



Celebrating ten years of Changing Places



Changing Places:

10th Anniversary Special



Changing Places: Sharing real life stories

"The following pages celebrate the difference that Changing Places have made to individual lives over the last ten years. The incredible journey of the campaign to date shows why the Changing Places standard remains as important as ever. CAE feels privileged to have produced this commemorative booklet with the help of the Changing Places consortium members, its supporters and many sponsors. Happy birthday CP and we wish you many happy returns!"

Centre for Accessible Environments



Lois is the single mum of 16 year old twins, Kelsey and Kein who both have muscular dystrophy. Due to a spinal surgery, Kelsey requires 2 carers to hoist her from her wheelchair to toilet, a process which can take over 20 minutes; meanwhile, Kein cannot be left on his own outside. The 12m² Changing Places space toilet with a privacy screen is essential for the family.

"I was able to have a day trip to Nottingham... and not worry about drinking plenty because on the map for tourist information there were plenty of Changing Places clearly marked. Hubby was happy he didn't have to lift me."
-Michelle

"If there were Changing Places toilets in public venues we could go to shopping centres for the day together, like other families. Kunal loves fast food restaurants. If there was somewhere to change him we could go out more often and stay for longer - without worrying about getting home."
- Kunjalatta

"When my son turned 10 this year, it made me think a lot about how people managed before 2006 without Changing Places facilities. I am so grateful for the individuals who have worked so hard over the years to bring this campaign together and I am proud to be part of it. People often don't understand the difficulties until you explain. I see this as an important civil rights issue."
- Alison



Find more stories here:

http://www.changing-places.org/real_life_stories.aspx

Along with our sponsor Aveso, we are celebrating this landmark occasion to say a big 'THANK YOU' to the hundreds of individual and organisational Changing Places campaigners across the UK who have made the campaign such a success. Their hard work and dedication over the past decade has led to more than **840 Changing Places** toilets installed across the UK, with many more to come.

Some Changing Places venues include: O2 Arena, Heathrow & Gatwick airports, Scottish Parliament, Emirates Stadium, Eden Project, Cadbury World, Queen Elizabeth Olympic Park and Welcome Break motorway services.

We receive super feedback from carers and Changing Places users who are now able to go out and enjoy activities that many take for granted. As the campaign continues to grow, we're especially grateful to have the full support of Parliament and devolved governments of the UK.

How it all began

2004: Consortium member PAMIS identified that one of the major barriers affecting families who care for people with profound and multiple learning disabilities (PMLD) was the lack of access to fully accessible toilets.

2005: Nottingham City Council set up a project team with backgrounds spanning: accessibility, care, architecture, physiotherapy and occupational therapy to develop a fully accessible toilet layout.

The Brief:

- To design an away-from-home toilet for children and adults with complex care needs who live at home or in residential nursing care.

Complex care needs, including:

- Anyone with complex disabilities who requires hoisting from their wheelchair onto the toilet and care support once on the toilet
- Anyone who is incontinent and requires hoisting onto a height adjustable changing bench to have their continence pads changed
- Non-wheelchair users whose other complex needs are not met in current public toilet provision (eg. severe autism)

Essentials identified by the project team:

- Height adjustable adult-sized changing bench (mobile or wall-mounted)
- Ceiling hoist (preferably H frame)
- Peninsular toilet allowing up to 2 carers to support from both sides of toilet
- Space allowance for 2 carers and a large adult wheelchair user
- Privacy screen to also allow dignified use by family or carers who are unable to leave loved ones on their own outside.

2006: The Changing Places Consortium was established with the help of the Department of Health's "Valuing People" team. Members included PAMIS, Mencap, Centre for Accessible Environments, Dumfries & Galloway Council, Nottingham City Council and the Scottish Government.

Thus, **The Changing Places - Changing Lives** campaign was launched to improve the lives of people who require fully accessible toilet facilities, including people with profound and multiple learning disabilities, head injuries, cerebral palsy, motor neurone disease, multiple sclerosis, stroke survivors, people living with dementia, injured veterans and more.

Why the 12m² size matters

Evidence Base: When developing the designs, carers and parents asked day centre users to assess the strengths and weaknesses of the accessible WC design.

An initial draft layout of 7m² met some user needs, but the following issues were highlighted by family and professional carers:

- Carers pushing larger wheelchairs have great difficulty turning in a 7m² room. It poses a health and safety issue for carers to reverse out of the room into a public corridor (eg. a shopping centre or the street)
- A privacy screen to meet the needs of professional carers or family using the toilet is not possible in 7m². As one carer explained: “We don’t want to change our loved one and not be able to use the toilet ourselves.”
- Children and adults with challenging and hyperactive behaviour benefit from the space to manage their anxiety and needs
- The Carers’ Forum sought a design that would serve them for a lifetime and space requirements increase as young wheelchair users grow into adults

Building Standards and Regulations

The Changing Places Consortium’s design became the basis of discussions with the British Standards Institute. Minor changes were made and a shower was added (the Consortium has never felt the shower to be essential). In 2009 this layout and detailed guidance was included in the **BS: 8300 Code of Practice Access to Buildings**, and this was cross-referenced to Part M of the Building Regulations for England, Wales and Scottish Technical standards for public buildings. For more information visit our website at: www.changing-places.org

FAQs

Answers to FAQs are on our website. The most frequently asked question is about space. It can be a struggle in some existing buildings to find space of a suitable size or shape. Whilst the Consortium strongly encourages 12m² where practicable, it also works supportively alongside providers and campaigners to create the best achievable option and is willing to register smaller facilities when it is the only option. **Please get in touch if you need advice, we are here to help.**

Contact details:

In England, Wales and Northern Ireland, contact us:

Telephone: 020 7696 6019

Email:

changingplaces@mencap.org.uk

In Scotland, contact us:

Telephone: 01382 385154

Email:

pamischangingplaces@dundee.ac.uk



The next decade

Attitudes are changing and the rights of people with complex disabilities are increasingly recognised. Australia, Germany, Republic of Ireland, U.S.A, Sweden and the Netherlands are following the Consortium's model and recognising the need for these facilities in leisure and shopping centres, airports, railway stations, motorway services, supermarkets, sports stadium, tourist attractions, hospitals, community centres and more.

Aveso, Consortium members and Changing Places campaigners continue in their work to make **1000 registered Changing Places** toilets a reality. We hope you will join us in working towards this important milestone!

Share your
"selfie"



Share your "selfie" on **Changing Places Toilet Awareness Day on 19th July** to spread the word about this much needed campaign and to celebrate the wonderful achievements of Changing Places campaigners.

http://www.changing-places.org/news/the_selfie_kit.aspx

To see how Aveso can help with your Changing Places facility contact:

Telephone: **01242 822979**

Email: info@aveso.co.uk

aveso
official sponsor to changing places campaign

Need to know - where we can go!

Established in 1999, the British Toilet Association Limited (BTA) is a Not-for-Profit Members Organisation working to promote the highest possible standards of hygiene and provision in all "away from home" toilet facilities across the United Kingdom.



One of our greatest concerns is the loss of so many public facilities across the country. We currently estimate that around 40% have closed or been removed in the last ten years. Inevitably, this has had an extremely adverse effect on residents and visitors. It can be directly linked to the steep decline in footfall in our town centres resulting in the closure of many smaller commercial businesses.

One major concern for organisations working in this sector is for older persons, many of whom are not able to travel far from their homes because of the distances between toilets or the need to control medical issues. **10 million people in the UK over the age of 55, live with a range of bladder and/or bowel conditions** that require them to visit a toilet, often at very short notice. In addition, **over 12 million persons on the Accessibility Register require reasonable admission to fully accessible facilities** that allow them to enjoy their freedom and function as part of the wider community. Each journey and everyday has to be planned and scheduled; toilet visits form an integral part of their journey or adventure.

Health & Wellbeing - Equality & Social Inclusion - Privacy & Public Decency

Everyone using our roads and transport systems: lorry drivers, bus drivers, sales representatives, caravaners, commuters, tourists, you and me - need to be able to access a decent clean public toilet, sometimes several times on longer journeys. Having access to clean, hygienic toilets when we need one is a simple basic human right.

This is why one of the BTA's prime objectives is to provide a toilet mapping system that correctly and clearly shows the location and relevant information regarding open and clean toilets for public use.

Failure to get to a toilet in time can bring on or cause a range of medical and physical problems. **Toxins building up in our bodies can cause us to become dizzy, disorientated, increasingly unwell and nauseous** - we could experience an increase in blood pressure and heart rate and in extreme cases this could lead to severe medical conditions such as stroke or heart attack. Imagine any of these happening while you're driving!

How is the BTA Toilet map helping to address these problems?

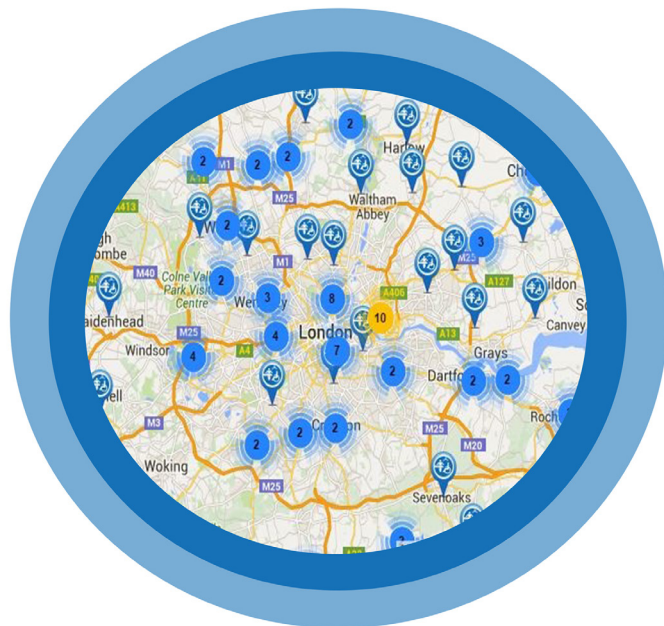
"Mencap and PAMIS, along with other organisations and campaigners have worked tirelessly to establish over 840 Changing Places (CP) toilets across the UK. Working in collaboration for nearly three years now, we've created a Changing Places Toilet map that shows the exact locations of these units by GPS, funded by the Department of Communities and Local Government (DCLG)."

It identifies those in full operation, details the high levels of provision that each unit contains and shows their correct opening and closing times, including public holidays. **The map allows users to plan a trip or journey and by simply entering a starting location, destination and even a waypoint, then indicates all the CP toilets along that given route.**

The Toilet Map

Built-in user registration allows users to login and save their individual route searches as “My Toilets” or “My Routes” so frequently visited sites can be quickly recalled.

The platform will automatically find the user’s immediate location and the nearest CP toilet and a new map will show you a number of pictures (if supplied) so that the facility can easily be identified on arrival. Street view can be selected to take a visual tour of the area. Finally, a full profile of the facility including all the equipment provided: rails, beds, type of hoist, screens etc. plus any important information (parking, ramps, key details) is also available.



The new WebApp:

Currently under construction to be widely available by summer 2016. This will allow all users to access the site.

We plan to build new features and destinations into the platform as the popularity and need continues to grow.

To reach the new site please visit:

www.uktoiletmap.org



Find full information on membership benefits and details of how to join the BTA:

www.britloos.co.uk


Email: enquiries@britloos.co.uk

Telephone: 028 9147 7397 or 077 9988 1763

Working in partnership with:



Case Study: Welcome Break

Aveso have been working alongside Welcome Break  alongside Welcome Break official sponsor to changing places campaign

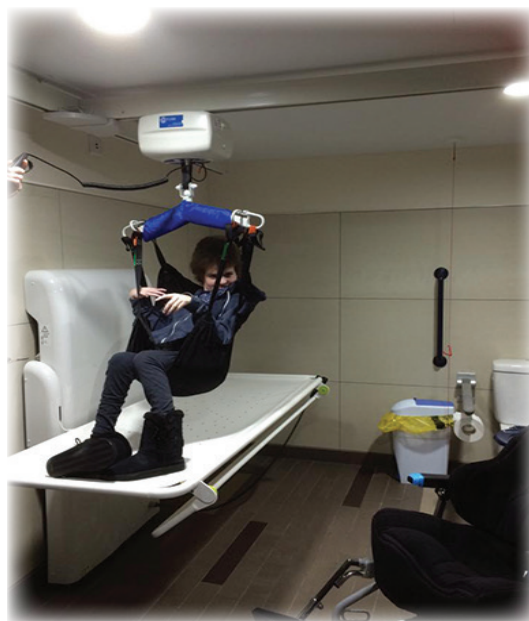
to provide Changing Places toilets in Motorway services across the UK. As sponsors of the Changing Places campaign, Aveso are proud to install into these integral locations in order to allow users, their families and carers to travel with confidence.

All of the Changing Places installations comprise:

- 12m² of space, ideal for those in need of space for a wheelchair and two carers
- OT200 Ceiling Hoist with unique gravity charging, designed to help ensure carers avoid risk of injury
- Nivano adult-sized height adjustable changing table
- A mobile Privacy Screen
- Grab rails, support arms, colostomy bag shelf and other ancillary products included in the BS8300 Changing Places standards.

With Welcome Break pioneering accessibility in service stations and marking the way for greater inclusion in the future, Rod McKie, CEO of Welcome Break, commented:

“As a company we feel that our facilities should be accessible for everyone. We want to be able to make life easier for carers and people who have severe disabilities. These toilets make such a huge difference to people, and will help our customers go to the toilet comfortably and with dignity, which are small privileges that everyone deserves.”



Mum and Changing Places supporter, Clare Carder said:

“Thank you Welcome Break services. Due to you putting in a Changing Places toilet, my daughter could go to her great grandma’s 100th birthday celebrations. The venue we knew would have nowhere to change her so with a 4 hour journey it looked unlikely we could safely take her... This is such a much needed facility for many disabled people and carers.”

You can find these vital facilities at Welcome Break services: South Mimms [M25], Hopwood Park [M42], Membury West [M4], Gordano [M5] and Fleet [M3]. Three more Changing Places are scheduled for installation. These facilities can all be found on the Changing Places toilet map alongside images and services available to help plan your journey.

“Thank you Gordano services. Everyone deserves to be able to use the toilet safely. Before this service station facility my lovely son has always had to use his toilet chair in the back of our car in order to attend vital hospital appointments far from home. No privacy, no dignity and it put both him and me at risk of injury.” -Rachel

Case Study: National Trust

2016 marked the very first Changing Places toilet at a National Trust venue in England.

Attingham Park in Shropshire was the first property to incorporate a full Changing Places toilet facility for disabled visitors and their families.

Listed and historic buildings can present difficulties with large scale adaptations. Following a site survey, a suitable space was appointed in the old Brewhouse near the tea room. CAD room layouts and further assessments led to the most appropriate equipment being installed whilst also complementing the room and venue aesthetics.



Specialist equipment installed included an adjustable wall-mounted adult-sized changing bench, ceiling track hoist with full room coverage and height adjustable wash basin with large mirror.

“We had a wonderful time and it’s a very special place. What impressed me most was the attention to detail and the way in which the Changing Places toilet was perfectly sympathetic to the rest of the building - exactly as it should be and you wouldn’t expect anything less from the National Trust. We will definitely be back!”-Bethan

The new 12m² Changing Places toilet facility was opened by Peter and Bethan Foden and their daughter Lowri, who has Rett Syndrome. Delighted with the new addition, they shared:

“When Lowri was younger we’d put a mat down on the floor of ‘disabled’ loos and just muddle through - we have countless experiences at eye level of disgusting toilet floors. We can’t do that now she is an adult”.

Suggesting future plans, Access and Equality Specialist for the National Trust, Heather Smith explains:

“At the National Trust, we are continually working hard to make our places as accessible as possible for disabled people. Over the years, we have made many access developments to our visitor experience but there is always more that can be done. A key part of any visit is being able to find a toilet easily you can use with dignity. We want to make sure that our family offer is more inclusive and Changing Places toilets are fundamental for many disabled families. I look forward to more of our places offering these facilities so that even more disabled people can enjoy their visits with us.”

Registered as the 816th Changing Places facility in the UK, Attingham Park now welcomes many more guests to enjoy their beautiful surroundings and deer park.



Making the right decisions really can change lives!

For over 20 years Astor-Bannerman (Medical) Ltd, manufacturer and supplier of assisted care solutions, specialising in paediatric equipment, have worked very closely with Occupational Therapists and Care Professionals, Architects and Building Contractors to adapt countless bathrooms and homes. Life becomes easier for the user, the family and often external carers.



The Lancashire home of Dawn Fidler and her disabled son Joshua Wilson, founder of the Joshua Wilson Brain Tumour Charity, is just one example of an Astor-Bannerman home adaptation. This included the installation of the A2B ceiling track hoist and Rio height adjustable bath with patented changing stretcher platform and body support bathing cushion.

At 14, Josh was too big for mum Dawn to lift and without extra equipment, caring for him became extremely difficult. Dawn explains:

“From start to finish we had a fantastic personal and professional level of service. Following a full survey, the team designed the layout of the hoist and bath to meet Josh’s needs and give us more freedom, spending time to ensure it was exactly what was required. Astor-Bannerman have also provided equipment for the Changing Places toilet facility at the Arndale centre in Manchester which has always made shopping trips so much more relaxed knowing there are suitable toilets with hoist and changing bench for us to use. Thank you Astor-Bannerman!”



Making up half of Aveso, Astor-Bannerman are also co-sponsors of the Changing Places campaign, providing expert advice and equipment for accessible toilet facilities across the UK.

For more information on the full range of bathing, hoisting and changing solutions available and free services on offer, call **01242 820820** email: sales@astorbannerman.co.uk or visit: www.astorbannerman.com



OpeMed

Powering Ahead With Leading Technology



As the co-sponsor and official manufacturer of the Changing Places campaign, OpeMed have the expertise to provide a full solution making installing a Changing Places an easy task.

Our Solution

With more than 20 years industry experience our team of Product Specialists are on hand to provide advice and support. With our expertise, we can provide you with a full Changing Places solution offering a **complete range of products, design consultations, site surveys, product advice and more.**

OpeMed's OT200 Ceiling Hoist offers a unique monitoring system allowing easy calculation of number of uses designed to demonstrate to businesses the ROI on the equipment.



Results

Recent studies show **83%** of disabled people 'walk away' or make a conscious decision not to visit inaccessible businesses.

Sandcastle Water Park, Blackpool (People Choice Changing Places Award Winners 2016) reported a **90%** increase of guests with disabilities earning over **£100,000** in revenue since the installation of their Changing Places toilet.

For more Changing Places information contact **OpeMed**, call **+44 (0) 1252 758858** or visit www.opemed.net

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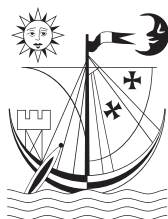
Happy Birthday Changing Places!



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In addition to the above sponsors, a special thanks is also due to CAE's regular printer, Hobbs, who kindly contributed to the printing costs of this publication.



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“Sometimes you just need to change one thing to open up a world of possibility”



“Improved physical access to public toilets is imperative to ensure that social inclusion can become a reality. The College of Occupational Therapists whole heartedly supports Changing Places and would recommend it as a standard for its members and others to draw upon.”
-College of Occupational Therapists



College of Occupational Therapists



“I’m delighted to see this landmark date for the Changing Places campaign, an initiative which has been so successful in significantly changing people’s lives for the better. Looking back, I recall how impressed we were with the robust evidence base which was the driver behind the standard, hence including it in the BS8300 at the first opportunity and I’m pleased to see more and more organisations and policymakers adopting the standard as a necessity for new builds and, where practicable, in many existing buildings”.
-David Petherick RIBA
Chairman BSI Committee B/559

bsi.



College of Occupational Therapists

Changing Places Consortium