

A woman with short grey hair is smiling and looking to the right. She is holding a black handle of a rehabilitation device. The background is a blurred indoor setting with a framed picture on the wall. The image has a purple and blue color overlay.

End User Impact Report 2023

**Exercise & rehabilitation solutions
for older adults & those living with
long term conditions**

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Introduction

We are delighted to present our latest Innerva end user report, building on our previous research released in March 2020, just as the pandemic struck. Following the lifting of restrictions, the older demographic was one of the slowest to return to their local leisure centre, but what a difference a year makes. Most Innerva operators have seen member numbers return to pre-pandemic levels and with an even greater emphasis on the role of physical activity and the sector's drive to pivot to active wellbeing, there has never been a greater opportunity to attract and provide for more 'non-exercisers' and our growing ageing population.

Our latest survey was conducted with six Innerva operators across the UK and generated a total of 853 end user responses from 8 centres, with a gender split of 80% female and 20% male. Use of the Innerva circuit has evolved in recent years. Once viewed as a female oriented solution, we've seen a 6% increase in male adoption since our last survey three years ago. We expect this trend to continue as we work with more health and rehabilitation focused providers.



We would like to express our gratitude to the following operators, leisure centres, their staff and members for taking the time to support the research:

- **Brandon Leisure Centre, Ipswich**
(Abbeycroft Leisure)
- **Bridgend Life Centre, Bridgend**
(Halo Leisure)
- **Grimsby Leisure Centre, Grimsby**
(Lincs Inspire)
- **Hereford Leisure Centre, Hereford**
(Halo Leisure)
- **I Can Therapy Centre, Andover**
(Valley Leisure)
- **Moor Park Health & Leisure Centre, Blackpool**
(Blackpool Council)
- **Palatine Leisure Centre, Blackpool**
(Blackpool Council)
- **Pendle Leisure Centre, Pendle**
(Pendle Leisure Trust)

Foreword

I'm delighted to present our latest end user report evidencing the impact of the Innerva power assisted wellbeing solution as well as our partners' work on active ageing and long-term health conditions. This report provides a comprehensive overview of the benefits of exercise (using the Innerva circuit) for older adults, and unique insight from our end users, many of whom might otherwise be excluded from exercise and physical activity.

The evidence is clear: exercise is essential to ageing well and the mental health benefits are equally important as the physical outcomes, if not more so, for our older population. Participation in any form of exercise can help to prevent or manage a wide range of chronic diseases, including heart disease, stroke, type 2 diabetes, and some types of cancer. Exercise also improves mental health, cognitive function, and physical function.

For older adults and those with long-term health conditions, exercise can be even more beneficial – ensuring individuals can maintain and regain independence. Improving the five elements of healthy ageing can help to reduce the risk of falls and fractures, improve balance and coordination, and maintain muscle mass and strength. Exercise can also help to improve sleep quality, reduce stress, and boost mood.

Our report highlights the importance of exercise for healthy ageing and the impact on the most prevalent long-term health conditions. It also provides fascinating insight into the Innerva user demographic, backing up much of the research that presents them as a loyal and frequent customer.

The key stand outs for me are the NPS scores of the suites run by our fantastic operators and the vital role these suites play in improving mental health, the development of friendship networks and

social connection – so important when combatting social isolation for our ageing population.

I'd like to thank all of our partners who supported the rollout of our end user questionnaire. Without your support this report would not have been possible. I encourage everyone to read this report and learn more about the benefits of exercise for healthy ageing.



Jon Hymus
Managing Director, Innerva



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five Elements of Healthy Ageing

To coincide with our rebrand in 2022, we undertook our 'five elements of healthy ageing' study with the Advanced Wellbeing Research Centre (AWRC) at Sheffield Hallam University, looking at the impact of the Innerva wellbeing solution (and power assisted exercise) on:

The most recent study results showed that users of Innerva equipment achieved an average metabolic equivalent of 3-4 METs* across a range of Innerva machines during their workout including an initial warm up, through to their main workout and cool down. In fact, participants achieved up to 8 to 9 METS at some points, with some achieving maximal heart rates (for their age) of up to 130/140 bpm. The interval nature of the Innerva workout allows users to work from low to moderate to high intensity exercise, with harder efforts being equivalent to jogging at a moderate pace or taking part in a vigorous game of tennis. This data is strong evidence that exercising with Innerva equipment will improve aerobic fitness.

Electromyography (EMG*) data from the laboratory testing also demonstrated that users were continuously switching their muscles on and off. With a focus on the four major muscle groups – quadriceps, hamstrings, biceps and triceps; data showed continued activation across the equipment circuit, with muscular effort reaching 70% of maximum capacity. It is essential that older adults maintain function and strength of these major muscle groups to facilitate everyday chores, improve wellbeing and minimise frailty.

* MET stands for the metabolic equivalent of task. One MET is the amount of energy used while sitting quietly. Physical activities may be rated using METs to indicate their intensity. For example, reading may use about 1.3 METs while running may use 8-9 METs.

EMG is commonly used to measure the level of muscle activation and provides a rough estimate of exercise intensity for specific muscles involved in the movement.



**Aerobic
Fitness**



**Muscular
Strength**



Balance



Flexibility



**Social
Wellbeing**

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five Elements of Healthy Ageing

The recent study by the AWRC also collected motion analysis data which confirmed that the joints of the arms, trunk and legs were continuously assisted through between 50 to 85% of range of motion, which will enable users to improve their ability to reach, turn and bend.

The combination of seated and recumbent machines enables users to move between different positions which will optimise agility and flexibility, preventing pain and stiffness amongst older adults. Naturally, improvements in strength and flexibility will also positively impact balance.

A previous study with Oklahoma State University proved the effectiveness of the Innerva circuit on balance and flexibility, as well as a more recent feasibility study undertaken at Sheffield Hallam University in 2018, which concluded that performance of balance tasks improves following a programme of power assisted exercise. The data collected at the AWRC recorded various speeds of movement; slow movement will improve postural control whilst the experience of moving quickly will improve reaction times for balance.

“ Brilliant, best thing I ever did. As well as helping my joints, I have had a better social life, have lost weight and toned up. Thank you. ”

Blackpool Customer

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“ The findings from this survey of users highlights the benefits of whole-body power assisted exercise on all of the body's key systems. This means that over 85% of people with a wide range of health symptoms including pain, difficulty with breathing, limited movement and reduced energy levels are enabled to improve their condition management and wellbeing through their commitment to power assisted exercise. ”

Dr Rachel Young

Advanced Wellbeing Research
Centre (AWRC)
Sheffield Hallam University

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Innerva Machine Condition Map

To build on our most recent academic research, it was essential that we gauge end user feedback and benefits.

To find out more about the impact for end users read on.

Machine Condition Map

Example Conditions	Exercise aim	Chest & Legs	Cross Cycle	Seated Climber	Side Bend Stepper	Tricep Dip & Leg Curl	Flys & Thighs	Rotary Torso	Ab Pullover	Tummy Crunch	Hipster	Side Flexor	Bums & Tums	Relaxer
NEUROLOGICAL CONDITIONS														
MS	Stretch	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low
	Reduce Pain	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low
	Reduce Fatigue	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low
	Improve Aerobic Fitness	High	High	High	High	High	High	High	High	High	High	High	High	High
	Strengthen Trunk &/or Limbs	High	High	High	High	High	High	High	High	High	High	High	High	High
Stroke	Strengthen Trunk &/or Limbs	High	High	High	High	High	High	High	High	High	High	High	High	High
	Improve Aerobic Fitness	High	High	High	High	High	High	High	High	High	High	High	High	High
	Stretch Trunk &/or Limbs	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low
Parkinson's	Improve Posture & Mobility	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low
	Increase Aerobic Fitness	High	High	High	High	High	High	High	High	High	High	High	High	High
	Improve Balance	High	High	High	High	High	High	High	High	High	High	High	High	High
FATIGUE MANAGEMENT														
Fibromyalgia, ME & Post Viral Fatigue	Reduce Pain	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low
	Manage Fatigue	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low
	Improve Mobility	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low
METABOLIC CONDITIONS														
Obesity	Increase Metabolism	High	High	High	High	High	High	High	High	High	High	High	High	High
	Increase Aerobic Fitness	High	High	High	High	High	High	High	High	High	High	High	High	High
	Improve Muscular Strength	High	High	High	High	High	High	High	High	High	High	High	High	High
Diabetes	Aerobic exercise to generate light breathlessness	High	High	High	High	High	High	High	High	High	High	High	High	High
CARDIORESPIRATORY CONDITIONS														
Heart Disease	Increase Aerobic Fitness	High	High	High	High	High	High	High	High	High	High	High	High	High
Respiratory Conditions	Increase Aerobic Capacity	High	High	High	High	High	High	High	High	High	High	High	High	High
	Improve Muscle Strength	High	High	High	High	High	High	High	High	High	High	High	High	High
MUSCULOSKELETAL CONDITIONS														
Osteoarthritis	Decrease Pain	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low
	Increase Muscle Strength	High	High	High	High	High	High	High	High	High	High	High	High	High
	Improve Mobility	High	High	High	High	High	High	High	High	High	High	High	High	High
Back Pain	Decrease Pain	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low
	Improve Flexibility	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low	Low
	Improve Muscular Strength	High	High	High	High	High	High	High	High	High	High	High	High	High
	Improve Mobility	High	High	High	High	High	High	High	High	High	High	High	High	High
OLDER ADULTS														
Falls & Frailty	Increase Balance	High	High	High	High	High	High	High	High	High	High	High	High	High
	Increase Strength	High	High	High	High	High	High	High	High	High	High	High	High	High
	Improve Agility	High	High	High	High	High	High	High	High	High	High	High	High	High

HIGH
 MEDIUM
 LOW

Data Capture & Areas of Exploration

A survey was created for participating Innerva operators/centres and was shared via web link and QR code. The survey deployed was consistent across all sites which took part and participation at centre level was anonymised. Due to the age profile of the demographic, the main methods of collection were via survey link set out by email and text. Some sites also employed the use of a tablet and staff members on site supported end users to complete the survey during their weekly visits.

Key areas included:

.....
**Exercise Behaviours
& Frequency of visits**
.....

.....
**Impact on the five elements
of Healthy Ageing**
.....

(see page 5)

.....
Impact on Long-Term Health Conditions
.....

The study looked at several condition groupings which were aligned with the Innerva conditions map, including neurological, breathing, heart & vascular, metabolic, MSK (bones, joints & soft tissue), fatigue & energy and mental health conditions.

.....
NPS Score
.....

Net Promoter Score is the world's leading metric for measuring customer loyalty. It comes from the question, "How likely is it that you would recommend (insert company or product/service) to a friend or colleague?" This score is an industry standard in marketing and is the single most used score to evaluate user satisfaction and predict customer loyalty.

Demographics & Exercise Behaviours

94%

of users
are over 50
years
old

50+

75%

of users
are over 60
years
old

60+

20%

male



2+

77%

visit 2+
times per
week

3+

44%

visit 3+
times per
week



80%

female

five Elements of Healthy Ageing

Aerobic Fitness

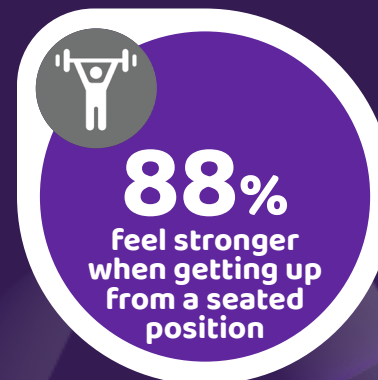


Additionally:
37% (over a third)
of users experience
breathlessness, with
81% saying it has
improved their
breathlessness

Muscular Strength



In undertaking daily
tasks such as carrying
shopping or lifting
heavier items



Crucial for older
adults and falls
prevention

“ The health suite is really helping with my rehabilitation. My mobility has improved immensely. I feel I have more flexibility and my confidence has improved. I look forward to my daily sessions. It is also good for my mental health. I have also met some lovely people there. ”

Halo – Bridgend Life Centre & Hereford
Leisure Centre Customer

five Elements of Healthy Ageing

Balance



Vital for falls prevention and frailty

Flexibility



Important for everyday activities and to remain mobile

Social Wellbeing



A friendly social environment and new friendship networks

“ I have really improved physically and mentally having had four major surgeries. ”

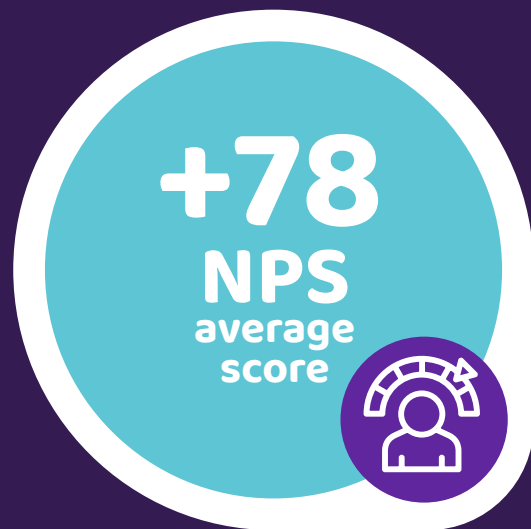
Grimsby Leisure Centre Customer

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NPS Score

According to Survey Monkey the upper quartile of organisations (or the top 25% of performers) have an **NPS of +72 or higher**. To put it in context, **Apple's NPS score is +72 and Amazon's is +25**.

In the UK, the latest NPS score for the **leisure sector** is **44** (Source: Active Insights 2023). All Innerva operators scored **70 or above** with Pendle Leisure Centre recording the highest **NPS score of +87**.



“ Whilst it is well known that 60+ members are typically long-standing members, the product and service provided still has to be right. The scores from Innerva's recent survey are excellent and really demonstrates the value that Innerva brings to the member's experience. To put Innerva's score into perspective, only around 10% of UK brands get an NPS of +40 or more – and this can be further drilled down when benchmarking against the leisure industry which averages a score of +40.

NPS is a great way of understanding how customers feel about you, it is a head and heart score and that recommendation (score of 9 or 10) validates the experience



Active Insight provide NPS to both operators and businesses who seek to measure and manage their customer's experience with a view of utilising the data to drive informed strategic decisions. Our NPS platform provides actionable feedback to drive loyalty and improve retention.

that Innerva creates within centres. The feedback from the Innerva survey is impressive demonstrating that Innerva offers more than physical benefits but is key in battling loneliness and creating social interactions for a large number of attendees. Our congratulations to the Innerva team and all the centres who have worked alongside Innerva – together you are making a difference to many members of your local community.”

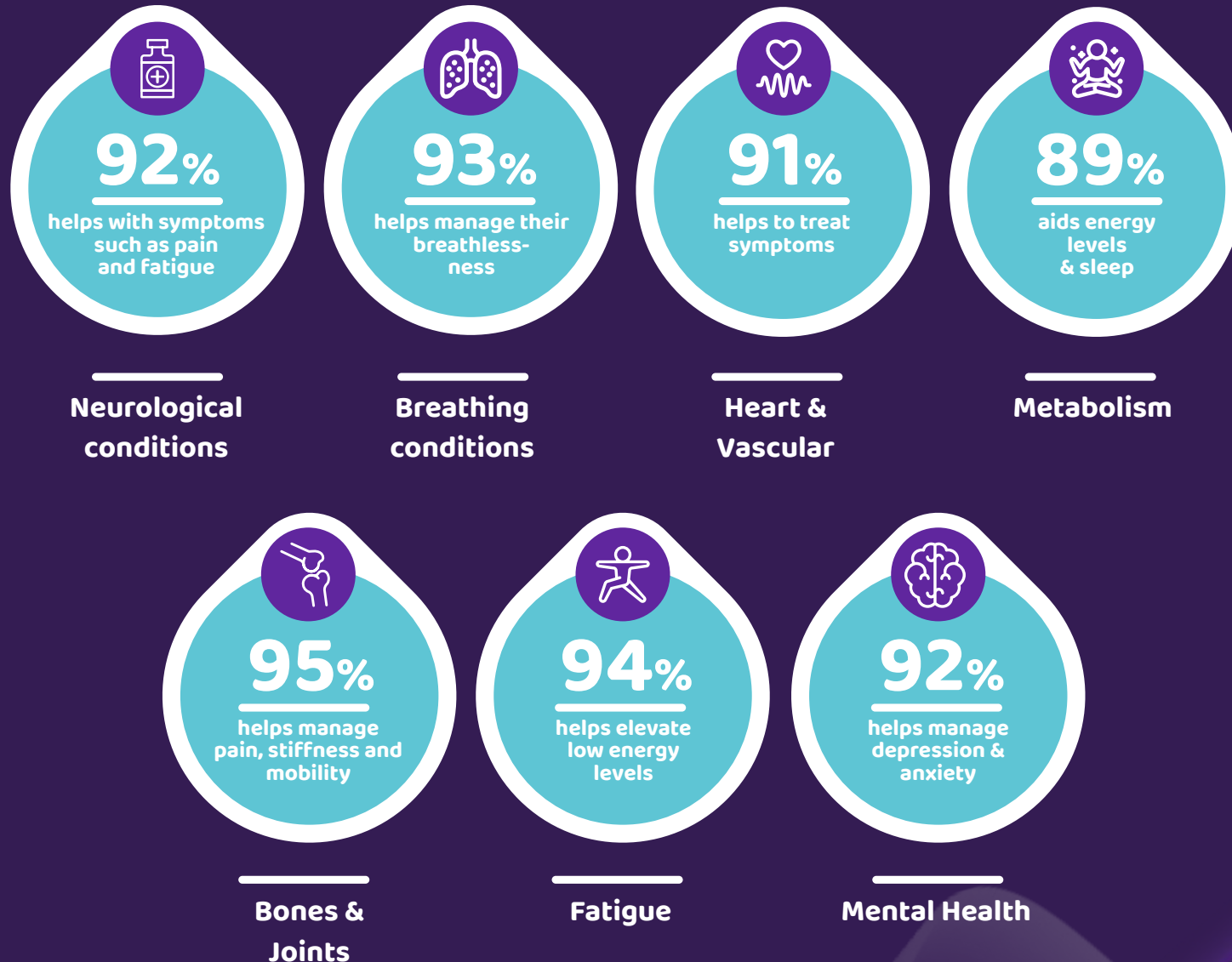
Active Insights

Julie Allen

Business Development Director
Active Insight (Leisure-net)

If you would like further information on NPS benchmarking, contact **Julie Allen: Julie.allen@leisure-net.org**

Key Highlights



“ The survey provided us with the opportunity to highlight the main medical conditions that our users are living with and really endorsed how using the Innerva equipment as part of their treatment plan and coping strategy is supporting improvements in their quality of life. At Halo, the survey results will support us in reaching out to more health support groups who work with long term health conditions enabling us to develop more partnerships and grow participation. It has also provided us with a wonderful opportunity to develop new campaigns for new audiences”

Cathy Fletcher

Head of Marketing & Communication
Halo Leisure

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Neurological Conditions

There are an estimated 11 million people in the UK (that's one in six of us) living with a neurological condition, which range from epilepsy and headache disorders to stroke and traumatic brain injury to degenerative conditions such as Alzheimer's disease.¹

Neurological problems account for 800,000 hospital admissions every year and one in five deaths in the UK is attributed to a neurological condition.

Our research found that 19% of users of Innerva equipment have a neurological condition - Stroke (13%), Multiple Sclerosis (12%), Parkinsons (7%), Other (63%).

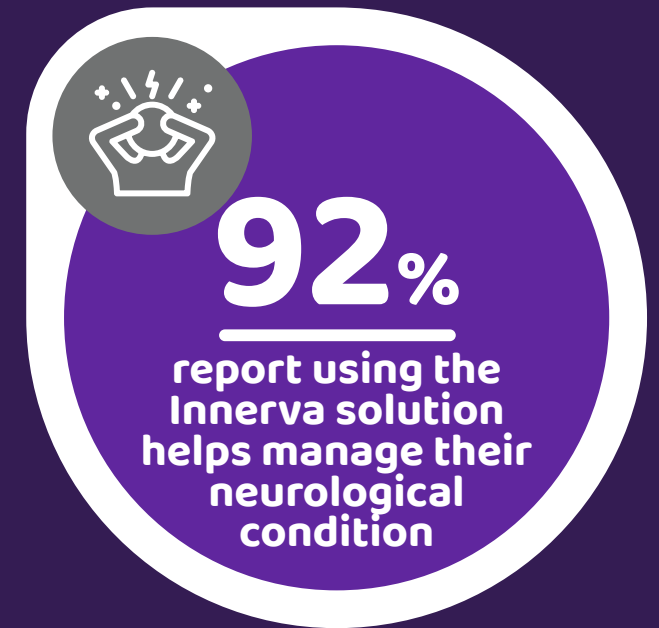


Our study shows that Innerva users with neurological conditions have an average of four symptoms, with the most common being fatigue (67%), issues with balance (60%), decreased mobility (58%), pain (57%) and reduced muscle strength (52%). Many also struggle with stiffness or spasticity, numbness or sensory changes and problems with co-ordination and initiating movement.

92% of users² report that using Innerva machines at their local leisure centre has helped manage their neurological condition.

1. <https://www.brainresearchuk.org.uk/info/neuro-facts>

2. Users who responded yes or no to the question: 'Do you feel that regular visits to your local Innerva centre and use of the Innerva machines have helped with the symptoms you experience?'



“ I have really improved physically and mentally having had four major surgeries. ”

Grimsby Leisure Centre Customer

Breathing & Airway Conditions

England has among the highest mortality rates from respiratory disease in Europe.¹ Respiratory disease affects one in five people and is the third biggest cause of death in England (after cancer and cardiovascular disease). Lung cancer, pneumonia and chronic obstructive pulmonary disease (COPD) are the biggest causes of death.²

People living in the poorest communities are currently seven times more likely to die from a lung condition.³ Hospital admissions for lung disease have risen over the past seven years at three times the rate of all admissions generally.

The cost of asthma and COPD to the NHS is estimated as £3bn and £1.9bn respectively each year, while all lung conditions directly cost the NHS £11bn annually.

Our research found that 24% of users of Innerva equipment have a breathing condition - asthma (57%), COPD (21%), other (35%) and emphysema (6%).

The most prevalent symptoms for Innerva users with breathing conditions are breathlessness (54%) and exercise tolerance (49%), while 64% rely on the use of inhalers. Due to their condition, more than 25% of users struggle with anxiety as well as muscle weakness.

93% of users⁴ report that use of the Innerva machines at their local leisure centre has helped to manage their breathing condition.

1. <https://www.gov.uk/government/publications/respiratory-disease-applying-all-our-health/respiratory-disease-applying-all-our-health>

2. <https://www.england.nhs.uk/ourwork/clinical-policy/respiratory-disease/>

3. <https://www.asthmaandlung.org.uk/about-us/what-we-stand-for/health-inequalities>

4. Users who responded yes or no to the question: 'Do you feel that regular visits to your local Innerva centre and use of the Innerva machines have helped with the management of your health condition?'



Operator Quotes

“ Innerva’s power-assisted exercise equipment is the ideal fit for our service and the customers we support. The equipment looks comfortable and is not at all intimidating. The kit works with the natural range of movement of the human body and the power-assisted nature of each machine enables our customers to exercise in a way that is comfortable for them. These factors are so important when supporting people low in confidence and mobility or who are managing health conditions.”

“We’ve known for a long time that using Innerva’s power-assisted exercise equipment is beneficial but to have this confirmed by our customers helps us to spread the good news about the importance of active ageing and the value of exercise as medicine. The survey data provides the evidence we need to continue to build the case for our service and the benefits of this often mis-understood exercise equipment.”

Liz Murray
Partnerships Manager
I Can Therapy Centre - Valley Leisure

Operator Quotes

“ Our Innerva circuit has enabled our exercise on referral service to offer alternative, bespoke group physical activity and strength sessions in a non-threatening, non-clinical environment, encouraging client social interaction and peer support, whilst developing client's confidence to become more physically active. ”

Matt Hickey

Health & Wellbeing Manager
Abbeycroft Leisure

“ Having reviewed the survey results, it is clear to see that the Pendle Leisure Feelgood suite brings invaluable benefits to our residents.

It's great to hear that the suite is helping our customers beyond their physical health, but it's also a great place to come and socialise.

Using this data, we are now planning an awareness marketing campaign which hopes to encourage a wider audience to join us as we continue to improve the health and fitness of all across Pendle. ”

Shaun Grant

Centre Manager
Pendle Leisure Trust

“ Active Blackpool are very proud of our Feel Good suites and it is wonderful to see the results of this survey.

The findings confirm what we already know – regular visits to our Feel Good suites help our members overcome their personal barriers and improve their mental and physical wellbeing so that feel healthier, happier and more socially connected. ”

Jane Garrick

Aquatics Development & Feelgood
Manager Blackpool Council

Heart & Vascular Conditions

Cardiovascular disease includes all heart and circulatory diseases, including coronary heart disease, angina, heart attack, congenital heart disease, hypertension, stroke and vascular dementia. Around 4 million males and 3.6 million females are living with heart and circulatory diseases in the UK.¹

Cardiovascular disease is responsible for one in four premature deaths in the UK and accounts for the largest gap in health life expectancy. Those in the most deprived 10% of the population are almost twice as likely to die as a result of CVD, than those in the least deprived 10% of the population.²

Coronary heart disease is the most common type of heart disease. It is the most common cause of heart attack and was the single biggest killer of both men and women worldwide in 2019.¹

Our findings show that 16% of users live with a heart or vascular condition, including high blood pressure (67%), angina (18%), myocardial infarction (13%), vascular stent (12%) and other (39%). Most of those surveyed with a heart and vascular condition have more than one condition under this grouping.

The most common symptoms individuals suffer from include high/low blood pressure (62%), breathlessness on exertion (49%), circulation issues (35%) and issues with their resting heart rate (25%).

91% of users³ report that use of the Innerva machines at their local leisure centre has helped in the management of their heart and/or vascular condition.

1. <https://www.england.nhs.uk/ourwork/clinical-policy/cvd/>

2. <https://www.bhfg.org.uk/what-we-do/news-from-the-bhf/contact-the-press-office/facts-and-figures>

3. Users who responded yes or no to the question: 'Do you feel that regular visits to your local Innerva centre and use of the Innerva machines have helped with the symptoms you experience?'



91%

**report using the
Innerva solution
helps manage their
heart/vascular
condition**

Metabolic Conditions

Metabolic disorders are conditions that affect the metabolism. Common metabolic conditions include diabetes. An estimated five million people in the UK are living with diabetes, which is an all-time high. Around 90% of people with diabetes have type 2 diabetes, which is becoming increasingly common among those under the age of 40 and is more prevalent in areas where there are higher levels of deprivation. People of Asian, Chinese, Black African and Black Caribbean ethnicities have been found to be two to four times more likely to have diabetes than white populations. ¹

Other common metabolic conditions include thyroid problems and obesity. It is estimated that one in 20 people in the UK have a thyroid problem, with women more likely than men to experience thyroid issues. The risk of developing a thyroid problem increases with age. ²

Obesity is a serious health concern in the UK with 68% of men and 60% of women considered obese or overweight. ³ Obesity

increases the risk of other health conditions, including type 2 diabetes, coronary heart disease, stroke as well as some types of cancer.

Our research shows that 13% of users have a metabolic condition - thyroid (hyper or hypo) (46%), obesity (41%), diabetes (29%) and other conditions (19%).

The most common symptoms experienced by these individuals include issues with sleeping patterns (63%) and energy levels (62%). 37% of users have been prescribed medication to control or manage their symptoms.

89% of users ⁴ said that use of the Innerva machines at their local leisure centre has helped managed their metabolic condition.

1. https://www.diabetes.org.uk/about_us/news/number-people-living-diabetes-uk-tops-5-million-first-time#:~:text=Our%20new%20figures%20show%20that,2%20diabetes%20in%20the%20UK

2. <https://www.forthwithlife.co.uk/blog/thyroid-statistics-uk-how-many-suffer-from-under-active-or-overactive-thyroid-problems/>

3. <https://www.healthexpress.co.uk/obesity-statistics-uk>

4. Users who responded yes or no to the question: 'Do you feel that regular visits to your local Innerva centre and use of the Innerva machines have helped with the symptoms you experience?'



89%

**report using the
Innerva solution
helps manage their
metabolic
condition**

Partners

“ The results of Innerva’s latest research are truly exciting. The findings confirm what we at Alliance Leisure are seeing across the UK – that local authorities are uniquely placed to make a real difference to the health and wellbeing of their local communities, but only if they have the right facilities delivering the right solutions.

Working with our local authority partners, we have witnessed how the Innerva solution has helped public leisure providers to attract and engage older adults and develop partnerships with health and social care partners to have a significant impact on quality of life.

We must strive to provide health and fitness solutions that cater to everyone’s needs, not one size fits all. Local authorities can embrace solutions like power-assisted exercise so they can support the needs of all local residents and make the all-important pivot to health and active wellbeing.

”

James Foley
Commercial Director
Alliance Leisure

Alliance Leisure develops facilities on behalf of leisure operators that want to improve or expand the leisure products and services they offer. As a multi award-winning team for their design, build, funding and partnership services we have carried out over 220 leisure developments and invested over £300m in the UK leisure market.

For further information please contact james@allianceleisure.co.uk for details



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Operator Quotes

“ The Innerva suite helps my service as it provides a light, friendly exercise environment for the local community no matter the age, or the medical condition they may have. The suite provides an exercise environment that also allows the participants to socialise whilst exercising. One example of this is a member called Elaine. Elaine started with the service six months ago, struggling to walk any distance due to osteoarthritis in her hips and knees. Initially Elaine attended once a week, and gradually improved her attendance to three or more visits per week. Elaine has now finished her time on the initial scheme, and has converted to a full paying member, continuing to use Innerva. Elaine can now go out on regular walks and walk the dogs for a longer duration, due to the reduction of the osteoarthritis discomfort and pain in her hips and knees. ”

Sam Rolph

Health & Well-Being Practitioner
(Centre Lead)

Mildenhall Hub & Brandon
Leisure Centre & Health Hub

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Operator Quotes

“ We are not surprised by the results of the recent Innerva End User Survey. For a number of years now, we've seen the impact that power-assisted exercise can have in giving people the confidence and independence to lead a healthier and more active lifestyle. The Wellness Hub, powered by Innerva equipment, has given us a viable alternative to the traditional gym setting, and continues to offer the critical first step into physical activity for many members of our community that are managing long-term health conditions, aged over 50 or who are physically inactive.

The survey adds to the heart-warming member stories that we hear coming out of the Hub on a daily basis. The impact the Hub is having is fantastic and we hope that the data provided in the survey will help strengthen our case with health partners about why they should work with us to help enhance their health pathways.

We are proud of the results of the survey and are thankful for the support we continue to receive from Innerva. We look forward to continuing our partnership with Innerva and the wider health sector to grow our reach and to support more of our community.

Ben Frary

Sports & Health Improvement Manager
Lincs Inspire

Bone, Joint & Soft Tissue Conditions/Injury

Musculoskeletal (MSK) conditions affecting joints, bones, muscles as well as associated tissues such as nerves can range from minor injuries to long-term conditions. More than 20 million people in the UK, almost one third of the population, have an MSK condition such as arthritis or back pain. Symptoms can include pain, stiffness, limited movement, and disability which affect quality of life and independence.

Over 30 million working days are lost due to MSK conditions every year in the UK and they account for up to 30% of GP consultations in England.

People are living longer with complex MSK conditions – for many people a longer life will mean more years spent in ill health. By 2030, over 15.3 million people in the UK will be over 65 years of age, resulting in an increasing demand on MSK services. ¹

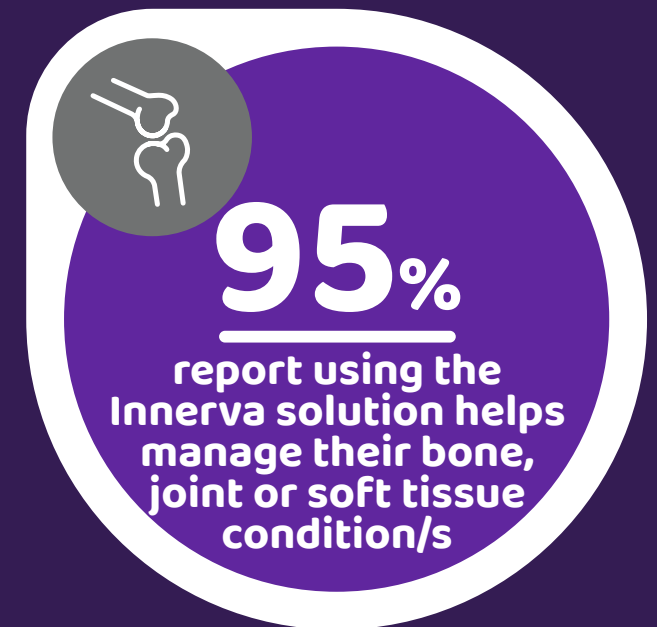
Our research shows that 57% of users have a bone, joint or soft tissue condition or injury – osteoarthritis (56%), back pain (46%), neck pain (22%), inflammatory arthritis (21%) and other conditions (18%).

Most of those who suffer with a bone, joint or soft tissue condition live with at least three limiting symptoms and many have multiple conditions. The most prevalent symptoms are pain (49%), stiffness (41%), mobility issues (33%), weakness (22%) and issues with sleep (21%). 34% take prescribed medication to manage their condition/s.

95% of users ² report that use of the Innerva machines at their local leisure centre helps to manage their bones, joints or soft tissue condition.

1. <https://www.england.nhs.uk/elective-care-transformation/best-practice-solutions/musculoskeletal/#~:text=Over%2020%20million%20people%20in,quality%20of%20life%20and%20independence>

2. Users who responded yes or no to the question: "Do you feel that regular visits to your local Innerva centre and use of the Innerva machines have helped with the symptoms you experience?"



Fatigue & Energy Conditions

There are many causes of fatigue. Extreme tiredness is a symptom of many conditions and can have a huge impact on physical, mental and emotional health. Feeling exhausted and lacking in energy can lead to a host of symptoms including loss of concentration, difficulty performing even the smallest tasks, dizziness and breathlessness after light activity.

Fatigue can affect the way people think and feel as well as their relationships with family and friends, which can lead to feelings of isolation.¹

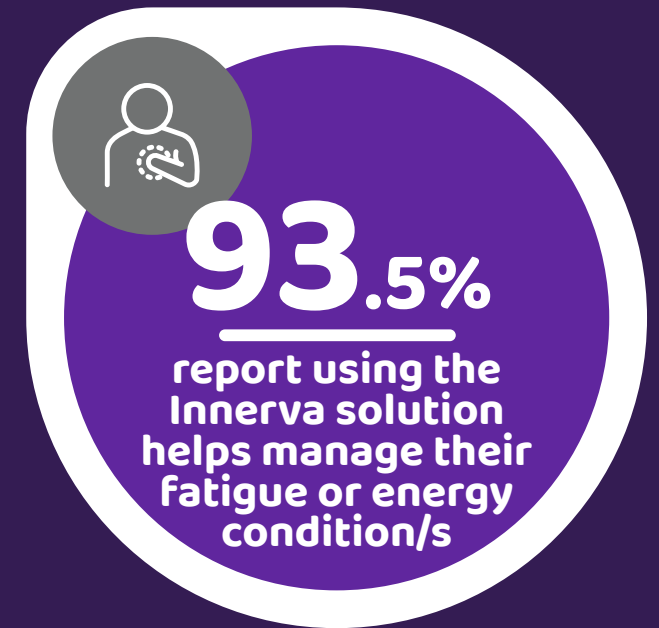
In our research, 33% of users have a condition that affects their energy levels - chronic fatigue syndrome (15%), Long Covid (10%), fibromyalgia (10%) and other conditions (45%). Many have two conditions that impact their everyday lives.

The most common symptoms individuals experience include a lack of energy (79%), sleep disruption (60%), concentration issues (39%), issues with the ability to transition between lying, sitting and standing (36%) and movement tolerance (30%).

93.5% of users² said that use of the Innerva machines at their local leisure centre has helped in the management of their fatigue and energy condition.

1. <https://www.nhsinform.scot/care-support-and-rights/palliative-care/symptom-control/coping-with-fatigue#effects-of-fatigue>

2. Users who responded yes or no to the question: 'Do you feel that regular visits to your local Innerva centre and use of the Innerva machines have helped with the symptoms you experience?'



Mental Health Conditions

Mental health problems represent the largest single cause of disability in the UK. One in four adults experiences at least one diagnosable mental health problem in any given year. The cost to the economy is estimated at £105 bn a year – roughly the cost of the entire NHS.

Physical and mental health are closely linked – people with severe and prolonged mental illness are at risk of dying on average 15 to 20 years earlier than others.

People with long term physical illnesses suffer more complications if they also develop mental health problems, increasing the cost of care by an average of 45%.

One in five older people living in the community and 40% of older people living in care homes are affected by depression. ¹

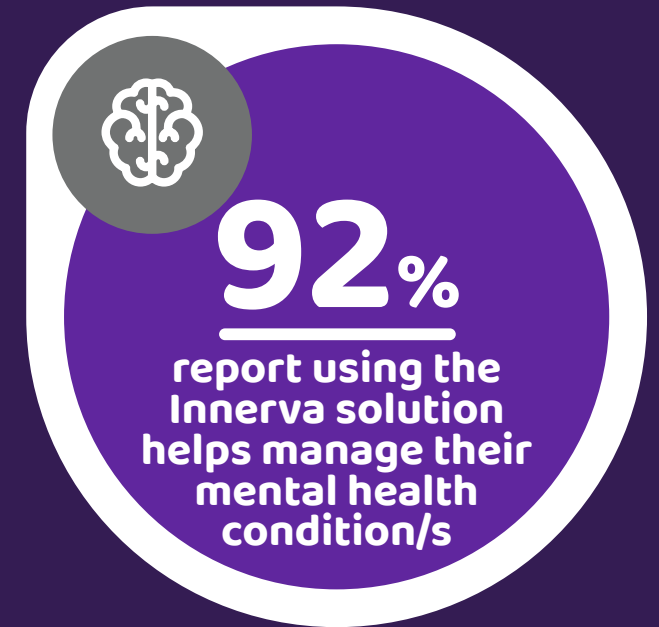
Our study found that 18% of users have a condition that affects their mental health, including anxiety (73%), depression (66%), issues with mood (24%) and post-traumatic stress (16%).

Users suffer with on average 3.6 symptoms, the most common of which include fatigue (70%), disrupted sleep patterns (64%), lethargy (62%), difficulty in social situations (43%), panic attacks (42%), feeling lonely (35%) and feeling isolated (32%).

92% of users ² report that using Innerva machines at their local leisure centre helps manage their mental health condition.

1. <https://www.nhsinform.scot/care-support-and-rights/palliative-care/symptom-control/coping-with-fatigue#effects-of-fatigue>

2. Users who responded yes or no to the question: 'Do you feel that regular visits to your local Innerva centre and use of the Innerva machines have helped with the symptoms you experience?'



Case Study

Galanos House

Wellbeing for care home residents, their families and the community



Galanos House is a Royal British Legion care home in Southam, Warwickshire for ex-service men and women. The home has created a Community Hub which includes a wellbeing space featuring six pieces of Innerva's power assisted exercise equipment.

Open to both residents and the public seven days a week, the facility provides a safe, low impact, full-body workout suitable for people of all ages and abilities.

“ Our residents use the machines while being assisted by our in-house occupational therapist. Our employees regularly use them before, during and after their shifts, and local doctors also recommend the machines to their patients. Our oldest user is 94 years old. ”

Alison Byerley, Hub Manager

The machines have played an important role in bringing people together; it's a very friendly and sociable environment that helps prevent isolation and loneliness whilst encouraging people to keep active. The circuit encourages conversation which leads to friendships and good mental health among users.

The wellbeing space has more than 110 regular users including members of the public with a variety of health conditions including those with mobility issues, wheelchair users and people who are oxygen dependent.

“ I've been using the equipment since May 2022. I have noticed a big difference in my knees and have less pain – I feel they have helped me enormously, ” says 72-year-old Sheila, who requires knee surgery.

Gillian, who uses the circuit four times a week, says:

“ I have disability problems and have used two walking sticks for over 25 years. Exercising with these machines has enabled me to keep active and if I'm unable to use them for a period of time, my body notices the difference. ”

Discover  the impact

Case Study

Everyone Active

Tackling local health inequalities



In 2023, Everyone Active partnered with Innerva to launch the UK's first Active Wellbeing Suite at the Neptune Centre in Middlesbrough in a bid to improve health inequalities by supporting active ageing and local residents with long term conditions.

Middlesbrough is one of the 20% most deprived districts in England. The health of people in Middlesbrough is generally worse than the England average with life expectancy for both men and women lower than the England average.

Everyone Active converted a former meeting room to house the Active Wellbeing Suite, which comprises a circuit of ten machines, each targeting a specific muscle group.

Everyone Active and Innerva are partnering with UK Research and Innovation to explore the challenges older adults face in accessing physical activity and how public sector leisure providers can successfully engage with this market. As the UK's first trial site, the Active Wellbeing Suite will test the latest innovations in power-assisted equipment over the next 12 months providing valuable insight from an operator and end user perspective.

“ The installation of Innerva equipment at the Neptune Centre will help us to further support the local community to live healthier and happier lives, ”
Rebecca Phillips, Strategic Lead
– Health & Wellbeing, Everyone Active

Everyone Active has secured funding to refer patients who are waiting for planned care such as knee and hip replacements into the Active Wellbeing Suite and is working with the Public Health England Specialist Activity Team to set up regular bookings for those with Parkinson's, MS, Neurodivergence and long term conditions.

Teesside Ability Support Group, which provides a day service for adults with physical disability and other health conditions, will also have regular sessions in the suite to support its clients.

This is Everyone Active's eighth power-assisted exercise studio, and the first in the UK to utilise Innerva's Active Wellbeing brand-in-the-box solution. Developed to support operators to promote active ageing in their communities, the solution provides all the branded assets needed for a power-assisted facility. Everyone Active is adopting the Active Wellbeing brand at other studios in line with its vision to provide place-based, resident-led solutions that increase physical activity and reduce social isolation.

Discover  the impact

Case Study

Maurice House

Stimulating care home residents mentally and physically



Maurice House, which is run by the Royal British Legion for veterans of the Armed Forces and their dependents and carers, introduced Innerva's power-assisted exercise equipment to keep residents physically and mentally stimulated, promoting their overall wellbeing.

Located near Broadstairs, Maurice House has 77 residents, who range in age from 64 to 102. Recognising the benefits of low-impact exercise for residents' mobility and rehabilitation, especially for those recovering from strokes, the care home team was eager to provide an accessible and low-risk physical activity solution.

RBL resident occupational therapist, Donna Malone, and the care home's wellbeing team aim to provide up to three exercise sessions per day for small groups. Initially supervised, the sessions will gradually become independent as residents become more mobile and comfortable with the equipment. The team also plans to develop personalised exercise programmes for residents to suit their unique needs.

Case Study

Lincs Inspire

Grimsby Leisure Centre
Innerva Centre of Excellence



Lincs Inspire supports clients living with a range of conditions from its Wellness Hub in Grimsby – one of the largest power-assisted exercise facilities in the UK and the first to be awarded Innerva Centre of Excellence status.

Housed within Lincs Inspire's Health & Wellbeing Centre, the Wellness Hub launched in 2021 to meet growing demand for its services. The centre's existing power-assisted exercise suite, equipped by Innerva, had reached capacity and following an investment of £180,000 from Sport England, North East Lincolnshire Council and Lincs Inspire, the facility was significantly expanded.

An underused area, previously four squash courts on the ground floor, was transformed into three studios housing twenty-two pieces of Innerva equipment, including both seated and recumbent machines, along with a Lifestyle studio for low impact classes such as Tai Chi and chair-based sessions.

“ We engage with all local GPs and touch base with every organisation we can from mental health charities to groups for multiple sclerosis, Parkinson's and diabetes. We also work with Humbercare and the local authority,

says Ian Shorley-Harlow, health improvement co-ordinator at Lincs Inspire.

Thanks to the strength of its partnerships, Lincs Inspire supports people with a range of long term health conditions, from arthritis, cancer and Parkinson's to fibromyalgia, multiple sclerosis and Long Covid.

Programmes include Active Forever, a 12-week exercise referral scheme designed to help patients take steps to change their lifestyles, which can lead to lower medication, less pain and increased quality of life. Referred by a health professional such as a GP, practice nurse, health trainer or physiotherapist, clients attend twice a week. On average, Lincs Inspire receives 60-70 referrals a month and this number is climbing steadily.

The Wellness Hub has approximately 650-700 members. Most users are in their 50s, but the equipment is helping members as young as 12 and as old as 94.

Case Study

Ramsgate FeelGood Factory (Your Leisure)

Tackling loneliness through activity



Older people are particularly vulnerable to loneliness; they may have lost friends and partners or find themselves socially isolated because of mobility issues.

Older adults need safe and welcoming spaces where they can meet others face to face and build social connections. The FeelGood Factory in Ramsgate provides exactly that, allowing people to socially interact while taking part in power-assisted exercise to benefit their mental and physical health.

“ We have a real sense of community at the FeelGood Factory and are more inviting than the average gym, which some people find intimidating. You can use a gym for months without anyone saying hello to you, but when our members spot a new user, they'll talk to them straight away. We are a very friendly, welcoming bunch,” says supervisor Elena Theodosiou.

The Innerva equipped studio has 350-400 members, most of whom are aged over 65. On average, clients use the studio three times a week, with each visit lasting 30 to 40 minutes.

“ A lot of my clients live on their own and we might be the only people they speak to that day. We chat about all sorts of things, but if it does go quiet, I go online to find the latest news stories to get the conversation flowing again in the group. Sometimes I sit in the middle of the room and we'll all do a crossword together.”

Elena hosts a lot of social activities outside of the FeelGood Factory, including lunches and dinners to celebrate members' birthdays and theatre trips, to build community among clients. She says regular use of the Innerva equipment has helped clients tie shoelaces again, get about without their walking sticks and come off medication altogether. More than this, the social nature of the circuit provides vital interaction that everyone needs to thrive.

Summary & Conclusions

Innerva's latest end user research report highlights the profoundly positive influence of power-assisted exercise equipment on both the mental and physical wellbeing of users.

These users are people who would not or cannot engage in the UK's mainstream health and fitness offer due to a variety of reasons including their age, ill-health and a lack of confidence.

Yet, the findings of our research show the dramatic, often life-changing impact of power-assisted exercise. These range from improving strength, balance and flexibility which are essential for day-to-day activities and maintaining mobility to enhancing mental health through the formation of new friendships and social networks.

With record levels of mental ill-health, a rapidly ageing society and people living for longer with illness and disability, we hope this research inspires more operators to create supportive and inclusive environments where everyone can take part in physical activity to enhance their health, maintain their independence, and, most importantly, enjoy life.

“ The Innerva Wellbeing Suite has been a fantastic addition to our facility in Brandon. Not only has it added a new offer to our community, but it has also added a different dimension to our work with community health teams and other partners within the NHS. This has resulted in an increased number of referrals into our programmes that has assisted with improvements to both physical and mental health and in turn generating some very strong case studies and evaluation that has assisted us in further developing our relationships.

Warren Smyth
CEO
Abbeycroft Leisure



“ The power assisted exercise circuit has given me a new lease of life ”
Pendle Leisure Centre
Customer

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 Innerva.com  info@innerva.com



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