

Is this **INSIDE** public space dementia-inclusive?

A checklist for use by dementia groups



Has your dementia group been invited to walk round and comment on an **inside public space?**

For example, a theatre, museum, cafe, leisure centre or airport.

Here are 10 key questions to think about.



THE UNIVERSITY
of EDINBURGH

ECRED
Putting the person first

HammondCare
An independent Christian charity



Dementia Centre



Innovations
in Dementia



The UK Network
of Dementia Voices

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Thanks to Michael Young for his illustration.

Suggestions for use

- You can use the checklist while you walk round and/or afterwards to focus discussion.
- Some groups choose one (or more) people to carry the checklist and make notes.
- Or everyone might want to have a copy of the checklist as they walk round.
- It may help to bring clipboards and pens.
- Some people may prefer this printed on yellow paper.

Feedback

You can feed back to the staff at the end, using your checklist as a reminder.

And/or, if they walk round with you, they could fill in a checklist themselves, recording the group's comments.

And/or you could send them a tidied-up version following the visit.

Keep a copy for yourselves so that you can refer to it later.

Venue being checked

Date

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Tested by member groups of the UK DEEP network
(dementivoices.org.uk)

Question 1 Is coming into the building easy?

This is how it should be:	Action needed?	Our comments
Easy to find from main street		
Disabled parking bay nearby		
Purpose of building obvious		
Entrance clearly signed		
Entrance feels welcoming		
Obvious & easy disabled access		
Easy to find reception, information desk, check-out, or ticket desk		

Question 2 Is it easy to find your way around inside?

This is how it should be:	Action needed?	Our comments
Good signage should:		
• Stand out well in its setting		
• Not be too high or low - easily visible for all		
• Be easy to read		
• Not be reflective		
• Have an understandable picture as well as words		
• Have both picture and words that contrast well with the background		
There should be clear signs to show:		
• Restricted areas		
• Fire routes and exits		

	Action needed?	Our comments
• How to open doors (pull/ push/ automatic)		
• Cupboards (and maybe contents)		
• Way out of rooms		
• Easy to find someone official who can help (wearing badge/ uniform?)		

Question 3 Is it easy to find and use a toilet?

This is how it should be:	Action needed?	Our comments
Clear signs into and back out of toilet		
Signs should:		
• Stand out well in their setting		
• Be at a height that is easily visible for all		
• Be large and clear		
• Have an understandable picture as well as words		
• Have picture and words which contrast well with the background		
Inside, everything you need to use should have good contrast, including:		
• The pan against the floor		
• The seat against the pan		
• The basin against the wall		
• The grab rails against the wall		

	Action needed?	Our comments
• The soap dispenser against the wall		
• The towel dispenser against the wall		
• Taps and other fittings are easy to understand and use		
• Hand dryer is not too noisy (choice of paper towels?)		

Question 4 Does the floor cause any problems?

This is how it should be:	Action needed?	Our comments
Not too much contrast and pattern		
Not too much change in tone in adjoining flooring		
Patterns or joints not too obvious		
Flooring repairs not too obvious		
No tricky slopes		
Not too shiny		
No dark black mats		

Question 5 Is the place calm or confusing?

This is how it should be:	Action needed?	Our comments
There are not too many distractions, such as:		
• Advertising		
• Display items		

	Action needed?	Our comments
• Clutter at checkouts		
• Signage that is not relevant		
• Mirrors that can cause confusing images		
There is not too much noise such as:		
• Loud music (or it can be turned down)		
• Café clatter (e.g. noisy coffee machine)		
• Noise from cleaning machines		
• Echoes		
• Any 'quiet times' advertised?		
• Enough places to sit?		
<i>Note: If you can measure sound levels, it needs to be less than 65 decibels</i>		

Question 6 Is the lighting good?

This is how it should be:	Action needed?	Our comments
Enough lighting for you to see where you are going, and to read		
Lighting does not form confusing shadows or patterns on the floor		
Lighting evenly spread		
No glare or flickering		
Mirrors placed where they do not cause confusing reflections		
Switches easy to find (or sensors)		

Question 7 Is the place safe, especially for people with disabilities?

This is how it should be:	Action needed?	Our comments
Easy-to-see handrails on all ramps and stairs		
Ramps as well as steps to enter public buildings		
Easy to find accessible toilet		
Signage to first aid, defibrillator and help if sick		
Choice of high and low seats		

Question 8 Is the lift easy to use for everyone?

This is how it should be:	Action needed?	Our comments
Floor inside lift same tone as floor outside		
Threshold similar tone to both floor surfaces		
Small, rather than large, mirror		
Buttons: big, clear and with good signs		
Hand-rail		
Enough space		

Question 9 Does everything you need to use contrast well?

This is how it should be:	Action needed?	Our comments
Good contrast so you can see:		
• Tables against the floor		
• Chairs against the floor		
• Cups and plates against the table		
• Mirrors or picture frames against the background		

Question 10 How is the general atmosphere?

This is how it should be:	Action needed?	Our comments
Gives a sense of security		
Feels easy to ask for help		
Staff seem friendly		
Staff helpful in conducting the audit		

Our overall assessment

Main things we like:

Main things we think could be improved: