

Public summary:

Designing for a mental disability; a list of requirements @De Twentse Zorgcentra

The bachelor assignment further elaborated on in this report is provided by de Twentse Zorgcentra. De Twentse Zorgcentra is the largest provider of care and services to people with a mental disability in Twente. At de Twentse Zorgcentra they offer guidance, support and treatment to young and old, from difficult to understand behavior to multiple disabilities, from mildly mentally handicapped to severely mentally handicapped.

De Twentse Zorgcentra works together with furnishing companies that furnish their buildings. However, the special requirements of the clients are not always taken into account because they are never put on paper by the de Twentse Zorgcentra. Before, there was not enough thought put into the durability of the products, They tend to not be interchangeable, combinable and adjustable when they need to be for different functions or different clients. By not taking this into account, it can also cost de Twentse Zorgcentra a lot of money. This is why de Twentse Zorgcentra asked for lists of requirements and wishes for the target group that uses their facilities. They also wanted a list of requirements and wishes for multifunctional spaces and dynamic age populations, respectively. This way, for example, the possible wish of more interchangeable designs could be addressed. It would potentially also make the work of the outside companies involved more efficient.

Thus, the assignment was to answer the following question, "What are the needs and wishes of de Twentse Zorgcentra concerning furnishing, and how can they best be communicated to the external furnishing companies?"

This question was attempted to be answered to its fullest extent using the following method. It was answered by creating several types of lists. A list for client requirements for all three support profiles, for multifunctional spaces, for dynamic age populations and for the caregivers. These were based on literature research on designing for mentally disabled people and conversations with experts, including an occupational therapist, a supplier, clients, several experts and another carecenter. As well as observational research, this included tours of the Twentse Zorgcentra together with caregivers.

The lists were merged together and were created such that the user can easily filter out what information they need. Categories were added to the requirements to be filtered out when needed. The necessity of the requirements can also be filtered out. The requirements can also be selected by the user themselves. A demonstrative video was created to portray the use of the list to its full extent, including adding new requirements. Additionally, a case study was conducted to test the use of the list.

Following this, the list and progress of the bachelor assignment were evaluated, to decide if the requirements are useful and understandable when communicating the needs and wishes to the external furnishing companies. This evaluation was based on the research questions set up at the start of the assignment. To improve the list more research can be done and with this information more requirements can be added or can be edited. For example, when a requirement deems unnecessary the necessity factor can be lowered.

