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THE 2023

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Lifechanging design

Milan 9th-13th October

PROCEEDINGS OF IASDR 2023

EDITORS:

Daniela De Sainz Molestina Laura Galluzzo Francesca Rizzo Davide Spallazzo







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Daniela de Sainz Molestina Laura Galluzzo Francesca Rizzo Davide Spallazzo

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Developing a community-engaged homemaking approach to elicit a sense of belonging in people with dementia

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This paper presents a research-action case which explores how homemaking processes and dynamics, enable people with dementia to create and establish a sense of belonging towards the care environment they are living in, after relocating from their home. In particular, home-making practises encompass the involvement of archetypical elements and material possessions in the form of objects owning an intrinsic emotional value, which are capable of enabling habits, conversations and social interactions. Through the presented case study, we want to investigate their role in contributing to homemaking and placemaking practises. The research encompassed semi-structured interviews, observations, and storytelling focus groups with guests and staff, and adopted a community-engaged homemaking approach, which comprises a three-step method including inspiration, ideation, and implementation phases.

Keywords: homemaking; placemaking; dementia Care; interior design

1 Introduction

Nowadays, it is acknowledged that dementia is an increasing social concern. As stated in World Alzheimer report (2009) "...it is estimated that worldwide there would be 36 million people living with dementia in 2010, increasing to 66 million by 2030 and 115 million by 2050". Dementia, also referred to as a "major neuro- cognitive condition," is a combination of symptoms brought on by a disease rather than a single illness. It negatively affects one's memory, behaviour, reasoning, and social skills to the point where it interferes with daily tasks and social autonomy (World Alzheimer Report, 2020). Memory loss, confusion, aggressive behaviour, language difficulties, and a number of physical conditions that affect eyesight and mobility are among the symptoms shared by many diseases that cause dementia. Moreover, leaving a domestic and familiar environment to join a care space like an assisted living facility always represents a delicate moment in the life of older adults with dementia. In the majority of the cases, a change in the living environment causes confusion, agitation and



disorientation. The person hardly feels a connection to a totally new environment or to the people around him/her. As a result, people with dementia (PwD) can experience feelings of loneliness and anxiety when they move.

Our goal is to shed light on the dynamic process by which PwD balance their strengths and limits as they interact with environmental and social elements surrounding them as an essential component of "social health". In particular, WHO definition of health, developed in 1948 as "a state of complete physical, mental, and social well-being, and not merely the absence of disease or infirmity", has given rise to the concept of social health. Accordingly, Vernooij-Dassen and Jeon (2016) made an argument for the necessity of addressing the social health component of dementia. In fact, since the beginning of this century, there has been a gradually growing interest in learning more about the daily lives of those with dementia, particularly their relationships to new living environments and urban contexts (Holst & Hallberg, 2003; Milligan & Thomas, 2016; Phinney, Kelson, & Baumbusch, 2016).

As a result, we concentrate our research on practises and processes through which PwD interact on a daily basis with the actual features and characteristics of their new care environments. In particular, this paper presents the research-action case study PIAZZA GRACE, an urban integrated dementia village in the city of *name-removed*. This research-action case study explores how home-making processes and dynamics, enable PwD and their caregivers to create and establish a sense of belonging towards the care environment they are living in, after relocating from their home. In particular, home-making practises encompass the involvement of archetypical elements and material possessions in the form of objects owning an intrinsic emotional value, which are capable of enabling habits, conversations and social interactions. Through the presented case study, we want to investigate their role in contributing to homemaking and placemaking practises. In fact, when PWD experience a shift from their home to a care facility or generally to a new living environment, the sense of belonging that is inherent to every individual is mined. Accordingly, changes in the living environment can cause confusion, annoyance, and disorientation. Therefore, homemaking practises are crucial for integrating, including, and fostering relationships between residents and their surroundings when unrelated people coexist in a community.

1 Homemaking and placemaking practises

The simplest definition of Placemaking will suffice (Wyckoff, 2014): "Placemaking is the process of creating quality places that people want to live, work, play and learn in". In particular, with the term "quality place", we intend a building, location, or space that possesses a strong sense of place. Quality Places are active and unique sites - interesting, visually attractive, filled with meanings, references to memories or atmospheres, and cultural referrals. Moreover, placemaking refers to a collaborative process by which we can create our domain to maximise shared value, strengthening the bond between people and the places they share. A crucial aspect of the placemaking debate is the idea of community involvement and the impact that the act of "making" has on the community as a whole (Project for Public Spaces, 2015a; Silberberg, Lorah, Disbrow, & Muessig, 2013). From a historical perspective, people who are thought of as experts in the creative process have been entrusted with the responsibility of community development.

In fact, people develop meanings attached to objects and environments, be these art objects, personal things, or other people in their lives (Bachelard, 1969; Csikszentmihalyi & Rochberg-Halton, 1981).

These meanings arise through interactions that occur within spaces such as our homes. The distinction between "place-making" and "home-making" is subtle since they both capture the social and material practices that occur to make a space more desirable. Elwood et al. (2015, p.125) defined place-making as "...the cultural, discursive, and material practices through which people imagine and transform places". This is similar to Baxter and Brickell's (2014, p.134) definition of homemaking as "...the suturing of social relationships, identities, and materialities into a place called home". Strategies of home/placemaking can be seen as attempts to make a safe and enjoyable living space as well as to offer individuals a stronger sense of belonging and comfort in a specific location. Placemaking, in particular, supports imaginative patterns of usage by paying close attention to the physical, cultural, and social identities that characterise a place and encourage its continual development.

1.1 Sense of place

The idea of "sense of place" encompasses the various ways in which people connect with the surroundings they live in (Cross, 2001; Ruddick, 2014). According to the context in which they are being analysed, sense of place definitions can range from: anthropological perspectives pertaining to the symbolic connection people have with a piece of land (Low & Altman, 1992); environmental perspectives, which describe the experience an individual has when in a specific setting (Low & Altman, 1992); geographic perspectives, which describe the aesthetic, tactile, or emotional bonds people form with a geographic place or setting (Steele, 1981); historical perspectives, which describe the connection people make through the presentation and repetition of historical events (Tuan, 1974); and sociological viewpoints that take into account local feeling and community attachment based on how people see and comprehend a place (Jackson, 1994).

Yi-Fu Tuan wrote: "Space is abstract. It lacks content; it is broad, open, and empty, inviting the imagination to fill it with substance and illusion. Place, by contrast, is the past and the present, stability and achievement..."Space" and "place" are familiar words denoting common experiences. We live in space ... Place is security, space is freedom: we are attached to the one and long for the other. There is no place like home. What is home? It is the old homestead, the old neighbourhood, hometown, or motherland ... Planners would like to evoke "a sense of place." ... Space and place are basic components of the lived world. When we think about them, however, they may assume unexpected meanings" (Tuan, 1977, p.3). Place is actually more than simply a physical location; it is a unique thing with a history and meaning, or a "particular ensemble" (Lukermann, 1964, p. 70). A place embodies the experiences and objectives of a people. In addition to being a reality that needs to be explained in the context of space as a whole, place is a fact that needs to be clarified and understood from the views of the people who have given it meaning. Additionally, a sense of place or experience includes the sentimental ties, ideals, significance, and symbols associated with a location. According to Diener and Hagen (2022), a place is made up of complex interactions between physical components, human residents, tangible objects, and elements such as atmosphere, values, memories, and situations that are specific to the place for the individual. The complexity of these elements produces the thoughts and feelings that make up a person's "sense of place". Accordingly, the experience of places is defined by Yi-Fu Tuan as "all the modes by which a person knows and constructs reality" (Tuan, 1977, p. 151).

Accordingly, community is often used as a synonym for place and that creating a sense of place is important because it also develops a strong sense of community among those who live there. Ellery & Ellery (2019) indicate that a sense of place or community is a type of social capital that helps

residents establish their individual identities, encourages a sense of community rootedness in a place, gives us a sense of how liveable that place is, and improves our own sense of wellbeing. The use of participatory strategies and placemaking can help to create a sense of place, which is now a crucial component of modern community planning and development practise (Ellery & Ellery, 2019; Aravot, 2002; Friedmann, 2010; Madanipour, 2006).

1.2 Interior design as a meaning-making process for dementia care

Design of interior spaces needs to consider the above meaning-making process, especially if we think about vulnerable and fragile human beings, such as PwD, in a particular moment of their life: relocating from home to a care environment. As dementia worsens, a person may eventually need to transition into full-time or residential care in order to receive more care and support. This might be the case because a care facility can more effectively address the individual's needs. Or perhaps, as symptoms and impairments increase, it becomes challenging, and sometimes even not safe, for PWD to continue living at home. Therefore, it becomes necessary for those elderlies to relocate to a care environment to receive adequate care and support. Leaving a domestic and familiar environment to join a care space like an assisted living facility always represents a delicate moment in the life of older adults with dementia. In the majority of the cases, a change in the living environment causes confusion, agitation and disorientation. The person hardly feels a "connection" to a totally new environment or to the people around him/her. As a result, people with dementia can experience feelings of loneliness and anxiety when they move. Accordingly, In the last two decades, physical and social environment gained importance, and recognition, in supporting the person with dementia (Verbeek et al., 2009). Despite efforts to move aged care away from a medical model, based on the hospitalization, to a more balanced social model of care, still the focus and the aim of most of the care providers is centred on decreasing the symptoms of the disease, and only a smaller percentage is focused on providing experiences and meaningful engagement to people with dementia. In recent years, new living models for dementia care have been developed. Their common aim is to recreate "enriched environment" (Nolan, 2013) essential to enhance well-being and quality of care for people with dementia. These change, was made possible by an increasing understanding and acknowledgement of the "experience" of dementia. Emphasizing the experience of living with dementia, rather than focusing on symptoms and impairments, represents an important change in the vision, that enables the creation of environments that allow the person with dementia to actively participate in everyday life rather than just passively receive care.

2 A case study for community-engaged homemaking approach: PIAZZA GRACE

Beginning in January 2018, our research team, Lab.I.R.Int, and EQUA Cooperativa, a third sector cooperative that works to care for older people with dementia, established GRACE_Lab, an experimental living lab for the creation of environmental solutions for dementia care. GRACE_Lab is housed within a day care centre for dementia in Milan, where six days a week, daily care assistance is provided to 30 older people with dementia. GRACE_Lab is an experimental laboratory involving designers/researchers, therapists, medical professionals and caregivers. Its goal is to create and develop environmental strategies, products, and services that will improve dementia care, non-pharmacological dementia therapies, and quality of life in daycare facilities and private homes. In the

day care facility, therapists collaborate with designers to create environmental solutions that will increase the effectiveness of care approaches and boost patients' wellbeing. With the assistance of therapists and carers, designers can observe and engage with the patients; therapists can tell designers what the patients require for everyday living.

The research-action case presented in this paper is part of a larger study on therapeutic environments for PwD conducted within GRACE_Lab. The goal of this ongoing research is to determine the aesthetic / functional identity of care environments in order to improve comfort and sense of belonging. PIAZZA GRACE, a Dementia Village (DV) in Milan represented the pilot project: it consists of six apartments, each of which can accommodate two individuals and is furnished with a kitchen, bathroom, and a bed that can be adjusted. All the living environments are surrounded by a neighbourhood, shared with local citizens, which comprises shops and other commercial activities, a public pedestrian square, and other living facilities. Furthermore, the DV comprises a daily care center, to provide specific therapies, and adequate medical and cognitive support, to older adults with dementia. The purpose of a DV is to provide residents with dementia with a place to receive care, to live, and to participate in social interaction. It is possible to comprehend it as a place that lies between the public and the private, as well as between the institution and the home. On the one hand, it is a care facility with a non-pharmacological therapeutic nature that aims to compensate for PwDs' cognitive and physical function. On the other hand, it is also a place of residence that gives one a sense of home, identity and a sense of belonging.

The research activities started in 2021, through semi-structured interviews, observations, and storytelling focus groups with guests and staff of the DV, in the period between April 2021 and March 2022. The community-engaged homemaking approach adopted in this research encompass a three-step method that includes the phases of inspiration, ideation, and implementation. In order to get inspiration, designers need to interact with the PwD community in various methods, such as narrative/storytelling focus groups, community events, and immersion. Each of these methods aids in collecting pertinent data from PwD in a manner that does not look intrusive to the community members. Additionally, these methods foster a sense of understanding and empathy between participants (including PwD community, staff, caregivers and designers).

Ideation and implementation phases went along firstly by allowing PwD to implement DV spaces supported by therapists and staff. Then, designers noted and framed the actions and activities made by the community, framing them into more implemented solutions for interiors.

This project was approved by the ethical committee of Politecnico di Milano and the internal ethical committee of EQUA Cooperativa. The researchers interviewed 15 elderlies with dementia and 6 people from the staff to collect information about the life histories and life experiences associated with different places and home-making practices of older adults living in care homes.

In order to provide a more thorough understanding of both the DV and the intimate and personal spaces used by elderly people, information was also acquired through observation. Observations of the physical environment of the care facility, the material things used by the older people, the methods in which the older people interacted with various material possessions, and the activities of the older people were used to contextualise the information previously noted.

3 Spatial strategies to support home(place)making actions

Initially, PwD became involved in the design of DV spaces by allowing them to use the space to arrange objects and furniture to meet their needs best, supported by DV staff and their caregivers. Flexible spaces using portable furniture, plants, and features allow PwD to set up spaces that are meaningful, manageable, and comprehensible to them. PwD were allowed to bring some of their personal furniture, as well as their personal belongings. The placement and arrangement of their furniture was left free, supported by the staff and caregivers. Each guest freely arranged their space, emphasizing photographs, mementos, and furnishings that have an intrinsic sentimental meaning. The spatial organization of these elements highlighted certain rituals or habits specific to each guest. Designers then noted the activities and environmental arrangements that had been created by the community as they looked to more permanent design features and arrangements for that environment. Moreover, storytelling focus groups allowed designers to collect individual memories and personal narratives elicited by the personal objects and belongings brought to the DV spaces by PwD community. Storytelling techniques allowed the designers to collect specific personal stories and habits related to home from individuals living with dementia in PIAZZA GRACE. Moreover, each session was aimed at encouraging reminiscence, fostering connections, and gaining insights into the participants' experiences with home life. Each session lasted 45 minutes and welcomed a small group of residents with dementia (max three to four), two members of the staff, one therapist and one family members per each PwD. Each session included questions such as "What was your favourite room in your home, and why?"; "Do you remember your house? Can you describe it? Which style?"; "Tell us about a cherished memory from your home" or "Share a daily habit or routine you used to do at home". Designers gently encouraged PwD to share their stories, also supported by their relatives or family members and the staff, and if necessary, provide gentle prompts or follow-up questions to delve deeper into the narratives. In addition, a set of interior images were used during the conversations as inspiring tools to explore styles, imaginary and references of PWD involved. Storytelling focus groups represented an iterative process, focused on also identifying archetypes and cherished possessions crucial to trigger positive emotions and memories, and foster a sense of community (Figure 1).



Figure 1. Storytelling focus groups: the use of inspiration images and objects to foster memories.

Most of the residents described their material belongings as cherished or treasured possessions, as they brought along memories, stories, and nostalgic feelings. Accordingly, designers implemented spatial strategies aimed at supporting social dynamics and home(place)making actions observed in the PwD community, spatial recognition, and sense of belonging. Hereafter, Figure 2 shows a schematical plan of PIAZZA GRACE's communal spaces and the main spatial implementations described in detail in the following paragraphs.

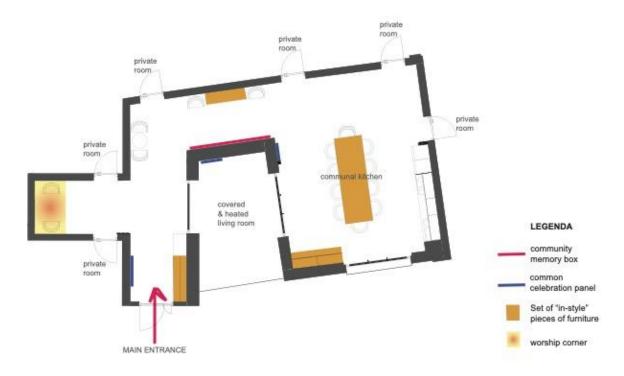


Figure 2. Schematical plan of the communal spaces, encompassing archetype furniture.

3.1 Archetypes to enhance sense of belonging and orientation

Archetypes are commonly referred to as: the original model or a perfect example of something. Often, when we find ourselves operating in an architectural context that has already been transformed, we come across a series of recurring images and forms that are repeated over and over again around us, the meaning of which we always seem to know (Barbara, 2011). Those represent archetype elements, which act as a guide to change the sense of places and to modify and enhance their meaning (Nuttall, 2002). In PIAZZA GRACE, we introduced some archetypical elements inside the interior spaces to enhance orientation and spatial recognition and stimulate a sense of belonging towards the environment. In particular, the living and dining spaces and the floors of the rooms are characterized by the presence of archetypical elements defining areas for common activities shared among the PwD community. Those elements encompass objects or furniture that characterize and identify certain domestic spaces and are commonly intended as shared symbols that connect the conscious mind with subconscious significances (Gramegna et al., 2022). As a result of the storytelling focus groups, a set of small "in-style" pieces of furniture were introduced in the communal spaces, resembling the personal tastes of the residents, to evoke familiar past experiences, memories and past habits (Figure 3).





Figure 3. In-style and archetypical elements introduced in the spaces. Those elements are used also to display residents' cherished possessions.

For individuals with dementia, archetypes in interiors might serve as reminders of earlier memories, encounters, and life events. In order to help elderly people with dementia recall past memories associated with a particular atmosphere or style or associated with specific objects found in the interior environment, the archetypical nostalgic components of an interior might serve as triggers for remembrance activities. In fact, archetypical components have been shown to support happy memories and improve mood in dementia patients. Moreover, those archetypes have been mixed with those objects and little pieces of furniture brought along by PwD and placed in the environment in the initial homemaking phases. These archetypes can also be perceived on an empathic level, with strong affective implications. In fact, interior features can act as triggers for reminiscence, enabling PwD to recall past memories connected to a specific ambience or style or linked to specific objects found in the interior environment. Archetypes become the focus points of specific areas, and the trigger to perform certain habits and shared everyday rituals. Rituals, habits and activities can be adapted to the specificity of each PWD, significantly improving their physical, social and emotional quality of life. Archetypal elements arranged in the spaces support the development of specific activities aimed at the development of shared routines among the guests of the Village. Two in particular are mentioned below. Shared dining: encouraging residents to eat meals together can foster a sense of belonging and the creation of a sense of community. For this reason, the village's communal kitchen has a large dining table (at the side of which is a cupboard, typically used to hold plates, dishes and tablecloths) where all the residents gather, and with the support of the therapists, activities are organized every day to involve all the residents and create a shared routine, facilitating moments of conversation. Celebration of holidays and special occasions: recognizing and celebrating holidays and special occasions in residents' lives can evoke a sense of belonging and cultural identity. To facilitate this process, several framed panels have been placed in common areas and personal rooms to commemorate and identify special occasions and common celebrations. On these occasions, relatives and friends of PIAZZA GRACE guests are also involved in the activities.

1.1 Material possessions

Storytelling focus groups enabled designers to collect individual memories and personal narratives elicited by the personal objects and belongings brought to the DV spaces by PwD community.

Accordingly, the material possessions that people with dementia bring with them when they move to a care setting enable homemaking dynamics that evoke memories and emotions. In a new care setting, the memories and emotions embedded in these cherished possessions bring along narratives and habits that are unique to each older adult, promoting a sense of belonging and trust in the new living context (Gramegna & Ciancia, 2023). In light of these concepts, storytelling is a method for expressing ideas, creating realities, and enhancing interpersonal communication that makes use of narratives to generate feelings, memories, involvement, and action. In general, narrative is the representation of events. By recognising the narrative paradigm and referring to people as homo narrans, we are also advancing towards a condition where storytelling transcends simple amusement (Fisher & Samuels, 2021). Due to its emphasis on the notion of human-centered design and placement of people at the centre of the design, the design discipline also accepts storytelling as having a place in the design process. The connection between design and storytelling is based on the ability of stories to go beyond the practical, problem-solving aspect of the discipline and offer knowledge that develops new meanings in the ongoing conversation between representation and interpretation. Respectively, in PIAZZA GRACE, designers have arranged elements in the furniture system to accommodate and display the objects, decorating the spaces. This enables older adults to manage their self-identity, self-esteem, social relations and past memories reminiscence. Furthermore, personal narratives and memories generated from those possessions were used to co-design the physical ambience of the DV spaces and to create shared daily activities to engage all residents, promoting a sense of belonging, community and trust towards the new living context, fostering the creation of an inclusive community within the DV. As an example, in the communal kitchen, pictures and handmade objects were put on top of the television, on the shelves, table, and refrigerator. These items were prominently displayed in a very attractive way. From the narratives collected from the residents, religious beliefs were very common among the elderly, and so the staff, together with the local priest, organized weekly prayer meetings to enhance the sense of community. One little corner in the communal living spaces is dedicated to worship and displays holy images.

4 Discussion and conclusions

The importance of being an active participant in the processes that determine our future and our daily lives is extensively covered by Antonovsky (1979). Many planning procedures now include participatory methods, which may have a good effect on a person's feeling of coherence. Members of a community are exposed a variety of difficulties as a result of their involvement, which also enables them to keep improving their interpersonal skills. In most cases, these person-centered efforts produce results and products that closely align with the demands and interests of the people who were participated in the process rather than those of the people who were excluded from the process.

The context of dementia care offers a novel opportunity for participatory approaches, in order to shape living and care environments tailored on real and actual needs of PwD. In the advanced stages of dementia, when the person is no longer able to manage autonomously his/her life, it becomes necessary a transition from "home" to a facility with health and daily care services. In this new living situation, to guarantee the well-being of the person, it is necessary to preserve personal spaces, to allow the customization of the rooms, and the common areas should consider residents' memories and living habits. Along with the idea that human beings evolve during their life, accordingly, the interiors we design, should change, evolve, answering to the demands coming from their inhabitants.

If we think of a space that can "take care of the person" perhaps we need to think about a space focused on the people who inhabit it. So, it becomes crucial to analyse what can bring together people who share and inhabit the same place. First of all, the traditions typical of a certain community, which foster social interactions into social rituals, the collective sharing of memories of the territory, the passage of time, the cyclical nature of day and night, the seasons, each one with different peculiarities and shared rituals.

The interiors of PIAZZA GRACE Dementia Village were constituted through the interaction of PwD, caregivers, and care staff as active "place-makers" of their living environment as both physical and social. The insights previously described support a "bottom-up", strength-based approach to interiors meaning and construction and give additional meaning to the global concept of dementia-friendly communities. The findings also demonstrate the dynamic interaction between a person's living environment and their health, particularly their social health. This adds to the amount of research that has already been done on the relationship between the environment and human happiness and wellbeing in later life (Norstrad, et al., 2013). Moreover, the significance of home for individuals with dementia is consistent with Rowles and Bernard's (2013) assertion that home is "where living becomes active, has meaning and attachment for the individual, and may be viewed as a component of identity". Lastly, in order to advance the discipline, it is crucial to create participatory social research methodologies that include all PwD, even those who might lack capacity (Calvert et al., 2020). To enable and empower people to engage in ways that may not always entail the spoken word, it is crucial to embrace all facets of creativity (Bellass et al., 2018), including also active actions aimed at reappropriating and signifying spaces with objects, filled with personal stories and memories. These participatory research actions forge a new pathway of understanding that embraces a life with dementia that is drawn from biography, belonging, homemaking and placemaking and a connected sense of self and identity. Without an enhanced understanding of these constructs and intersections, we are at risk of simply repeating the patterns of the past and seeing those of us who are living with dementia only in the "here and now" and as the clinical sum total of a cognitive score. Human life is so much more than that.

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