



Yolo Wellbeing Ltd

Lancashire Health MATTERS Real World Validation Assessment Report

In Partnership With



Project Name: **The impact of YOLO (experience) therapy to treat stress in frontline NHS staff.**

Date: 02/11/2023

Author: Christopher Sayers and Hannah Dean

Owner: Peter Leather

Document Code: RWV YOLO Wellbeing

Version: 1.0

Approval

We approve the project as described below and authorise the team to proceed.

	Name and Signature	Title	Date
YOLO** Ltd:	Cheryle Britton	CEO	30-6-2023
UCLan	Peter Leather	Project Director	30-6-2023
UCLan	Christopher Sayers	Project Manager	30-6-2023
Lead Academic Investigator(s):	Dr April Melia <i>a a melia</i>	Lead investigator	30-6-2023
	Benjamin Sant (PhD)	Investigator and statistical analyst	30-6-2023
Innovation Agency:			

Table of Contents

1	Introduction	4
2	Executive Summary	<i>Error! Bookmark not defined.</i>
3	Background	5
4	Summary of Key Findings	7
5	RWV approach and methodology	7
5.1	OBJECTIVES AND OUTCOME MEASURES/ENDPOINTS	7
5.2	TRIAL DESIGN	8
5.3	TRIAL SETTING AND ETHICAL APPROVAL	8
5.4	PARTICIPANT ELIGIBILITY CRITERIA	8
5.4.1	Inclusion criteria	8
5.4.2	Exclusion criteria	8
5.5	TRIAL PROCEDURES	8
5.6	Recruitment	9
5.6.1	Participant identification	9
5.6.2	Payment	9
5.6.3	Consent	9
5.7	Randomisation	9
5.7.1	Visit 1: Baseline	9
5.8	Follow-up Assessments	<i>Error! Bookmark not defined.</i>
5.8.1	Visit 2: day 2	<i>Error! Bookmark not defined.</i>
5.8.2	Visit 3: Post-study Questionnaire	<i>Error! Bookmark not defined.</i>
5.8.3	Visit 4: Post-study (S)AEs reporting	<i>Error! Bookmark not defined.</i>
5.9	End of trial	9
6	Data collection and Analysis	9
7	Product Summary	<i>Error! Bookmark not defined.</i>
8	RWV Research Questions	10
9	Market Analysis and Opportunity	<i>Error! Bookmark not defined.</i>
10	RWV Results	10
11	RWV Conclusion	13
12	Recommendations	13

Acknowledgements

We thank all our participants and research partners for successfully completing the Real-World Validation assessment for YOLO Wellbeing Experience.

This project was funded by the European Regional Development Fund (ERDF) and would not have been possible without this funding.

1 Introduction

The complex and demanding nature of working in critical care has been shown to contribute to work related stress, anxiety, and potential burnout¹. According to recent NHS figures mental health issues are the most cited reasons for staff absence accounting for 23.2% of absence in NHS staff², resulting in an estimated loss of 17, million working days³.

Continued exposure to stressful situations can have a large impact on life in the workplace and outside of the workplace with an increase in physical problems such as; disturbed sleep patterns, a rise in anxiety, depression, hypertension, cardiovascular disease, and insulin resistance⁴. The nature of emergency department (ED) means staff will work in very busy and stressful situations dealing with high turnover of patients, trauma, injury, and death on a regular basis. Often working unsociable hours and night shifts increases the potential to negatively impact overall physical and mental health and work life balance, and ultimately can lead to burnout.

Burnout has been described as occupational phenomenon by the World Health Organization⁵; however they state that it is not classified as a medical condition. It is classified as a syndrome and is complex in nature, and ultimately may result in the individual experiencing feelings of exhaustion, low energy or mood, lack of empathy for others (colleagues and patients) and potential to make unprofessional or incorrect decisions⁵.

There are three burnout syndrome domains and Maslach describes these as

- (a) emotional exhaustion (a feeling of nothing left to give);
 - (b) depersonalisation (feeling disconnected, negative, or cynical);
 - (c) lack of personal accomplishment (feeling inadequate and ineffective in their work)
- with around 80% of critical care/intensive care nurses thought to be at increased risk in at least one of these domains⁶.

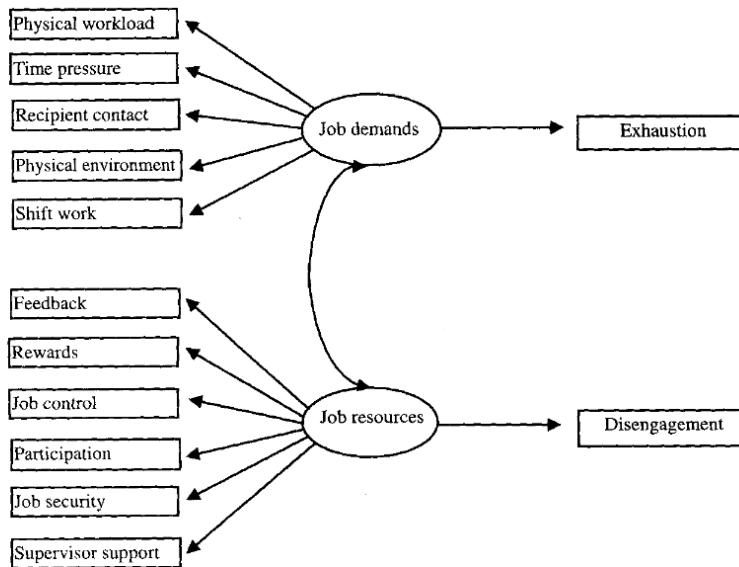


Figure 1. The job demands–resources model of burnout.

The Maslach burnout inventory (MBI) is the most used instrument when measuring burnout in health care workers⁷. The 22-item questionnaire is self-reported, allowing participants to choose responses on a seven-point Likert scale from 0=never to 6=every day. There are with three distinct sections

- (i) overall score for occupational exhaustion (EE)
- (ii) overall score for depersonalisation/loss of empathy (DP)
- (iii) overall score personal accomplishment assessment (PA)

The MBI has been consistently used for more than 25 years and is considered the gold standard tool to identify areas of burnout within medical staff⁸.

The Lancashire Health MATTERS Program is a collaborative project funded by ERDF involving the University of Central Lancashire (UCLan) and the Innovation Agency. The program aims to support and develop existing SMEs across Lancashire capable of moving into the health care/med-tech arenas. It will help those businesses navigate the health care ecosystem and provide Real-World Validations (RWVs) of products and services, showing evidence of impact and benefit.

The YOLO experience is currently participating in the Health MATTERS Program to seek a Real-World Validation (RWV) assessment of the impact of workplace intervention to reduce stress and burnout in NHS critical care staff.

2 Background

YOLO Experience Therapy is an accredited treatment unique from other therapies because it helps participants to identify where they are holding physical, mental, and emotional tension; by using a combination of relaxation techniques including massage, guided breathing, mobilisation, fascia stretching and sensory aids. The combined

techniques stimulate the nervous, endocrine and musculoskeletal systems. It is most commonly delivered in a controlled calming sensory environment, that is mobile and can be taken to the premises.

The sessions are 15 minutes long and, as they take place in the customised mobile van, are available at any workplace in the North-West. The experience is delivered without the need to undress and no oils are used. The timetabling of the massages works so there is minimal disruption to the workplace.

YOLO Wellbeing Ltd recently conducted an employee feedback survey ¹⁰ to gain a greater understanding into how the experience benefits employees' welfare and performance. Of the employees surveyed, 96% stated that their performance improved and 91% had good energy levels after having the YOLO Wellbeing experience. In addition, anecdotal feedback from customers included the themes of 'relaxation', 'positivity' and 'stress free'.

A study conducted by In-Hong Kim et al (2016) ¹¹ found that a 15 to 25-minute head massage given to office workers can decrease blood pressure and the stress hormone cortisol. This was due to the parasympathetic nervous system being stimulated and a decrease in sympathetic nerve activation. In addition, blood vessels were shown to relax, and blood circulation improved throughout the body. These biochemical interactions underpin stress and therefore by reducing them, stress can be alleviated. The study subsequently recommended scalp massages regularly for 4 weeks and over, as this time period saw a significant difference in blood pressure.

YOLO Experience therapy uses techniques that speed up the transition from 'fight or flight' to 'rest and digest'. Thus, enabling the release of stress within the first few minutes of the treatment and allowing for time within the treatment for the YOLO Therapists to treat the neck and shoulders and focus on physical tension. Another symptom of prolonged (chronic) stress. The combination of techniques used across the scalp, neck and shoulders enables the YOLO Experience Therapist to show participants where they are holding tension, so that they can relax more easily after their treatment. Therefore, extending the impact and longer lasting value of each 15minute treatment.

By supporting YOLO Wellbeing Ltd to tackle this problem, the benefits would be reaped locally. Employment opportunities would be created, the local economy would be boosted. If the product is adopted within Lancashire NHS trusts and potentially to local authorities, it would provide health benefits to the Lancashire conurbations and potentially help with product adoption in other geographical locations.

From a financial perspective, the NHS could benefit significantly. If staff are taking less sick leave due to work related stress, there would be less need to provide cover and bank staff. From a patient care perspective, if NHS staff have increased energy and productivity, they could provide better care to the patients. In regard to staff experience, if they receive the experience during a stressful shift, they could leave feeling refreshed, relaxed and better prepared to complete their tasks.

The desired outcome of undertaking a RWV assessment is to provide evidence to support the claims made by YOLO Wellbeing Ltd in regard to their product by:

1. Answering the questions set out in this document
2. Provide the NHS with a more efficient solution to the problem/clinical need identified

3. Which in turn will provide YOLO Wellbeing Ltd and the Innovation agency with the evidence they require to begin a dialogue with individual trusts to generate increased adoption of their product within the NHS
4. Successful adoption of the product, will bring further benefits to:
 - a. The NHS by increasing the number of staff who are able to work by improving mental wellbeing and reducing absences
 - b. Decrease the rate of presenteeism in NHS employees
 - c. Lancashire will benefit in economic terms in the form of wealth and employment creation by the company through increased sales of their service

3 Summary of Key Findings

Paired samples t-tests revealed significant findings on the MBI and the YOLO Experience Therapy questionnaire. Thematic analysis was performed on the qualitative responses from participants to identify common themes.

Responses from the MBI indicate a significant positive effect of The Therapy on occupational exhaustion (EE) No other significance was found in the other two sections, depersonalisation (DP) or personal accomplishment (PA).

A significant improvement in mood, energy levels and reduction in stress compared to baseline was revealed from the YOLO Experience Therapy (YET) questionnaire responses.

At baseline 54.76% of participants reported to feeling stressed, tired, burnt out, and/or exhausted. Whereas post 1 massage, 79.17% reported they felt more energised, relaxed, less stressed and re-charged.

Participants who received more than one session reported to have continued or improved feelings of improved mood and wellbeing.

4 RWV approach and methodology

4.1 OBJECTIVES AND OUTCOME MEASURES/ENDPOINTS

The Objectives are:

To measure the impact of the YOLO Experience Therapy treatment on physical and mental stress. To understand if regular implementation of the service can help improve workplace stress and morale to prevent staff from exiting the NHS.

Question

Does regular YOLO Experience Therapy reduce stress and improve mood of critical care staff.

Hypothesis

Regular YOLO Experience Therapy will reduce stress and improve mood more than a single session.

4.2 TRIAL DESIGN

A real-world evaluation of the YOLO Experience Therapy in ED staff using the Maslach burnout inventory and YET questionnaire.

TRIAL SETTING AND ETHICAL APPROVAL

The YOLO Experience therapist acquired permission from the hospital ED matron to recruit staff under her supervision and conduct the intervention. The matron distributed the participant information sheet (PIS) to all ED staff, interested parties contacted the YOLO Experience Therapist who ensured they had received a copy of the PIS and provided any further information they needed before deciding to participate.

The site identified for the trial was Lancaster Royal Infirmary, part of the Morecambe Bay Hospital Trust. The YOLO Experience Therapy treatments took place off-site in the YOLO Calm Space, the mobile, sensory space that was located in the car park, opposite the entrance to the Emergency Department.

The YOLO Calm Space is designed and equipped to deliver the YOLO Experience Therapy. YOLO Wellbeing Ltd. are fully insured to deliver the YOLO Experience Treatments to staff, holding public liability, indemnity, and malpractice insurance to the value of £5million. Informed consent requested via the form to confirm they are happy to be included in the evaluation of YOLO Wellbeing Ltd. Services.

Ethical approval for this study has been provided by The University of Central Lancashire Ethics Committee (STEMH) (HEALTH 0445)

4.3 PARTICIPANT ELIGIBILITY CRITERIA

To be eligible to participate in the project, participants must state that their regular place of work is the Emergency Department at Royal Lancaster Infirmary and complete the necessary screening/health questionnaire as standard for YOLO Experience Therapy treatment

4.3.1 Inclusion criteria

Regular place of work in the Emergency Department (ED) at Royal Lancaster Infirmary

4.3.2 Exclusion criteria

Persons who have medical conditions that do not meet YOLO Experience Therapy criteria measured during screening process. Persons who work in different departments within Royal Lancaster infirmary

4.4 TRIAL PROCEDURES

Following YOLO Wellbeing screening process the participants were invited to attend one of The Therapy sessions.

4.5 Recruitment

The YOLO Experience Therapist acquired permission from the hospital ED matron to recruit and conduct the intervention. The matron distributed the participant information sheet (PIS) to all ED staff

4.5.1 Participant identification

Participants were provided with a unique identifier before the data was made available to the researchers involved in this RWE.

Payment

Participants were not offered any monetary award, nor did they pay for the treatment (s)

4.5.2 Consent

Once identified, participants were required to complete the informed consent (appendix 1) stating their intent to be included in the study. They completed the screening that is required before The Therapy treatment can take place. interested parties contacted the YOLO Experience Therapist who provided more detail as needed. The participant was then provided with an informed consent sheet in hard copy and verbally asked if they needed any more clarification.

Participants were informed that taking part was voluntary and that they could withdraw from the study at any time without needing to specify a reason but would still be eligible for the treatments. If they withdrew from the study their data would be deleted from the data set and no further communication regarding the study would take place. Details of how to withdraw are detailed in the participant information sheet provided to them.

The ED matron agreed to disseminate the participant information sheet (PIS, appendix 2) to all ED staff. All potential participants working in the ED were provided with a participant information sheet detailing the nature of the treatments, and the research.

4.6 Randomisation

There was no randomisation of the participants

4.6.1 Visit 1: Baseline

The YOLO Experience Therapy screening process was carried out (procedures are described in appendix 3)

Participants completed the Maslach burnout inventory and the YET questionnaire which contains a section for comments about how they feel at that time.

4.6.2 subsequent visits

Those participants who were able to secure time out of the busy ED were invited to subsequent treatments, within the time allowed under the project timescale.

4.7 End of trial

The end of the trial was when the funding ended for project. No further data was collected after this time.

5 Data collection and Analysis

Once participants had completed their assigned YOLO Experience Therapy treatments their data was anonymised and provided to the researcher for analysis. The data was input into SPSS statistical analysis package for quantitative analysis and the participant comments were screened qualitatively for common themes.

6 RWV Research Questions

Does regular YOLO Experience Therapy reduce stress and improve mood of critical care staff.

7 RWV Results

A total of 42 participants were recruited, 32 of whom received 1 treatment session, 4 people received 2 treatments and 6 people received 3 treatments. The participant responses were collected using the MBI, and the YET, quantitative data were evaluated using statistical package IBM SPSS Statistics (Version 27). Qualitative data was screened for recurring themes and categorised.

Quantitative results

Paired samples t tests were run to statistically assess the Maslach questionnaire responses between the participant's pre and post YOLO Experience Therapy intervention.

A significant difference was observed for Occupational exhaustion (EE), between pre-YOLO intervention (M = 27.79, SD = 1.89), and post intervention (24.70, SD = 1.98): $t(23) = 2.795$, $p < 0.01$. Suggesting that although the EE score still fell within the moderate range there was a significant decrease in the perceived exhaustion levels.

No significant differences were observed for any of the other grouping variables.

Paired samples t tests were also run to assess the YET questionnaire responses pre and post YOLO Experience Therapy intervention.

A significant difference was observed for Mood at work pre intervention (M = 3.29, SD = 0.60) and post intervention (M = 3.93, SD = 0.98): $t(28) = 3.73$, $p < 0.01$, suggesting that there was a decrease in the perceived mood at work post intervention.

In addition, a significant difference was observed for Energy at work pre intervention (M = 3.00, SD = 0.96), and post intervention (M = 3.56, SD = 1.20): $t(26) = 2.50$, $p = 0.19$, suggesting that there was an increase in energy at work post intervention.

Finally, a significant difference was observed for Stress at work pre intervention (M = 3.63, SD = 1.04) and post intervention (M = 3.00, SD = 0.92): $t(26) = 2.35$, $p = 0.27$, suggesting that stress levels were reduced post intervention.

No significant differences were found for any of the other questions relating to mood, energy or stress away from the workplace.

Qualitative results

screening was performed on the comments left by participants, manually scanned for recurring comments, words, relating to feelings at baseline and following YOLO Experience Therapy treatment (s) ¹².

Baseline comments

Over half, 54.8% of participants (23 participants) used common phrases containing Exhausted, Tired, Burnt out, Stressed, whilst 16 participants 38.09% stated that they felt Fine, OK. 3 participants did not leave a comment at baseline, 7.14%.

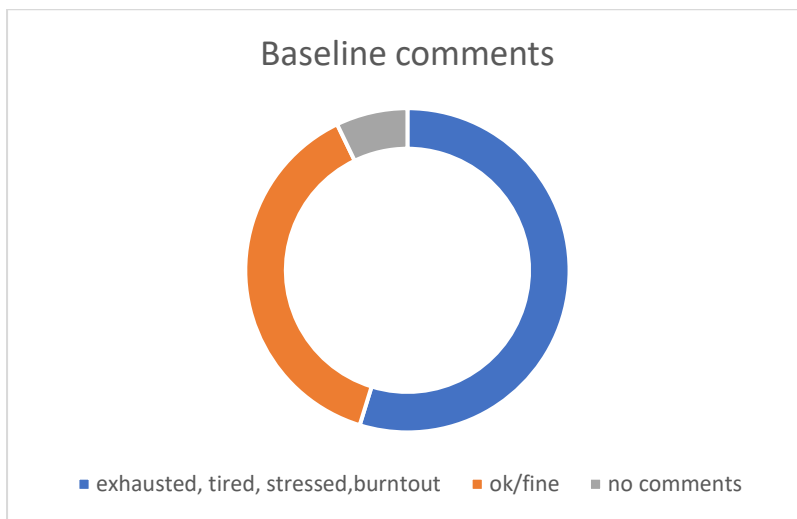


Figure 1. Baseline comments range from ok, fine to burnt out. 54.8% of participants (23 individuals) reported to feeling Exhausted, tired, burnt out or stressed. 38.09% of participants (16 individuals) reported that they felt Fine and/or OK, whereas 7.14% of participants (3 individuals) did not leave a comment.

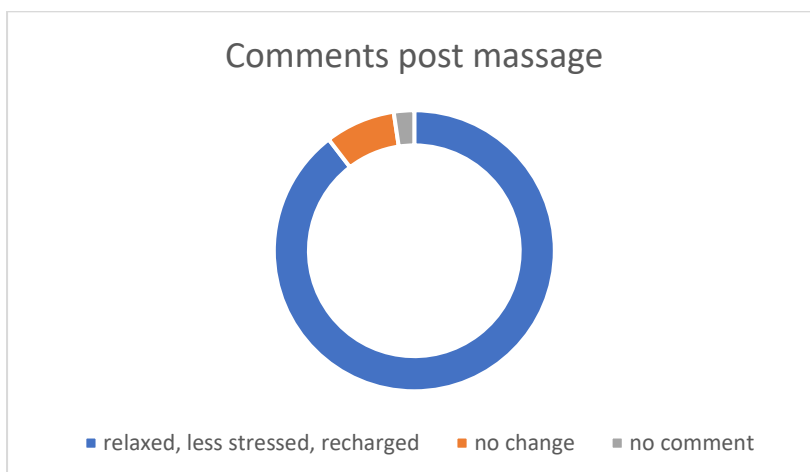


Figure 2. Comments after one massage session, 79.17% of participants (38 individuals) reported to feeling Relaxed, Less stressed, Re-charged. There were no changes reported in 7.14% (3 individuals) and one person did not leave a comment post massage.

Some individuals attended more than 1 treatment (4 received 2 treatments and 6 received 3 treatments) and their subsequent comments are presented in tables 1 and 2. Full comments from all participants can be found in appendix 4.

Table 1. A total of 4 participants received 2 treatments and comments post each session are presented in table 1.

2 massage sessions completed	Comments post 1st session	Comments post 2nd session
Participant 1	Feel relaxed, and stress levels lower until back at work	No comment
Participant 2	Less tense especially in neck, more relaxed	Feeling less tense, shoulders feel less tense
Participant 3	Relaxed and mindful and generally released tension MEGA!	Relaxed and loose, feel like mind has had a rest. I think the importance of this service should not be underestimated
Participant 4 Participant attending therapy outside of the study.	Same as before. I did enjoy the therapy, but it doesn't change anything	Post massage I feel relaxed and calm

Table 2. A total of 6 participants received 3 treatments and comments following each session are presented in table 2.

3 massage sessions completed	Comments post 1st session	Comments post 2nd session	Comments post 3rd session
Participant 1	Feeling great, relaxed and greater knowledge for helping relieve tension when stressed	I feel amazing right now	Very relaxed
Participant 2	Lovely and relaxed, stress levels low	Absolutely relaxed. I have a tight shoulder, and this really helps	Lovely and relaxed. I have a bad left shoulder and it feels a lot better now
Participant 3	Relaxed - a lot more "free" across my neck and shoulders	I feel relaxed and "chilled out" the sessions really help with tension. Cheryle you are smashing it thank you 😊	Relaxed! De stressed. Yu were amazing as always
Participant 4	More relaxed feel my tension was in places I didn't know I held stress	Relaxed, peaceful, fresh mind set	I feel relaxed after my massage, it has given me the chance to completely switch off for 15 mins, makes me feel a fresh mindset to refocus on my work. Less tense
Participant 5	Relaxed, less tension	Feel very relaxed after only 15 minutes makes such a difference. Ive been really stressed this week but now I feel ah its ok 😊	Feel more relaxed now
Participant 6	Post massage very relaxed. Felt happier coming into work	Much more relaxed, back feels easier. I feel lighter	More relaxed, feel less aches and pains since starting the process

8 RWV Conclusion

Discussion

This RWV demonstrated that improvements in the EE responses from the MBI were seen after just one treatment. The YET questionnaire (YTQ) also saw similar results with improved mood and energy levels and a reduction in stress being reported. The limited number of repeat treatments, and the disparity in numbers meant that the statistical power generated from the existing data are limited. Fortunately the qualitative section on the YET questionnaire suggested that further improvements were felt over time. This would warrant further investigation in the future.

Limitations

The most notable limitation to this evaluation was that there was a disparity between the intended delivery of repeat treatments, and the actual amount delivered. Due to the nature of the ED, the planned repeat sessions were missed due to illness, staff availability, time commitment and inability of the project to extend to incorporate more of these participants at a later date. Additionally ethical approval was met with several barriers that needed time to overcome.

That said it is evident from the results that receiving just a single treatment significantly and positively impacted the mental, and physical health of participants. This should be noted when recommending future YOLO Experience Therapy for ED nursing staff or other healthcare professionals.

Conclusion

The YOLO Experience Therapy provides improvements in mental health status, mood, energy levels, and a reduction in stress, anxiety and feelings of burnout. This is delivered in a relatively short treatment session when compared to other treatments, therefore it is a more realistic timescale for staff leaving their work place without significant disruption to the rest of the department. This could lead to a reduced number of illness and absences, in addition to staff feeling more re-energised to face their busy shift. Recommendations to continue further treatments should be made in the future.

9 Recommendations

The RWV results suggest that YOLO Experience Therapy positively impacted the mental health of staff working in ED and that continued support from employers should support this practice in the future to reduce the impact on personnel as well as cost to NHS on lost productivity.

References

1. Arora, M., Asha, S., Chinnappa, J. and Diwan, A.D., 2013. Burnout in emergency medicine physicians. *Emergency Medicine Australasia*, 25(6), pp.491-495.
2. Nazari, F., Mirzamohamadi, M. and Yousefi, H., 2015. The effect of massage therapy on occupational stress of Intensive Care Unit nurses. *Iranian journal of nursing and midwifery research*, 20(4), p.508.
3. Beldon, R. and Garside, J., 2022. Burnout in frontline ambulance staff. *Journal of Paramedic Practice*, 14(1), pp.6-14.
4. HSE's Working Minds campaign supports Stress Awareness Month 2023
5. Mohammadi, S.Z. and Haghighi, S.A., 2011. Relation between job stress and burnout among nursing staff. *Avicenna Journal of Nursing and Midwifery Care*, 19(2), pp.42-52.
6. Basu, S., Qayyum, H. and Mason, S., 2017. Occupational stress in the ED: a systematic literature review. *Emergency Medicine Journal*, 34(7), pp.441-447.
7. Demerouti, E., Bakker, A.B., Peeters, M.C. and Breevaart, K., 2021. New directions in burnout research. *European Journal of Work and Organizational Psychology*, 30(5), pp.686-691.
8. Mealer, M., Jones, J., Newman, J., McFann, K.K., Rothbaum, B. and Moss, M., 2012. The presence of resilience is associated with a healthier psychological profile in intensive care unit (ICU) nurses: results of a national survey. *International journal of nursing studies*, 49(3), pp.292-299.
9. Papazian, L., Hraiech, S., Loundou, A., Herridge, M.S. and Boyer, L., 2023. High-level burnout in physicians and nurses working in adult ICUs: a systematic review and meta-analysis. *Intensive Care Medicine*, 49(4), pp.387-400.
10. Coker, A.O. and Omoluabi, P.F., 2009. Validation of maslach burnout inventory. *IFE Psychologia: An International Journal*, 17(1), pp.231-242.
11. Kim, I.H., Kim, T.Y. and Ko, Y.W., 2016. The effect of a scalp massage on stress hormone, blood pressure, and heart rate of healthy female. *Journal of physical therapy science*, 28(10), pp.2703-2707.
12. Vincent, L., Brindley, P.G., Highfield, J., Innes, R., Greig, P. and Suntharalingam, G., 2019. Burnout Syndrome in UK Intensive Care Unit staff: Data from all three Burnout Syndrome domains and across professional groups, genders and ages. *Journal of the Intensive Care Society*, 20(4), pp.363-369.
13. Rogers, P.J. and Goodrick, D., 2010. Qualitative data analysis. *Handbook of practical program evaluation*, pp.429-453.

Bibliography

Bakker, A.B., Nachreiner, F. and Schaufeli, W.B., 2001. The job demands-resources model of burnout. *Journal of Applied Psychology*, 86(3), pp.499-512.

Coker, A.O. and Omoluabi, P.F., 2009. Validation of maslach burnout inventory. *IFE Psychologia: An International Journal*, 17(1), pp.231-242.

Cañadas-De la Fuente, G.A., Vargas, C., San Luis, C., García, I., Cañadas, G.R. and Emilia, I., 2015. Risk factors and prevalence of burnout syndrome in the nursing profession. *International journal of nursing studies*, 52(1), pp.240-249.

Mealer, M., Burnham, E.L., Goode, C.J., Rothbaum, B. and Moss, M., 2009. The prevalence and impact of post traumatic stress disorder and burnout syndrome in nurses. *Depression and anxiety*, 26(12), pp.1118-1126.

Vincent, L., Brindley, P.G., Highfield, J., Innes, R., Greig, P. and Suntharalingam, G., 2019. Burnout Syndrome in UK Intensive Care Unit staff: Data from all three Burnout Syndrome domains and across professional groups, genders and ages. *Journal of the Intensive Care Society*, 20(4), pp.363-369.

Waters, A., 2022. NHS staff survey underlines need for national workforce strategy. *BMJ: British Medical Journal (Online)*, 377.

Appendices

APPENDIX 1:

**University of Central Lancashire
Centre for Applied Sport & Exercise Sciences
Informed Consent Form**

Title of Project:

Title: The impact of YOLO (Experience) Therapy to treat stress in frontline NHS staff.

Name of Researcher: Dr. April Melia AAMelia@uclan.ac.uk

YOLO Wellbeing Ltd cbritton@yolowellbeing.co.uk

The nature demands and the risks associated with the project have been explained to me, and I agree to participate in the above-named study.

I understand that I may contact YOLO wellbeing Ltd. to withdraw my consent and discontinue participation at any time, up until the 20-week data collection point.

I can withdraw without having to give an explanation. Understand that by withdrawing from the study, I will still have equal opportunity to access the service.

Participant's signature:

Email address:

Mobile Number:

I certify that I have explained to the above individual the nature and demands associated with participation in this research study, have answered any questions that have been raised, and have witnessed the above signature

Signature of YOLO Wellbeing representative:

I would be willing to be contacted regarding participation in a future focus group as part of this study

(Please circle your response)	YES / NO
-------------------------------	----------

Appendix 2.



Participant Information sheet. V2 (Ethical approval HEALTH 0445)

Title: The impact of YOLO (Experience) Therapy to treat stress in frontline NHS staff.

The following information is designed to provide you with answers to questions that you may have. Please feel free to ask any other questions in order that you feel happy to consent to take part.

What is the purpose of this intervention?

Stress in the workplace, occupational stress, is one of the leading factors affecting work related performance but also has a large impact on life outside of the workplace.

The complex and demanding nature of critical care has been shown to contribute to work related stress, anxiety, and potential burnout.

The YOLO [Experience] Therapy intervention will provide a short 15minute sensory treatment that combines massage and meditation in a relaxing environment away from the workplace.

The purpose of the study is to evaluate if the treatment has an impact on stress, in the workplace, and the longer-term benefits of regular participation. Your mood state will be measured pre and post treatment to evaluate the impact of the treatment.

This research is a joint project with YOLO Wellbeing Ltd. and UCLan. All data that is collected as part of the research study will be anonymised and stored securely in line with YOLO Wellbeing Ltd and UCLan respective Privacy Policies and GDPR legislation.

About the YOLO Experience intervention

The YOLO Experience is the delivery YOLO Therapy a unique treatment that has been designed to quickly release physical and mental tension in the head, neck, and upper body. Delivered in a mobile sensory calm space, (this is a specially adapted van), that is parked at the work premises.

YOLO Therapy is an interactive therapy that focuses on your individual needs. Using a combination of traditional massage techniques with mobilisation, fascial stretching, and guided breathing to stimulate the nervous, endocrine, and musculoskeletal systems. You

will be guided through deep relaxation so that you can consciously release physical and mental stress.

The sensory calm space is a temperature and noise-controlled environment that uses mood lighting, relaxing nature videos and music, essential fragrance oils to provide a safe and relaxing environment away from the workplace.

The YOLO Therapist will conduct the treatment, the UCLan research team will evaluate the questionnaire responses to measure the impact of the intervention.

What will be involved?

Participation in the trial will include receiving the YOLO Experience (as described above) in the mobile calm space. The calm space will be located outside the RLI Emergency Department, away from the workplace on four, pre-arranged dates over the next 3 months.

To receive the treatment, you will be required to complete a digital booking form which includes health screening questions (this is standard procedure to allow for adjustments and safe delivery of the YOLO Therapy treatment. This screening is not part of the trial).

If you are happy to proceed with the therapy and would like to be considered to participate in the trial, you will be asked to complete an informed consent form. Upon signing the consent form, you are acknowledging that you wish to proceed and have been provided with all the details and information you need to participate.

If you decide to participate in this intervention, you will be randomly assigned to one of two groups. Please see details below for more information.

Eligibility

The criteria for inclusion in the project are that your regular place of work is the Emergency Department at Royal Lancaster Infirmary. You will be recruited via your department by LRI ED Matron, Caron Graham who has provided permission to approach you.

The intervention

Once recruited onto the study, you will be randomly assigned to one of two groups:

Group one will receive the YOLO Experience once per month, for four months.

Group two will receive the YOLO Experience once, through the duration of the four-month delivery period.

All volunteers will be required to complete a standard research questionnaire, which includes the Maslach Burnout Inventory and specific questions relating to your physical and mental health. The questionnaire will be completed prior to the start of the trial and then the same questionnaire:

- Directly after their treatment(s)
- And at the end of the study, four weeks following your final treatment

What are the risks of taking part?

There are no known risks involved with participating in the study. The service will be provided by professionally qualified therapists.

The aim of this intervention/study is to measure the impact of the YOLO Experience treatment on physical and mental stress. To understand if regular implementation of the service can improve workplace stress and morale to reduce the risk of staff exiting the NHS.

Do you have to take part?

No, it is voluntary.

UCLan involvement

Researchers from the University of Central Lancashire (UCLan) will be provided with anonymised responses from the research questionnaires. If you agree to participate in a future focus group, you will be contacted and invited to attend a focus group which will be conducted by the UCLan research team.

By expressing an interest at the start of the project you are not committing to participating in the future, merely requesting more details in order to make an informed decision to participate or not.

Confidentiality

Recruitment will be via your department by LRI ED Matron, Caron Graham. Your identifying information will then be forwarded to the YOLO Wellbeing admin team who will anonymise your personal information and assign you with an alpha numeric code for use through the duration of the intervention.

Unless you opt to participate in the focus groups, at the end of the trial, your personal data will never be shared with the UCLan research team.

Personal health Information requested and used by the YOLO Therapists for the safe delivery of the treatment is not part of the trial and is stored in line with the YOLO Wellbeing Ltd. Privacy policy, which adheres to GDPR guidelines.

At no point in the analysis, reporting or publication of the study will your personal details be used. We may use your personal details to contact you directly to request further information or participation in focus groups following participation in the YOLO [Experience] Therapy, as previously stated.

What will happen to the results?

The findings of the study will be available in summary format for you, and you are free to contact the researcher with any questions surrounding any part of the research and use of information gathered following analysis.

The information collected will be used for future publication in scientific journals and be presented at conferences.

Withdrawal procedure

You are free to withdraw from the study, without giving a reason, anytime up until final treatment, any data collected before that point will be removed from the study and destroyed.

Once final treatment has been provided and data collection has taken place your data will be included in the study. The data that is captured as part of the survey will remain anonymous.

Please email YOLO Wellbeing Ltd, cbritton@yolowellbeing.co.uk, if you wish to withdraw from the intervention. Ethical Consent Ethical approval for this study has been provided by The University of Central Lancashire Ethics Committee.

Ethical Consent

Ethical approval for this study has been provided by The University of Central Lancashire Ethics Committee (HEALTH).

Concerns or Complaints Procedure

If you have any concerns or questions about this study, please feel free to contact myself, Dr. April Melia AAMelia@uclan.ac.uk

Or for formal concerns or complaints please follow the following procedure:

Concerns should be addresses to the University Officer for Ethics at: officeforethics@uclan.ac.uk. Information provided should include the study name or description (so that it can be identified), the principal investigator or student investigator or researcher, and the substance of concern

The university officer for ethics will document the concern and refer it to the Chair of the relevant e-Ethics sub-committee within two working days.

Investigator Details

Principal Investigator

Dr April Melia AAMelia@uclan.ac.uk

Appendix 3

Health Form

Contact details:

First Name _____

Email _____

Health / Medical History:

Do you have any current injuries? Yes No

If yes please specify _____

Have you had any operations in the last five years? Yes No

If yes please specify _____

Do you or have you ever, suffered from any of the following conditions:

Asthma Epilepsy Stroke Heart Attack Osteoporosis Migraine
Cancer High / Low Blood Pressure Diabetes Dialysis Other None

Are you taking any prescription, recreational or natural medication? Yes No

If yes please specify _____

Are you, or could you be pregnant? Yes No Not Sure

Do you have any allergies? _____

Do you suffer from any of the following?

Fatigue Stress Rage Anxiety Phobias Depression Insomnia
Postnatal Depression PMT Nervousness Menopause Addiction
Mood Swings Anorexia/eating Disorder Other none

Please state if you are suffering from any conditions or ailments not listed and you would like your practitioner to be aware of

I hereby state that the above information is true to the best of my knowledge, and I consent to being treated with YOLO Massage Therapy

Signature _____

Date _____

If you are concerned about the treatment in relation to a health condition, please contact us directly, in confidence and we will respond. Our treatments are designed to be inclusive and we can make adjustments. Please email cbritton@yolowellbeing.co.uk if you have any questions we'll be happy to help.

For details about our privacy policy please visit www.yolowellbeing.co.uk/privacy-policy

YOLO Wellbeing Mental Health Policy

The purpose of our YOLO Wellbeing Mental Health policy is to protect employees, associates and franchisees, and safeguard clients and users of YOLO Wellbeing services. The policy outlines our attitude towards mental health and processes to manage and support people who may be at risk of mental ill health.

We believe that no-one should experience mental ill health unsupported. YOLO Wellbeing Ltd. was created to help people manage their mental health. We are passionate about fulfilling this commitment, which is why our Mental Health policy supports clients; users of the YOLO Wellbeing services, and our employees, associates, and franchisees.

We commit to supporting positive mental health of employees, associates, franchisees, clients, and users of YOLO Wellbeing services by:

1. Provide mental health awareness training and encourage employees, associates, and franchisees to undertake MHFA training
2. We value, listen to, and respect people without judgement
2. Maintain appropriate levels of confidentiality
3. Encourage individuals to seek help and recommend signposting to relevant professional support services
4. When viable provide support and assistance
7. Identify mental health risks in our health and safety risk assessment; take measures in accordance with the law and regulatory guidance to protect the mental health of everyone who works for YOLO Wellbeing and uses YOLO Wellbeing services

Our mental health policy follows the principles of 4R's:

- ✓ **Recognise** – identify the risk to the individual
- ✓ **Respond** – take measures to engage the individual and provide immediate support
- ✓ **Refer** - encourage the individual to seek further support, provide information and signposting to professional services
- ✓ **Reflection** – check in with yourself. How has it affected your mental health?

Appendix 4.

	Participant identifier	Session	Comments
1	G1CO	Base	Exhausted burnt out stressed and emotional
		1	Re charged and energised. Very relaxed but ready to face the busy department. This is perfect thank you (heart)
2	G2OO	Base	I feel ok not great but able to cope without problems
		1	Relaxed and energetic

3	G2 SCR	Base	Going through menopause struggling with few things , brain fog, angry, mood, poor sleep, stress anxiety
		1	More relaxed
4	G2MZ	Base	No comments
		1	No comments
5	G1NGr	Base	Ok ish
		1	Ok
6	G2 ARo	Base	No comment
		1	Feel much more relaxed not stressed about busy shift and feel like i would be able to be calmer in an emergency
7	G2JHa	Base	Tired however good mood within myself
		1	Relaxed and at ease I strongly believe this has helped me
8	G2AI	Base	Bit stressed at start of my clinical shift, but already dealt with some difficult emails / tasks before work today
		1	Feeling more relaxed after the session, more energetic
9	G2RG	Base	No comment
		1	More relaxed and less tense also feel less anxious
10	G2LOb	Base	I have just returned from holiday so feeling nice and relaxed, however I know I will feel like I need another holiday by the end of the week
		1	Relaxed, ready to work to the best of my ability
11	G1HS	Base	Feel fine today
		1	Good and relaxed 😊
12	G1RA	Base	Im feeling fine at the moment
		1	Im fine at the moment
13	G1IC	Base	Bit tired after lunch otherwise great
		1	Marvellous after the massage
14	G1MAH	Base	Typical menopausal woman, tired
		1	Very relaxed and calm
15	G1KL	Base	Some days feeling exhausted
		1	Relaxed really made a difference
16	G1LM	Base	I feel a bit blah now
		1	Actually felt blah, now actually feel very good thank you 😊

17	G1CG	Base	I finished nights yesterday morning @7am and was back at work this morning @7am. Feeling tired, lethargic and not myself today
		1	Feel so much better, chilled out. Thankyou will definitely make a difference
18	G2LP	Base	Got a lot of stress and no energy most days
		1	Very relaxed
19	G2JTy	Base	Not feeling my best – pants
		1	Relaxed
20	G2CDa	Base	Tired, sometimes demotivated but happy with my job
		1	Relaxed thank you 😊
21	G2RB	Base	At the moment I do not feel stresses with work or homelife. I usually feel as though I have more energy at work then feel lower in energy on my days off
		1	After the session I feel much more relaxed and can feel the tension has gone
22	G2HT	Base	Work can be stressful at times but on the whole it is ok
		1	Massage was really relaxing, shoulders feel much better and less tense
23	G1LW	Base	Burnt out and tired
		1	Very relaxed and destressed, ready to face the remainder of the shift
24	G1CP	Base	Ok
		1	Relaxed and refreshed
25	G1LO	Base	I feel happy
		1	I feel relaxed and happy
26	G1AC	Base	Ive just returned from some annual leave, therefore I feel happy to be back at work and I am enjoying it. I am feeling positive today
		1	I feel more relaxed after my massage, it has really helped me, thank you
27	G1CW	Base	Tried stressed, anxious
		1	Relaxed happy re energised
28	G2LD	Base	Ok, have some lumbar pain
		1	Relaxed, my shoulders definitely feel better
29	G1MR	Base	Glad for a day off work
		1	So relaxed

30	G2NJ	Base	Good
		1	Relaxed, calm and grounded, refreshed to restart work with a calmer approach
31	G1MM	Base	Im fine and happy 😊
		1	Felt more relaxed
32	G1TJB	Base	Have been feeling a bit down lately, but trying to plod on. Tend to feel mostly burnt out and overwhelmed at times
		1	I feel a lot more relaxed now

3 Visits

33	G2NS	Baseline	Frustrated with workload
		1	Feel relaxed, and stress levels lower until back at work
		2	No comment
34	G2SW	Baseline	Feeling stressed due to illness
		1	Less tense especially in neck, more relaxed
		2	Feeling less tense, shoulders feel less tense
35	G2JT	Baseline	Feel supported by staff and managers
		1	Relaxed and mindful and generally released tension MEGA!
		2	Relaxed and loose, feel like mind has had a rest. I think the importance of this service should not be underestimated
36	G2JF	Baseline	Ongoing depression that I currently get counselling for through occupational health at work. 6 out of 9 sessions complete on citalopram, propranolol
		1	Same as before. I did enjoy the therapy but it doesn't change anything
		2	Post massage I feel relaxed and calm

4 visits

37	G1FK	Baseline	Exhausted just been to gym but happy
		1	Feeling great, relaxed and greater knowledge for helping relieve tension when stressed
		2	I feel amazing right now
		3	Very relaxed
38	G1DG	Baseline	Fairly good
		1	Lovely and relaxed, stress levels low
		2	Absolutely relaxed. I have a tight shoulder, and this really helps
		3	Lovely and relaxed. I have a bad left shoulder and it feels a lot better now
39	G2HM	Baseline	Worn out. Feeling like I have no energy with low mood
		1	Relaxed – a lot more “free” across my neck and shoulders

		2	I feel relaxed and "chilled out" the sessions really help with tension. Cheryle you are smashing it thank you 😊
		3	Relaxed! De stressed. Yu were amazing as always
40	G1LL	Baseline	Happy go lucky, take everything on the chin and get on with it. I am tired but more home probs than work
		1	More relaxed feel my tension was in places I didn't know I held stress
		2	Relaxed, peaceful, fresh mind set
		3	I feel relaxed after my massage, it has given me the chance to completely switch off for 15 mins, makes me feel a fresh mindset to refocus on my work. Less tense
41	G1JH	V1	Tired /slightly stressed with homelife
		V2	Relaxed, less tension
		V3	Feel very relaxed after only 15 minutes makes such a difference. Ive been really stressed this week but now I feel "ah its ok 😊 "
		V4	Feel more relaxed now
42	G1EG	V1	Tired and in need of a break alone
		V2	Post massage very relaxed. Felt happier coming into work
		V3	Much more relaxed, back feels easier. I feel lighter
		V4	More relaxed, feel less aches and pains since starting the process