

## **VR CARE: Virtual reality training for risk reduction in care homes**

### **(Developing a toolkit to support implementation of the VR training)**

This participant information sheet should be read in conjunction with the University's [research privacy notice](http://documents.manchester.ac.uk/display.aspx?DocID=37095) (<http://documents.manchester.ac.uk/display.aspx?DocID=37095>)

#### **We would like to invite you to take part in a research study**

- Before you decide whether to take part, you need to understand why the research is being done and what it will involve.
- Please read the following information and ask us if anything is unclear or if you would like more information.

#### **Important things you need to know**

- This is a research study to explore the requirements of an implementation toolkit that will be used to support virtual reality (VR) training in care homes.
- The training is on hand hygiene and falls prevention.
- We would like to conduct interviews with senior care home staff and staff from companies that provide VR to care homes (for any purpose including training or resident therapies). This will help us understand best practices for implementing the training.



#### **How to contact us**

To take part or if you have any questions, please contact Dr Norina Gasteiger or Dr Claire Ford by emailing [Norina.gasteiger@manchester.ac.uk](mailto:Norina.gasteiger@manchester.ac.uk) or [Claire.ford@manchester.ac.uk](mailto:Claire.ford@manchester.ac.uk) or by telephoning 0161 306 7798. You are welcome to contact us before, during or after participation.

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## **1. Who will conduct the research?**

Prof Dawn Dowding, Dr Norina Gasteiger, Dr Claire Ford and their research team from the University of Manchester. The project is funded by a grant from The Health and Social Care Delivery Research (HSDR) Programme within the National Institute for Health and Care Research (NIHR). The project has been reviewed by the University of Manchester Proportionate Research Ethics Committee (Reference: 2025-24416-44642).

## **2. What is the purpose of the research?**

We have developed a VR programme for training care home staff in hand hygiene and falls prevention. We would like you to help us inform the development of a toolkit that will support the implementation of the VR training programme.

## **3. Who can take part?**

We would like to invite you to participate if you:

- Are at least 16 years old
- Are senior care home staff who have used VR for any purpose (e.g., training, resident therapies etc.) **OR** staff from companies that provide VR (for any purposes) to care homes.
- Can read and write in English.
- Are based anywhere in the world.

## **4. What would I need to do to take part?**

Please contact the researchers listed at the start of this sheet. We will then arrange a suitable time for a researcher to conduct an interview with you. Interviews will be conducted remotely (via Microsoft Teams, or telephone) or if appropriate and based locally to the research team, at your workplace. At the start of the interview the researcher will ask you to confirm that you consent to participation. Consent will be recorded in writing or verbally (online or audio) depending on the format of your interview. Interviews will be audio-recorded and last no longer than 1 hour. All interviews will start by covering employment activities, role and experience with VR. The interviews with senior care staff will explore contextual and organisational issues that must be incorporated into the training package and toolkit and explore how care homes record data on falls and infections. Interviews with the staff from VR companies will help us understand cost models and the resources usually provided alongside the training to support use and uptake (e.g., training guides, pre-training scenarios and structured communications with care homes). If possible, we will seek to obtain documentary evidence of related resources to inform our training materials.

## **5. Will I be compensated for taking part?**

You will be offered a £20 voucher as a thank you for your time.

## **6. What information will be collected about me?**

To take part, we will need to collect information that could identify you, called “personal identifiable information”. Specifically, we will need to collect:

- Workplace name
- Job role
- Length of service
- Your participation in this research will be recorded using a university approved encrypted audio device or via Microsoft Teams. You should be comfortable with the recording process at all times, and you will be free to stop recording at any time.

## **7. What are the risks or burdens of taking part?**

Time spent during data collection (1 hour at a time convenient to you). We value your time and experiences during the study, and the risks and burdens are balanced by the potential benefits.

## **8. Can I change my mind?**

It is your decision whether to take part or not. If you wish to take part, please contact us using the details provided on the front page of this information sheet and you will be asked to sign a consent form at the start of your visit with the researcher.

If you decide to take part you are still free to withdraw from the study at any time, without giving a reason and without detriment to yourself or impact on your employment. However, it will not be possible to remove your data from the project once it has been anonymised, approximately three months after data collection, as we will not be able to identify your specific data. This does not affect your data protection rights. If you decide not to take part, you do not need to do anything further.

## **9. What will happen to my personal information?**

For more information about how we will keep your personal information confidential and secure, including how we comply with UK GDPR legislation, please refer to the Data Protection and Confidentiality section of the Supplementary PIS below.

## **10. Will my information be kept confidential?**

Individuals from The University of Manchester or regulatory authorities may need to look at the data collected for this study to make sure the project is being carried out as planned. This may involve looking at identifiable data. All individuals involved in auditing and monitoring the study will have a strict duty of confidentiality to you as a research participant.

## **11. What if I want to make a complaint?**

If you have a complaint that you wish to direct to members of the research team, please contact Prof. Dawn Dowding by emailing [dawn.dowding@manchester.ac.uk](mailto:dawn.dowding@manchester.ac.uk) or telephoning 0161 306 7755.

If you are not satisfied with the response, you receive or you wish to make a formal complaint to someone independent of the research team, please contact:

The Research Ethics Manager by emailing [research.complaints@manchester.ac.uk](mailto:research.complaints@manchester.ac.uk) or by telephoning 0161-306-8089.

If you wish to contact us about your data protection rights, please email [dataprotection@manchester.ac.uk](mailto:dataprotection@manchester.ac.uk) or write to The Information Governance Office, Christie Building, The University of Manchester, Oxford Road, M13 9PL at the University and we will guide you through the process of exercising your rights.

You also have a right to complain to the [Information Commissioner's Office](https://ico.org.uk/concerns): <https://ico.org.uk/concerns> about complaints relating to your personal identifiable information Tel 0303 123 1113

## **12. How to contact us**

If you have any questions about this study, please contact Dr Norina Gasteiger or Dr Claire Ford by emailing [Norina.gasteiger@manchester.ac.uk](mailto:Norina.gasteiger@manchester.ac.uk) or [Claire.ford@manchester.ac.uk](mailto:Claire.ford@manchester.ac.uk) or by telephoning 0161 306 7798.

**(Developing a toolkit to support implementation of the VR training)**

This supplementary information should be read in conjunction with the information provided in the Participant Information Sheet.

**A. Legal Basis for Collecting Data**

We are collecting and storing this personal identifiable information in accordance with UK data protection law which protect your rights. These state that we must have a legal basis (specific reason) for collecting your data. For this study, the specific reason is that it is “a public interest task” and “a process necessary for research purposes”. You have a number of rights under data protection law regarding your personal information. For example, you can request a copy of the information we hold about you, including audio recordings. If you would like to know more about your different rights or the way we use your personal information to ensure we follow the law, please consult our Privacy Notice for Research.

<http://documents.manchester.ac.uk/display.aspx?DocID=37095>

**B. Maintaining Confidentiality and Data Storage**

The University of Manchester is the Data Controller for this project. This means that they are responsible for making sure your personal information is kept secure, confidential and used only in the way you have been told it will be used. Your data will be looked after in the following way:

**For consent:** At the beginning of your session with the researcher you will be asked to complete a consent form. Depending on the format of your interview this will be recorded in writing or verbally.

Paper consent forms will be transferred to a secure locked cabinet at The University of Manchester as soon as possible. Where applicable, when storing electronic consent forms we will separate data collection information from your consent, and these will be stored separately with the consent responses being moved to a password-protected folder.

For verbal consent you will be asked a series of questions through the use of a consent script and your verbal agreement to each statement will be recorded. You will also be asked to verbally confirm your full name and the date. The verbal consent will be recorded using an encrypted audio device or via Teams. Your consent audio file will be stored separately from the rest of your interview recording.

For auditing purposes your consent form or recording will be retained for 5 years in a locked cabinet on UoM premises or stored securely on a University of Manchester managed file storage. With your consent, we would like to retain your contact details for 5 years in order to provide you with a summary of the findings for this study and also to inform you about future studies that you may be interested in. If you provide consent for this, your details will be safely stored on UoM servers in a digital folder only accessible to the study team and used only for the purposes described above.

**For data collection:** The study team at The University of Manchester will have access to your personal information and data collected during your participation in the project. The team will pseudonymise your data and transfer as soon as possible to the secure, electronic Research Data Storage (RDS) at the University of Manchester. Pseudonymised means your name and any other identifying information will be removed and replaced with a random ID number. The research team will have access to the key that links this ID number to your personal information. Once data collection is complete and has been analysed, the key linking the ID numbers to participants personal information will be destroyed, and all data will then be fully anonymised. It is expected that the ID key will be destroyed three months after data collection.

All electronic data will be stored in the RDS. The RDS is the recommended solution for storing research data at the University of Manchester. It is hosted and maintained by the University of Manchester IT Services and is updated daily. All information will only be accessible to members of the research team. Paper based data collection will be entered into an electronic database as soon as possible and stored in the RDS. Paper based forms will be retained for 5 years in a locked cabinet on UoM premises for audit purposes.

**For Audio recordings:** Audio recordings of the interviews will be used to create transcripts. The interview will be recorded using a university approved encrypted audio-recorder or via Teams using a password-protected computer. Interviews conducted and recorded online may include a recording of your face. You will have the option to switch off your camera at the start of the interview. If your interview is conducted online, your personal data will be processed by Microsoft. This may mean that your personal data is transferred to a country outside of the European Economic Area, some of which have not yet been determined by the United Kingdom to have an adequate level of data protection. Appropriate legal mechanisms to ensure these transfers are compliant with the Data Protection Act 2018 and the UK General Data Protection Regulation are in place. The recordings will be removed from the above third-party platform and stored on University of Manchester managed file storage as soon as possible following the completion of data collection. All audio files will be transferred as soon as possible to the RDS and the audio files destroyed. A University of Manchester approved transcription service (e.g., 1<sup>st</sup> Class Secretarial Services or TP Transcription) or the research team will transcribe this data or simply use it to make additional notes, with audio files and transcripts transferred using University of Manchester approved processes for sharing data. All identifiable data will be removed from the transcripts and the file linked to a random ID number. The research team will have access to a key that links this ID number to your personal information.

- Any personal identifiable information will be removed in the final transcript.
- Only members of the research team and UoM approved transcription service will have access to the recordings.

**For Electronic vouchers:** So that we can provide a £20 voucher as a thank you for your time, your full name and email address will be shared with our Finance department who will send the voucher to you. Your full name and email address will be securely retained by Finance for a period of up to 7 years for audit purposes only and then destroyed. It will not be used for them for any other purpose.

**Planned project outputs:** After completing the research, we will develop a user-friendly and acceptable VR risk reduction training programme (software) for use in care homes. Accompanying this will be an implementation toolkit relevant to other VR training in social care settings. We will also develop and distribute materials to the wider care home sector and professional bodies as well as presenting the work through other means such as websites, blogs, at conferences and publishing in peer reviewed academic journals. Lay summaries will be produced and distributed to all interested participants and care home managers who have supported the project. We may also disseminate findings via the ARC-GM website and work with the PPIE group to explore other avenues.