



WELLINGTON HOSPITAL PATIENT LOUNGE (CCDHB)  
**HELPING TIME PASS MORE PLEASANTLY**



The Wellington Blood and Cancer Centre sits within Wellington Hospital (CCDHB).

Dry July fundraising was allocated to upgrading some key non-clinical spaces that impact patients' experiences whilst consulting with doctors and receiving treatment.

The previously worn, empty space desperately needed some TLC to come close to being worthy of the patients' strength and the staff's dedication.

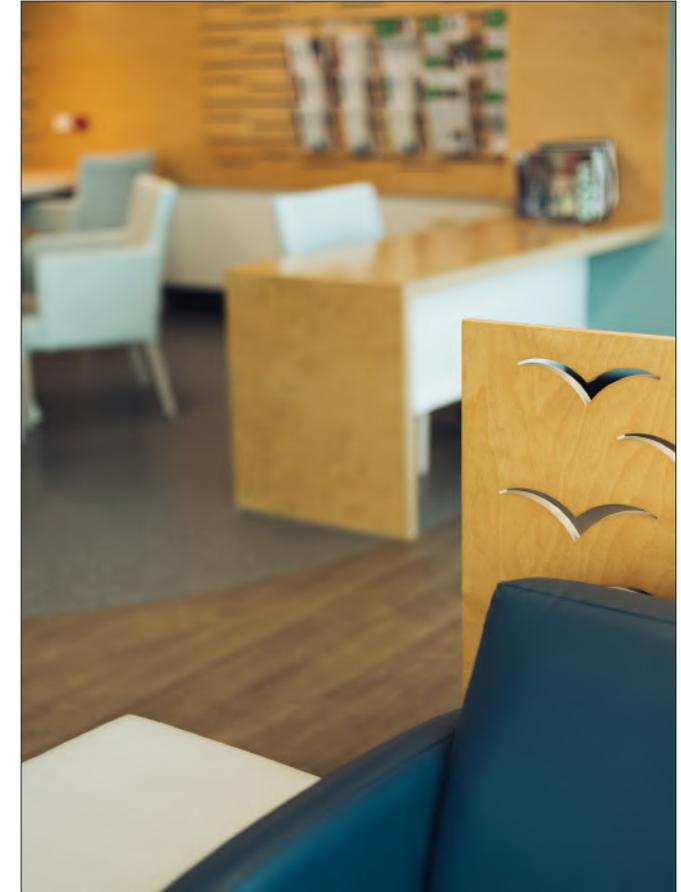


Create a light and bright, warm and comfortable, welcoming (less sterile) area that lifts the spirits and enables both interaction and privacy for families and staff.



## DISCOVERY: KEY CHALLENGES (ALL AREAS)

- The need to maintain a professional, credible appearance whilst communicating compassion, hope and care.
- Colour palette to feel special but also fit with wider hospital.
- Area used by a variety of people with different needs.
- Practical considerations such as being easy (and quick) to clean, items couldn't be too attractive to thieves.
- There existed a lack of layout structure for furniture within large spaces.
- Variety of furniture and seating required for different purposes.
- Untidy noticeboard and lack of promotional area for key information/events.
- Strict budget, money raised through fundraising.



## DISCOVERY: KEY CHALLENGES (PATIENT LOUNGE)

- Can be noisy when busy.
- Lighting doesn't adjust from day to night.
- Lack of area for eating/food preparation.
- Lack of powerpoints, computers/internet access/electrics overload.
- Large, underused space.
- Lots of natural light but the large windows meant inconsistent, uncomfortable temperatures.



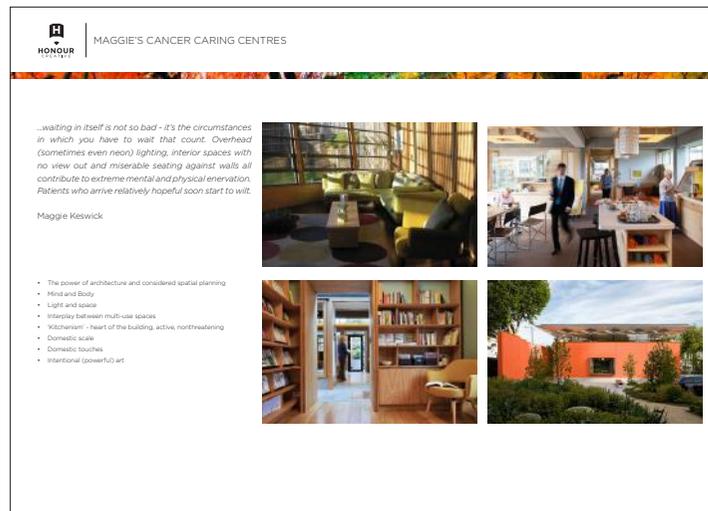


To supplement the client brief, my priority was to establish not only the needs of the client, but also the users of the space.

Extensive research allowed for a better understanding of the range of issues created by the space and the exciting opportunities afforded by the upgrade.

I summarised my design driver as,

**“Help time pass more pleasantly”.**



*...waiting in itself is not so bad - it's the circumstances in which you have to wait that count. Overhead (sometimes even near) lighting, interior spaces with no view out and miserable seating against walls all contribute to extreme mental and physical enervation. Patients who arrive relatively hopeful soon start to wilt.*

Maggie Keswick

- The power of architecture and considered spatial planning
- Mind and Body
- Light and space
- Interplay between multi-use spaces
- 'Kitchenism' - heart of the building, active, nonthreatening
- Domestic scale
- Domestic touches
- Intentional (powerful) art

What opportunities are there to offer distractions, to help time pass more pleasantly?

- Visual
- Spatial
- Occupational
- Social

- A space with tactility, richness and personality.
- Colour that is both calm and interesting.
- Furniture type and layout.
- Art that is considered and purposeful, both 2D and 3D.
- Lighting that has variety, softness, reflection.
- Pattern that is not typical of institutions, 2D and 3D.
- Texture that is varied, felt and seen.
- Avoid unpleasant distractions – getting lost or confused increases discomfort (signage, layout, information).



- Furniture, flexible and interesting layouts and variety in chairs, tables and joinery.
- Offer different areas to be part of.
- Link spaces eg tea and coffee making next to bookshelves, see through to TV space from quieter sitting area.



- Introduce ways to feel included, connected and occupied.
- Bring distractions to the core of the spaces.
  - Books and magazines
  - Jigsaws
  - TV
  - Book swap
  - Free wifi/computer and tablet use



- Facilitate opportunities for informal connections.
- Understand the need for both connected/collegial/visible spaces and intimate spaces with a sense of privacy.





**SCREENS** Custom-designed pattern, router cut plywood screens mounted on steel base to provide privacy between multiple groups using the same space.



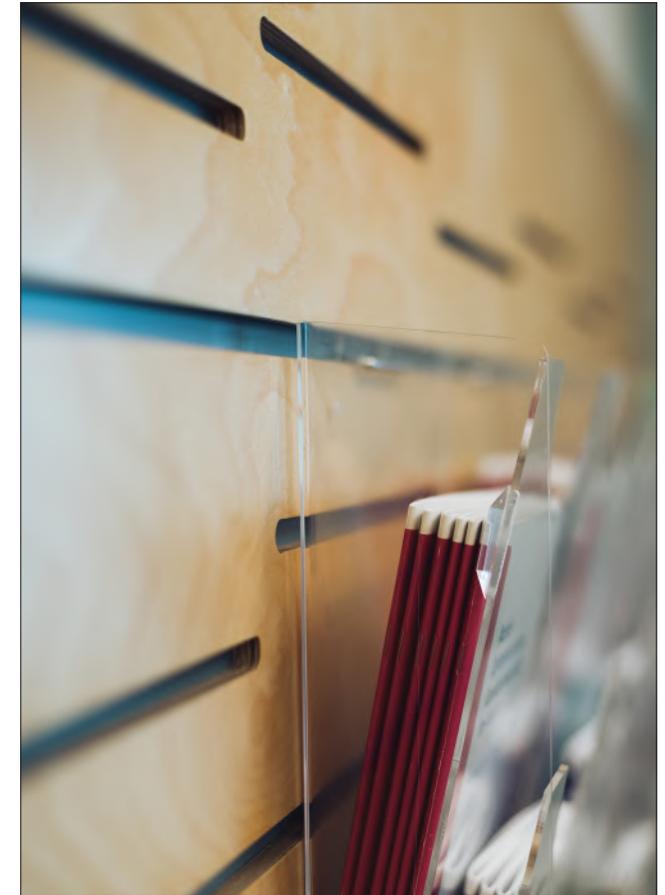
**DESK/COMPUTER PLUG-IN SPACE** A smaller (yet still practical) kitchen created room for a desk with power and data points.



**NEWSPAPER DESK** Perfectly placed and sized table suitable for small groups only, a newspaper desk as a visual division between seating and kitchen, bathed in natural light with attractive pendant lights above.



**VARIETY OF LIGHTING** Wall lights and pendants were added to the ceiling panel fluorescents (some of which were removed) to provide both task and softer evening light. Operated via multiple independent switched for convenience.



**WALL PANELS** Pattern inspired by calm horizons, router-cut, acting as both a pleasing wall feature and a slat wall system for brochure display.



**NATURE CORNER** A gloomy corner was transformed into an appealing, calm spot by “bringing the outside in”.



“I feel both uplifted and moved when I revisit this place. When I was designing this patient lounge it was so important to me to honour and needs of those who use it and undergoing cancer treatment, their friends and family, the staff who provide an exceptional standard of care and those who generously fundraised for the sponsors, Dry July.

When I’m there, I know I’ve done right by them.

I’ve been told it is an “oasis of normality” and I truly hope my work continues to provide a place of comfort and solace. I look forward to rolling out these designs to the waiting rooms when further funds become available.”

**FRANCES FRASER, HONOUR CREATIVE**