



Frequently Asked Questions (FAQs)

What is the Foundations app?

Foundations is a mental wellbeing app with interactive activities and programmes designed to build resilience, manage stress and improve sleep. It includes content to teach you about what influences your thoughts, actions and mood, as well as strategies to promote mindfulness and relaxation and to overcome insomnia. The app allows you to engage in a variety of activities including journaling, reading articles and other educational materials, doing quizzes etc.

What is the aim of the trial?

The aim of the trial is to assess whether use of the Foundations app impacts stress, resilience, wellbeing, anxiety, depression and sleep among health care workers who may be at high risk for adverse mental health, in responding to the Covid-19 pandemic (and beyond).

Who is being asked to take part?

The study includes NHS-affiliated members of staff (working in any role), who have completed the baseline survey in the NHS CHECK study. We expect to invite about 700 staff to take part in the trial. It is important that we sample enough staff in both the group who will receive the full version of the app, as well as the control group to ensure that our results are valid and reliable.

I am not in a medical role so the study is not relevant to me.

This study is relevant for individuals working in any occupation within the NHS (including clinicians, managers, cleaners, porters, receptionists etc). This is because we are interested in the experiences and the effects of the Foundations app on the mental health of members of the NHS workforce as a whole.

I am fine but my friend is having some problems. Can I get him/her to register for the study instead?

The people in the study are selected because they participated in the NHS CHECK survey last year, and we can only include people who have been selected to take part.

I am well/have not sought or had any help so this study is not relevant to me.

We want to hear from people who are feeling well as well as from those who have experienced, or are experiencing mental health, stress or emotional problems. The Foundations app is designed to promote strategies to enhance personal well-being in everyone and allows the user to tailor its use in a way that suits them.

Is the study voluntary?

Yes, the study is completely voluntary. You are under no obligation to take part and the NHS will not know who does and does not take part. However, for the findings to be valid and useful we need to have as many responses as possible.



How do I know you are legitimate?

NHS CHECK is a collaborative effort led by a research team at King's College London and King's Health Partners supported by expert clinicians, frontline staff and researchers across different NHS Trusts and Universities, and the NIHR Maudsley Biomedical Research Centre. This study has ethical approval and has undergone the necessary safety checks. For further information, you can visit our website: <https://www.nhscheck.org>. Please also note that the randomised control trial is funded by Koa Health.

What will the NHS get to know about my answers?

They will never know who has or has not taken part in the study and they will never get to see the information you provide in your questionnaire or the data you input to the app. Only us, the research team employed by the King's College London, will see this information. In addition, results are anonymised and combined before being published in academic journals - the NHS only get to see these publications at the point they are submitted to the journals for consideration.

Will the information I provide be confidential?

All the information you provide will be completely confidential. You have been assigned a study number, to which your profile on the Foundations app will be linked anonymously. The information you upload on the app will be held separately to your contact details. Therefore, the information you give to us can only be linked by the research team via this study number. Nobody outside the research team, including technicians at Koa Health (the providers of the app) will EVER see information that could be personally linked to you.

What difference will it make if I participate?

For our results to be valid we need to hear from as many people as possible. The more people who take part in the study, the more valid our results will be. The study will help us gather evidence to determine whether the Foundations app is a useful tool for promoting wellbeing among healthcare workers who have worked at NHS trusts during the pandemic. If shown to be effective, this app may be rolled out across NHS trusts to help you and your colleagues to manage the stresses associated with your role and to build resilience.

How do I take part?

You can take part by completing the baseline survey and consenting to the study.

What happens if I participate?

You will be asked to complete the survey and consent to taking part (please see original invitation email for your unique link). If you can not find this, please contact us via nhscheck@kcl.ac.uk. If you agree to take part in this study, you will then be randomly assigned to a group that will either have full app access now or a wait-list group that will have full app access upon study completion at eight weeks time. In addition to the baseline survey, you will be asked to submit answers to a follow up survey again at four and eight weeks. The questions will ask you about stress, resilience, wellbeing and sleep as well as any mental health support you are currently using.



Why do I need to give all this information again? I filled in an questionnaire just a couple of months ago?

Thank you for filling in the questionnaire. Some of the questions on the app are similar to some of the questions you completed on the /online questionnaire. It is important for us to have up-to-date information at the start of the study to know whether the app helps, or doesn't help. It will also help us know about any mental health interventions you are currently receiving so that we can account for this in our results to determine the effectiveness of the app.

If I take part in this trial, does that mean that I can't start a new therapy/support group etc?

If you are already involved in a course of therapy or some other support service that's fine. However, we do ask that if you participate in this study, you do not begin any other form of mental health intervention for the 8 week duration of the study. This is so that we can determine any changes in your mental health from entry to the study, are likely caused by use of the app and not some other form of psychological/social support intervention. We appreciate this will not always be possible, and so we will ask you if you have started any new interventions during the week 4 and 8 follow-up surveys so we can take this into account in analysis.

How do I get paid?

Based on frequent use of the app and completion of questions you will build up credit of up to £25, which will be sent to you in the form of a voucher to your email address. Participants will receive a remuneration after the final time point (8 weeks).

- Completing baseline survey (£5 voucher)
- Completing week 4 survey (£10 voucher)
- Completing week 8 survey (£10 voucher)
- If you complete all surveys (baseline, week 4 and week 8), you will receive a £25 voucher.

Will I get to see the results of this study?

Yes, we will send you newsletters letting you know about the results. This newsletter will also be available on the NHS CHECK website (<https://www.nhscheck.org>).

What will happen with the results?

The results will be published in an academic journal. Further we will send you a newsletter updating you about the findings of this study and others that you might be interested in. These will also be published on our website.

What are the benefits of taking part?

If you choose to take part you will be granted free, unrestricted access to the foundations app to use as you please after the completion of the study. You will also be helpful us understand whether the app is a good way to help you and your colleagues as we respond to the acute stress of COVID-19 pandemic and beyond. Further, to thank you for your participation, we will also send you a voucher for upto £25.

Are there any disadvantages of taking part?



It is unlikely that participation in this study will be harmful to you. If you would like emotional support, or completing the survey causes distress, we encourage you to reach out to someone you trust. We cannot however respond to information provided by you about your physical and mental health during this research, but what we can do is provide suggestions of outside support which can be found below and in the Participation Information Sheet.

What if I want to withdraw my consent?

You can stop being a part of the study at any time, without giving a reason, but we will keep anonymous information about you that we already have. We need to manage your records in specific ways for the research to be reliable. This means that we won't be able to let you see or change the data we hold about you. If you no longer wish to use the app or have it installed on your device, you can delete the app using the "delete my account" function in the settings menu.

What if I do not want to participate?

Participation is voluntary, and you are under no obligation to take part. However, for our results to be valid, it is important for us to hear from as many people as possible, and so your participation counts. If you decide that you would prefer not to take part, that's fine, just let us know. You can do that over the phone or you can email or write to us.

Who is the research team made up of?

NHS CHECK is a collaborative effort led by a research team at King's College London and King's Health Partners supported by expert clinicians, frontline staff and researchers across different NHS Trusts and Universities, and the NIHR Maudsley Biomedical Research Centre.

Where do I go if I need help?

We appreciate that you have been willing to share information related to your current wellbeing and mental state with the research team. If you would like emotional support, or completing the survey has caused distress, we encourage you to reach out to someone you trust. You may also wish to seek support from your GP or the occupational health department within your Trust.

Further helpful resources include:

- The NHS website at www.people.nhs.uk contains resources for supporting your mental health and also has a dedicated helpline for NHS staff affected by COVID-19. To contact the NHS helpline, phone 0300 131 7000, or text FRONTLINE to 85258.
- Mind's website at www.mind.org.uk has useful resources to help you cope if you are feeling anxious, worried or isolated.
- See Samaritans at www.samaritans.org if you are worried about your mental health. You can also call the Samaritans day or night if you need someone to talk to without judgement on 116 123.
- The World Health Organization at www.who.int has a document detailing mental health and psychosocial considerations during this outbreak.