

# I JOURNEY I

## ASSOCIATES CASE HISTORY

### **SOUTH LANARKSHIRE COUNCIL – INTEGRATED DAY CARE**

#### **THE PROJECT**

**South Lanarkshire Council** provides a wide range of community services for 308,000 people in central and Southern Scotland. The Harry Smith Complex is a purpose-built facility that provides day care support for up to 80 adults with a range of learning and physical disabilities. SLC took a visionary approach to the design of the centre with the objectives of improving the experience of service users and staff and reducing the stigma associated with traditional day care facilities. We were commissioned to undertake pre-move and post-occupancy evaluations to determine the impact of the visionary design of the facility on service users and staff.



#### **OUR APPROACH**

Our approach incorporated a variety of research methods and appropriate tools were developed to engage the broad range of stakeholders. Initially, observational visits were undertaken to familiarise us with the service, users, staff and the operations of the centre. We worked closely with service users and staff to gather information on their experiences and perceptions of the day care facility.

A range of face-to-face interviews and in-depth case studies were undertaken with service users of mixed ability, to obtain detailed information on their experience of the facilities. A series of surveys were also undertaken with staff, carers and with all service users where we used a visual language tool to aid engagement.

To establish best practice in this field, the primary research on-site was augmented by a review of alternative case service models. This involved visiting a number of care facilities that had taken a non-traditional approach to the design of their spaces with a view to improving their service. This provided a deeper understanding of some of the design features that worked well and those that should be avoided.

#### **OUTPUTS AND BENEFITS**

Our analysis provided evidence for SLC that the innovative design of the Harry Smith Complex had a positive effect on the experience of users. It clearly demonstrated how specific design approaches worked well and had a positive impact on users. The design of spaces and inclusion of state-of-the-art facilities led to increased participation in activities, and independence and wellbeing was improved through better mobility. A number of improvements were suggested to ensure that user needs are fully addressed in the future. The report will help to guide the design of such integrated facilities in the future.

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