

10 Principles of A Caring Place

The 10 Principles have been distilled from the outputs of a stakeholder workshop in 2018 which explored issues around care and place. They are not intended to reflect a definitive list or set of solutions, but suggest important issues to consider when thinking about our towns and town centres. These principles are interconnected, no one principle alone can transform a place independently.

- 1. Friendly and Accessible Transport**

People have options that are efficient, cost effective and which encourage social interaction; there are connections between other towns and centres, not every town can offer everything people need, and inadequate transport between places can be an isolating factor.
- 2. Accessible Quality External Environments**

Inclusive networks and spaces that support multigenerational interaction. Diverse places to meet, connect and chat. Barrier free open space for the whole community, within walking distance of homes and workplaces.

Achieved by: Building, enhancing and maintaining a network of accessible social spaces, (internal and external) to support intergenerational relationships - supported by communication, events and programming around community need.
- 3. Digital and Physical Connectivity**

Pleasant walkable places supported by technology, services and community.

Achieved by: Extending accessibility options and mobility services. Enabling walking choices through service design and spatial design, supported by innovation in community, partnership and innovative mobility technologies and systems.
- 4. Housing Choice**

Provision of intergenerational housing that offers choice in terms of typology, location and resident connectivity - supported by policy and financing mechanisms [e.g. co-living mortgages].

Achieved by: Regulating and innovating for mixed-tenure neighbourhoods that support community building, changing needs, right-sizing, step down/step up care, social spaces and places for family or friends to stay whilst visiting.
- 5. Design for Re-purposing and Integrating Technology**

Transform failing spaces and buildings by considering opportunities for re-use and repurposing, and developing intelligent systems that optimise the use of latent space and services.

Achieved by: Adaptive and innovative repair and retrofitting of vacant properties. Design support for technology-based wellbeing and care services supported by integrated systems, accessible and easy to use home-based solutions, adaptable infrastructure and local skills.

A Caring Place is enabled by placing user needs at the heart of decision-making, service provision and investment in our places.

- 6. Relationships, Support and Mentoring**

For patients, families and care professionals. Encouraging compassion and care for one another and providing community support for technology use to increase confidence and connectivity.

Achieved by: Taking a whole family approach to planning services which supports single households with capability or mixed dependency households. Supported by places to socialise and opportunities to participate - and excellent, well connected communication using the different channels users engage with, to build better awareness of local opportunities.
- 7. Accessible and diverse amenities and services**

Ensuring that a sufficient number of core services (e.g. banks, libraries, shops, healthcare and publicly accessible toilets) are available and accessible.

Achieved by: Reshaping services, life planning and healthcare around local needs supported by sustainable, distributed wellbeing and community hubs. Connected by technology, partnerships and quality public realm.
- 8. Empowered Carers and Care Models**

Empowering carers with more integrated place-focused services, workforce development and work assignment systems - supported by partnership working with clients, neighbourhoods and communities with smart technologies.
- 9. Preventive and Holistic Healthcare Options**

Integrated, multidisciplinary and empathetic health and social care. Ensuring patients are listened to and empowered in their care journey

Achieved by: Curating conversations around the shared identity of the community, the values and expectations to enable people to make informed choices about participation, supported by place-based approaches to decision making.
- 10. Opportunities for meaningful work and activities**

Provide a breadth of opportunities for volunteering, hobbies and skills development to provide fulfilment and a feeling of usefulness - reducing isolation and loneliness for individuals.

Achieved by: Recognising the potential of any individual to be a resource or source of benefit to their wider community and building programmes of opportunity for work and purposeful activity linked to service provision, volunteering and repurposing spaces on the high street to support enterprise.

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Examples of the Principles in Action

(c) Cycling Without Age



1 Cycling Without Age

- Started in Copenhagen and being rolled out across Scotland.
- Volunteers use specially designed cycles (a 'Trishaw') to take elderly people on rides, helping tackle social isolation and along the way create new friendships.

2 Colquhoun Square Helensburgh

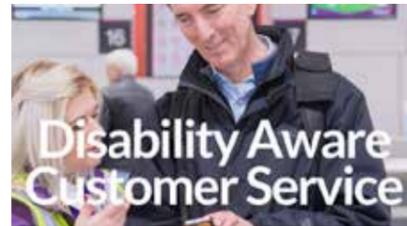
- Accessible civic square creating an active local centre for use by all demographics.
- Accessible seating, widened pavements and new surfaces have been installed to help promote outdoor activity.



(c) Austin-Smith:Lord /Keith Hunter

3 Neatebox

- Their 'Welcome' app makes staff aware of visitors with specific needs in advance of their arrival.
- 'Button' allows pedestrians with a mobility or visual impairment to automatically push a pedestrian crossing button if out of reach through using a smart phone or smart watch.



(c) Neatebox

(c) New Ground Cohousing by Pollard Thomas Edwards Tim Crocker



4 Older Women's Co-housing London

- First co-living development for older women (50+) in the UK.
- Shared common room, guest suite, garden, craft shed and laundry.
- Small service teams have been set up to take care of the building, garden, communal life and outward-facing activities like membership and communication.

5 Blackwood Housing Association

- Specialist provider of housing for disabled people of all ages.
- Tech enabled independence: uses a digital system to manage tenant care provision.
- Enables residents to contact family, access internet and receive reminders of appointments, care visits or medication.

6 Compassionate Frome Somerset

- Connects patients with community support.
- Aims to break the cycle of illness which reduces people's ability to socialise, leading in turn to isolation and loneliness which can exacerbate illness.
- Scheme has reduced emergency admissions in Frome by 30%.

7 Alexandra Park in Manchester

- A Victorian era park which was recently refurbished to become Manchester's first 'age-friendly' park
- Local older residents were consulted as part of the design process.
- Works included: park landscape, benches, buildings, sporting facilities, refurbishment of the pavilion to provide public toilets, a larger flexible community space and a community café.



8 Buurtzorg Model

- Innovative district nursing and home care social enterprise with a successful model of person-centred clinical and personal care through neighbourhood teams of up to 12 nurses and assistants, supporting 40 – 60 clients.
- The teams self-manage within an agreed simple framework to ensure quality care, happy staff and financial sustainability.
- Costlier per hour but lower overall costs because fewer hours needed. Emphasis on preventative care.

9 Realistic Medicine

- Promoted by Chief Medical officer
- Puts the person receiving health and social care at the centre of decisions about their care and

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Mehrgenerationenhaus

- German housing model. Provides kindergarten, elderly social centre and drop in centre for young families for coffee and advice.
- Pensioners volunteer reading books to children and run a 'rent-a-granny' service, teens show elderly people how to use computers.