

CASE study

Sanctuary
Supported
Living

Refurbishment at Shaftesbury Court, Trowbridge

Our investment in redeveloping and future-proofing Shaftesbury Court has had an immeasurable positive impact on residents' long-term health and wellbeing.



By focusing on individuals' daily challenges, Sanctuary has adapted the building to embrace the life they choose, giving them a greater quality of life and independence, which wouldn't have been possible with the original building. They now have the home, space and independence they desire, alongside the care they need.

Originally built in 1986, Sanctuary Supported Living's Shaftesbury Court in Trowbridge is a CQC-registered residential care home for people with learning disabilities, physical disabilities and acquired brain injuries, many of whom are wheelchair users. Co-ordinated in partnership between Sanctuary Supported Living's Growth and Development team, Sanctuary's Assets team, local operational staff at Shaftesbury Court and the building contractor Lancer Scott, the redevelopment was completed in October 2020 at a cost of £2.8m.

Prior to the redevelopment, the single-storey building had a large communal lounge area as a focal point, with four small wings; each wing had four bedrooms, a shared bathroom and kitchen area. The bedrooms and bathrooms were small, making portable hoists challenging to use for both residents and staff, and restricting residents' ability to live independently. The kitchens were dated and largely inaccessible to wheelchair users, meaning residents were reliant on care staff to prepare and serve meals. As wheelchair technology advanced, making them larger and wider, the narrow corridors at the home meant that damage to walls, doorframes, fixtures and fittings was a daily occurrence, resulting in the need for constant maintenance and associated expense. Following extensive planning, including the successful sourcing of a suitable decant property, and true consultation with the residents, their families, staff and commissioners, the works began in May 2019.

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The building was fully redesigned with the residents' needs in mind to make it fully accessible and wheelchair-friendly. Another floor was added to the main building, and corridors were removed to create large, bright and airy communal living spaces, as well as a fully-accessible garden and larger bedrooms – all much wider to ensure maximum accessibility, functionality and attractiveness. This gives residents ease of movement around their home and a greater

level of independence. Onsite bungalows were also re-developed. By moving all staff areas upstairs and reserving the ground floor for residents' rooms and communal areas, we have created a healthy home with a positive and friendly atmosphere, where residents can feel relaxed and at home in their own space.

The ground floor is now split into two 'wings' that mirror each other. Each bedroom has attractive views onto the garden and direct access outside, enabling residents to use the space more independently. Each bedroom also has a fully-adapted en-suite wet room, featuring a track and hoist solution which required full structural engineering and reinforcement of the ceiling, prior to installation. This gives residents more privacy during personal care and reduces the risk of injury to support staff. Residents also have access to a full adapted bathroom with an accessible bath. New accessible kitchens feature rise and fall worktops and cooking facilities, enabling residents to learn to cook their own food, enjoy sensory experiences and gain the skills needed to live more independently.

Assistive technology has been installed throughout and is designed to maximise independence and meet individual needs. The Possum system allows residents to use a variety of personalised controls on their wheelchairs, depending on their physical abilities and preferences, such as push pads, rolling wheels or squeezers, to operate equipment and devices in their rooms. This technology gives residents the ability to live their lives as they choose, for example controlling the television without requiring staff support, or activating the new call system. There is also a new fob door entry system, which allows residents with limited dexterity to move around the home freely, using fobs attached to their wheelchairs.

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By reinvesting and re-orientating the existing building, instead of starting from scratch, we also avoided wasting embodied carbon in a building that was less than 40 years old. The design was considered with residents in mind at every stage and has resulted in bespoke solutions, such as tailor-made secure medication cabinets in residents' bedrooms, giving individuals the privacy we would all expect and want, and enabling them to feel more in control of their health needs. In the three months since they moved back into

Shaftesbury Court, the improvement in residents' mental and physical health and wellbeing has been incredible - they are thriving in their new environment. Shaftesbury Court feels like their home, not just a Home, and shows the value of looking at each person's unique needs.

One example of the way this redevelopment has opened doors for residents is 'Anthony'. When he moved back to Shaftesbury Court, he became more independent and began to take more control over his daily life. By using the personalised adaptations and modifications, Anthony has increased his life skills and self-confidence now that he can carry out most of his own personal care without support from staff. He is highly-motivated to eventually move out and live even more independently – an outcome that his social care team had previously not thought possible.

One resident, Martyn said: "It has given me independence and confidence". Another resident, Teresa, added: "I love my bedroom the best as it's comfy and I feel safe". Sanctuary has already begun to apply the principles used in the redevelopment of Shaftesbury Court onto other new-build and redevelopment projects. We believe this template gives residents the best possible opportunity for living independently, in whatever way is appropriate for each individual. The property was designed to be future-proofed, so it will continue to meet residents' changing needs. This could mean that, as residents gain skills and confidence by having a home that best meets their health needs, the service may change from residential care to supported living, giving residents more freedom and independence to live as they choose. Whatever the future holds, the redeveloped Shaftesbury Court is ready and able to support staff and residents on their journey.