

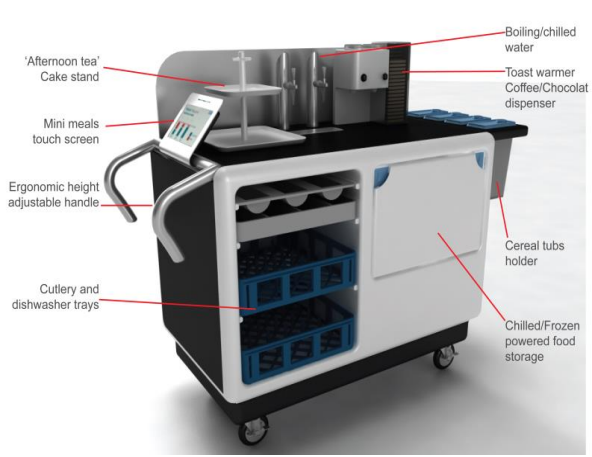
# What is Design's role in contributing to the Culture of Care?

Part of the Design Community of Practice Event

28 February 2024

Dr Chris Lim

Duncan of Jordanstone College of Art and Design



# What is care?

Care: (Cambridge dictionary) - the process of protecting someone or something and providing what that person or thing needs





A small green seedling with four leaves growing out of a crack in a dark, textured rock surface. The seedling is vibrant green and stands out against the dark, greyish-blue rock. The rock has a rough, granular texture with some visible cracks and crevices. The background is a soft, out-of-focus light grey.

# What is care?

Care is understood as an enduring social capacity and practice involving the nurturing of all that is necessary for the welfare and flourishing of human and non-human life.

Care is our individual and common ability to provide the political, social, material, and emotional conditions that allow for the vast majority of people and living creatures on this planet to thrive —along with the planet itself.

Catherine Rottenberg & Lynne Segal (Care Collective)

# Dimensions of care

1. Care purpose
2. Nature of care
3. Social identity of the caregiver
4. Social identity of the care-receiver
5. Social anchorage of the care relationship
6. Social domain of care
7. Location of care
8. Caregiving tasks
9. Conditions of care work
10. Care giving approach
11. Consequence of Care
12. Context of Care
13. Foundations of Care
14. Level of analysis

# Dimensions of care

| Dimensions                                | Components   | Dimensions              | Components   |
|---|--|-------------------------|--|
| Nature of care                            | Disposition<br>Activity<br>Relational<br>Process (caring about; taking care of; caregiving; care-receiving)<br>Oriented to other | Caregiving tasks        | Instrumental (activities of daily living and instrumental activities of daily living)<br>Socio-emotional<br>Supervision/monitoring |
| Social identity of the caregiver          | Socio-demographic characteristics<br>Social roles  | Conditions of care work | Care work schedule<br>Paid/Unpaid  |
| Social identity of the care-receiver      | Socio-demographic characteristics<br>Social roles  | Caregiving approach     | Focus of attention (task-oriented; person-oriented)<br>Use of power (directive; facilitative)                                      |
| Social anchorage of the care relationship | Kinship<br>Friendship<br>Contractual   | Consequences of care    | Positive<br>Negative   |
| Social domain of care                     | Family and friends<br>State<br>Voluntary sector<br>Market (formal; informal)   | Contexts of care        | Social<br>Cultural<br>Economic<br>Political  |
| Location of care                          | Home<br>Non-residential institution<br>Residential institution   | Foundations of care     | Love<br>Duty<br>Responsibility<br>Reciprocity<br>Solidarity  |
| Care purpose                              | Meeting instrumental needs<br>Meeting socio-emotional needs<br>Meeting supervision/monitoring needs                              | Level of analysis       | Macro<br>Meso<br>Micro   |

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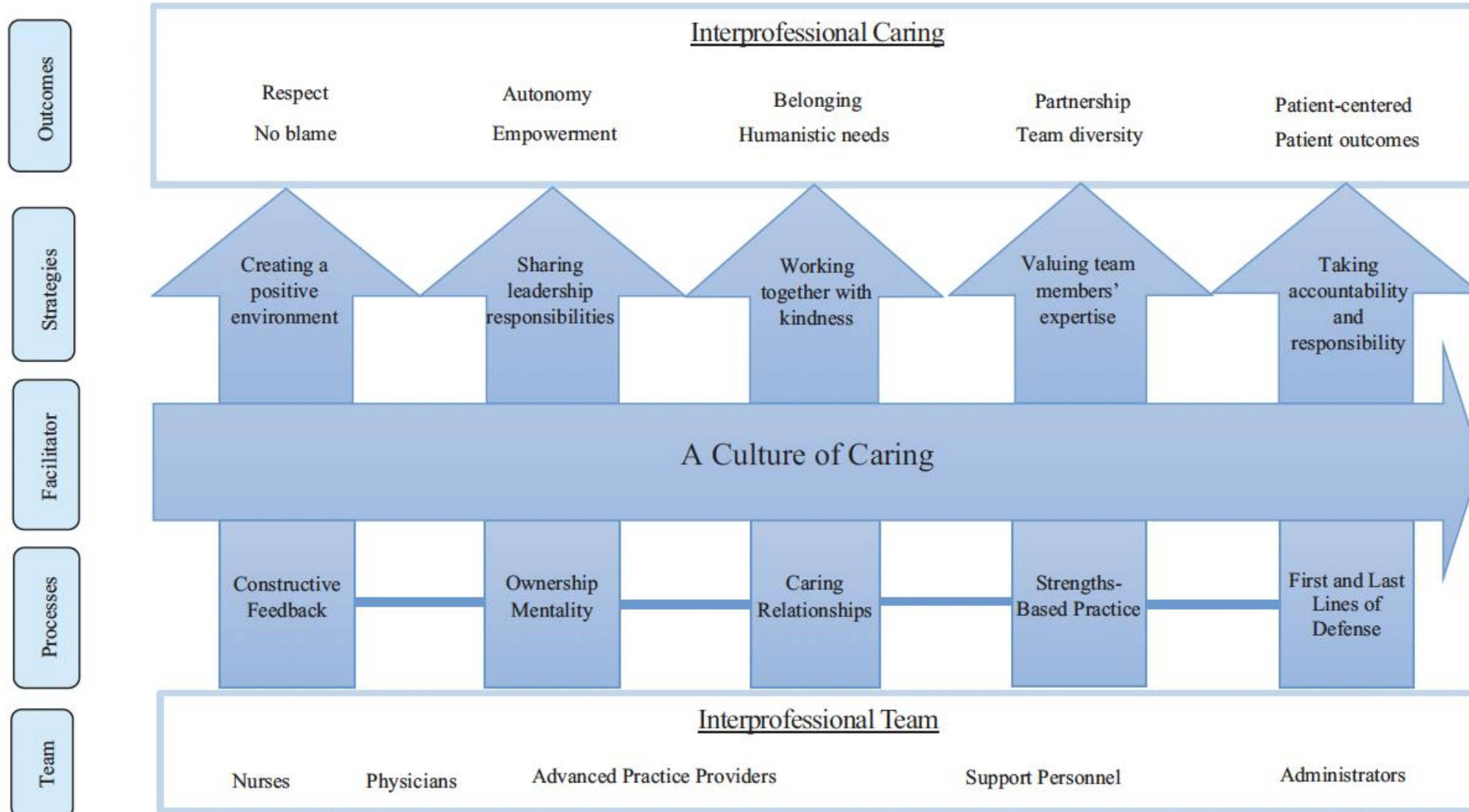
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# A culture of caring

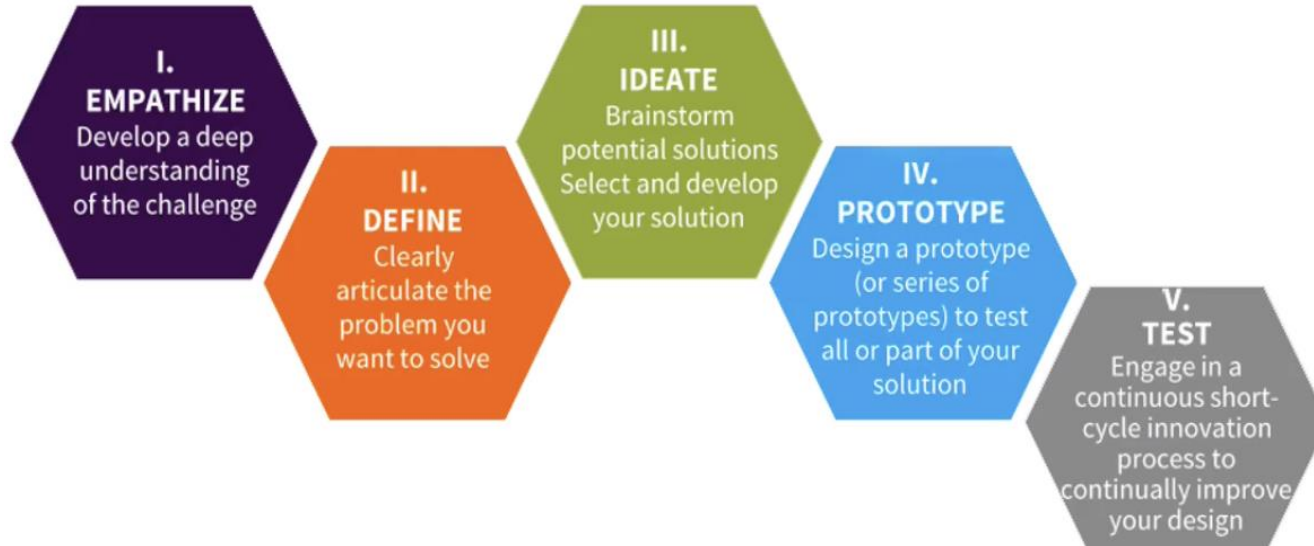




# Design and Design Thinking

“Design Thinking is an approach that prioritizes developing empathy for users, working in collaborative multidisciplinary teams, and using ‘action-oriented rapid prototyping’ of solutions.”

(Altman M, Huang TT, Breland JY. Design Thinking in HealthCare. Prev Chronic Dis 2018;15:180128. DOI: <http://dx.doi.org/10.5888/pcd15.180128>)



**d.School's Design Thinking Process**

# Behaviours of Design Thinking

- **Empathy with people's needs and context**
- **Questioning**, being inquisitive and open to new perspectives and learning
- **Co-creation, Collaboration and embracing diversity**
- Being mindful of process and thinking modes
- Experiential intelligence
- Optimists and opportunists
- Accepting uncertainty and being open to risk
- Communicate creatively and visually
- Having the desire and determination to make a difference
- Holistic and iterative

# Collectively Re-imagining Ninewells' Greenspace

**The story so far**

**Kirsty Douglas**



to deliver **more** people, working **differently**, in a **compassionate** and **inclusive** culture

**Looking after**  
our people

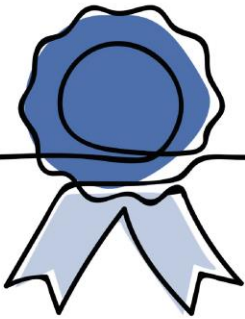
**Belonging**  
in the **NHS**

**Growing** for  
the **future**

**New ways** of  
**working** and  
**delivering care**



We are  
**compassionate**  
and **inclusive**



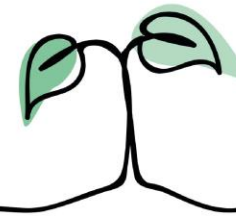
We are **recognised**  
and **rewarded**



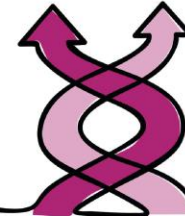
We each have  
**a voice that**  
**counts**



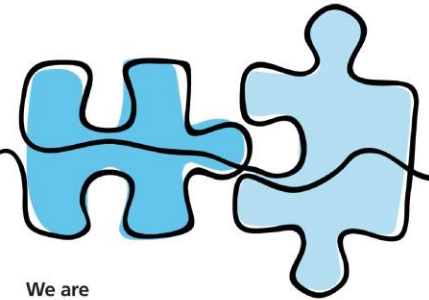
We are  
**safe** and  
**healthy**



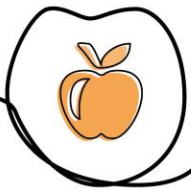
We are  
**always**  
**learning**



We work  
**flexibly**



We are  
**a team**



Prioritising the  
**Health** &  
**Wellbeing** of  
all **Our People**



Creating a  
**Great Employee**  
**Experience**



Ensuring  
**Inclusion** &  
**Belonging**  
For all



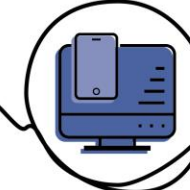
**Supporting**  
& **Developing** the  
**People Profession**



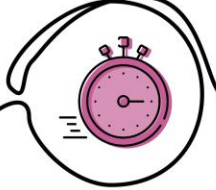
**Harnessing** the  
**Talents** of all  
**Our People**



Leading  
**Improvement,**  
**Change** &  
**Innovation**



Embedding  
**Digitally**  
Enabled **Solutions**



Enabling new ways  
of **Working** &  
**Planning** for  
the **Future**



# Caring for doctors Caring for patients

How to transform UK healthcare  
environments to support doctors and  
medical students to care for patients

Professor Michael West and Dame Denise Coia

TheKingsFund>

Ideas that change  
health and care

## The courage of compassion

Supporting nurses and midwives  
to deliver high-quality care

December 2021

Academy of  
Medical Royal  
Colleges



A dozen things the NHS could  
do tomorrow to help the medical  
workforce crisis

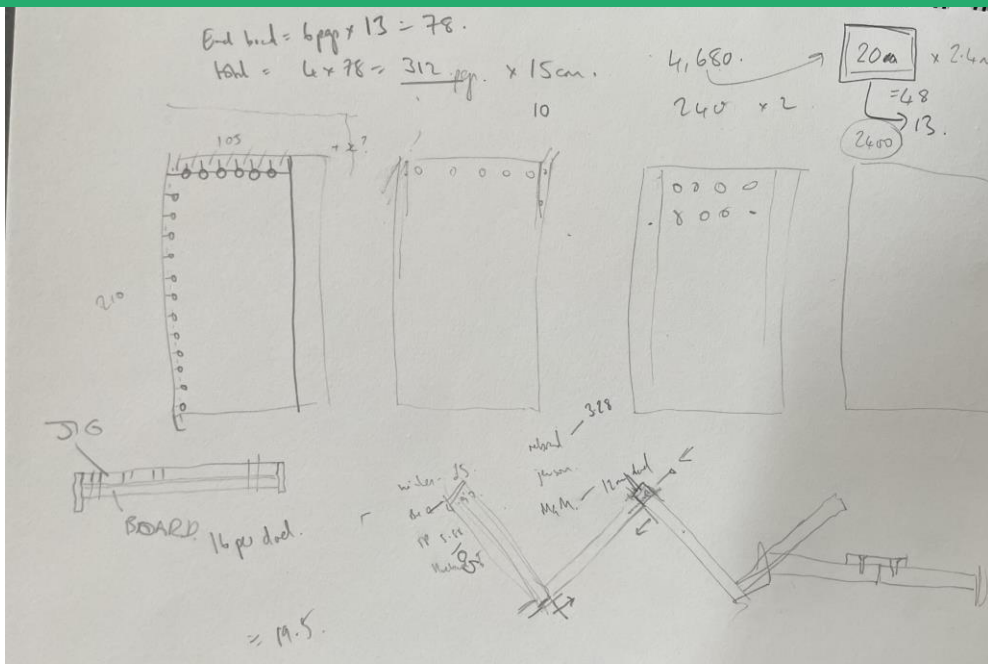
**Improve staff wellbeing** by ensuring employers 'get the basics right'. This includes providing facilities for rest...







# Pop-up stall





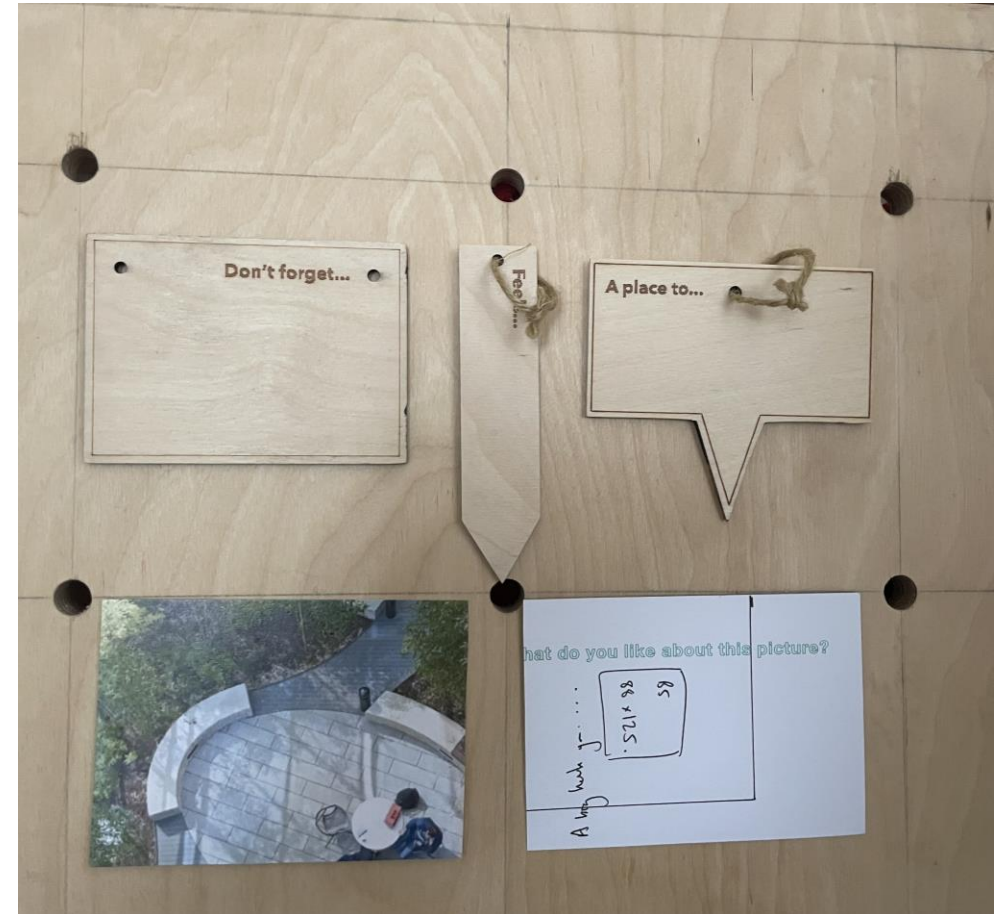




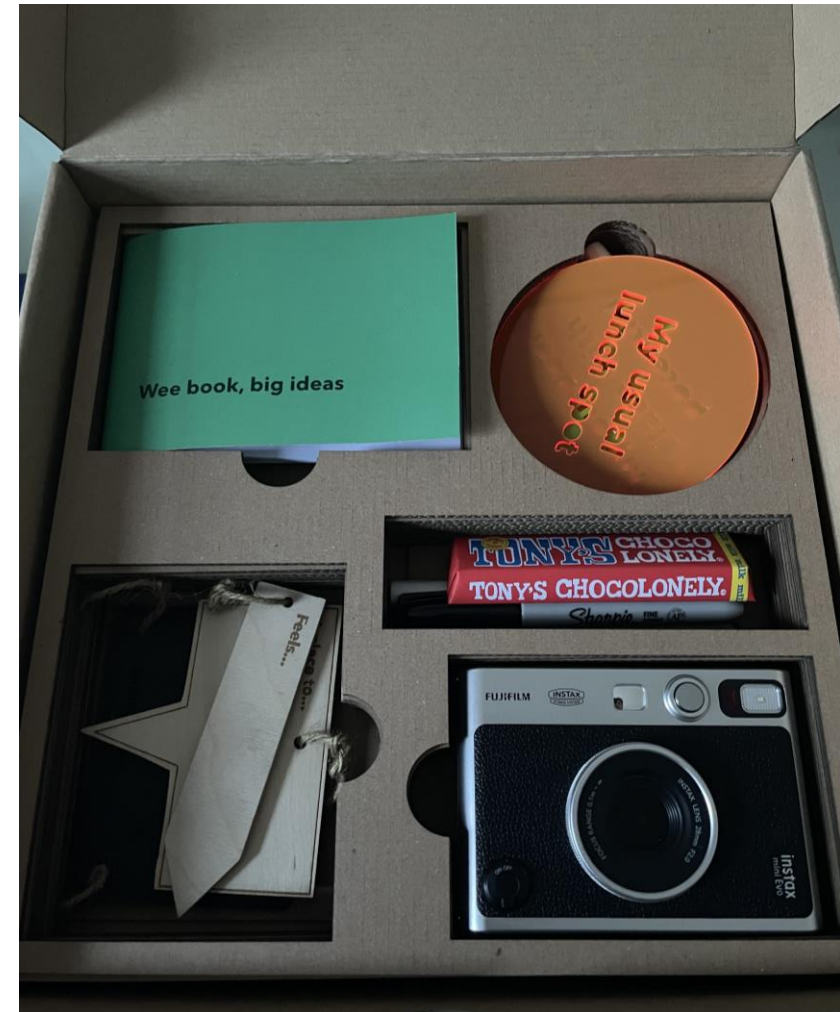




# Research kit



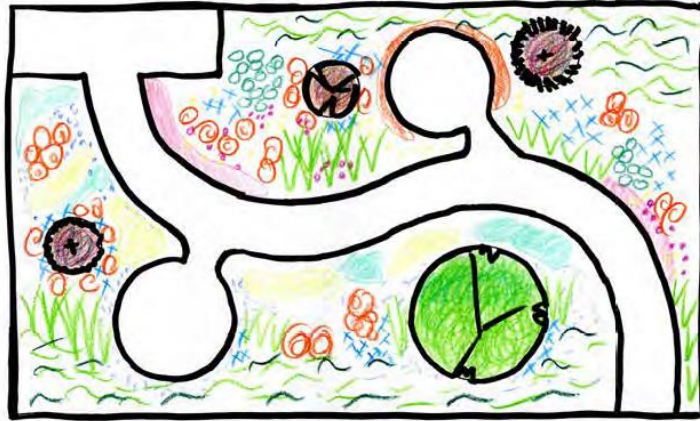
# Research kit





# Concepts

## Small shady "woodland" courtyard



### PLANTING PLAN

- SMALL SHADY COURTYARD
- COLOURS NOT REPRESENTATIVE



### A woodland oasis

Palette of greens and whites used to create calm oasis; white flowers reflect light to help brighten the shady courtyard

Layered shade tolerant planting - structural trees, underplanted with green tapestry, punctuated by woodland bulbs and Japanese anemone to introduce "sparkle" and light, and to highlight changing seasons

### Repetition of the "Meandering Path" and seating structure

Echoes shape and structure of main courtyard - inviting gentle wander

### Multistem Trees - Amalanchier Lamarckii

Small trees which provide structural focal  
Highlight seasonal change: early buds in spring, white blossom, easy green in summer, autumnal reds and oranges, structural beauty in winter  
Offset, and repeated to give structure and rhythm

### Secluded seating options

Again, natural materials, and options for solo seating, or small groups

### Works from inside and out - "A place to look out"

A place of calm and natural beauty; seen from busy hospital corridors and the central concourse above





What is Design's role in contributing to the Culture of Care?

??? (what or thing) + ??? (how or scenario) = Value

***Thank You!***

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