

**Design:**

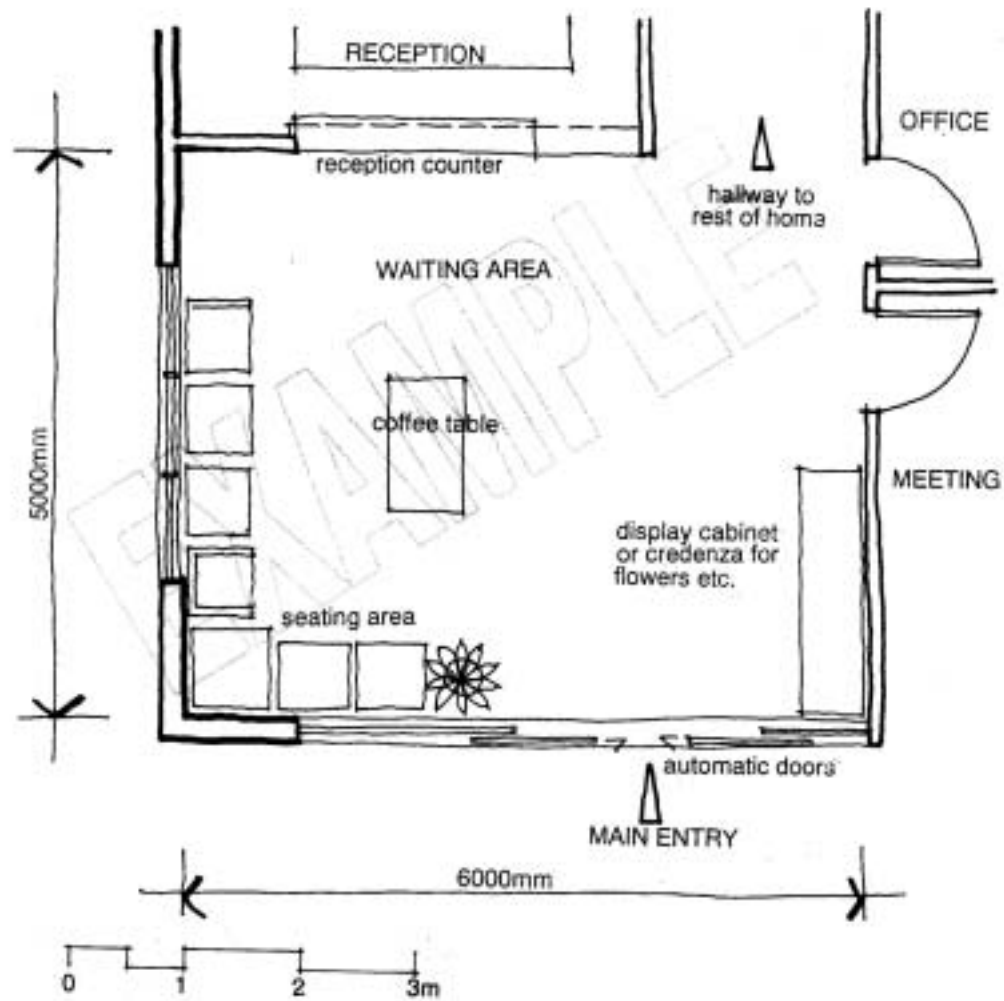
Final room design outcomes will be the subject of detailed specific room data, usually through a mandatory Project Definition Plan (PDP) phase. These guidelines are intended to provide the good practice rationale and objectives to be achieved in the development of those room data sheets.

Allow adequate space for wheel chair access and include a place at the counter suitable for wheelchairs.

This area may contain the following:

- Fire Indicator Panel (FIP)
- Fire Hose Reel (FHR)
- In/out board for frail elderly residents
- Directory Board
- Mail Pigeon Holes for frail elderly residents

**Sketch:**



**Design Guidelines for**  
Queensland Residential Aged Care  
Facilities

**Section 4** Room Data Sheets

**1.1 Entry & Waiting Room**

**Room Definition:** A public area for visitors, frail elderly residents and the public to enter the facility, including a designated space for people to sit and wait.

## Objectives

## Guidelines

### Size and Function

To provide an easily recognisable and welcoming entrance for the use of the public visitors, residents and staff.

- Indicative size – 30m<sup>2</sup> including waiting area
- Entry may be through a front porch, hall lobby or foyer space
- The waiting area should allow space for wheel chair access particularly at the reception counter

To incorporate a waiting area.

- Provide room for family groups to pause near the entry door within easy sight of way-finding cues

To provide a sense of place to assist visitors to familiarise themselves.

- Provide one entry point only and security as set out in AS4485.2-1997-Security for Health Care Facilities
- Design for access and mobility for frail, disabled and ambulatory persons

### Location

To be the point of arrival and departure from the building.

- The entrance should be given protection from the elements with a covered porch overhang to the kerb edge

To provide clean dry access for ambulatory or disabled persons.

- Provide direct uninhibited access to the reception area from the door
- Provide direct access to public telephone and toilets for visitors
- Locate close to street pedestrian access and on site parking
- Visual access to main circulation corridor, reception, office and meeting room
- Locate adjacent to the major circulation routes within the facility

To enable screening of people coming and going.

### Floors and Floor Finishes

To intercept grit, mud, water, organic matter and the like and resist heavy wear at the entrance

- Adopt a non-slip surface just inside the door and a hard wearing floor covering to the remainder of the room
- Commercial grade carpet inset flush with adjacent materials can be used to foster a soft living room atmosphere to the waiting area
- Mats at the entrance are to be feather edged and edge restrained so as not to create a tripping hazard. Mat wells are not to be used.
- Avoid steps and changes in colour of adjacent materials in paths of travel because this can be perceived as a step by frail, disabled or ambulatory persons
- Surfaces are to be arranged to reduce slip or trip hazards

To be easily cleaned.

### Ceilings

To provide a light, reflective monolithic ceiling at a height that is in scale with the space.

- Adopt set and painted plasterboard as a standard
- Minimum height of ceiling is to be 2400mm high. Where ceiling fans are to be used, ceilings are to be a minimum of 2700mm high or 2400mm to the underside of fan blades.
- Careful symmetrical arrangement of service penetrations

To be non-institutional in appearance.

### Walls

To provide visual and acoustic privacy between the entry and the other rooms/spaces.

- Adopt 13mm set and painted plasterboard as a standard
- Provide wall protection to all areas which are subject to mechanical damage from chairs and the like by using 12mm set and painted fibrecement dry wall sheeting to a height of 900mm, or install a chair rail
- Provide handrails that have a domestic character and feel

To provide finishes relevant to residential/domestic environments within the area.

### Doors and Windows

To provide hands free entrance and controlled exit.

- Provide automatic opening, sliding glazed doors to front entry. All door openings are to be a clear minimum of 920mm wide.
- Domestic scale clear glass windows with sills at chair-rail height
- Openable windows will require insect screens

To allow natural light, ventilation and a pleasant outlook.

### Lighting and Fans

To achieve well lit floor surfaces in paths of travel and adequate light for reading in waiting areas.

- Provide non-institutional light fittings centred over walkways. Use lighting to help provide a warm and welcoming ambience. Consider the use of table lamps as decorative elements and to de-institutionalise the space and provide task lighting for reading.
- If used, place ceiling fans to avoid ceiling fan flicker

### Communications and Data

To provide after hours communication and security from front door.

- Consider provision of intercom, CCTV and night bell outside the entry doors
- Provide a key-pad door opener at the front door with indicators in the reception

## Objectives

To enable residents and visitors to access telephones.

### Power

To provide sufficient individual power outlets so that there is no requirement for extension cords or double adaptors.

### Switching and Controls

To ensure staff control and 24 hour illumination.

### Ventilation / Climate Control

To provide a comfortable environment for the elderly and visitors who may wait there.

### Loose and Soft Furniture

To emulate a "living room" atmosphere with robust, comfortable and easily cleaned furniture with a domestic feel.

To provide safe, comfortable furniture that is both attractive and suitable for use by elderly persons.

### Colours

To provide an easily recognisable entrance with a welcoming and caring atmosphere.

### Signage

To enable easily read directional signage so visitors can orientate themselves and find their way throughout the facility without staff assistance.

## Guidelines

area so that access through the doors can be visually monitored by reception staff

- Provide for a public telephone either in or nearby the waiting area

- Provide power outlets for table lamps

- In some cases power may be required for snack dispensers, water coolers or coffee dispensers. Confirm the individual requirements of the user groups during Project Definition Plan phase.

- Switching is to be in the adjacent reception area

- Provide capability to automatically reduce light levels late at night and in daylight hours

- Where air conditioning is provided use individual room thermostat and control

- Design for irregular numbers of people during the day

- Provide insect screened natural ventilation as an alternative to mechanical ventilation

- Typical furniture within this area will include comfortable seats, coffee table (carefully placed) with seating for up to six people

- Use warm materials and textures and decorate similar to a residential entrance/living area

- Avoid sharp corners. Side tables 720 high rounded corners.

- Consider incontinence resistant fabrics for chairs. Chairs should generally have arms positioned directly over legs for maximum stability.

- Place furniture clear of the walkway between entrance door and main passage/reception allowing ample space for elderly persons using wheelchairs or walking frames

- Expert consultants experienced in the requirements of furniture for the elderly should be engaged to assist in selections

- Provide welcoming colours and a domestic feel to the room

- Map "You are Here" or directory board at the hallway to the home

- Directions to toilets and to telephone

- Clear identification of the reception counter within line of sight from entrance door

- Tactile signage