

Appendix: Guide to Managing iPads for Speech and Language Therapy



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Contents

This document has been modified from an original document produced by the County Durham and Darlington Foundation Trust (CDDFT) – your choices may be different.

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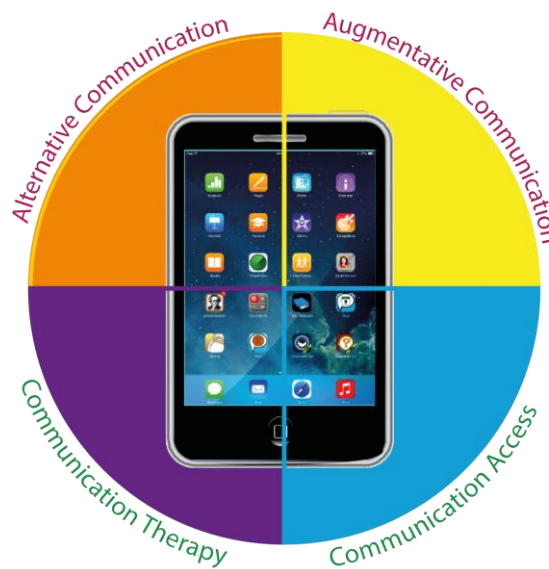
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Considering a Tablet

There are lots of different tablets available in the market however iPad's and iPhones are very popular as the vast majority of Speech and Language Apps have been designed for the iOS operating system (which underpins the workings of the iPads and iPhones) . However it is not your only choice. Windows Surface pro runs a number of more complex communication Apps (and has eye gaze) and there are an increasing number of Apps designed for Android devices (such as Samsung tablets and phones)

Choosing the right tablet depends on personal needs:

- What is its primary use?
- What Apps do you need? Some Apps only run on certain platforms (iOS, Windows, Android).
- Do you need a forward facing camera?
- How many people need to access the device – some allow multiple user log-ins.
- Consider any visual impairment - is screen size/background colour important?
- How much memory is required by your chosen Apps?
- Does it need to communicate with other devices / hardware with the same operating systems?
- Does it need to be compatible with a specific case, for security or protection
- Does it need to be switch or eye gaze compatible
- How much do you want to spend?
- What generation do you need? Refurbished older tablets are cheaper but may not run some new Apps



A multi functional communication device.

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www.sphatfriendly.co

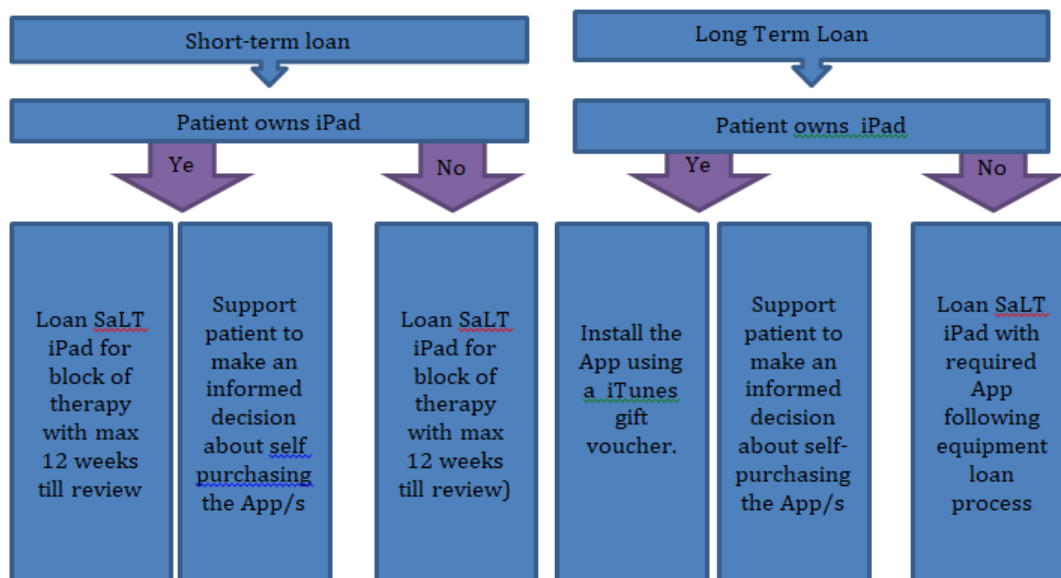
Allocating an iPad / patient

Apps to a

Follow the flow chart below to support equitable and sustainable loan of iPads and Apps. Remember, we are recommending communication Apps for patients not iPads. The iPad is just the tool required to run the App. Therefore, if patients have their own iPad the default position is to support installation of the App onto their device.

Short-term loan Apps are predominantly therapy Apps such as Speech Sounds on Cue, Therappy, Neuro Hero, some augmented Apps such as Scene and Heard may also be classed as short term if the anticipated time span of use is under 3 months.

Long Term loan Apps are usually augmented and alternative means of communicating – such as, Predicatable, Pro lo quo 2 go, Compass - anticipated use would be for periods over 3 months.



Registering a new device

- Add all new equipment to an asset register, you are suggested to include:
 - Name of aid
 - Assigned number ID
 - Passcodes and Passwords for the device (store separately)
 - Associated Apple ID and passwords
 - Associated mail account and passcode (for the user)
 - Serial number
 - Which Apps were purchased
 - How much money is remaining (if any) on the iTunes account (or funding source)
 - Date of acquisition
 - Date of service review/ software updates
- Label the aid with indelible or UV marker and include:
 - Assigned number
 - Department address
 - Tel number
 - Communication aid email address

Setting up a new iPad

There are a number of issues to consider when setting up a new iPad. These fall into four main categories:

- Confidentiality and security
- Preferences that may be adapted to suit your user

- Access to unauthorized material and content
- Use of the Apple ID

Confidentiality and security

The iPad allows you to switch Location Services on and off. This can be useful if you don't want the iPad to attach location information to a photo taken on the camera (which might be used to identify the geographical whereabouts of a patient). However, it can also be used to locate a lost iPad if it has gone astray. You might therefore consider switching off the camera (to stop new photos being added) but leaving location services on (see Restrictions).

User Preferences

There are a wide range of adaptations that can be made to customize an iPad to suit its user. These changes are found under

Settings→General→Accessibility. A range of guides e.g. Google search – “Dyscover iPads” are available to help you decide which ones to use in this area but a common one is to alter the size of the fonts.

Under **Settings→General→Auto-Lock→Set-time** you can also alter the period by which the iPad “Timesout” (when the screen goes blank).

Un-authorized access and content:

As part of the iPad setup process (under **Settings→General→Restrictions**) you will be asked to link your iTunes account to your iPad. If this account has a credit card associated with it, a user might make unauthorized purchase on your behalf (this is another reason why the use of iTunes gift cards for purchases is often preferred).. In other sections of the iPad they might also view unsuitable content (such as violent or sexual films).

Use of the Apple ID

Each iPad will generally be linked to a different iTunes account (or Apple ID) although if a user is using their own iPads they may use the same Apple ID to avail themselves of the “Family Sharing” facility - whereby up to 10 iPads may use the same account (and the Apps purchased appear on all the iPad/iPhone devices registered with that account). You can find more details about this here: <https://support.apple.com/en-gb/HT201272>. The general advice for business users is not to use this facility and therefore to register each device with a different Apple ID.

Bear in mind also that sharing Apple ID's across devices (family sharing), means that content is shared between devices. There may be times when this is clinically indicated, but a signed consent form covering the nature of information to be shared should be completed between users.

IF you are setting up an iPad for the first time the following steps show how these 4 issues might be addressed:

- 1) Switch the iPad on by holding down the button at the top of the device for a few seconds.
- 2) A screen similar to the one below should appear.



- 3) *Slide to start set-up.*
- 4) *Select language –English.*
- 5) *Select Your Country or Region – UK*
- 6) *Choose a Wi-Fi Network –A message then appears – It may take a few minutes to activate your iPad.*
- 7) *Create a passcode – general advice is to click **Don't add a passcode** (consider security versus ease of access for the user)*
- 8) *Location Services –enable find my iPad – but you may also switch this off depending on your use of Apps such as the Camera (see restrictions)*
- 9) *Set Up iPad – **Set Up as New iPad.***
- 10) *Sign in with Apple ID (see next section for details) – **sign in with the required iTunes account details and consider enabling two factor authentication which sends a text code to a mobile as the secondary step** (see below for instructions on how to set up an iTunes account) or skip this step and set it up later.*
- 11) *Agree to the Terms and Conditions.*
- 12) *Another message appears - It may take a few minutes to set up your Apple ID....*
- 13) *iCloud – general advice is not to use iCloud i.e. **Don't use iCloud** (consider IG/Confidentiality risks vs. backup/user benefits. For example if iCloud IS enabled in combination with Mail that photos received and stored on the iPad will also be backed-up to the iCloud and that iTunes account*
- 14) *Click **Continue.***
- 15) *Diagnostics – click **Don't send.***
- 16) *Depending on how up-to-date the iPad is, it may also ask you to set up an iCloud keychain, **Touch ID** and **Siri**; However it s recommended that you do not set up/allow either, these may be set up later if required by the patient.*

- 17) When your home screen appears, go to **Settings→General→About** and then change the name of the iPad. This should correspond with the number you have given it on the iPad Asset sheet, e.g. 'iPad 40'.
- 18) **Remember** to add necessary restrictions before it goes out to a patient (see Section 7- *Restrictions* for more information on restrictions).

The iPad is now set up.

Setting up and maintaining iTunes Accounts (Apple ID)

You may wish to store details about which iPad is linked to which Apple ID as well as the associated email account for each device in a separate **iPad Spreadsheet** (or as part of the Asset register). Precautions should obviously be taken to keep the spreadsheet up-to-date so that everyone is aware of which iPads are linked to which accounts (and what passcodes are used for the Restrictions). This also means that when an iPad comes back into stock that it has to be completely erased, and the correct Apple ID re-registered on the device so that the Apps associated with that account can be re-downloaded from the App store (for free - this is fine as they will have already been purchased for that device and Account). You can find more information about **erasing iPads** and **downloading Apps** later in this guide.

The following steps demonstrate how to set up a new iTunes account on an iPad.

1. Choose an email account for your Apple ID (this is usually specific to the therapist or institution they are working for) but it's also useful to remember that it doesn't need to be the same one that is used for sending and receiving email on the device (see setting up a new email account).
2. Once this is done, you can set up the iTunes Account and it's important to know that you cannot activate an iTunes account unless you add a source of credit. The easiest way of doing this is to use an iTunes voucher (accessing **Settings→iTunes and App Stores**). A credit/debit card can also be linked to the account but vouchers reduce the security risk.
3. Click **Create New Apple ID** (If it is 'greyed' out and you can't click on it, you will need to access **Settings→General→Restrictions (Enter passcode) →Accounts→Allow Changes**).
4. *Confirm Your Country or Region – UK.*
5. Scroll down and agree to the Terms and Conditions (it may prompt you to click 'Agree' again).
6. Enter the new email address and the associated password
7. Enter Security Info (this is in case the password is forgotten).
8. Click 'Next'.

9. Enter the D.O.B eg **01.01.1990**.
10. Turn off *Emails* and *Subscribe*.
11. The most common method of funding is to enter an iTunes voucher code (peel the grey sticker from the back of the voucher to access the code).

Once you have completed these steps:

1. Check your mailbox – you should receive an email asking you to verify your account. If not, go to Settings→General→iTunes & App Store and then click on your ID (If it is 'greyed' out and you can't click on it, you will need to access Settings→General→Restrictions(Enter passcode)→Accounts→Allow Changes). Click *View Apple ID*, then click on the bar marked *Apple ID*. You can then sign in and ask Apple to resend your verification email. Then, follow the instructions in the email.
2. Your account is now set up. To redeem more vouchers, go to iTunes/App Store→Scroll down to the bottom→Click 'Redeem'→Enter voucher codes.

Remember! Always update the iPad spreadsheet or Asset register so that there is a record of which accounts are linked to which iPads.

Setting up a New Mail account – specific to a user

Many Speech Therapy Apps (such as those promoted by Tactus Therapy) can send a patient's results to the therapist using the Mail function of the iPad. In order to avoid confidentiality issues associated with the use of a personal or institutional email account you might consider setting up a new free email account (such as Gmail) and associating that account with a particular patient and an iPad that has been loaned to them. Note however that this also means that a user can use the Mail account to receive incoming messages and photos.

To setup a new Mail account on an iPad go to

Settings→Mail→Accounts→Add Account then select the type of account that you have previously configured – using the above example this would be Google.

If you choose to use a Mail account in this way – remember to do it before you enable restrictions and have changed the Account function to "Don't Allow Changes"

Downloading/Re-downloading Apps

Follow the process below in order to purchase and download Apps:

- 1) Access Wi-Fi.
- 2) Go to the App Store (if you cannot see the App Store on the home page, this is because *Installing Apps* has been restricted). You must access **Setting→General→Restrictions** and unrestrict *Installing Apps*).
- 3) If it is 'greyed' out and you can't make changes, you may also need to access **Setting→General→Restrictions(Enter passcode)→Accounts→Allow Changes**.
- 4) Make sure you have redeemed all iTunes Vouchers needed (see Section 3 – *Setting up a New iTunes Account*).
- 5) Search for the App you want and buy. It will probably prompt you for the password again.
- 6) The App should then begin to download on the home page.

Remember to restrict 'Installing Apps' again once all your Apps have been downloaded.

If you are **re-downloading** a previously purchased App after erasing the device, follow steps **1** and **2** above. Then instead of searching for an App:

- 1) Go to the **App Store** and find *Purchased* along the bottom bar.
- 2) Click the Cloud symbol to re-download. The App should start to download on the home page.

If you are downloading Apps onto a patient's personal iPad with vouchers purchased by the department:

- 1) The therapist **or** SLT should arrange a convenient time for the patient to bring their iPad into the department/collect the iPad/arrange a home visit.
- 2) When the SLT (or therapist) has the iPad, redeem the vouchers and download the Apps using the patient's own iTunes account. **NOTE** if the patient cannot be present for any reason, the SLT/SLTa will need to know the username and password for the patient's account. If the patient has any concerns about this, encourage them to change their password after Apps have been downloaded

Updating iPads

When an iPad comes into stock, you can check for updates.

To carry out a software update:

1) Go to **Settings**→**General**→**Software Update**→**Download and install**.
This can take several minutes.

To update Apps:

- 1) Go to **App Store**→**Updates**→Then click update at the side of each App.

NOTE updates may delete data; therefore, it is not advisable to update Apps or software if a patient is still using the device. We do not back up content to the Cloud as this is seen as an IG risk.

Erasing iPad Content

When iPads are returned to stock by a patient, they will need to be completely wiped. As noted above in the Setting up sections – this does not mean losing previously purchased App's or content as it can be re-downloaded using the Apple ID associated with those purchases. Follow the process below when an iPad returns to stock:

- 1) Go to **Settings**→**General**→**Reset**→**Erase All Content and Settings**.
- 2) A message appears *Erase iPad – this will delete all media and data and reset all settings*. Click **Erase**.
- 3) A second message *Erase iPad – Are you sure you want to continue? All media, data and settings will be erased. This cannot be undone*. Click **Erase**.
- 4) The Apple logo will appear, followed by a grey bar that will turn white as the process takes place. This will take a few minutes.
- 5) A white start up page appears with *Hello* written on it.
- 6) *Slide to start set-up*.
- 7) *Select language* –**English**.
- 8) *Select Your Country or Region* – **UK**.
- 9) *Choose a Wi-Fi Network* –
- 10) A message appears – *It may take a few minutes to activate your iPad*.
- 11) *Location Services* – click **Disable Location Services** (it will query this – click **ok**).
- 12) *Set Up iPad* – **Set Up as New iPad**
- 13) *Sign in with Apple ID* – sign in with the required iTunes account details (see above for more information on iTunes accounts).
- 14) Agree to the Ts&Cs.
- 15) *It may take a few minutes to set up your Apple ID....*
- 16) *iCloud* – click **Don't use iCloud**.
- 17) *Create a passcode* – click **Don't add a passcode**.
- 18) Click **Continue**.
- 19) *Diagnostics*– click **Don't send**.

You can now re-download Apps from the App Store, following the process in *Downloading/Redownloading Apps*.. You should **also** update the *Returned and Erased iPads* section of the iPad Spreadsheet.

Using Restrictions

Restrictions are accessed in the **Settings**→**General** area and were introduced in IOS7 and onwards. Using a secondary password (not the one that is used to access the device when hitting the Home button), it is possible to restrict access to many of the Apps and functions on the iPad. Before an iPad goes out to a patient, certain restrictions will need to be added. This is to reduce misuse and risk of non-return of iPads (as discussed earlier under the “Setting up” sections) It is assumed in this section that the iCloud is switched OFF (under Settings).

Restrictions are found in **Setting**→**General**→**Restrictions(Enter passcode)**

It is strongly recommended that you ALWAYS restrict the following:

- iTunes Store - so that unauthorized purchases cannot be made e.g.films music
- Apple Music connect
- iBooks storeInstalling Apps - so that unauthorized purchases cannot be made
- Deleting Apps – so that they cannot be intentionally or unintentionally deleted.
- In-App Purchases
- Location Services (click **Don't Allow Changes**)
- Contacts (click **Don't Allow Changes**)
- Multiplayer Games
- Adding Friends
- Accounts (Don't allow changes)

Restrict **UNLESS** requested by therapist (always liaise with therapist who requests iPad):

- Safari
- Camera (if this is enabled not issues associated with geotagging – noted in Setting up section.
- Podcasts (these may clutter up the system taking up space on the system)
- FaceTime
- Photos
- Twitter
- Facebook

- Podcasts

Under the allowed content section it is suggested that you restrict:

- Music Podcasts and News – to the “Clean” setting
- Films are limited to the appropriate age group, or are Not allowed.
- Consider similar settings for TV programmes, Books, Apps and Websites if they are available on the iPad.

Under the Privacy section:

- Consider the implications of leaving Location Services on (see Setting up section). The main benefit of leaving it on is that it is necessary when using “Find my iPad”.
- It is suggested that you don’t allow changes to Contacts, Calendars,, Photos,, Bluetooth Sharing, Twitter, Facebook, Media and Apple Music unless there is a therapeutic need for it..Under Allow changes:
- Under Accounts – click “Don’t allow changes” – this restricts any changes to the Apple ID that is associated with the iPad.
- You may also choose to restrict the “Volume limit” that the iPad can play sounds at.

Under Game Center:

- It is suggested that Multiplayer games, Adding Friends and Screen recording are all switched off.

Information Governance Questions

Confidentiality issues arise when using Apps for speech and language therapy.

The Health and Social Care Act (2012) describes confidential information as 'any information that can be used to identify an individual.'

This includes: photos, videos, voice data and personal text that may be stored on digital devices and their clouds.

RCSLT Guidance for HCPC (2016) Standards of Conduct, Performance and Ethics, standard 5 states:

- You must use confidential information only for the purpose it has been provided for.
- Inform service users of how their confidential information will be stored, managed and disposed of
- Only disclose information to third parties with the service users permission.

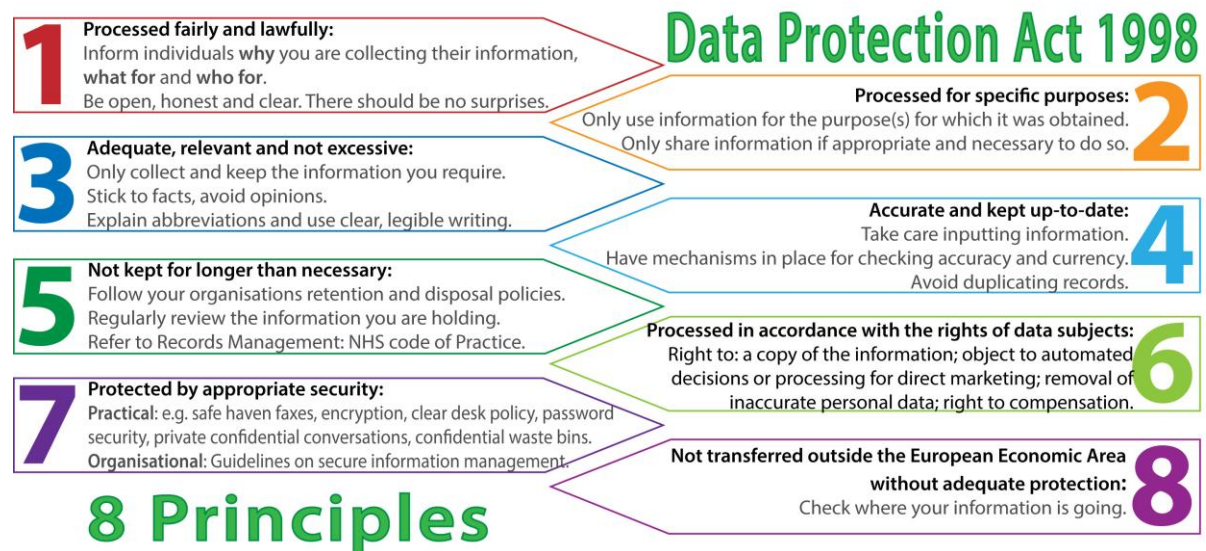
Speech and Language Clients should be fully informed as to

- Type of information to be stored
- Whether it will be possible for others to view it
- Where it will be stored
- Whether the storage facility is encrypted
- Whether their data is passcode protected
- Whether their log on is unique to them
- How it will be securely erased after use

Clients / or their advocates are then able to give informed consent about the management of their confidential data in this context.

The very nature of effective communication means that the use and possible storage of confidential information on communication Apps is often essential to their function. By developing local policy and procedure on the management of confidential data on digital devices it can be safely managed and it is even possible for one device to be shared between users who have given their fully informed consent. For example two patients on a Stroke Unit with only one iPad may consent to using personal photos within Apps to support their therapy goals, if they are aware that other patients also use the device and may also see their photos and that on their discharge all their personal photos will be erased.

Always consider the 8 Data Protection Principles:



Speech and Language Therapists should have a detailed procedure in place to cover arrangements for the handling and disposal of confidential information on digital devices.

Documentation and Forms

Loan Contract

<https://citcentoolkit.files.wordpress.com/2017/07/ipad-loan-contract-from-county-durham-and-darlington-foundation-trust.docx>

Six-Month Recall Letter

<https://citcentoolkit.files.wordpress.com/2017/07/ipad-6-month-recall-letter-county-durham-and-darlington-foundation-trust.docx>

Return receipt

<https://citcentoolkit.files.wordpress.com/2017/07/ipad-return-receipt-county-durham-and-darlington-foundation-trust.docx>

Consent form – shared iPads

<https://citcentoolkit.files.wordpress.com/2017/07/consent-form-shared-ipads-county-durham-and-darlington-foundation-trust.docx>



Photographic Consent Form

Name: D.O.B:

Address:

NHS Number or Unique Identifier:

I agree to my **photographic image** being taken for:

✓ or ✗



My **personal treatment/ care plan**
and
stored in my personal file.

☐


My **personal communication aid**.
I understand other people may be
able to view the photographs on
this aid.

☐


For use in **teaching and training**
within this organisation
for the time period of _____

☐


For use in the **wider community** including:
external training

☐


internet

☐


social media

☐

I understand I may not be able to
withdraw my consent in the future.

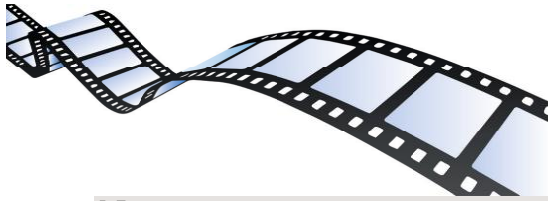
I have received full information on the use of my photographic image.
I have asked any questions I have.

Signed:

Counter Signed: Designation:

Date: Review Date:





Video Consent Form

Name: D.O.B:

Address:

NHS Number or Unique Identifier:

I agree to my **video image** being taken for:

✓ or ✗



My **personal treatment/ care plan** and understand it will be stored securely.

☐


My **personal communication aid**. I understand other people may be able to view the videos on this aid.

☐


For use in **teaching and training** within this organisation for the time period of _____

☐


For use in the **wider community** including:
external training
internet
social media

☐
☐
☐

I understand I may not be able to withdraw my consent in the future.

I have received full information on the use of my video image.
I have asked any questions I have.

Signed:

Counter Signed: Designation:

Date: Review Date:



What about Wi-Fi?

Internet access is essential, not just for downloading Apps but also for updating and maintaining the Apps and the platform they run on. Speech and Language Therapists should be proactive in working with their IT and IG departments to overcome barriers to Internet access. Usually the barriers are just lack of understanding and can be resolved.

Promote understanding of your needs by citing:

- Case studies to highlight the positive impact access to digital technology can have on supporting people with specific communication needs.
- Communication rights, such as outlined in the Equality Act (2010) Mental Capacity Act (2005) and UN Convention of Human Right (EU 2010).

Put internet access into a national context:

- More and more institutions are offering free access. This is a link for hospitals offering free/ paid for Wi-Fi
<https://www.networks.nhs.uk/discussion/a-lifeboat-for-nhs-managers/50987436>
- Note statistics of internet users in the UK (84% of adults – Office of National Statistics 2014)
- Highlight the numerous documents promoting an integrated digital future; for example:
 - e-Health and Care strategy for Northern Ireland (2015)
 - Information and Technology for Better Care (2015)
 - NHS Scotland: A Route map to the 2020 vision for health and social care

Listen to their concerns – and work on solutions – For example: often the amount of bandwidth required for a S/LT departments needs is negligible; using a guest Wi-Fi log on can overcome concerns about system security

Solution such as logging on via public Wi-Fi / hotspots or using personal broadband access are not ideal, pose their own security risks and should not be used as a long term solution.

Useful Links

Aphasia Friendly iBooks <https://itunes.apple.com/gb/artist/kathryn-cann/id855313664?mt=11>

Data Protection Act (1998) <https://www.legislation.gov.uk/ukpga/1998/29/contents>

Department of Health (2016) E-Health and Care Strategy for Northern Ireland
<https://www.health-ni.gov.uk/publications/ehealth-and-care-strategy>

Department of Health (2013) Information: to share or not to share
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/251750/9731-2901141-TSO-Caldicott-Government_Response_ACCESSIBLE.PDF

Disability Discrimination Act (1995)
<http://www.legislation.gov.uk/ukpga/1995/50/contents>

Equality Act (2010) <http://www.legislation.gov.uk/ukpga/2010/15/contents>

Gov.UK (2014) Personalised Health and Care 2020
<https://www.gov.uk/government/publications/personalised-health-and-care-2020>

HSCIC (2015) Information and Technology for Better Care
<https://www.gov.uk/government/publications/hscic-strategy-2015-20>

Howel et al (2014) Disinfecting the iPad: evaluating effective methods. Journal of Hospital Infections 87(2): 77-83
https://www.researchgate.net/publication/261103405_Disinfecting_the_iPad_Evaluating_effective_methods

Human Rights Act (1998) <http://www.legislation.gov.uk/ukpga/1998/42/contents>

HSCIC (2014) Code of Practice of Confidential Information
<http://systems.hscic.gov.uk/infogov/codes/cop>

Information Commissioners Office: www.ico.org.uk

Cloud Computing Guidelines https://ico.org.uk/media/for-organisations/documents/1540/cloud_computing_guidance_for_organisations.pdf

Bring your own device https://ico.org.uk/media/for-organisations/documents/1563/ico_bring_your_own_device_byod_guidance.pdf

IT asset disposal for organisations: https://ico.org.uk/media/for-organisations/documents/1570/it_asset_disposal_for_organisations.pdf

Information Governance Alliance Resources:
<http://systems.hscic.gov.uk/infogov/iga/resources>

Mental Capacity Act (2005) <http://www.legislation.gov.uk/ukpga/2005/9/contents>

Neuro Hero – set of impairment based Apps for IOS, android and windows

<http://www.neurohero.com>

NHS England (2014). Five-Year Forward View. <https://www.england.nhs.uk/wp-content/uploads/2014/10/5yfv-web.pdf>

[NHS Inform: Easy Info Zone <http://www.nhsinform.co.uk/easy-info/>] Now defunct

Press Association (21st December 2015) All NHS Buildings to Provide Free Wi-Fi.
Daily Mail <http://www.dailymail.co.uk/wires/pa/article-3368304/All-NHS-buildings-provide-free-wifi-Jeremy-Hunt-announces.html>

Tactus Therapy - large range of adult focused Apps

<http://tactustherapy.com>

RCSLT CQ Live: https://www.rcslt.org/cq_live/introduction

UN Convention of Human Rights of Persons with Disabilities
<http://www.un.org/disabilities/convention/conventionfull.shtml>