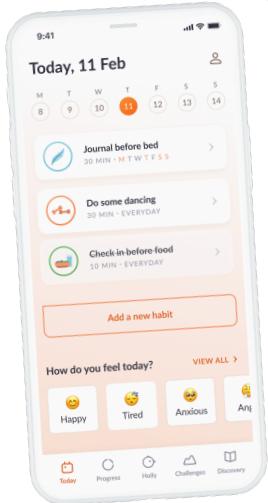


Developing a user-centred, community-focussed, digital coaching service to support personalised healthy ageing goals

## Information sheet

### About the Study

You are invited to take part in a research study for people who are over 50 and would like to get digital support for their physical and mental health. This study will focus on gathering feedback from older adults about their health challenges, and about their interaction with the Holly Health app. The aim is to improve the Holly Health service and to turn it into an effective digital tool for healthy ageing goals.



### What is the Holly Health app?

Holly Health app is a digital program that you can access on a smartphone device (a mobile phone with internet). The Holly Health app offers daily health and wellbeing coaching, supporting you in areas including: sleep difficulties, general wellbeing, nutrition and increasing activity levels.



### How many participants will be involved and where will the study take place?

At this stage, we hope to include 30-45 people. The study will take place mostly online. However, some of the interviews may take place in person in a location that works for everyone involved.

### What will happen during the study?

- The first step of this study will involve answering a short online questionnaire to check that you are eligible to take part. You can also choose to have a brief chat with one of the members of the Holly Health team to go through any questions you may have. If you are eligible and you give your consent to be a part of this study, you will get free access to the Holly Health app for 12 weeks.
- When you first access the app, you will go through questions about your current health-related habits (this will take 4-5 minutes). Based on your answers, the Holly Health app will suggest a couple of different small actions you can take to start improving your physical and mental wellbeing, and you will receive constant coaching and support from the Holly bird (Holly Health's digital health coach). You will also receive a short survey (1-2 minutes long) about your health in general.



- After 4 weeks of using the Holly Health app, we will invite you to have an online chat with one of the members of the research team (either from London South Bank University or from Holly Health) to talk about your initial experience with the service.
- After 8 weeks, we will ask you to answer some questions (similar to the ones you were asked at the beginning), and you will be invited to have another chat with one of the members of the team.
- Lastly, when you have been using the app for 12 weeks, we will send you another short survey about your health, and we will ask you for your general feedback about the service.
- During the 12 weeks of the study, we may ask you for some written feedback about new features of the service, or about your general experience using the Holly Health app.



Please note participation in this study does not stop you from accessing additional or alternative treatment should this be needed. You have the option to stop your participation in this study at any time.

### What is the time span for the study?

Your participation should take about 12 weeks in total:

- 1) **Before the study begins:** Online questionnaire and optional chat to discuss the study
- 2) **Week 1:** First health questionnaires and begin using the Holly Health app (at least 4 times per week/12 weeks)
- 3) **Week 4:** 30 min conversation with the research team
- 4) **Week 8:** Health questionnaires and 30 min conversation with the research team
- 5) **Week 12:** Health questionnaires and written feedback



### What are the risks of participation?

There may be some slight discomfort associated with completing questionnaires evaluating your health and emotions, although all the questions we ask are very widely used and usually do not cause distress. If we identify that you may require professional support outside of this study for a physical or mental health condition, we will signpost you to the relevant sources where you can seek out support.

### Confidentiality

We will take all possible precautions to maintain confidentiality. All information which is collected during the course of the research will be kept strictly confidential according to the General Data Protection Regulation (GDPR), brought into effect on 25th May, 2018. All forms, questionnaires, recordings and computer files will be marked with identification numbers only. Your name will



not appear on any of them, and only one master list of names and associated ID numbers will be kept under lock and key with the research team.

No names will be used when the results of this study are published so your identity will not be revealed in any reports based on this study.

### Who will manage my personal information?

Holly Health and London South Bank University will be using information from you in order to undertake this study and will act as the data controllers for this study. This means that we are responsible for looking after your information and using it properly. Holly Health will keep identifiable information about you for 6 years after the study has finished.



**London  
South Bank  
University**

Your rights to access, change or move your information are limited, as we need to manage your information in specific ways in order for the research to be reliable and accurate. If you withdraw from the study, we will keep the information about you that we have already obtained. To safeguard your rights, we will use the minimum personally-identifiable information possible. You can find out more about how we use your information by reading our [Privacy Policy](#).

### Will my information be shared?

When you agree to take part in a research study, the information about your health and care may be provided to researchers running other research studies in this organisation and in other organisations. Your information will only be used by organisations and researchers to conduct research in accordance with the [UK Policy Framework for Health and Social Care Research](#). This information will not identify you and will not be combined with other information in a way that could identify you. The information will only be used for the purpose of health and care research and cannot be used to contact you or to affect your care. It will not be used to make decisions about future services available to you, such as insurance.



### What are the benefits of the study?

You will have access to an evidence-based digital service (the Holly Health app) designed to help you improve your physical and mental wellbeing. Results from this study will inform how we can better adapt the recommendations, the content, and the accessibility of the service to better serve older adults with their healthy ageing goals.



### Will taking part cost me anything?

No, taking part in the study is free.

## Will I receive any payment?

You will receive a £50 voucher as reimbursement for your time and effort. Please note that this reimbursement will only be given **after** the full completion of the study.



## What if I agree and then change my mind, or if I don't want to participate?

Your participation is entirely voluntary (your choice) and you do not have to take part in the study. You are free to withdraw from this study at any time, for any reason.

## What if there is a problem?

If you have a concern about any aspect of this study please ask to speak to a member of the Holly Health team who will do their best to answer your questions:

- Dr Daniela Mercado Beivide ([daniela@hollyhealth.io](mailto:daniela@hollyhealth.io)),
- Lily Chow ([lily@hollyhealth.io](mailto:lily@hollyhealth.io))



In the very unlikely event that you should find the procedures of this study distressing, you are free to stop participation at any point without having to give any reasons and we would be able to put you in touch with experienced clinicians to provide you with support and advice if needed.

## Who is carrying out this study?

The principal investigators involved in this study are:

- **Professor Daniel Frings** (*London South Bank University*)
- **Dr Daniela Mercado Beivide** (*Holly Health*)



## Further information about the study:

Holly Health in partnership with Age UK Lewisham and Southwark have been awarded a research grant by Innovate UK as part of the The UK Research and Innovation (UKRI) Healthy Ageing Challenge. London South Bank University will act as an external evaluator of the study as part of the Simulation for Digital Health program.

## What happens next?

If you would like to take part in the study a member of the Holly Health team will be in contact with a short questionnaire to see if you are eligible to take part.



If you have any questions or would like access to any documentation referenced please contact Daniela ([daniela@hollyhealth.io](mailto:daniela@hollyhealth.io)) or Lily ([lily@hollyhealth.io](mailto:lily@hollyhealth.io)) at Holly Health.

Thank you for taking the time to read this document!

