



Facility audit

Wayfinding

This audit module is designed to look at wayfinding in the general or public areas of a facility.

Wayfinding refers to all the ways in which people orientate themselves in a space and navigate their way from place to place. Older people need more wayfinding aids to assist orientation in a space and these need to be more obvious.

Some suggestions for improvement would take some budget and/or timeframe to implement, while others may be able to be changed quickly and with minimal budget. It is not intended for major refurbishments or new builds.

You may use this audit module on its own or as part of a broader audit of other parts of the facility. We suggest completing it with the other facility audits to enhance your understanding of how to improve the environment for older people.

This audit module contains 21 questions and will take approximately 25 – 30 minutes to complete.

Some questions may not be relevant. Where this is the case, there is an option to select 'not applicable', however please complete as many questions as possible to conduct a thorough audit.

A notes section is provided underneath each question to record any additional information or prompts for action that you identify while carrying out the audit.

Information, recommendations and suggested strategies to address any issues are provided below each question.

When you have completed the audit, please keep it for your reference. You may wish to use it to create your own action list, or to use the information to educate staff about the role of the environment in patient care.

If you want to audit more than one location, please print a new copy of this module and complete the audit again for the new location.



Name _____ Date _____

Hospital _____

Additional information _____

Wayfinding cues

1. Are internal and external pathways clearly defined?

Yes - *Correct* - Clearly defined paths assist with wayfinding. This can be achieved by clearing clutter, using signs and colour to indicate directions and edges and positioning furnishings to help define a pathway.

No - Clearly defined paths assist with wayfinding. Consider clearing clutter, using signs and colour to indicate directions and edges and positioning furnishings to help define a pathway.

N/A

Notes

2. Are obvious landmarks used to assist with orientation?

Yes - *Correct* - Landmarks should be positioned at decision points, where a choice of direction needs to be made. The most effective landmarks are recognisable and distinctive.

No - Landmarks should be positioned at decision points, where a choice of direction needs to be made. The most effective landmarks are recognisable and distinctive. Consider installing or highlighting a landmark, for example an artwork, potted plant or sculpture.

N/A

Notes



Notes

Use of colour

6. Are paint colours and furnishing colours used to increase visibility and ease of navigation?

- Yes - Correct** - Using contrasting paint colours to distinguish surfaces (e.g. paint walls in a single light colour that contrasts with floor coverings) makes them easier to see. Furnishings that contrast in colour with surfaces can be more easily distinguished.
- No** - Using contrasting paint colours to distinguish surfaces (e.g. paint walls in a single light colour that contrasts with floor coverings) makes them easier to see. Furnishings that contrast in colour with surfaces can be more easily distinguished.
- N/A**

Notes

7. Is colour coding used to assist wayfinding?

- Yes - Correct** - You can use colour coding to indicate direction but this must take into account difficulties with distinguishing colours. Use colour codes that are consistent throughout the hospital grounds, limited in number, distinct from forms of decoration and easy for visitors to recognise and remember.
- No** - You can use colour coding to indicate direction but this must take into account difficulties with distinguishing colours. Use colour codes that are consistent throughout the hospital grounds, limited in number, distinct from forms of decoration and easy for visitors to recognise and remember.
- N/A**

Notes



N/A

Notes

Signage

11. Do signs display the minimum amount of information for clarity?

Yes - *Correct* - Cluttered signs can make it difficult to understand what of the information is necessary.

No - Cluttered signs can make it difficult to understand what of the information is necessary. Try to ensure that there is not too much information on one sign – consider if anything can be removed from the sign without altering the meaning or clarity, or replacing the sign if necessary.

N/A

Notes

12. Are signs in large font with good contrast between background and text?

Yes - *Correct* - Using a clear, large font and a contrast of colours increases the clarity of signs.

No - The font size should be at least 16 mm high on small signs and at least 40 mm high on larger signs. Helvetica is the recommended font, or if unavailable another clear, simple sans serif font such as Arial. Signs should use capitals and lower case letters. Using all capitals is not recommended. Make sure the contrast of colours enhances the visibility of the text.

N/A

Notes



Notes

16. Is a consistent design applied to signage throughout the hospital?

- Yes** - *Correct* - Using signs that are simple and consistent in their design makes them easier to use.
- No** - Using signs that are simple and consistent in their design makes them easier to use.
- N/A**

Notes

17. Are signs provided in high profile areas where patients are likely to use them?

- Yes** - *Correct* - Signs should be placed in expected locations where they are likely to be used.
- No** - Signs should be placed in expected locations where they are likely to be used. Ensure that there are frequent and obvious signs to indicate information services, toilets, and entry and exit points. Try to position signs in areas where people can take in the information without being rushed (e.g. in locations where people can pause without holding up foot traffic).
- N/A**

Notes

18. Are there clear signs showing the location of toilets and other amenities?

- Yes** - *Correct* - The location of areas patients and visitors may need to access should be clearly signposted, with signs provided at entrances, reception areas and throughout the facility, as well as the rooms themselves. Signs should follow the same size and clarity guidelines as other hospital signage to cater for visitors with visual, cognitive and mobility impairments.



No - The location of areas patients and visitors may need to access should be clearly signposted, with signs provided at entrances, reception areas and throughout the facility, as well as the rooms themselves. Signs should follow the same size and clarity guidelines as other hospital signage to cater for visitors with visual, cognitive and mobility impairments.

N/A

Notes

19. Are numbers indicating the floor level visible from entry points such as lifts?

Yes - Correct - Use large numbers indicating the floor level outside of lifts, combined with pictorial cues using contrasting colour combinations.

No - Use large numbers indicating the floor level outside of lifts, combined with pictorial cues using contrasting colour combinations.

N/A

Notes

20. Is it clear where and who to ask for information?

Yes - Correct - Older people with cognitive impairment are less likely to understand signs. Providing simple verbal information by staff or volunteers at information desks and reception areas is helpful.

No - Older people with cognitive impairment are less likely to understand signs. Consider providing simple verbal information by staff or volunteers at information desks and reception areas.

N/A

Notes



21. Are maps, including “you are here” maps, and large font information handouts provided?

- Yes** - *Correct* - Having information that can be easily read and taken promotes independent orientation and assists wayfinding. These should use consistent visual themes with signage throughout the facility (i.e. colour, icons, fonts etc.).

- No** - Having information that can be easily read and taken promotes independent orientation and assists wayfinding. These should use consistent visual themes with signage throughout the facility (i.e. colour, icons, fonts etc.).

- N/A**

Notes
