

## Maryhill Health and Care Centre – Post Occupancy Access Audit

As part of the planning and development of Maryhill Health and Care Centre a number of engagement events took place with patient and community groups including a meeting with Capital Planning, the Architects and representatives and individual affected by disabilities or long term conditions. The feedback, information and recommendations was shared with the Delivery Group and Maryhill Health and Care Centre Project Board.

On the 23 February 2107 a Post Occupancy Access Audit was undertaken on the new Centre by patient representatives from the North West PPF and Glasgow Disability Alliance – some of whom had been involved in the original meeting and events. The audit focused on the points and recommendations highlighted at the initial Access and Disability meeting held in August 2013.

Overall it was felt that there was a good standard design as well as many positive elements highlighted during in the audit. However this report will focus on aspects that could improve access for patients affected by disability and contribute to the ‘lesson learned’ exercise.

<b>Outside</b>	<b>Yes</b>	<b>No</b>	<b>Comment</b>
Is there ‘hiding points’ on the ramp access at Kelvindale Road?	✓		Good sized turning circle and one small ‘ hidden point’
Is the balustrade at the right height on the ramp?	✓		
Is there lights at the entrances – do the doors stand out?			Audit carried out in daylight. The Kelvindale Road entrance is not as clearly sign posted at eye level as an entrance to the H & CC
Is there drop off points at both entrances?	✓		But patient vehicle parked at Gairbraid drop off point.
Is there 6 disabled carparking spaces at each entrance?	✓		But patient vehicles were partially blocking disabled carparking spaces at Gairbraid entrance
Are the disabled carpark spaces clearly marked?		✓	Could be better defined
Is there unnecessary poles, furniture, bins, seats, bollards etc on route or at entrance to the centre?			Although there was some trees and a large red bench at the Gairbraid entrance they did not obstruct entrance and the ‘ bench’ could be a visual guide for the partially sighted.
Are bins on the wall at entrance?		✓	
Is there contrast between the outside light and inside light too dis-similar?		✓	The contrast was greater at the Kelvindale entrance

Can patients see the main reception from the Gairbraid entrance?	✓		
Does the door open long enough for people with walking difficulties to enter/exit at Gairbraid Road?	✓		
Is the pad opening the 'double door' at the Kelvindale Road door open long enough for people with walking difficulties to enter/exit?			There is no key pad entrance pad at Kelvindale Road and the door is very heavy to pull open. Also call button is too high up and small for the average wheelchair user. No response when pressed To exit the push pad option is quite confusing.
<b>Roads</b>	<b>Yes</b>	<b>No</b>	<b>Comment</b>
Has the bus stop on Kelvindale Road been moved nearer to the health centre?		✓	Still development work/new houses built on Kelvindale Road
Is there a one way system round the Health Centre site as a traffic calming measure?	✓		
Is there a pedestrian crossing on Kelvindale Road at the Health and Care Centre?		✓	
Is there going to be a set of traffic lights at Kelvindale Road and Maryhill Road?			Unknown
Any other comments about outside			
<ul style="list-style-type: none"> <li>No patient pavements or clearly marked pathway through the carpark and between road and parking bays</li> <li>No pedestrian crossing marked between Kelvindale access ramp and Kelvindale entrance</li> <li>The patient exit at Kelvindale is straight onto traffic – difficult to see round the corner</li> </ul>			
<b>Lifts and Stairs</b>	<b>Yes</b>	<b>No</b>	<b>Comment</b>
Is there two lifts – are they both working?	✓		Good idea to have the 3rd staff lift that could be used in an emergency
Does the lifts give service users time to enter and exit?	✓		The large lift doors is programmed not to shut if there is an obstruction or person going in/out
Is there colour contrast or tactile flooring between floor and stairs?	✓		
Is there a contrast on the edge on the stairs?	✓		
Any other comments			
<ul style="list-style-type: none"> <li>Braille should be added to the signs on both the outside and inside of the lifts</li> <li>Internal mirror in the lift confuses people with cognitive impairment and a definition strip should be added behind the bar to make it stand out.</li> </ul>			

<b>Wayfinding</b>	<b>Yes</b>	<b>No</b>	<b>Comment</b>
Is the main reception desk visible from the Gairbraid entrance	✓		
Is the wayfinding signage at the Gairbraid entrance clear	✓		Braille could be added to this sign.
At the Kelvindale Road entrance is the sub reception at Shawpark staffed	✓		The reception is staffed but no sign above reception that can be seen from doorway.
Is the wayfinding signage at the Kelvindale entrance clear		✓	This could be improved – a directional sign for lift could be added to the wide black stairs edge perhaps. The sign at the lift is not obvious although readable from doorway
Is the signage in the lifts clear		✓	Braille should be added to this sign.
Is the signage on Level 0 clear	✓		Yes – when you exit the lift – clear signage – Level 0 and Exit
Is the signage on Level 1 clear		✓	A sign that says Level 1 and Gairbraid Exit should put up opposite the lift
Is the signage on Level 2 clear		✓	A sign that says Level 2 should put up opposite the lift although it is easier to see the GP receptions from this lift door
In open plan areas is there different colours areas/themes to distinguish different areas/services		✓	It would have been good to 'carry through to the GP reception' the colour coding on the entrance sign ie GP Practices – red green and blue. Green Barclay sign is helpful.
Any other comments about Lift, Stairs or Wayfinding			
<ul style="list-style-type: none"> <li>Disability sign above toilet on GP level is only readable from GP corridor door - so not obvious that it is a disabled toilet as well as a unisex toilet from waiting area.</li> </ul>			
<b>Inside/Waiting Area</b>	<b>Yes</b>	<b>No</b>	<b>Comment</b>
Are any of the floor surfaces shiny and is there harsh lighting?	✓		
Is there 'hearing 'loops' the community rooms			Don't know
Are the information screens in waiting areas big enough and well positioned?			N/A
Are the waiting area chairs in Shawpark suitable	✓		
Are the waiting area chairs at the Pharmacy suitable	✓		
Are the waiting area chairs at the Community Reception suitable	✓		
Are the waiting area chairs at the GP receptions suitable	✓		

Are the waiting area chairs at Community Dentist/Podiatry and physiotherapy suitable	✓		
<b>Reception</b>	<b>Yes</b>	<b>No</b>	<b>Comment</b>
Is the Shawpark reception desk an accessible height?	✓		
Is communication with receptionist at the Shawpark reception desk accessible?	✓		But the PC screen is placed between receptionist and patients – making it difficult to lip read.
Is the Main reception desk an accessible height?	✓		Why is there a small glass barrier? On this desk it been positioned nearer the patient - difficult to write of sign anything in the space
Is communication with receptionist at the Main reception desk accessible?	✓		
Is the GP reception an accessible height?	✓		
Is communication with receptionist at the GP reception desks accessible?	✓		The GP waiting room were very busy but communication was good
Is there hearing 'loops' installed at reception areas?			Don't know – nowhere to be seen but a 'loop' sign needs to be displayed if there is a loop system
Is the automated check in on the GP level accessible?			It is difficult to use if you are a wheelchair user
<b>Consulting Rooms</b>	<b>Yes</b>	<b>No</b>	<b>Comment</b>
Are the GP consulting room clearly identified or are you escorted to the room?	✓		
Are the exit signs from the consulting rooms clearly identified or are you escorted from the room?	✓		
Does the consulting room chair have arms?	✓		
Do the consulting/treatment rooms with electric consulting beds that go up and down/adjust?	✓		
Is the consulting beds accessible from both sides?	✓		Beds have wheels and can be moved to accommodate
Is there a bariatric consultation room?	✓		But no hoist
Is there 'hearing 'loops' in any of the consulting rooms?			Don't know – no signs
Any other comments on inside, reception and waiting area and consulting rooms?			
<ul style="list-style-type: none"> <li>• The bookable consulting rooms, podiatry and dentist rooms are really well fitted out – high spec equipment and has a good lay out.</li> <li>• Physiotherapy room and gym – no hoist, electric bed/table(?) and the changing area is not suitable to disabled – limited turning, small and the shower chair is in the wrong location (it should have been below the shower head)</li> </ul>			

Toilets	Yes	No	Comment
Are the disabled toilets 15sq meters?	✓		
Is there flashing beacon lights in toilets (all toilets) as well as the main area to alert people who are deaf?			Don't know – couldn't see any lights – would need to check Fire Report
Are the baby changing areas are separate from the disabled toilets?	✓		
Are the toilet pans the right height?	✓		Main toilet also is a good height
Can they be accessed from both sides?		✓	All the toilet pans in the Disabled toilets are a jammed up against the wall even although the toilet is a good size to position pan in the middle of the wall. A sign on the door could be added to indicate whether is a 'right handed' or 'left handed' transfer.
Is there colour contrast between the toilet seating and pan?	✓		
Is it lever handles or back pushing panel a decent size/contrast colour?	✓		
Are the locks simple to use?	✓		
Is the mirror height accessible?			N/A
Are the grab rails positioned properly?	✓		GP toilets- there is sufficient wall hand rails and but a pull down frame also been installed which obscured the flush - making it difficult to use.
Is the toilet paper dispenser positioned properly?	✓		
In the toilet is it a continuous light rather than a sensor controlled?	✓		
Is there should be plenty of room in toilets and a clear path to the toilet. (no bins, obstacles etc)?		✓	GP level toilet - small bin incorrectly placed and obstructed the wheel chair getting access to flush
Is there a disabled toilet with bidet or washing toilet?		✓	
Any other comments on the toilets?			
<ul style="list-style-type: none"> <li>• In one of the GP toilet the alarm cord was tied up – perhaps because the toilet dispenser was next to the cord and was regularly being activated by mistake.</li> <li>• Regular toilet has push button – why can't they be a lever mechanism?</li> <li>• Regular toilet – no door handle on inside therefore patients have to use the lock to pull the door shut – difficult for someone with arthritis</li> <li>• Shower room has no shower curtain – door opens outward and can be open from outside. A moveable screen would useful (to stop carers getting wet when assisting) and a shower chair. It would have good to have had a bidet toilet.</li> <li>• It would be a real asset in the community if this shower could be adapted to become a 'Changing Place Toilet'. Simple changes - add a changing bed or table which could be also be used as a shower table (used with a free standing hoist)</li> </ul>			