

Emotional Design for the Tamworth Hospital Palliative Care Unit

1. WHAT IS EMOTIONAL DESIGN?

- Emotional Design:
- Is a **research-based methodology** that creates clinical spaces that **positively respond to the emotional needs** of patients, carers and staff.
 - **Harnesses the lived experience** of those providing and receiving health care in the process of designing health spaces.
 - Is unique to Hunter New England Local Health District (HNELHD)

An Emotional Design Brief was undertaken for the Tamworth Hospital Palliative Care Unit project to support the architects to create spaces that respond to the **clinical and emotional needs** of our patients, carers and staff.

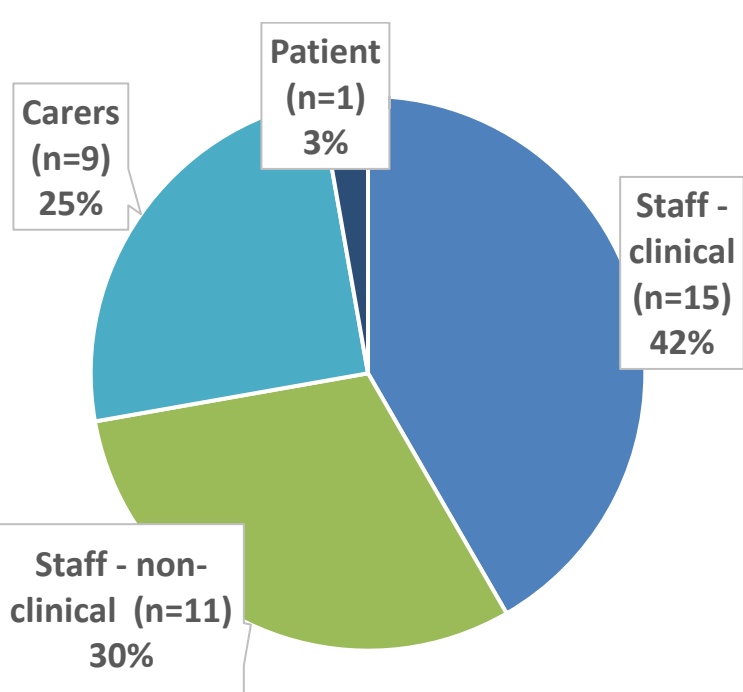
2. OUR APPROACH

- A **qualitative research** approach was used.
- Interviews were held with a diverse range of users of the space (N=36) including:
- family members who had recently had a family member who had died in Nioka
 - palliative care staff, other clinical staff and non-clinical staff.
 - 25% of respondents identified as Aboriginal

Interviews sought to gain their ideas about the **attributes of a ‘safe’ space**.

Thematic analysis of the recorded transcripts of the interviews was undertaken alongside a review of seminal research to develop a set of Emotional Design principles that became the foundation of a summary report called an Emotional Design Brief.

The Emotional Design Brief is a crucial stream of evidence informing the architectural design.



3. RESULTS

KEY THEMES

LIVED EXPERIENCE

REFLECTED IN DESIGN

ACCESS TO NATURE

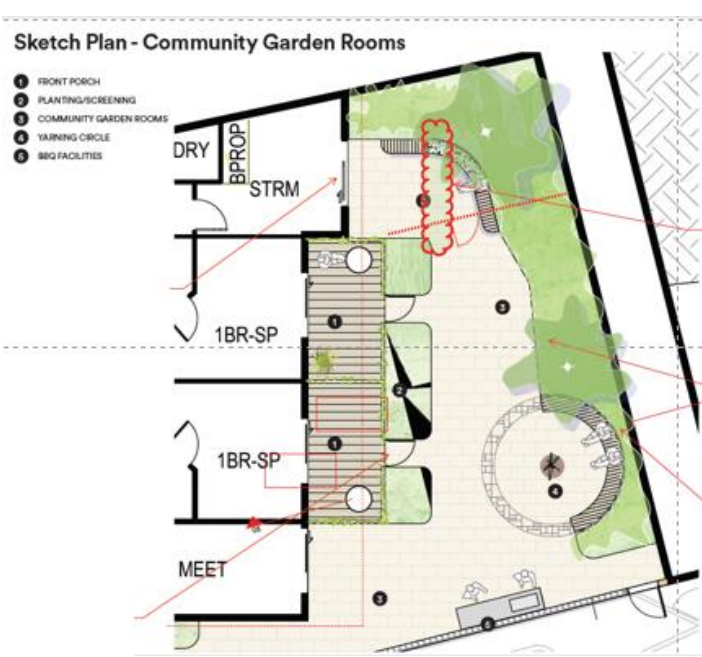


- Direct**
- Outdoor areas
 - Fresh air & natural light
 - Greenery & Gardens
- Indirect**
- Colours connected to nature
 - Art e.g. local landscapes,
- Connection to Country**

Fresh air, we want that fresh air blowing in on them. Especially for our Aboriginal people; they need to be able to connect with the open air. (S)

Yeah, and that is, it's life-affirming. It does remind you that there's other things and that you're connected to something else bigger than yourself. (S)

You feel more connected and free when you are outdoors, you don't feel like you are a part of the service... and you can have that buffer and reconnect with your place in the world so to speak. (PF)



- ✓ Gardens and courtyards
- ✓ Views of Nature
- ✓ Fresh Air
- ✓ Yarning circle

ACCESS TO SPACE



- Personal Space**
- Personalisation of space
 - Separate staff amenities
 - Spaces for families
- Shared Space**
- Large lounge
 - Shared amenities
 - Children's play area
- Accommodation for Families**

That's something we've done for as long as I can remember. Bring in photos and things that the person enjoys, things that they listen to, do whatever we can to make that room feel like it's their room, because it's the last room they're going to be in. (PF)

I didn't want to let his hand go... I didn't know how long he was going to be there, and so that was really helpful to be able to stay there, and it... I don't know, it was that journey, like we've been together for 40 years, and it was a closure for me to be able to do that. (S)

We have a lot of extended family who may not have much and when they hear the news they will just jump in the car... so when they turn up, having things like food and that kind of stuff is important it would be nice, even to just have somewhere to prepare food would be really good. (PF)



- ✓ Communal Kitchen & Dining area
- ✓ Family Lounge
- ✓ Staff Workspaces

SAFE & SECURE



- Physical Safety**
- Lighting, Security, Storage
- Emotional Safety**
- Connection with loved ones
 - Intimacy & Touch
 - Homeliness & Comfort
- Cultural safety**
- Large Family groups
 - Cultural rituals

And all the different cultures too, you don't know what other cultures do, like every culture has their own way of sending off or certain ways of doing things before someone passes away... (PF).

So it's a substitute for home because a lot of us don't want to die in home because of the memories that will leave for our loved ones... the thing that gets us through is the ability to connect with one another... (PF)

So sometimes we have big family members to accommodate, and that's their culture, that's their belief, and we have to respect that. (S)



- ✓ Carer Zone in patient rooms
- ✓ Display shelf & spaces
- ✓ Storage

INTEGRITY & PRIVACY



- Privacy**
- Private spaces away from the bedside
- Integrity**
- Enabling individual control of personal space
- Dignity in death**
- Discrete body transfers

... when we have multidisciplinary meetings, it needs to be on site, because sometimes nurses can't leave the facility. They can't leave here, but they need to be involved in the conversation on MDTs. And one of the things that we find is having to leave to go, they'll only come for 10 minutes because they can't be away from the ward for too long.

... Having that separate entry is really, you know, it was really important (S/PF).



- ✓ Separate entry to the Unit
- ✓ Private outdoor areas
- ✓ Meeting Rooms

4. CONCLUSION

The Tamworth Hospital Palliative Care Unit project will commence design finalisation shortly.

The images shown reflect preliminary design discussions and illustrate how the key themes from the Emotional Design Brief have been incorporated into the initial design documentation.

The Architects have established an Emotional Design Accountability Tool to articulate how the key themes shared in the Emotional Design Brief will be reflected in the final design for the Palliative Care Unit.

The project continues to engage with staff, families, community representatives and Aboriginal community representatives throughout the life of the project.

Eco tones



5. AUTHORS AND CONTRIBUTORS

- **Karen Height**, Facility Planner, HNELHD
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'Palliative Care is just like birth, you only get one shot – we need to make it meaningful and special'



Hunter New England Local Health District