

Spatial and sign system considerations + sign styles

SITE ZONE JOURNEY DESTINATION

● RCHT Wayfinding. Introduction & Sign Family

EXAMPLE USAGE/ POSITION

The elements of this family can be seen in situ at the beginning and end of the journey from the Trelawny Wing main entrance through to arrival at the Headland Unit.

NOTES

General Introduction
The hospitals wayfinding needs consider the guidance contained within the EFM-standards document, 'Wayfinding. Effective wayfinding and Signage Systems,' together with general NHS Identity and RCHT site

Simple family of signs, able to accommodate some variation according to building form.
As for the journey shown left, a consistent family of signs creates logical wayfinding hierarchies setting out to take a visitor to the correct building [SITE & ZONE], then floor [ZONE], then Area [ZONE & JOURNEY] then Unit [DESTINATION]. Signs which are variations on themes, e.g. floor and stair directories] should maintain a common, familiar layout but be able to offer use [or building] variations [e.g. as shown in the form of headers and footers].

Language & Naming
One set of instruction names, e.g. Way Out or Exit? First Floor or Floor 1? One set of department names - from appointment letter through maps and directories, to the unit door.

- Group 1

SITE

1a. Map ● MP

1b. Info Graphics ● IC

1c. Bulkheads n BH

1d. Wall Colours n PA
- Group 2

ZONE

2a. Zone Directory ● ZD

2b. Floor Directory ● FD

2c. Stair Directory ● SD

2d. Lift Directory ● LD

2e. Information n IP
- Group 3

JOURNEY

3a. Hanging ● HS

3b. Wall Complex ● WS

3c. Wall Plate ● WP

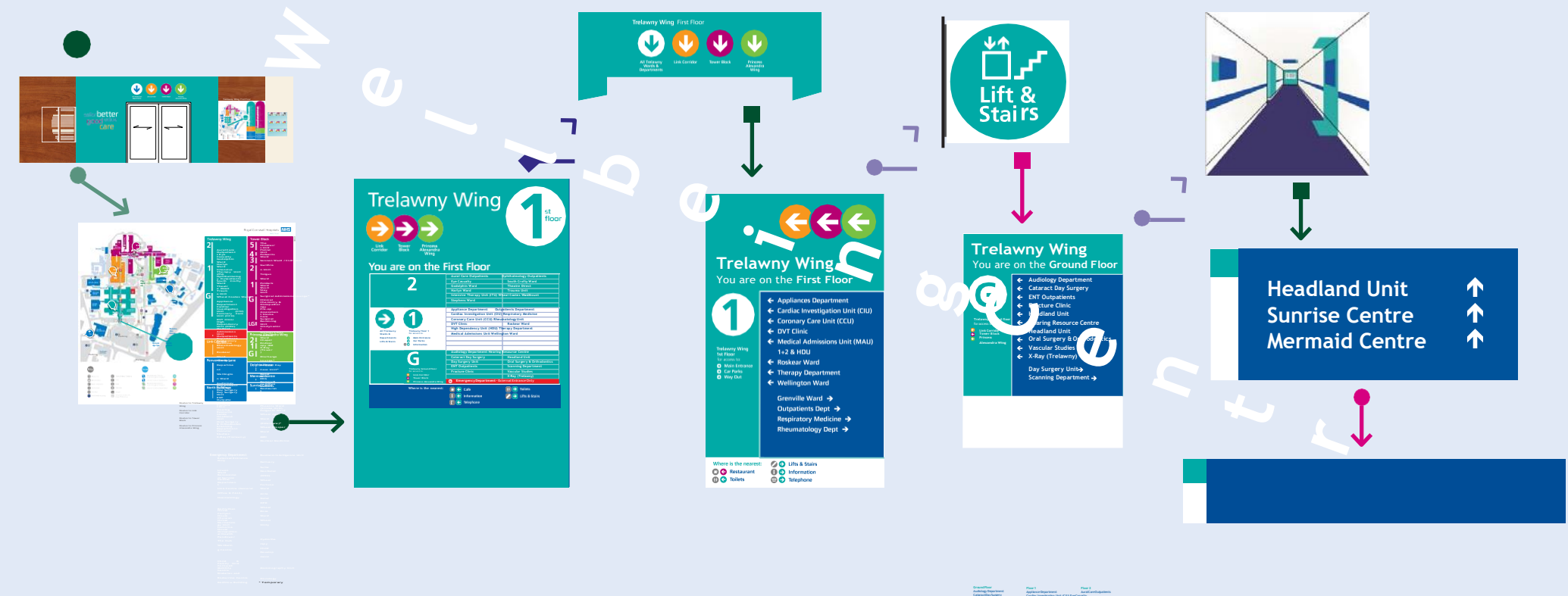
3d. Projecting n PT
- Group 4

DESTINATION

4a. Overdoor ● OD

4b. Doorplates ● DP

The sign family and a typical journey



● RCHT Wayfinding. Fonts, Colours and Files

P287
NHS Dark Blue

RAL 5002

P300
NHS Blue

RAL 5017

P3272
NHS Aqua Green
Trelawny Wing

RAL 5018

P144
NHS Orange
Link Corridor

RAL 1037

P676
NHS Dark Pink
Tower Block

P368
NHS Light Green
Princess
Alexandra Wing

P485
NHS Red
Emergency
Department

60% K
Grey

NHS Dark Blue is the preferred background for internal signs, offering better contrast than P300, and allowing P300 to be used as a highlight colour for non-Zone coloured buildings.

The four zone colours. Should be used consistently across signs, decoration and fixtures within a zone, as well as on the info discs guiding visitors from zone-to-zone within the site.

For exclusive use signing to the ED, but not as a wall or info point colour within ED.

Greys used as backing to icon discs and maps leave emphasis to the wayfinding colours

Type to be set in

Frutiger 65

It is acceptable to use Frutiger 55 for subheadings, or where sentence form is required. All-uppercase use to be avoided. Leading must be sufficient so as not to hinder the reading of word shape [generally in the region of 120-130% dependent on usage], and should be used after paragraphs or between list sections for clarity.

X-height	Viewing distance	Example Sign type.
15mm	up to 7.5m	directories
30mm	up to 15m	door identity signs
40mm	up to 20m	internal location & direction signs
60mm	up to 30m	internal and external signs.
90mm	up to 45m	external location & direction signs
120mm	up to 60m	location signs
200mm	up to 100m	fascia signs

EXAMPLE USAGE/ POSITION

NOTES

RCHT will require a well-structured wayfinding toolkit including all sign system O+M's together with Adobe CS templates and house style document for all elements. Colours used must be specified for a range of media [print, paint, vinyl, etc].

Author/Owner: Bethan Andrew Assistant Project Manager, Strategic Estates – Version: V1.0 – Due for Review: August 2026

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● RCHT Wayfinding. Sign System Hardware

Group 1 SITE	Group 2 ZONE	Group 3 JOURNEY	Group 4 DESTINATION
1a. Map ● MP 1b. Info Graphics ● IC 1c. Bulkheads n BH 1d. Wall Colours n PA	2a. Zone Directory ● ZD 2b. Floor Directory ● FD 2c. Stair Directory ● SD 2d. Lift Directory ● LD 2e. Information n IP	3a. Hanging ● HS 3b. Wall Complex ● WS 3c. Wall Plate ● WP 3d. Projecting n PT	4a. Overdoor ● OD 4b. Doorplates ● DP
The grid above indicates that, whilst some elements of the overall wayfinding solution take the form of interior decoration, lighting or other spatial considerations, there are still 10 sign types identified above [together with a requirement for some size variation according to Zone]. A modular approach to that family of signs is required, creating familiarity for visitors and greater convenience for RCHT when updates are required either to the information or the systems themselves. It is important the scheme recognises that the hospital is undergoing extensive redevelopment of its buildings, and that the wayfinding must be modular, flexible, and easily updatable. It combined. must set a high standard at the time of install, then be able to maintain that standard through site changes or during major incidents. RCHT’s requirements for the updating of wayfinding information, for a system which will effectively adapt to changes to the site lead to the suggestion of an insert based system.  Modular curved systems as shown above use a curved aluminum extrusion, which with a non-reflective protective sheet holds an easily replaceable ‘sign’ print firmly in place. Many standard sign substrates and inserts (including engraved, screen prints, photopolymers, braille, digital prints, vinyl lettering, etc) can be inserted with ease to create and update the signs			

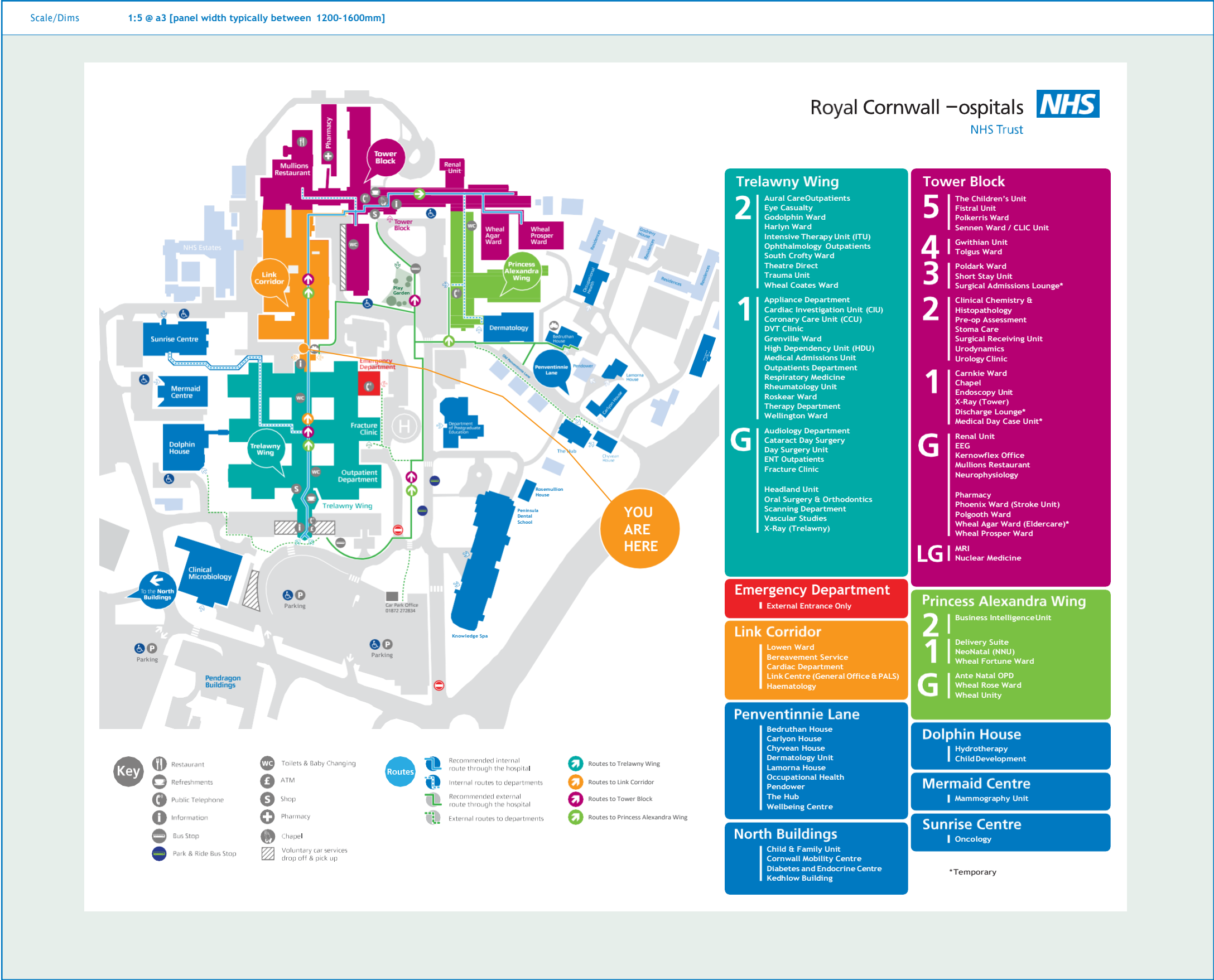
EXAMPLE USAGE/ POSITION
NOTES
Sustainability characteristics of a typical modular curved system. Modular curved frames fill a gap between bespoke signs, systems and modular sign systems. The systems are a frame, which can be updated indefinitely with a simple paper insert for signs that need to change often. For signs that have a permanent message, they can use any flat, flexible substrate available today. Designed to last a very long time and be fully recyclable. The system is based on mechanical elements that allow signs to be more easily changed and broken down into their component parts. These parts can be and reused or sent for recycling. Plastic parts use materials such as polycarbonate for outstanding durability and resistance to vandalism. Mechanical fasteners are used instead of harmful out-gassing adhesives. The extrusions have been designed to reduce their weight to the minimum necessary without jeopardizing the integrity of the product. This reduction in material reduces the use of energy used in the manufacturing process, transportation, and the eventual aluminum recycling process.

● Group 1 SITE

- Group 1
SITE
- 1a. Map ● MP
- 1b. Info Graphics ● IC
- 1c. Bulkheads ■ BH
- 1d. Wall Colours ■ PA

EXAMPLE USAGE/ POSITION
NOTES

● Group 1.a SITE.MP Map



EXAMPLE USAGE/ POSITION



NOTES

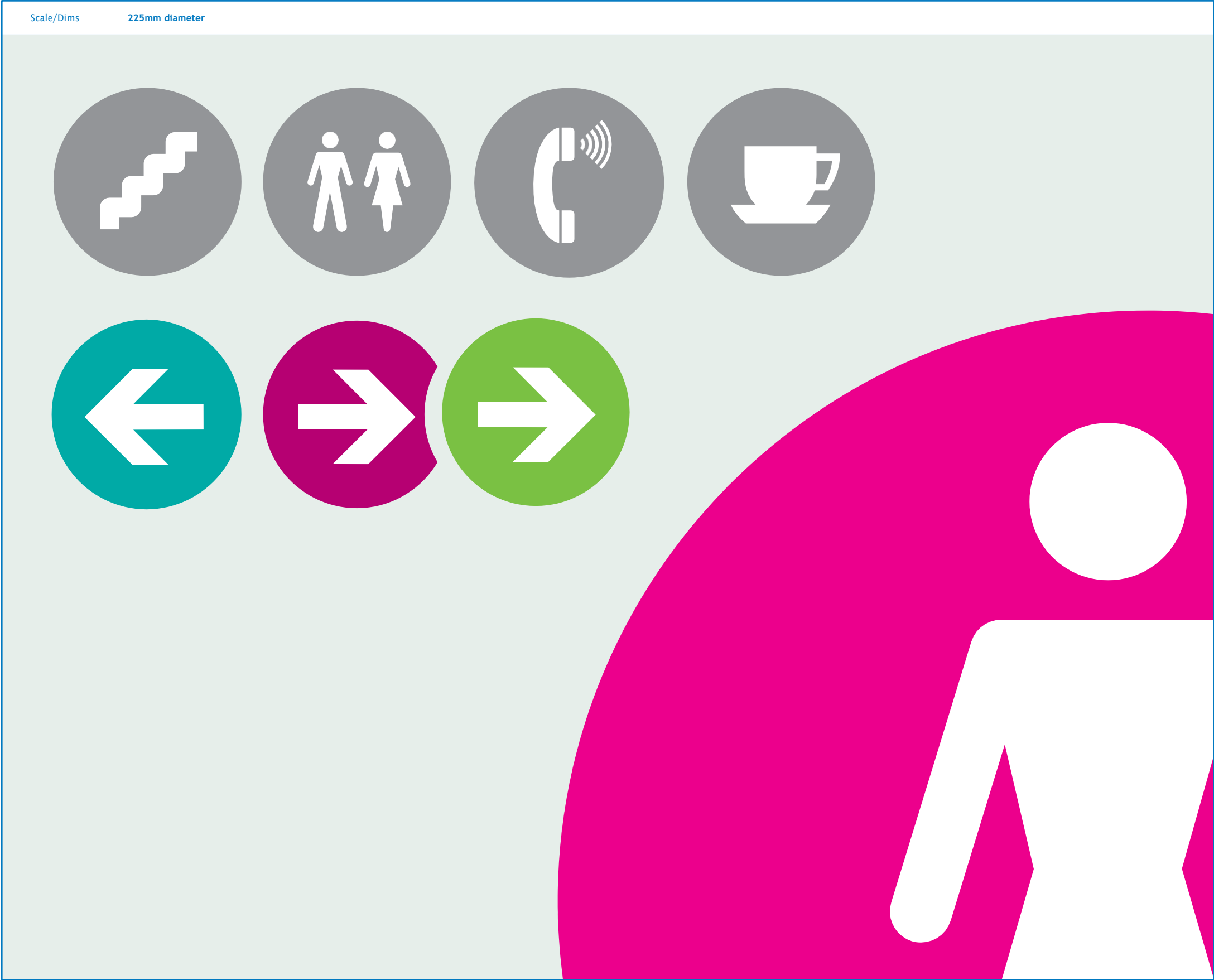
The map is of a large and fast developing site, so consideration needs to be made as to how to best manage updates. There are four main elements: site drawing, key, directory, 'you are here' mark.

As well as smaller copies being available in pdf form, or at reception, these maps will be located at Trelawny main entrance, Link Corridor and Tower.

Specification

The existing maps are panels of up to 1800x1500mm. By their nature, these are large panels at public escape areas so are produced to class 0 fire rating.

● Group 1b SITE.IC Info Graphics



EXAMPLE USAGE/ POSITION



Shown here in an alternative large

NOTES

The coloured arrow info graphics are used to create point-to-point way markers to guide visitors to the different zones. They are marked for use in combination with directories, info points, in stairways, over bulkheads - anywhere they can be used to keep visitors moving with confidence towards their destination zone.

Info discs are also used to guide visitors out of the building [with 'way out' and car parks. versions on the 'return journey,' e.g. the 'reverse 'of the bulkheads], and as part of the info points to guide visitors to their closest utilities.

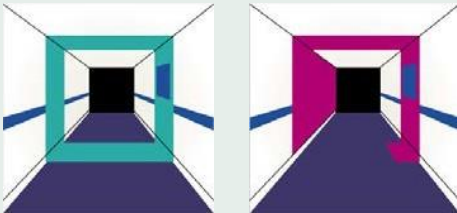
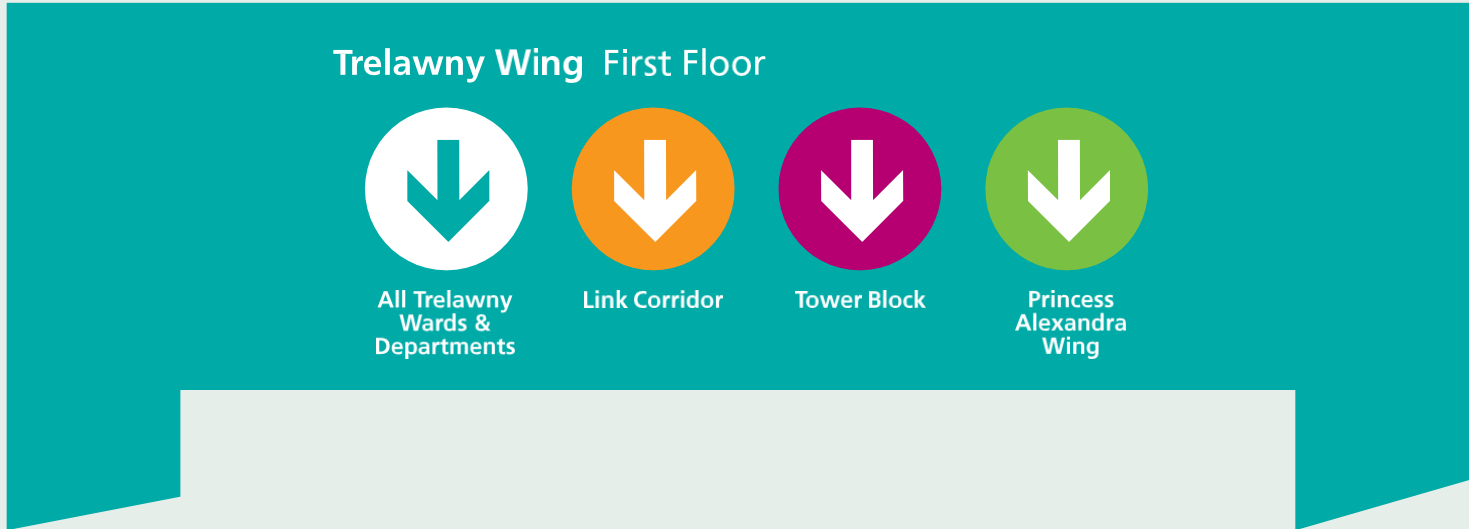
Their use can be extended as large form wall graphics to create wayfinding landmarks [e.g., as the telephone icon shown above].

Specification

They consist of 225mm diameter discs, produced as a laminated print onto 3mm foamex, and can include the zone titles as matt white vinyl where required.



Group 1c SITE.BH Bulkheads



EXAMPLE USAGE/ POSITION



NOTES

As with 'info points,' these are less a single wayfinding event, and more an opportunity to combine paint and signs to make a strong visual target or landmark.

The new entry to Trelawny demonstrates the use of zone colouring and info graphic discs around doorways and across bulkheads to create clear pathways for visitors, with the two bulkheads framing a clear line of sight to the first zone directory.

Group 1d SITE.PA WallColours

DESIGN TOOLKIT WALL COLOURS
ALL FROM THE DULUX GLIDDEN RANGE

Gardenia
BS 10 B 15
[default colour]

Appledore
5018

Creampuff
5166

Chrysalis
876

Billow
5058

Teardrop
5518

We suggest that for the main corridors and thoroughfares the default of Gardenia be used in order to give maximum emphasis to the 'wayfinding' colours.

WAYFINDING WALL COLOURS

Trelawny Aqua
Pantone 3272

NHS Dark Blue
Pantone 287

Link Orange
Pantone 144

NHS Blue
Pantone 300

Tower Purple
Pantone 676

Neutral Grey
--

PAW Green
Pantone 368

The four main zone colours are used for wall, bulkheads, and other features to emphasise the zones, strengthen sightlines, create visual 'targets' in featureless corridors, and isolate important features such as stairways.

'UNIT & WARD' WALL COLOURS

'Terracotta'
30YR 23/413

Heather
BS 22 C 37

Dresden
BS 18 D 43

Viking
BS 20 C 37

We suggest that toolkit strong colours be reserved for use inside wards and units so as to avoid confusion.

EXAMPLE USAGE/ POSITION



NOTES

Wall colours should be kept to a simple range through the main corridors, stairwell's, and reception spaces. The use of Gardenia as the default for walls, together with the main zone colours as appropriate to need strengthens colour as environmental wayfinding.

The secondary wall and accent colours are then used to give greater identity to the interiors of wards and departments. The example below, from the Headland Unit makes use of Billow for walls and Heather for accents. - but still retains Trelawny Aqua [NHS Aqua Green] details [around the desk, and in the signs] as a reminder of its location.



● Group 2 ZONE

Scale/Dims1:10@ a3

Group 2
ZONE

2a. Zone Directory • ZD
2b. Floor Directory • FD
2c. Stair Directory • SD
2d. Lift Directory • LD
2e. Information ■ IP

EXAMPLE USAGE/ POSITION
NOTES

1600x200 [Trelawny], 1600x1550mm [Tower], 1200x700mm [Link]

[illegible]

A functioning layout example of a directory can be seen at the Trelawny entry. This is configured as a complete 'info point' [ZONE. 2e], with wall colouring and additional zone arrows.



Layout Structure
4 column grid with cols 3 & 4 for the floor listings, with 1 & 2 adding further floor information. In the case of the Trelawny example shown this takes the form of the 'for access to' details in col 2 and the arrow to the nearest lift & stairs in col 1.

Footer panel isolates the utilities directions from wards and departments listings.

All listings should be updatable using standard templates available to RCHT in Adobe CS format. A standardisation of directory sizes within zones is required - indicative panel sizes would be. 1600x1200mm [Trelawny], 1600x1550mm [Tower], 1200x700mm [Link].

Floor colours: White background, P287 text
Other floors colours: Zone background, white text
Footer: p287background, white text, zone arrow discs

● Group 2b ZONE.FD Floor Directory

Scale/Dims600x700mm

Trelawny Wing

You are on the Ground Floor

G

Trelawny Wing
Ground Floor
Follow the coloured
discs for access to:

Link Corridor

Tower Block

Princess
Alexandra
Wing

← Audiology Department

← Cataract Day Surgery

← ENT Outpatients

← Fracture Clinic

← Headland Unit

← HearingResourceCentre

← Oral Surgery &
Orthodontics

← Vascular Studies

← X-Ray (Trelawny)

Day Surgery Unit →

Scanning Department →

Where is the nearest:

☕ Restaurant

🚻 Toilets

🚶 Lifts & Stairs

ℹ Information

☎ Telephone

EXAMPLE USAGE/ POSITION



NOTES

Layout Structure
2 column grid with col 1 emphasizing floor information, and col 2 containing the directory. In the case of the Trelawny example shown this takes the form of the 'for access to' details in col 1, helping to overcome visitors problems with the zones 1st floor main entry/exit.

Zone colour coding to be used [default to NHS blue where no zone colour exists].

Header panel includes the zone name, and floor information in sentence form.

Footer panel isolates the utilities directions from wards and departments listings.

Size & Form
All listings should be updatable using standard templates available to RCHT in Adobe CS format. A standardisation of directory sizes within zones is required - indicative panel sizes would be 600x700mm.

All Fonts: Frutiger 65
Listings: 80/100pt r/left.
Arrows: 'Right' arrows are ranged 1 x x-height to the right of the ranged left listing, ensuring visitors link the correct text and arrow.

Floor info: Zone background with contrasting text
Listing: P287 background with white text
Footer: White background with P287 text, grey icons, and zone colour arrow discs.

● Group 2c ZONE.SD Stair Directory

Scale/Dims600x750mm

Tower Block

You are on the Second Floor

2

Clinical Chemistry & Histopathology →

Pre-op Assessment →

Stoma Care →

Surgical Receiving Unit →

Urodynamics →

Urology Clinic →

LG

MRI

Nuclear Medicine

G

Renal Unit

EEG

Kernowflex Office

Mullions Restaurant

Pain Clinic

Pharmacy

Phoenix Ward (Stroke Unit)

Wheal Agar Ward (Eldercare)

Wheal Prosper Ward

Floor 1

Carriek Ward

Chapel

Endoscopy Unit

Tincroft Ward

Discharge Lounge*

Medical Day Case Unit*

*temporary

Floor 2

Clinical Chemistry & Histopathology

Pre-op Assessment

Stoma Care

Urodynamics

Urology Clinic

Floor 3

Poldark Ward

Short Stay Unit

Floor 4

Gwithian Unit

Tolguis Ward

Floor 5

The Children's Unit

Fistral Unit

Polkerris Ward

Sennen Ward /

EXAMPLE USAGE/ POSITION

NOTES

Layout Structure
For consistency, this is essentially the same sign as the floor directory [FD], but with the utilities footer being replaced with an all floors directory.

2 column grid with col 1 emphasizing floor information, and col 2 containing the directory. Zone colour coding to be used [default to NHS blue where no zone colour exists].

Header panel includes the zone name, and floor information in sentence form.

Footer panel used as an all floors directory.

Size & Form
All listings should be updatable using standard templates available to RCHT in Adobe CS format. A standardisation of directory sizes within zones is required - indicative panel sizes would be 600x750mm. [Slightly taller than the FD panel to accommodate the floor.

All Fonts: Frutiger 65
Listings: 80pt
Arrows: 'Right' arrows are ranged 1 x x-height to the right of the ranged left listing, ensuring visitors link the correct text and arrow.

Floor info: Zone background with contrasting text
Listing: P287 background with white text
Footer: White background with P287 text, floor headers in zone colour.

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Scale/Dims 150x500mm

Layout Structure

emphasis of important floor information where relevant [e.g. as shown - Way Out etc on 'G']. Zone colour coding to be used [default to NHS blue where no zone colour exists]. It is important that the physical buttons a visitor presses have the same floor coding as the directory [e.g., B, LG or -1?], and that floor levels are named consistently throughout the site.

Size & Form

All listings should be updatable using standard templates available to RCHT in Adobe CS format. A standardisation of directory sizes within zones is required - indicative panel sizes would be 150x500mm.

All Fonts: Frutiger 65

Listings: 18pt

Floor info: Zone background with contrasting text

Listing: white background with black text

Group 2e ZONE.IP Information Points

Trelawny Wing

→

→

→

Link Corridor

Tower Block

Princess Alexandra Wing

1st floor

You are on the First Floor

2

1

G

Aural Care Outpatients	Ophthalmology Outpatients
Eye Casualty	South Croft Ward
Godolphin Ward	Theatre Direct
Harlyn Ward	Trauma Unit
Intensive Therapy Unit (ITU)	Wheal Coates Ward
Mount Stephens Ward	
Cardiac Investigation Unit (CIU)	Respiratory Medicine
Coronary Care Unit (CCU)	Rheumatology Unit
DVT Clinic	Roskear Ward
High Dependency Unit (HDU)	Therapy Department
Medical Admissions Unit	Wellington Ward
Audiology Department	Hearing Resource Centre
Cataract Day Surgery	Headland Unit
Day Surgery Unit	Oral Surgery & Orthodontics
Fracture Clinic	Vascular Studies
	X-Ray (Trelawny)
Emergency Department - External Entrance Only	

Where is the nearest:

☕

☺

☎

Café

Information

Telephone

🚻

🚶

Toilets

Lifts & Stairs



EXAMPLE USAGE/ POSITION

NOTES

As with 'bulkheads,' these are less a single wayfinding event, and more an opportunity to combine paint and signs to make a strong visual target or landmark.

The new entry to Trelawny demonstrates the use of zone colouring, info graphic discs and a directory to draw focus to a Zone Directory, whilst the Link Corridor info point pulls together mapping and wayfinding with digital and print patient and visitor information.

● Group 3 JOURNEY

Group 3
JOURNEY
3a. Hanging ● HS
3b. Wall Complex ● WS
3c. Wall Plate ● WP
3d. Projecting ■ PT

EXAMPLE USAGE/ POSITION
NOTES

Scale/Dims 600x200mm



EXAMPLE USAGE/ POSITION



NOTES

Layout Structure

Layout requirements for hanging signs should be kept simple - arrowed location information only, no floor or access information. They are used to specify direction at junctions and as reassurance to visitors when travelling down longer corridors.

Size & Form

All listings should be updatable using standard templates available to RCHT in Adobe CS format. A standardisation of sizes where possible is desirable zones is required - indicative panel sizes for a 3-line hanging sign would be 600x200mm. The layout includes a zone colour marker, set as a square 1/6th of total panel width. Whilst most hanging signs will be double sided within a corridor, the sign system used should be modular so effectively offer interchangeable.

inserts between systems - so a hanging system may be used as a replacement to a wall mounted panel where a buildings architecture does not permit the use of a wall system.

All Fonts: Frutiger 65
Listings: 140pt

Arrows: Where mixed direction appear on a single panel 'Right' arrows are ranged 1 x x-height to the right of the ranged left listing, ensuring visitors link the correct text and arrow. Cannot be used to direct a visitor to a location behind themselves.

Colours: P287 background with zone colour top square and white type.

● Group 3b JOURNEY.WS Wall Complex

Scale/Dims600x200mm [3 lines]

Headland Unit
Sunrise Centre
Mermaid Centre

↑
↑
↑

EXAMPLE USAGE/ POSITION

NOTES

Layout Structure

simple - arrowed location information only, no floor or access information. They are used to specify direction at junctions and as reassurance to visitors when travelling down longer corridors.

All listings should be updatable using standard templates available to RCHT in Adobe CS format. A standardisation of sizes where possible is desirable - indicative panel sizes for a 3-line wall sign would be 600x200mm. The layout includes a zone colour marker, set as a square 1/6th of total panel width. The sign system used should be modular so effectively offer interchangeable inserts between systems - so a hanging system may be used as a replacement to a wall mounted panel where a buildings architecture does not permit the use of a wall system.

All Fonts: Frutiger 65
Listings: 140pt

Arrows: Where mixed direction appear on a single panel 'Right' arrows are ranged 1 x x-height to the right of the ranged left listing, ensuring visitors link the correct text and arrow. Cannot be used to direct a visitor to a location behind themselves.

Colours: P287 background with zone colour top square and white type.

Group 3c JOURNEY.WP Wall Plate



EXAMPLE USAGE/ POSITION

NOTES

Layout Structure
Small wall signs are useful for conveying a single message [e.g. 'way out' directions on the opposite wall of a ward/unit exit].

Size & Form
All listings should be updatable using standard templates available to RCHT in Adobe CS format. A standardisation of sizes where possible is desirable zones is required - indicative panel size for a single message wall plate is 250x100mm. The layout includes a zone colour marker, set as a square 1/6th of total panel width.

All Fonts: Frutiger 65
Listings: 88pt

Colours: P287 background with zone colour top square and white type.

Group 3d JOURNEY.PT Projecting Sign



EXAMPLE USAGE/ POSITION

NOTES

Layout Structure
Projecting wall signs are useful for conveying a single messages, particularly for drawing attention to features a joining corridors such as lifts, stairs and wc's. The graphic style for these follows that used for the info circles, providing a bright contrast to the clean text listings of the directories and journey directional signs.

Size & Form
All listings should be updatable using standard templates available to RCHT in Adobe CS format. A standardisation of sizes where possible is desirable zones is required - indicative panel size for a double sided projecting sign is 200x200mm.

All Fonts: Frutiger 65
Minimum size: 88pt

Colours: White background with zone or WC colour disc and white type.

● Group 4 DESTINATION

Scale/Dims 1:10 @ a3

Group 4
DESTINATION
4a. Overdoor ● OD
4b. Doorplates ● DP

EXAMPLE USAGE/ POSITION

NOTES

● Group 4a DESTINATION.OD Overdoor

Scale/Dims

1200x200mm [double line] 1200x100mm [single line]

TB4B

Tolgus Ward

Gynaecology, Urology and Vascular Surgery

Way Out and Reception

EXAMPLE USAGE/ POSITION

NOTES

Layout Structure

Overdoor location signs indicate arrival at a ward or unit, so may be used in combination with an accent wall colour or be located next to a ward or unit info point. Zone colour squares are used at 1/6th of panel width. The two line version of the sign gives the option to include more detailed information about a ward/units function, or to provide 'for access to' details. As required, a room code may be added to the colour square, following a system to be agreed with RCHT Estates.

Size & Form

All listings should be updatable using standard templates available to RCHT in Adobe CS format. A standardisation of sizes where possible is desirable zones is required - indicative panel size is.
1200x200mm for a double line and 1200x100mm for a single line system.

Main Head font: Frutiger 65
Main Head size: 240pt
Sub Head font: Frutiger 55
Sub Head size: 140pt
2-line: Text r/left and vertically centred.
1-line: Text horizontally and vertically centred.

Colours: P287 background with zone colour top square and white type.

● Group 4b DESTINATION.DP Doorplates



EXAMPLE USAGE/ POSITION

NOTES

Layout Structure
Ondoor location signs indicate arrival at a ward or unit, so may be used in combination with an accent wall colour or be located next to a ward or unit info point. Zone colour squares are used at 1/6th of panel width.

Size & Form
All listings should be updatable using standard templates available to RCHT in Adobe CS format. This is an a4 'doorplate'.

Main Head font: Frutiger 65
Main Head size: 88pt
Sub Head font: Frutiger 55
Sub Head size: 88pt
Text r/left and vertically centred.

Colours: P287 background with zone colour top square and white type.