

glossary

glossary

The following explanations are not provided for statutory purposes, but as a guide to terms which may not be readily clear to readers. The plain English meaning of words is generally intended throughout the document.

ADL Activities of daily living.

accommodation and space standards The strategies and information required for a particular space or room; also referred to as Room Data Sheets.

accreditation The process of formal recognition provided to a residential care service by the Aged Care Standards and Accreditation Agency when it is deemed that the service is operating in accordance with the Aged Care Act 1997 and is providing high quality care within a framework of continuous improvement.

accreditation standards Commonwealth Standards against which facilities apply for accreditation. There are four accreditation standards focusing on management systems, staffing and organisational development; health and personal care; resident lifestyle; and physical environment and safe systems.

adequate Sufficient to meet identified needs or requirements.

aged care act 1997 The principal legislation that regulates the residential aged care program from 1 October 1997. The Act covers residential aged care (including former nursing homes and hostels), flexible care (including former multi-purpose services and nursing home options), and community aged care packages.

anthropometrics The measurement of the size and proportions of the average human body.

appropriate Suitable for the purpose intended.

appropriate design The design outcome that reflects cultural, management, clinical and building standards, relevant to (Queensland and this period in time).

assessment (residents) Identification of a person's capacities and incapacities, in relation to their needs, in order to develop an appropriate individual care plan.

assistive devices Items, implements and/or therapeutic aids that assist in enhancing or improving a person's functionality and/or quality of life.

assumptions The items and rationales that derive from assumed criteria.

Australian standards The relevant and current Australian Standards for design or product, published by the Standards Association of Australia.

balcony Any balustraded platform, 0.3 metres or more above adjacent finished ground level, either cantilevered or supported over open space, with access from the building via a door or window and with a minimum width of 1 metre and a maximum width of 2.7 metres.

BCA Building Code of Australia.

carer A person whose life is affected by virtue of his or her close relationship with a resident, or who has a chosen and contracted caring role with a consumer.

case management The mechanism of ensuring access to and coordination of the range of services necessary to meet the identified needs of a person within the integrated health serviced.

challenging behaviour Behaviours, which are difficult and complex to manage, even within a therapeutic environment. The behaviours may be related to organic or non-organic pre-disposing factors.

clerestory A small window or row of windows in the upper part of a room or corridor which admits light from above an adjacent roof.

clinical care Specialised or therapeutic care that requires ongoing assessment, planning, intervention and evaluation by health care professionals.

communal open space Useable public open space for recreation and relaxation of residents of a development which is under the control of a body corporate.

concept plan A plan showing in outline the overall development intentions for an urban housing development, including proposals for staging.

continence management The practice of promoting and maintaining continence and the assessment, evaluation and action taken to support this.

continuity of care The provision of barrier-free access to the necessary range of health-care services over any given period of time, with the level of care varying according to individual needs.

glossary

culture Exists when groups of people agree that there are common ways to view the world and to behave i.e., shared perceptions, cognitions, feelings and behaviours. It is the out workings of these views and behaviours interaction with the environment (natural and built) that forms a social environment (culture) which then becomes part of our mind set. Therefore, culture is the signifying system through which a social order is communicated, reproduced, experienced and explored, thus allowing people to co-act through sharing notions of appropriate behaviour.

dB(A) Decibels of the 'A-scale' - a set frequency-weighted scale of noise which allows for lack of sensitivity of the ear to sound at very high and very low frequencies.

dementia A state of mental disorder characterised by impairment or loss of one's mental faculties eg., memory, reason, judgement, speech, etc.

design guidelines The current agreed Queensland Health policy on accommodation guidelines, building types and design principles for residential aged care facilities.

development area An area identified as having potential for building development following strategic planning and study.

development control plan A plan set by local authorities which identifies the precise conditions for development in a Development Area.

disability Any restriction either long-term or episodic or lack of ability to perform an activity within the expected range for a human being.

domestic Scale, proportion, materials and ambience of a home imparted to a building, structure, space or item of furniture in the interest of conveying feelings or security, familiarity and comfort to users.

economic evaluation A feasibility study which recognises the inter-relationship of capital cost, recurrent cost, investment and return, and life cycle costs for individual facilities and services.

engineering services Those services associated with the maintenance and operation of the buildings, roads, infrastructure and services for a mental health facility.

facility guidelines The strategies and general planning information that pertains to individual mental health buildings or facility types.

frontage The street alignment at the front of a lot and, in the case of a lot that abuts two or more streets, the boundary of which, when chosen, would enable the lot to comply with these provisions.

frontage zone The area of land between the building and the street.

functional A mode of activity that fulfils its purpose.

functional plan A plan describing the facility types, the area or site in which they will be situated, and estimates of staffing, residents, cost and recurrent cost.

general principles The strategies for successful design that apply generally to aged care facilities.

ground services Those services associated with upkeep of grounds and site features for a mental health facility.

guideline A statement or description of one or a number of design strategies which would normally achieve the objective. This is noted as Design Guidelines in the document.

habitable room A room used for normal domestic activities that:

- includes a bedroom, living room, lounge room, music room, television room, kitchen, dining room, sewing room, study, playroom, family room and sunroom; but
- excludes a bathroom, laundry, water closet, pantry, walk-in wardrobe, corridor, hallway, lobby, photographic darkroom, clothes drying room, and other spaces of a specialised nature occupied neither frequently nor for extended periods.

home A house or an apartment (typically) in which one lives becomes 'home' with the presence of other people who care and whom engender a sense of belonging; a social network of friends, neighbours, community, and public facilities; the self-expression of personal ideas and values to establish a sense of identity (an awareness of one self as individuals); privacy and refuge, familiarity, peace, and rest; freedom to do what one wishes; the provision of safety and security; the opportunity

glossary

to establish a base of activity where the day starts and ends; living in one place for a considerable length of time.

hotel services Those services required for the operation of a facility, including patients' laundry, dining and food preparation, cleaning and other services associated with term residential care.

indigenous people Aboriginal or Torres Strait Islander people.

infection control program A set of strategies to monitor, prevent and correct, infection risks and incidents.

infrastructure A group of assets which the community owns through its government and which is essential to the well-being of the community. It includes human as well as physical services required for a residential area. Physical services include engineering, civil, hydraulic, electrical and mechanical services, roads and fire safety.

infrastructure engineering Engineering services, civil, hydraulic, electrical, mechanical, roads, fire safety.

land parcel A defined area of land that may be excised from a greater property as a subdivision.

landscape plan A plan or document outlining the extent, type and location of landscaping proposed for a development.

land take The amount of land required for a facility.

limitations of study Geographical and policy boundaries of the study.

masterplan A plan that establishes the site, site relationships, facility type and situation, capital cost estimates and program for development.

noise attenuation zone The area within which measures should be taken to reduce the exposure of noise from external sources to acceptable levels.

nodal point A notable point of reference networking paths of travel which branch off in varying directions.

objectives (or element objectives) Statements of the desired outcomes to be achieved in the completed development. These are noted as Design Objectives.

optimum The most favourable circumstances possible for the individual concerned.

palliative care The practice of managing symptoms so they are tolerable for the individual and supporting the person to a comfortable death, as fully as possible.

performance criteria Criteria to be used in the preparation submission and assessment of development proposals for measuring performance of the proposals against element objectives.

personal care Assistance provided to residents to perform personal activities such as bathing, toileting and dressing.

policy The required minimum design outcome for compliance with Queensland Health requirements. Policies are deemed binding on designers unless dispensations are formally sought and given.

policies and practices Policies: documented statements of intent in relation to an activity; and

practices the actions carried out by staff with a responsibility for that activity.

private open space An area of land suitable for private outdoor living activities.

program management A system of management which involves the integration of planning, resourcing and evaluation processes to achieve stated outcomes. Minimum requirements are set out in Public Finance Standard 310.

project definition plan (PDP) A document that establishes and defines the detail and measures for facility or building that is required by the client or user group.

psychogeriatric Residents suffering from a mental disorder and a condition related to ageing. The key identifying feature of this group is their need for both specialist mental health and geriatric services.

public open space Land used or intended for use for recreational purposes by the public. Includes parks, public gardens, riverside reserves, pedestrian and cyclists access ways, playgrounds and sports grounds.

public street Refer to street.

glossary

rehabilitation Key aim is the reduction of functional impairments that limit independence. Rehabilitation effort is focused on the disability dimension and the portion of personal recovery. Expectation of substantial improvement over the short-to mid-term with relatively stable pattern of clinical symptoms and emphasis on prevention of illness relapse.

resident The term generally used to describe the recipients of care in a residential aged care facility as distinct from the term 'care recipient' used within the regulatory framework. A resident has been assessed by an Aged Care Assessment Team as requiring residential care and resides in a Commonwealth- funded residential facility.

residential Pertaining to a house like form and character of a home.

residential aged care facility (RACF) A purpose built facility which provides homelike community residential accommodation and care support for elder people.

restraint Any method used to restrict the movement of a resident or part of the resident's body in order to protect the resident or others from injury.

security services The service associated with the maintenance of security of a residential aged care facility.

secure treatment unit Services provided for residents who on the basis of clinical assessment require treatment in a closed setting to ensure the safety of the person, the staff and the community.

setback The minimum distance which a wall face or window is required to be from the property boundary or another window to a habitable room. It is measured as the horizontal distance between the proposed wall or window and the boundary or other window plus any amount greater than 600 millimetres that any eaves extend beyond the wall face.

shall Mandatory.

should Highly desirable.

site analysis plan A plan which demonstrates an appreciation of a site and its context to identify opportunities and constraints on site layout and design. The plan may include information on topography and services, orientation, existing building on site, vegetation on site, adjoining property conditions, views, noise sources and street character and context.

site area The area defined by natural or artificial features that can be used as a site.

site development plan A plan of the development showing its boundary, orientation and access, response to streetscape, floor plan and elevations of the proposed buildings.

site The lot(s) or defined area of land on which a facility stands or is to be erected.

social justice A frame work which requires policy development showing its boundary, orientation and access, response to streetscape, floor plan and elevations of the proposed buildings.

specialised nursing care needs Nursing care needs that require the close advanced and specialised clinical skills and knowledge of a registered nurse. In an aged care service, these may include areas such as peritoneal dialysis, ventilated resident, venous access therapies, complex palliation, intermittent specialised care and complex wound care. This list is not exhaustive.

stakeholders People or groups who have an involvement or interest in the aged care industry, including: residents of aged care facilities, their relatives and advocates; aged care service providers and their staff; consumer groups; industry associations; the Aged Care Standards and Accreditation Agency; and the Department of Health and Aged Care.

standard The statement that describes the design outcome required to achieve the objective. This is noted as the Design Standard.

stay Short stay is from overnight to several weeks; medium stay is from weeks to several months; long stay is months to possible permanent habitation.

street Any street, lane, footway, square, court, alley, right of way, driveway or passage incorporating the full width from property line to opposite property line as well as the street pavement and the verge.

streetscape plan The proportion of the development plan showing the visible components within a street (or part of a street) between facing building, including the form of buildings, setbacks, fencing, landscaping, driveway and street surfaces, utility services and street furniture such as lighting, signs, barriers and bus shelters.

glossary

support services Administration, staff amenities, kitchen delivery, laundry, hotel services, maintenance, security.

surveillance programs The monitoring of particular aspects of service delivery and the capture of information to measure them.

terms of reference The documents and information that specifically establish the parameters of the study and prescribe the limits of study and research.

timely, reliable and valid Available when needed, accurate and capable of being used for the purpose required.

user The expected population using the facility or space. This generally refers to the public, but can include employees and residents.

wayfinding The ease with which one proceeds and is facilitated through an environment from one point of interest to another. Wayfinding systems include such components as basic layout of building and site, interior and exterior landmarks, views to outside, signs, floor and room numbering, spoken directions, maps, directories, logical progression of spaces, colour coding.

window Includes a roof skylight, glass panel, glass brick, glass louvre, glazed sash, glazed door, translucent sheeting or other device which transmits natural light directly from outside a building to the room concerned.

suggested references

suggested references

Books, Articles, and Papers

Aged and Community Care Division,
Commonwealth Department of Health and Family
Services Standards and Guidelines for Residential
Aged Care Services Manual May 1998.

Alzheimers Association NSW, *Australian Dementia
Facts*, AANSW Web page, 1999.

Arjo, *Guidebook for Architects and Planners -
Nursing Homes and Elderly Care Facilities*,
Sweden, 1996.

Barker, P., Barrick, J. and Wilson, R., *Building sight:
a handbook of building and interior design solutions
to include the needs of visually impaired people*,
London, HMSO, 1993.

Calkins, MJ., *Design For Dementia - Planning
Environments for the Elderly and the Confused*,
USA, National Health Publishing, 1998.

Cohen, U., and Weisman, GD., *Holding On To
Home - Designing Environments for People with
Dementia*. The John Hopkins University Press,
United States of America, 1991.

Commonwealth Department of Health and Family
Services, *Aged care - make the most of the choices
that are right for you*, (Booklet) Author, Canberra,
1998.

Department of Community Services and Health, *A
Home By Design - Nursing Home Design
Principles*, Canberra, Australian Government
Publishing Services, 1989.

Hay Management Consultants, *Cairns Care Model -
a model of patient care for the hospital and its
regional community*, Author, July 1995.

Henderson, AS & Jorm, AF (1998) *Dementia in
Australia* (Aged and Community Care Service
Development and Evaluation Report No 35).
Canberra, AGPS, p. 15.

Judd, S., Marshall, M., Phippen, P., *Design for
Dementia*. London, The Journal of Dementia Care -
Hawker Publications, 1998.

Kidd and Povey, *Nursing Home Design Guidelines*,
(Draft), Health Department of Western Australia,
Perth, June 1996.

Leighton Irwin Project Definition Plan - *Governor
Phillip Nursing Home Penrith NSW* for Wentworth
Area Health Service 1998.

Manning, S. "Impacts of the new Government
regulations on Aged Care facilities - new ways of
delivery - aging in place - can it be delivered?"
paper presented at the *Redevelopment, design and
construction of Hospital and Health facilities
Conference*, 6 & 7 May 1998 in Melbourne.

Manning, S. "The future of nursing homes in
Australia - riding the roller coaster" *Redevelopment,
design and construction of Hospital and Health
facilities Conference*, 6 & 7 May 1998 in Melbourne.

National Centre for Aging and Sensory Loss,
Building sight: Australian supplement, Author,
Melbourne, undated.

National Institutes of Health & National Institute of
Mental Health, *Alzheimers' Disease*, Author,
Washington DC, 1994.

NSW Health Department *Aged Design Series DS 34
Care Facility Health Building Guideline* (Draft) 1998.

NSW Health Department *Design Series DS 32
Improved access for health care facilities*, Author,
Sydney 1994.

Queensland Health Department Corporate Plan
1998 - 2003, Brisbane, Author, 1998.

Queensland Health Department, *Building Guideline
for Queensland Mental Health facilities*, Author,
Brisbane, 1996.

Queensland Health Department, *Capital Works
Guidelines*, Author, Brisbane, 1998.

Rees-Thomas, G., "Creating a Better Environment -
Planning and Building" paper presented at the
"Aged Care Australia Conference", 9 September
1997 in Hobart.

The Aged Care Standards Agency, *Accreditation
Guide for residential and aged care services*,
Author, Parramatta, 1998.

The Royal Australian Institute of Architects,
Environmental Design Guide.

The Royal Australian Institute of Architects,
Practice Notes.

Victorian Workcover Authority, *Designing
workplaces for safer handling of patients/residents:
guidelines for the design of health and aged care
facilities* (Draft 3) Melbourne (November 1998).

Warner M and Warner, E. *Solutions for Living with
Alzheimer's: the Caregiver's Guide to Home
Modification*.

suggested references

Legislation

Accreditation Standards: Standards and Guidelines for Residential Aged Care Services Manual - Aged and Community Care Division, Commonwealth Department of Health and Family Services, 1998

Aged Care Act 1997

Aged Care Certification Assessment Instrument Guidelines - Commonwealth Department of Health and Aged Care, 1999

Anti-Discrimination Act 1991

Building Act 1975

Building Code of Australia

Burra Charter

Certification Procedures for Residential Aged Care Services - Commonwealth Department of Health and Aged Care, 1999

Department of Education Training and Industrial Relations - Advisory Standard for Noise 1999

Department of Education, Training and Industrial Relations (November 1995) - Indoor Air Quality Guide

Disability Discrimination Act 1992

Environmental Protection Act, Regulations, and Policies

Food Hygiene Regulations

Hairdresser's Regulations

Local Town Plan and Development Control Plans

Queensland Heritage Act, and Regulations

Queensland Public Art Policy

Standard Building Regulation 1993

Workplace Code of Practice Manual Handling of People 1992

Workplace, Health, and Safety Act 1995

Workplace, Health, and Safety: Code of Practice Manual Handling 1991 and 1992

Workplace, Health, and Safety (First Aid) Advisory Standard

Workplace, Health, and Safety Regulations 1997

Australian Standards

AS 1055.1 Acoustics - Description and measurement of Environmental Noise

AS 1288 Part 1, Safety glazing material for framed glass doors and framed glass slide panels for non-domestic occupancy

AS 1428 Design for access and mobility

AS 1428.1 General requirements for access - Buildings plus Supplement 1

AS 1428.2 Enhanced & Additional Requirements

AS 1428.3 Requirements for children and adolescents with physical disabilities

AS 1428.4 Tactile Ground Surface Indicators

AS 1470 Health and Safety at work - principles and practices

AS 1657 Fixed platforms, walkways, stairways, and ladders - Design, construction and installation

AS 1680 Interior Lighting

AS 1725 Galvanised rail-less chainwire security fences and gates

AS 1940 The storage and handling of flammable and combustible liquids

AS 2107 Design sound levels for building interiors

AS 2437 Flusher/sanitizer for bed pans and urine bottles

AS 2569 Guide to lifting and moving of patients

AS 2627.1 Thermal insulation of roof/ceilings and walls in dwellings

AS 2786 Symbols - Health Care in Hospitals

AS 2865 Safe working in confined spaces

AS 2890.1 Off-Street Car Parking

AS 2890.2 Commercial Vehicle Facilities

AS 2890.3 Bicycle Parking Facilities

AS 2999 Alarm systems for the elderly and other persons at risk

AS 3660 Protection of buildings against subterranean termites

AS 3671 Traffic noise intrusion in buildings

suggested references

Australian Standards (continued)

AS 3696 Wheelchairs

AS 3745 Emergency Control Organisation and Procedures for Buildings

AS 4083 Planning for emergencies - Health care facilities

AS 4146 Laundry Practice

AS 4282 Control of obtrusive effects of outdoor lighting

AS 4485 Security for health care facilities

AS/NZS 2208 Safety glazing materials in buildings

AS/NZS 3500 National plumbing and drainage code

AS/NZS 3661 Slip resistance of pedestrian surfaces

SAA HB59 Ergonomics - The human factor - A practical approach to work systems design

