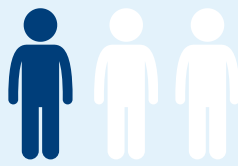


More than a move

Co-creating and evaluating a relocation support toolkit in nursing homes

¹ Leiden University Medical Center, ² University Network Care Sector South Holland, ³ Afdeling Buitengewone Zaken, The Netherlands



1 in 3

Nursing home residents
relocates during
their stay ⁽¹⁾



25%

of relocations involve
groups of residents ⁽¹⁾

Relocation can cause **stress and anxiety** as
residents adjust to a new environment,
routines and relationships ⁽²⁻⁷⁾

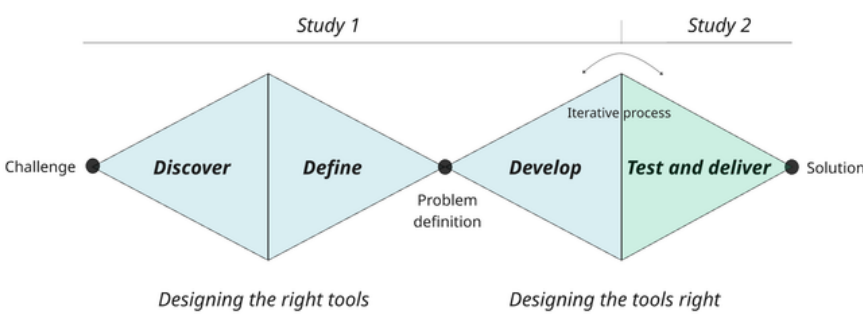
Current support is often **fragmented, phase-
specific** and developed **without stakeholder
involvement** ^(2,8,9)

Aim: To co-create and test relocation support tools for group relocations in nursing homes in the Netherlands

Methods

We used a **participatory design** approach structured by the
Double Diamond model ⁽¹⁰⁾

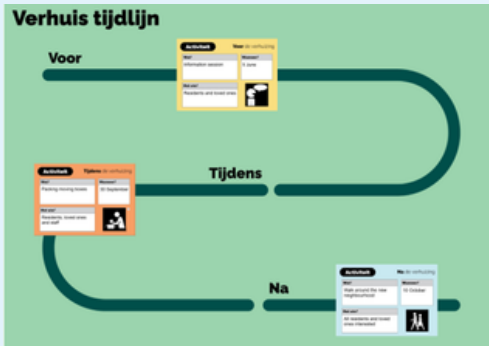
- Two sequential studies: co-creation, testing and iterative refinement of relocation support tools
- With **residents, loved ones, care professionals and designers**



Study 1: Co-creation

- Evidence and stakeholder insights** informed a **multi-phase view of relocation** and **six design principles** ^(1,2,7,8,11)
- Principles focused on collaboration, emotional support, continuity, knowledge sharing, visibility and calm & clarity
- They guided co-creation of **three relocation support tools**

The relocation roadmap



The relocation box



The activity cards



Study 2: Testing and evaluation

- Testing in **three nursing homes** included **interviews (n=14), observations and field notes**
- Five themes** captured what the tools **supported or had the potential to support** and informed further **refinement**

Create dialogue

Tools created space
to ask, share and
be heard

Accessible design

Clearer visuals and
familiar cues could
improve usability

Right timing

Meaningful use
depended on
readiness and timing

Stay in control

Residents valued choice
and involvement
in relocation journey

Personal fit

Tools needed to connect
with identity, stories
and needs

From testing to the relocation support toolkit

Together, the refined tools formed an integrated toolkit
supporting the complete relocation journey for residents,
loved ones and care professionals.

→ “Samen uit, samen thuis”

Talk & Activity cards

- Stronger focus on
conversation
- More sensory
activities

Relocation roadmap

- Clearer structure
- Added photographs



Relocation suitcase

- Calmer design
- Countdown calendar
removed
- Added wayfinding

Conclusion

**Relocation support is more
than a tool.**

Our findings suggest that its value
depends on **how support is introduced,
adapted and embedded** throughout the
relocation journey.

Implications for practice

- Use flexible** across the relocation
journey
- Tailor support** to individual
readiness, cognition and context
- Create ownership** for
implementation in practice



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