

Juniper Chrystal Halliday  
Aged Care



# Signs That Care For The Elderly

As the aged care sector grows at a rapid pace, so too does the need to ensure the sector's services and facilities are up to standard.

The Royal Commission into Aged Care Quality and Safety has already identified serious and dangerous shortcomings in the system, and more concerns will surface before the Commission delivers its final recommendations in November 2020.

Signage is an integral part of the picture. Aged care facilities need to be designed and signed to meet the needs of the elderly and visitors. This Case Study features some recent work in this sector and takes a look at best practice wayfinding signage for the elderly.

## Juniper's New Residential Care Facility

In 2019 Signs & Lines were commissioned to provide signage for the new Juniper Chrystal Halliday Residential care facility in Karrinyup, WA.

As Perth and WA's leading provider of aged care facilities, retirement villages and in-home services for older people, Juniper has been offering care for the elderly since 1949.

Starting out as a nursing home in 1971, Juniper Chrystal Halliday has been extensively expanded and

improved in 2019 to meet demand. Named after former teacher and church volunteer Chrystal Halliday (1890-1965), the facility has 120 single rooms with ensuites, including some connecting rooms for couples on the ocean side of Karrinyup. Visit their website for more information: <https://chrystalhalliday.juniper.org.au/>

## Important Considerations for Aged Care Signage

Aged care signage must have clear messaging and abide by the design standards and policies designed to protect and help residents, visitors and carers.

Well done, good wayfinding signage will assist residents and guests navigate their way around the home. There is a delicate balance between enough signage to give clear directions, and limited signage to minimise the feel of an institution.

Understanding the facility is 'home' to its residents, the space needs to replicate a homelike environment. This creates a sense of belonging, familiarity, safety, comfort and care.

Wayfinding calls for visual cues to differentiate between different areas in a facility. Cues can include different building forms and spatial design, finishes, colour, decoration, furnishings, signage and artwork, which can stimulate sight, touch, smell and hearing.



## Wayfinding and Orientation signage

Good signage can have a significant benefit for people living in aged care by supporting independence, confidence and wellbeing. Wayfinding will assist and encourage people to find their way, explore and navigate with ease. Enabling wayfinding and orientation signage:

- Is clear, easily visible, with good colour contrast.
- Has easily recognised symbols.
- Leads people on a pathway to their destination.
- Should not be surrounded by other signs and information.

Signs should be positioned for people to clearly see and identify, within direct line of sight. Many older people tend to look downwards, and it's recommended signs are lower than normal to assist visibility.

## Signage Design

Design work for Juniper Chrystal Halliday was by Turner Design. Juniper then appointed Signs & Lines to supply and install the signage. From the designs provided our team prepared detailed shop drawings for all seven sign types:

- Lift lobby directional wayfinding
- Reception sign

- Locational sign
- Toilet signs
- Lift corridor directional signage
- Corridor directional signs
- Room numbers

To achieve a homely feel, the lift lobby wayfinding signage was constructed using American Oak background and white face panel. The Juniper logo was routed into the American Oak for a sensory feature, whilst the face panel is made of vinyl so it can be updated with ease.

The Reception sign followed a similar styling to ensure consistency and create a signage 'family' look and feel.

Locational signs were made for 58 different areas such as toilets, nurse, laundry, spa, chapel, manager etc. Again these followed the theme of the main wayfinding signage with vinyls colour matched to the American Oak and other signage.

Toilet, room numbers and lift corridor signs followed a similar styling. The 120 Room number signs were made with a clear acrylic area for a photograph to be inserted, personalising the room to the resident.

Signs & Lines manufactured and installed the signage prior to the Chrystal Halliday opening in 2019.





### More on Juniper & the Aged Care Sector

In the past 10 years, life expectancy has increased by 1.5 years for males and 0.9 years for females. Life expectancy in Australia is 82.5 years, which is above the OECD average of 80.6 years\*.

There is no doubt that the aged care sector is in a growth phase and arguably under stress. More than 200,000 Australians live or stay in residential aged care on any given day. There are around 2,672 such facilities in Australia.

### Take your Sign Message to the Next Level

We can help customers in the aged care sector create clear, homely signage designs that enhance the appeal of a facility.

Our team of professionals are just a phone call away. Talk to us today about how wayfinding signage can add value and enhance your resident's experience. Use of interactive digital signage is also great way to engage residents, carers, guests and other users of a residential care facility – modern technology will let them find information through self-exploration.



To discuss your own signage strategy please don't  
hesitate to get in touch.

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