
Time to go to bed.



21:30

Sleeping (and if I can not sleep, than I read in my bed).

### **A day in the life of a resident**

- For the most part of the day this resident is alone at home.
- This resident does not use the collective rooms, because does not like the activities and has no connection to other residents.
- The caregivers and volunteers who bring the food are the only people who visit the room.
- The front door is open during the day. This is easy for caregivers to enter the room and nice to see people walking through the corridor.
- The newspaper keeps the resident active, because the mailbox is next to the main entrance. Support for a short walk twice a day.
- This resident is still curious and reads a lot, that's why time goes very fast.



Library

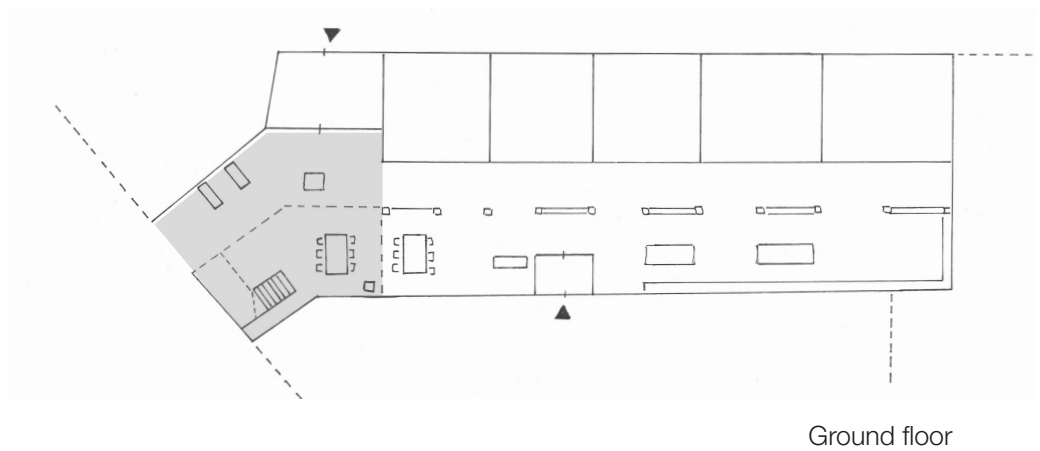
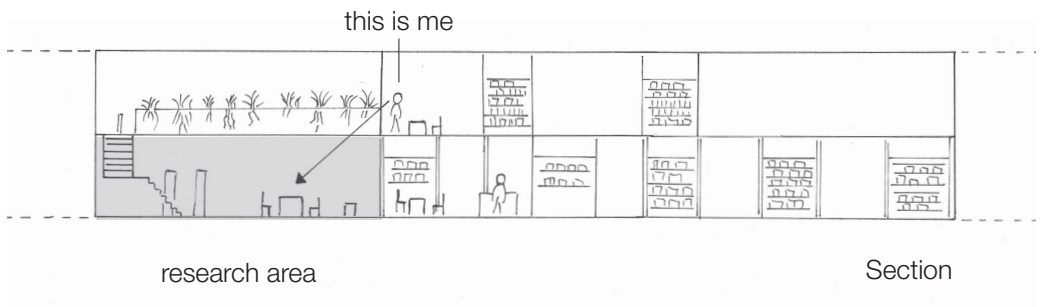
# The production process

Step 3

‘Living in a library’

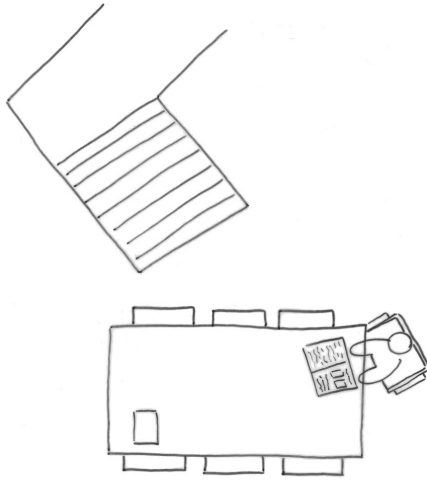
Location:	library	
Date:	Saturday, October 6	
Time:	11:15-13:10	
Users:	Visitors library in research area	
	1 resident	reading the newspaper
	10 visitors	5 children, 5 adults
	+/- 20 children + parents	for the show
	Crossing the library	
	2 residents	
	1 visitor	
	2 suppliers	





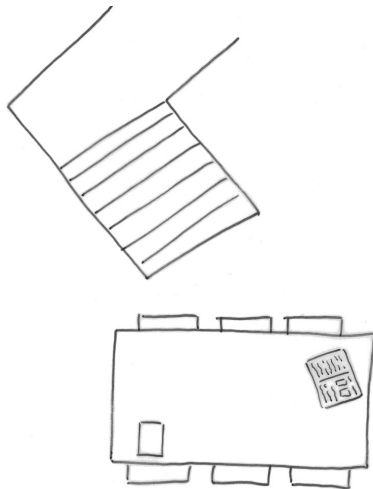
■ research area

11:15

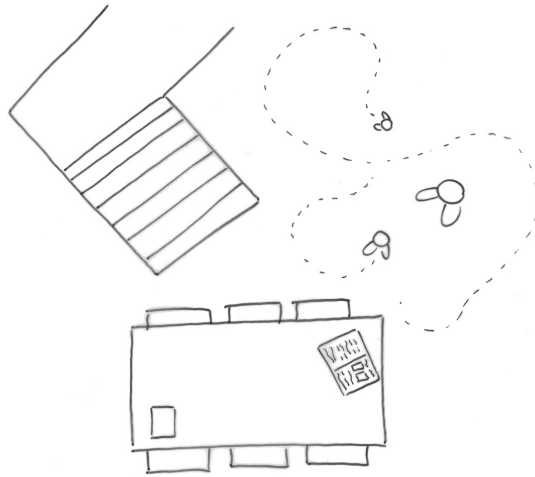


Resident in wheelchair is reading the newspaper.

11:20

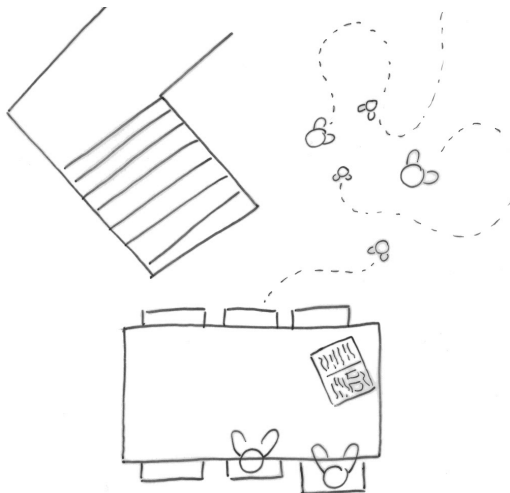


11:25



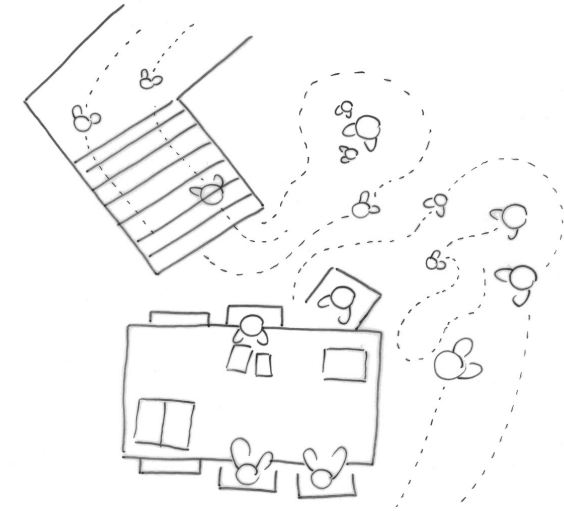
Mother with two running children.

11:30



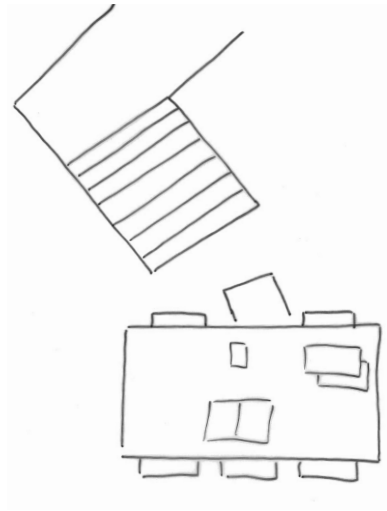
Children, sitting at the reading table and running through the library.

11:35



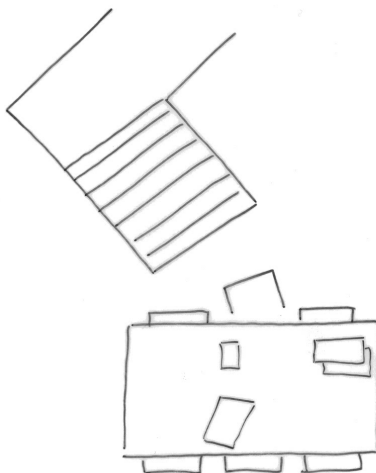
Parents with children, waiting for the children's book week show.

11:40

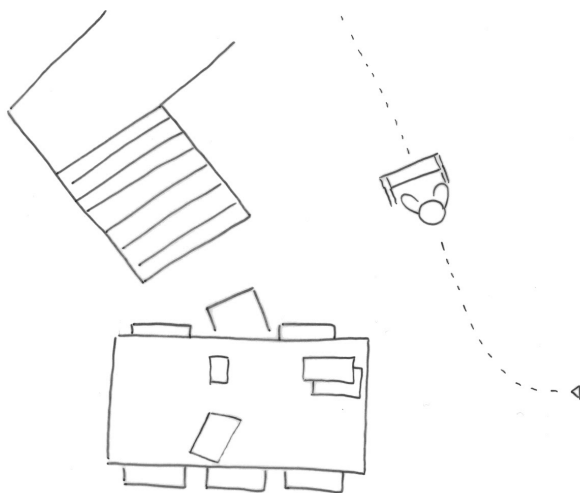


The children's book week show has started on the first floor.

11:55

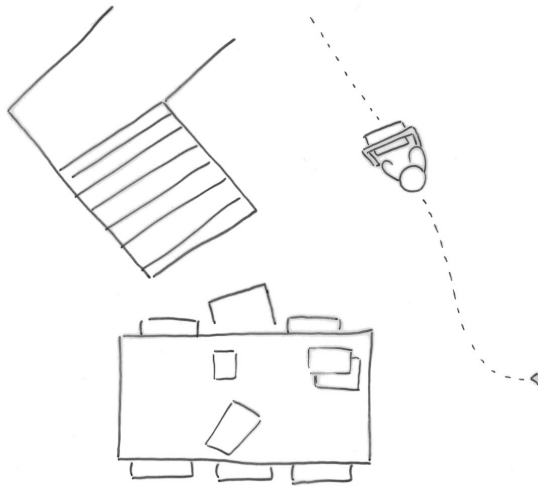


12:00



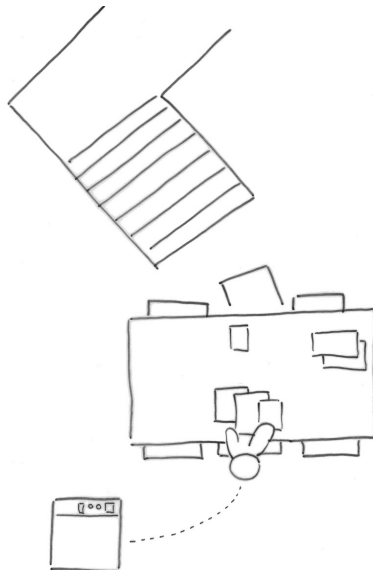
Men with walker crossing the library.

12:05



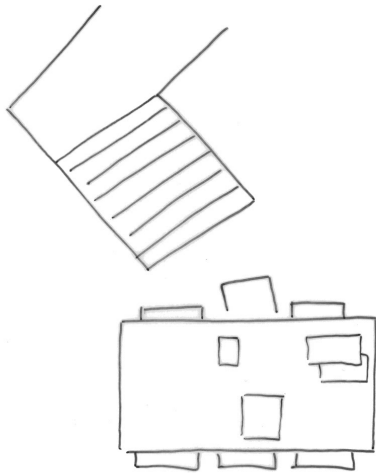
Woman with walker crossing the library.

12:10

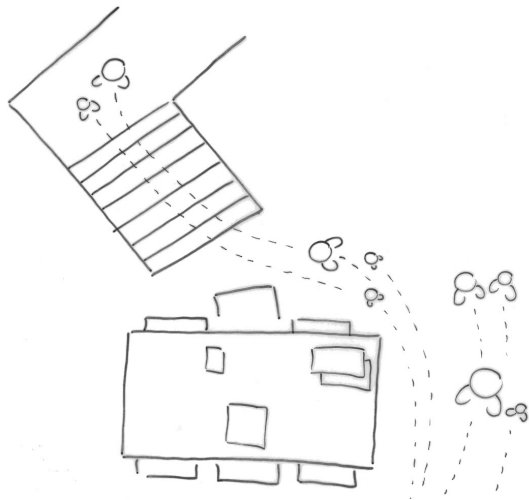


Same man using the copy machine again.  
Did he forget something?

12:15

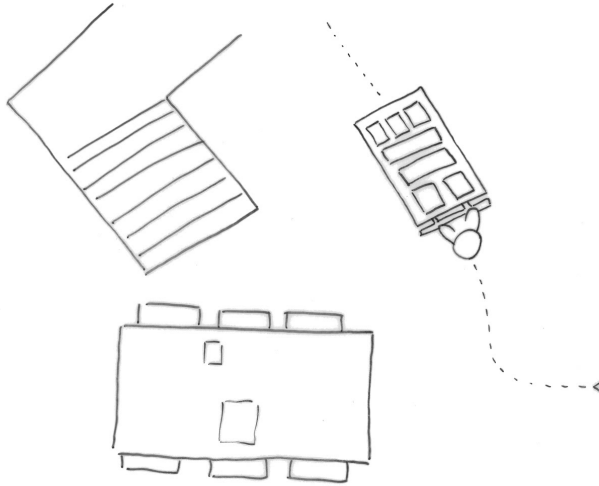


12:20



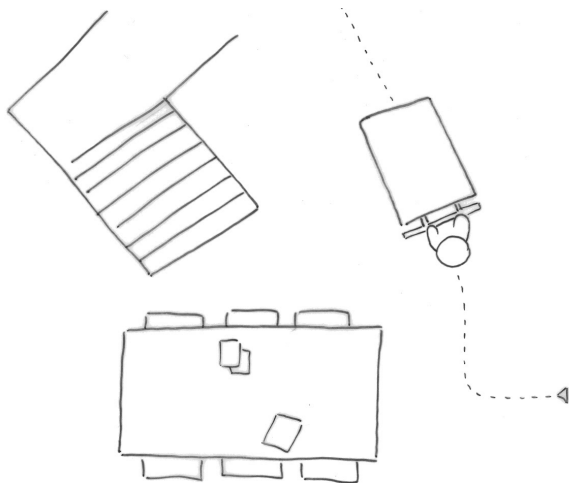
The show has ended. The audience goes back home.

12:25



Supplier of the lunch.  
Someone replaced the chair in the middle.

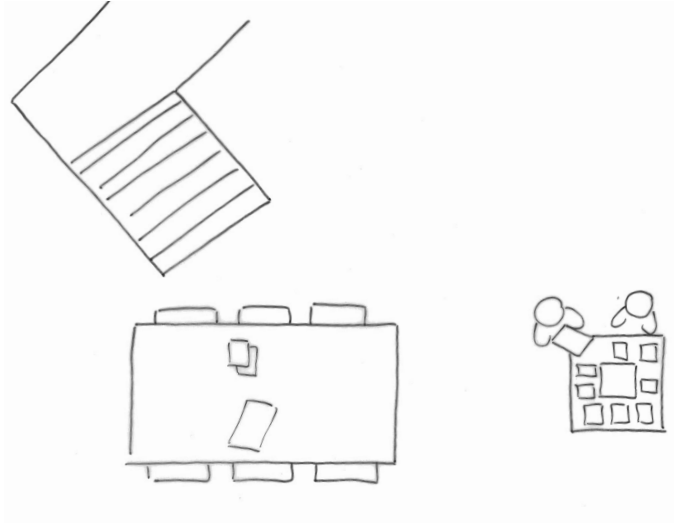
12:30



Supplier of the laundry.

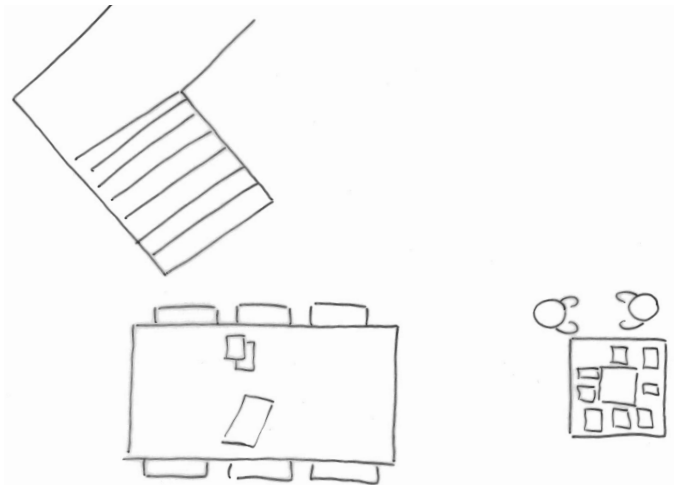


12:35



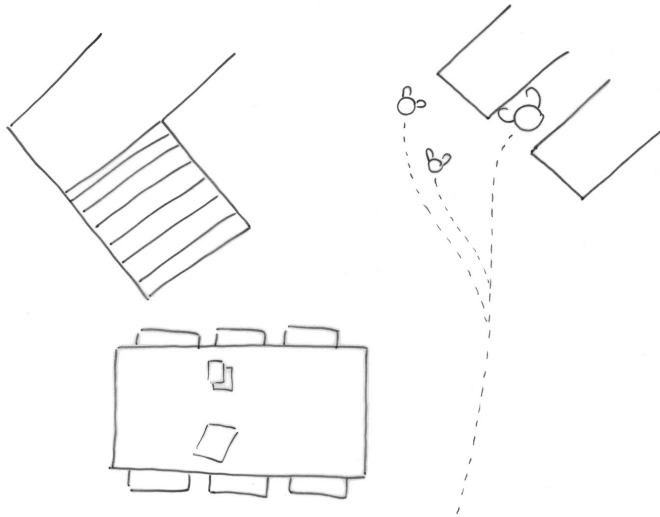
Conversation between the man from the library and a visitor.

12:40



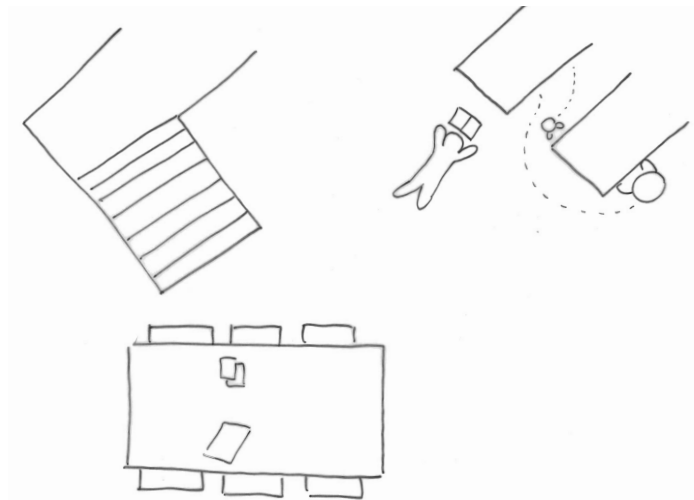
The conversation continues.

12:45



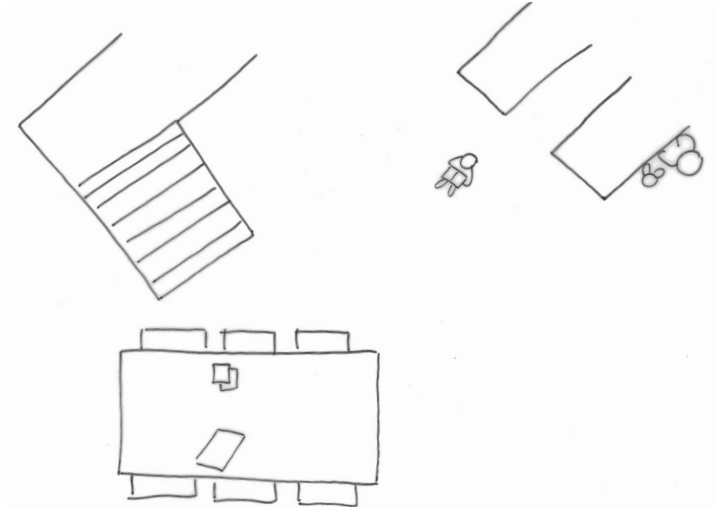
Father with two children.

12:50



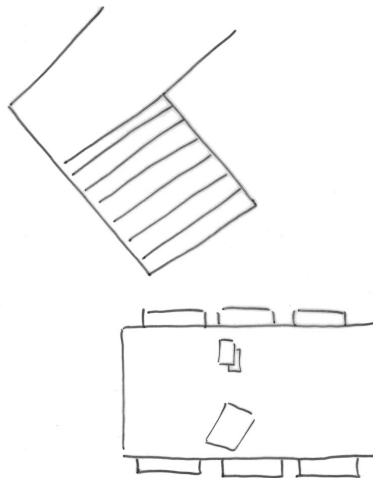
Child lies on the floor, reading a book.

12:55

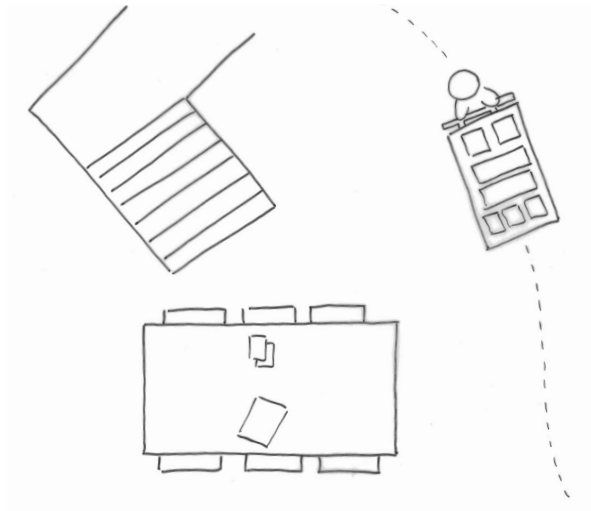


Child is still sitting on the floor, reading a book.

13:00

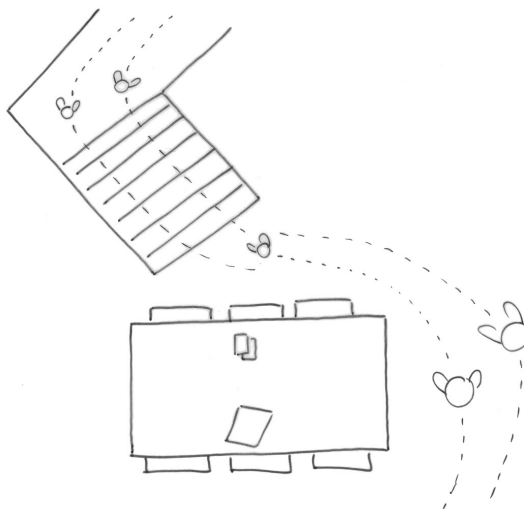


13:05



Supplier of the lunch, goes to the other side of the building.

13:10



Family on their way to the children's books on the first floor.

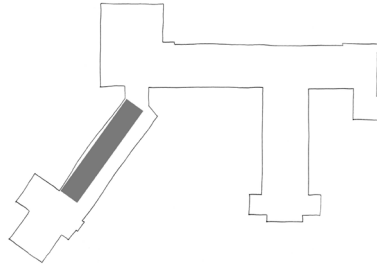
## **Library**

- The library is mostly used by people from the village.
- The elderly does not use the library very often, they only cross the library.
- There is no or less interaction between residents and visitors.
- When there is an activity for children (in this case the children's book week show), elderly are not curious enough to see what is going on. Most of them stay in their room.
- The library is always accessible. Sometimes a book disappears, but usually it comes back after a few weeks.

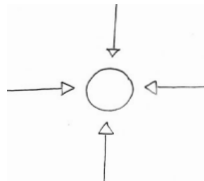


## Quality inspection services

Quality improvements for a better product and design tools that can be applied in other projects.

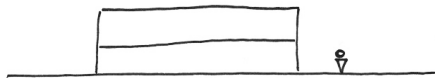
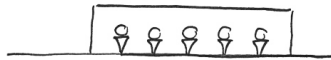


library, not centrally located



Design tool  
Central meeting point

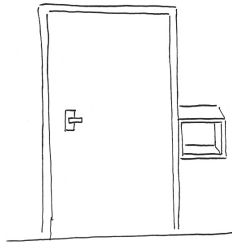




the building consists of two floors,  
this is a pleasant scale

Design tool

Scale, not too massive. Limit the amount of floors and residents.



personal box



#### Design tool

Private entrances with a place/box for a personal touch.  
A mailbox next to the main entrance, support residents for a short walk.



Design tool  
Support bar in long corridors

The support bars were removed after the renovation. Many elderly miss them in the long corridors.



Design tool  
Integrated 'parking places' for walkers

television of the  
neighbour



sound of the  
collective room

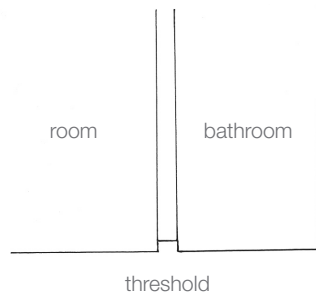
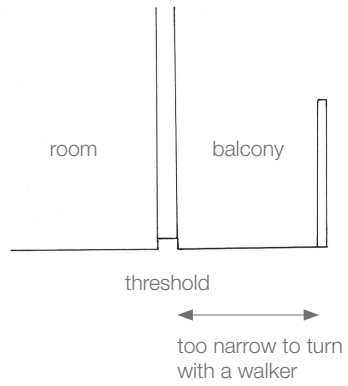


refrigerator  
makes noise



sound of the corridor

Design tool  
Limit noise disturbance



Design tool  
No thresholds



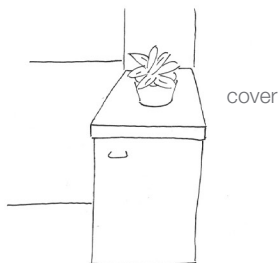
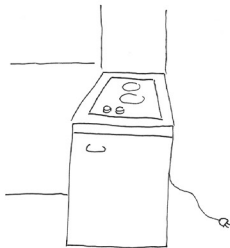
DO YOU WANT THIS IN YOUR BATHROOM  
WHEN YOU ARE YOUNG?



Flexible adjustments

Design tool

Mixed target group, but the rooms are designed for elderly.  
Make adjustments flexible.



#### Design tool

Most elderly do not cook. At the psychogeriatric department, the caregivers removed the plugs from electricity. It is positive that a stove is available in every room. Design a flexible cover, it protects the stove (plants and post are placed on the stove now).





When I lived in the elderly home I met a lady who was sitting in a wheelchair. We went outside, were I pushed her forward for 30 mins. I thought that she could not walk anymore.

Four weeks later, we visited the elderly home together with the group and this happend, a great example of passive behaviour

Me: Huh!  
She can walk???

The same lady,  
walking with a walker.



Walking through the corridor

'I am so tired!'



Talking to nobody in particular

Me: 'Good morning!  
Are you coming to drink coffee?  
(ignoring the tired part)



'I am so tired!'



She heard more voices behind her.  
ANOTHER TRY

Student: 'Do you need help?'



The lady is sitting on her walker and  
pushed forward by a student



She succeeded!



'Can someone push me?'  
Lady sitting on her walker

## Passive behaviour

A great example



## Postface

Overall, the conclusion of the fieldwork is that life in the elderly home reminds me of a factory. A factory can have a negative association. This factory is not run by robots, the process is controlled by professionals and friendly people. There are also many positive aspects in this building that may require a little more time before it works.

The relation with a factory is because of the daily routines and because of how residents behave. Everyday is the same, everything is planned, nothing is spontaneous. The residents surrender to this life. The design and organisation can support and challenge elderly to change their daily life and behaviour.



