



The Chocolate Works Care Village

An innovative care facility that's won awards – and hearts

Originally the headquarters of chocolate maker Terry's of York, this landmark 1920s building sat derelict after the facility closed. Converting it to a care home received unanimous support from the city of York, as long as its historical features were preserved. NORR's design philosophy was to create a unique, pioneering and stimulating village with compassionate care at its heart.

The grand double-height atrium was restored and a mezzanine added to visually reduce its volume and provide space for a marketplace with café, restaurant, spa, hairdresser, gym and pub. A rooftop terrace was built, creating safe outdoor space. Our designers successfully divided the ground and first floor into 82 care suites and eight luxury apartments while preserving the historically important windows to which NORR applied a toughening film to minimize breakage risk. The building design encourages residents to flow freely around each floor and every floor incorporated a different color palette to aid in wayfinding. The welcoming, unique environment feels more like a boutique hotel than a care facility.

CLIENT	Springfield Healthcare Group
PORTFOLIO	Residential Care
SIZE	34,983 SF (3,250 SM)
LOCATION	York, UK
DATE	June 2017
SERVICES	Architecture Interior Design

AWARDS

- 2018 Care Home Awards (CHA), Best for Architecture, Interior Design or Communal Spaces (Springfield Care Group)
- 2018 Care Home Awards (CHA), Best for Professional/Business Services
- 2018 York Design Awards, The Press People's Award
- 2018 Pinders Healthcare Design Award, Best Care Village
- 2018 Care Home Awards (CHA), Best Individual Care Home - Gold Awards - Overall Achievement (Springfield Care Group) - Finalist
- 2017 Building Better Healthcare Finalist, Best Internal Care Environment - Finalist
- 2017 Healthcare Estates, Healthcare Estates IHEEM Awards, Refurbishment Project of the Year

Residential Care

We view seniors housing as a natural extension of both our residential and hospitality portfolios – and have been able to use this dual experience to deliver unique, high quality residential care facilities. We design residences for all levels of care, from independent living communities to memory care facilities, working to improve the quality of life for residents on behalf of both public and private clients.

Evidence-Based Design for Residential Care Living

NORR's expertise lies in creating vibrant communities using evidence-based design. Our team considers a combination of elements starting with a core residential unit layout plan, but extends to retail, restaurants, health care amenities and distribution of activity spaces. We believe that functional planning works to create residential care facilities that best meet the needs of the residents, their families and the greater community.

Addressing Different Residential Care Market Sectors

NORR understand the different models of care and their associated costs for public and private residential care facilities. We work closely with clients to achieve the business goal of the facility tailored to the unique health care needs and desired lifestyles of a variety of markets. Our designs work to maximize the operating efficiency for staff and minimize life-cycle cost for the facility. Dedicated team members have a deep knowledge of government regulations and follow industry best practices.

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