A guide to Managing iPads for Speech and Language Therapy

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Responsibility:	**Adapted for the CITCEN toolkit**
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This guide is an adaptation of an original document produced by Kathy Cann for the County Durham and Darlington Foundation Trust (CDDFT) – dated 4th September 2017. Please reference this document and CDDFT as appropriate when used elsewhere.

Contents

1. Choosing a Tablet for your Speech Therapy Practice

Three operating systems dominate the market for tablet based devices. Apple's iOS, Android (typically used by Samsung) and Windows including the Surface Pro that has been developed by Microsoft. However, the popularity of iPads and iPhones combined with the fact that the vast majority of Speech and Language Apps are based on Apple's iOS operating system have determined that this guide is solely intended for SLT's using iPads and iPhones. *Anyone wishing to write an equivalent guide for other operating systems – do please notify the CITCEN committee*.

However, there are other factors to consider when choosing the right tablet based around your personal needs:

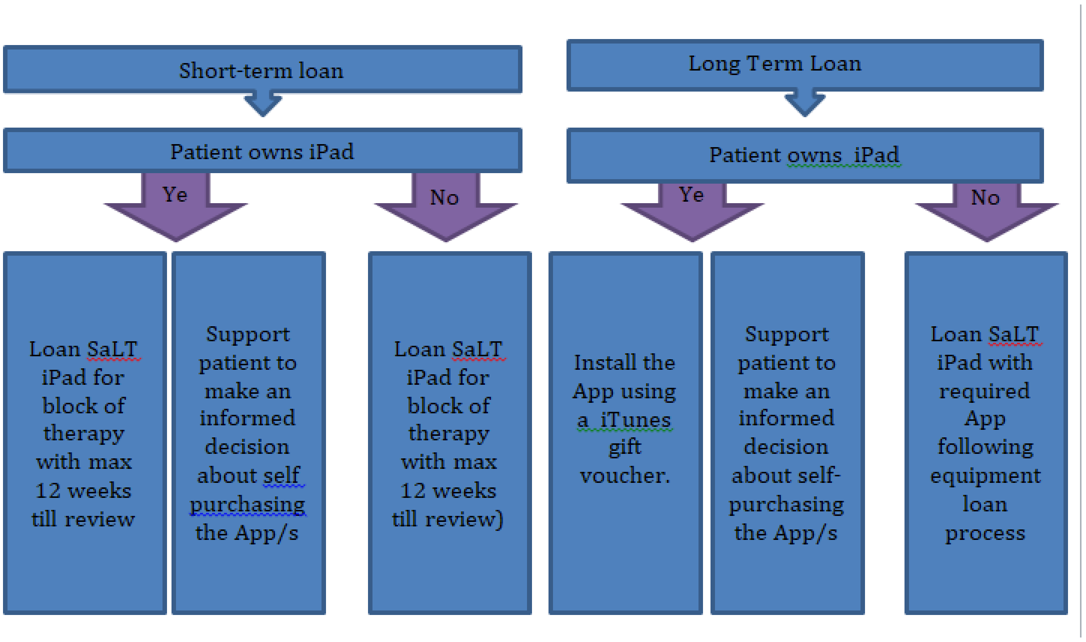
- What is its primary use?
- What Apps do you need? Some Apps only run on certain platforms (iOS, Windows, Android).
- Do you need a forward facing camera?
- How many people need to access the device – some allow multiple user log-ins.
- Consider any visual impairment - is screen size/background colour 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

2. Allocating an iPad / Apps to a patient

Follow the flow chart below to support equitable and sustainable loan of iPads and Apps. We recommend communication Apps for patients and not the iPad itself. 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. If this is the case then much of the rest of this document is superfluous as it covers the privacy and security issues of loaning an iPad to a patient.

Short-term loan Apps are predominantly therapy Apps such as CueSpeak, Tactus, REACT2 and Speech Sounds on Cue, 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, Predictable, Pro lo quo 2 go, Compass - anticipated use would be for periods over 3 months.


Short-term loan
Patient owns iPad
Ye
No
Loan SaLT iPad for block of therapy with max 12 weeks till review
Support patient to make an informed decision about self purchasing the App/s
Loan SaLT iPad for block of therapy with max 12 weeks till review)
Long Term Loan
Patient owns iPad
Ye
No
Install the App using a iTunes gift voucher.
Support patient to make an informed decision about self-purchasing the App/s
Loan SaLT iPad with required App following equipment loan process

3. Overview of the security and privacy issues associated with short term iPad loans

iPads can be used for a wide variety of functions ranging from camera/video, email, word processor, games console, calendar, contacts storage, web browser, video player, message system and videoconferencing unit. Increasingly, these functions interwork with each other. A simple example would be that email is much more effective if it has access to your contacts which contain the email addresses, similarly for messaging and videoconferencing. Consequently, the iPad's operating system checks each time a new App is installed to gain user agreement to allow this to happen. It is very common for an App of almost any type to request access the following:

- Camera/video
- Photos
- iCloud e.g. to allow backup of photos
- Location
- Calendar
- Contacts

Each of these functions are useful but they are also open to **security and privacy** breaches if the iPad is not setup (and recycled to new patients) correctly. The following are examples of the common issues we need to address when setting an iPad up for a patient.

1. A patient might want to use the iPad to take photos – but in the context of a short-term loan this means that the next patient will get access to those photos unless they are wiped from the system between patients.
2. Many social networking Apps want access to location services, however, a patient may not want their whereabouts known if they are in hospital or rehabilitation, so allowing a patient access to this type of App could breach their (and others) privacy.
3. A patient might wish to email the therapist with the results of their work using a speech therapy App, but in doing so he/she would have to be able to access the contact and email functions. If the email account(s) that is/are registered on the iPad has been/is being used by someone else - the patient will be able to view all the emails sent/received.
4. Similar to point 3. above, email accounts such as (Google/Gmail) include an integrated email, contacts, and calendar function. If that Gmail account is registered for example to a staff member on an iPad – the system is setup to automatically synchronize to the iPad. So if the email account in question contains contact and diary information, the patient will also have access to it.
5. The default setting for an iPad is to automatically backup data to the iCloud – which is (currently) free for the first 5Gb. This is a really useful feature as it means Apps and data can be safely saved in the Cloud without having to make alternative manual arrangements. However, in a healthcare setting this may be less desirable. An example is that photos are backed up to the Cloud – so if patient were to take pictures in a hospital setting, the iPad would automatically replicate and back them up to the cloud, making them quite difficult to delete!

The iPad functions we need to consider **restricting access** to can be summarized as follows:

- Photos
- Access to the iCloud
- email
- Contacts
- Calendars
- Location services
- Browsing – e.g. of adult content
- The App store and any Apps where additional purchases can be made

Generic Issues associated with **setting up a new iPad** fall into three main categories:

- Confidentiality and security
- Preferences that may be adapted to suit your user
- Access to unauthorized content e.g. adult material

Confidentiality and security

As part of the iPad setup process you will be asked to link your Apple (previously called your iTunes) account to your iPad. If this account has a credit card associated with it, a user might make unauthorized purchases on your behalf (for this reason we recommend using Apple gift cards for purchases). It also provides details of the email account associated with the Apple ID which might be something you'd prefer your patients not to know.

There are a wide range of Apps on an iPad that can unintentionally be used to breach a patient's privacy which will be discussed in detail under "Using restrictions" but one example is Location Services. It's a good example of a function that is both beneficial and also has the potential to breach a patient's privacy. This is because the iPad will normally attach location information to a photo taken on the camera (which might be used to identify the geographical whereabouts of a patient) but conversely 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 which can be found under: **Settings→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 and to allow the iPad to provide text to speech conversions of information on the screen. These can be found under **Accessibility→Display and Accessibility→Voice over. Settings→Display & Brightness→Auto-Lock allows** you to alter the period by which the iPad "Timesout" (when the screen goes blank), which may also require the patient to re-enter the iPad passcode.

Un-authorised access and content:

The iPad can be used to access games and films, this might raise concerns about patients watching unsuitable content (such as violent or sexual films).

4. Setting up an iPad Asset register

Assuming you are loaning out more than one iPad, you may wish to setup an "Asset register", which it is suggested could include:

- Name of aid e.g. iPad and the name given to it when you setup the machine the first time e.g. "Steve's iPad"
- Assign a specific ID to that machine
- Anonymised patient contact details linking the iPad to the patient.
- Passcodes and Passwords for the device (store separately)
- Associated Apple ID and passwords

    - Associated mail account and passcode (for the user)
    - Serial number
    - List of installed Apps
    - 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 ID
    - Department address
    - Tel number
    - Communication aid email address

5. Setting up and maintaining iTunes Accounts (Apple ID)

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, the simplest way of proceeding (that covers all devices) is to use the link provided for setting up an Apple ID: https://appleid.apple.com/
3. However, it is also possible to do this directly on the iPad/iPhone.

To create an account you will need to enter:

- A date of birth e.g. **01.01.1990.**
- An email account
- A valid mobile number – which is used for security validation
- A source of funding (credit card or voucher/gift card).

You may wish to store details about which iPad is linked to which Apple ID as well as the associated email account within your Asset register (see above). 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.

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

6. Use of the same Apple ID across multiple devices

Each iPad has be linked to an Apple ID which in turns links to the App Store and iTunes. The iPad Apple ID is visible under **Settings** at the top left of the screen. An Apple ID usually contains a funding source such as a credit card but it's best to use Apple Gift cards – which can be issued to any specific amount. This avoids the potential for a patient to use the iPad to make further unauthorized purchases.

Note that if a user is using multiple iPads they may use the same Apple ID to avail themselves of the "Family Sharing" facility - whereby up to 6 iPads may use the same account. However, it isn't necessary to setup Family Sharing (which allows you to implement more controls specific to an iPad) for this to happen. The facility to download the same App multiple times (up to 10 at the time of writing) using the same Apple ID. This is a particularly useful facility as Apps purchased on one iPad are then available to all the iPad/iPhone devices registered with the same Apple ID. You can find more details about to re-download your App purchases on any iPad/iPhone here: https://support.apple.com/en-gb/HT211841. The general advice for business users is not to use this facility and therefore to register each device with a different Apple ID.

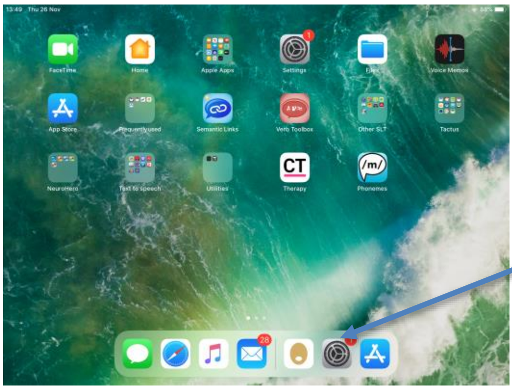
It is important to understand that using the same Apple ID with multiple iPad devices means that the content on them is automatically shared between them (using the iCloud). There may be times when this is clinically indicated, but a signed consent form covering the nature of information to be shared should be completed between users. The section titled **Using Restrictions** describes how to switch the iCloud off or manage selectively what the iPad transfers to/from the cloud.

7. Setting up an iPad for the first time

When an iPad is used for the first time (out of the box) or after a reset (see **Settings>General>Reset>Erase all content and settings**) you will be prompted to provide various information which is listed below. As iPad updates are frequent and often change the sequence, exact wording and functions during the setup process please consider the following list as a guide rather than a specific set of step by step instructions:

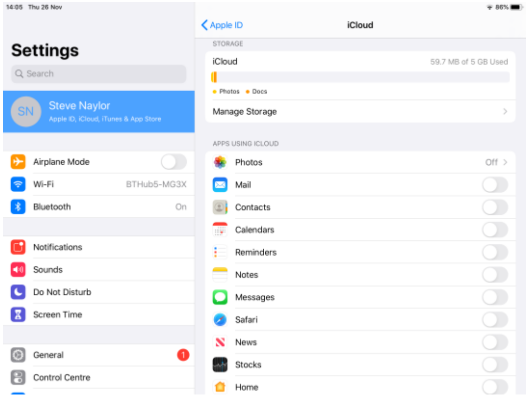
- Language and region
- iPads running iOS 11 or later have an option to "clone" each other which may be a quick way of setting up a new iPad using the exact same settings as the other machine.
- First time users will have to choose the option to Setup manually.
- You will need a WiFi connection (and therefore your WiFi code)
- Using the Touch ID is obviously problematical if the patient is using it without support, so it is advised not to use this function – instead choose to setup this function later and ignore this function.
- You may choose to setup a device passcode and record this on your register. Using a passcode for the device is a useful security deterrent as it decreases the risk of theft. NB. Apple device passcodes are very difficult to "crack". This is because it's a lot more difficult to wipe and reset a device if the device passcode feature has been enabled **BUT** it may not be a friendly mechanism for a person with aphasia.
- There are various options to restore your "Apps and Data" but as we are likely to restrict use of the iCloud, it is best to chose "Don't transfer Apps and Data".
- Don't forget that the Apps are help in the App store and once purchased can be re-downloaded once you've signed into your Apple ID.
- You'll need your Apple ID
- Note that Apple uses "Two factor authentication" which means that other iPad devices sharing the same Apple ID will be notified that you are accessing your Apple account when you login on a new device (they may also receive a validation code), if you are sharing the same Apple account across multiple devices. This can be disconcerting for them and it is best to forewarn them that this will happen! An alternative is to select the option to receive a SMS text to the phone number associated with the Apple ID you are using for this iPad.
- Some Apps such as Maps and Find my iPad need access to location services (that is GPS data) to work. Initially it's easier to use the Express settings and we can decide whether we want to continue with these settings later within **Settings>Screentime>Restrictions.**
- In most circumstances it's best not to setup Apple Pay – which would enable the iPad to be used as payment!
- Generally we recommend not using the iCloud (consider confidentialy issues) **- so Turn off iCloud** (see section 8).
- Similarly, you are advised not to setup the "keychain" function which means that passwords for accounts are automatically stored and do not need re-entering each time to access them.
- Separately we will be dealing with Screentime so this does not need to be setup at this time (see below). iPad analytics may also slow the iPad down but it's up to you whether you decide to allow this setting.

8. Generic settings & adjustments



Some settings such as the Screen brightness and the time taken before it is switched off might be the first thing you want to change. To do this – find the "**Settings cog**" off the home Screen. Then find "display and Brightness" in the first column. After this selection look for "Auto-lock" which allows how and whether you wish for the device to go into Sleep mode and switch off the screen.

In later version of Apple's iOS (13 onwards) the iCloud is automatically enabled (which is usually not desirable for a loan machine). In order to disable it go to **Settings>your Apple ID (top left of screen)>iCloud**. The following 3 screenshots help to explain how you might want to set the iCloud:



14:05 Thu 26 Nov

Settings

Search

Steve Naylor
Apple ID, iCloud, iTunes & App Store

Airplane Mode ○
Wi-Fi BTHub5-MG3X
Bluetooth On

Notifications
Sounds
Do Not Disturb
Screen Time

General 1
Control Centre

< Apple ID **iCloud**

STORAGE

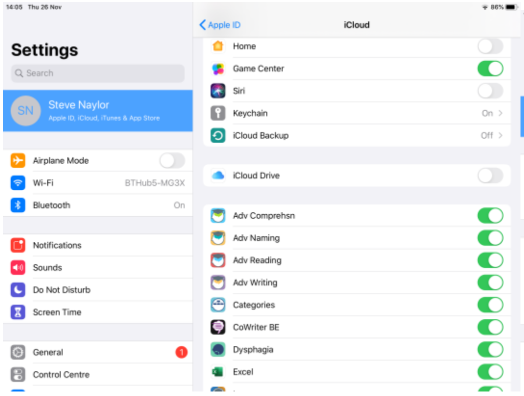
iCloud 59.7 MB of 5 GB Used
● Photos ● Docs

Manage Storage >

APPS USING ICLOUD

Photos Off >
Mail ○
Contacts ○
Calendars ○
Reminders ○
Notes ○
Messages ○
Safari ○
News ○
Stocks ○
Home ○

All the iPad Apps (Photos through to iCloud backup and the iCloud drive) are switched off (recommended).



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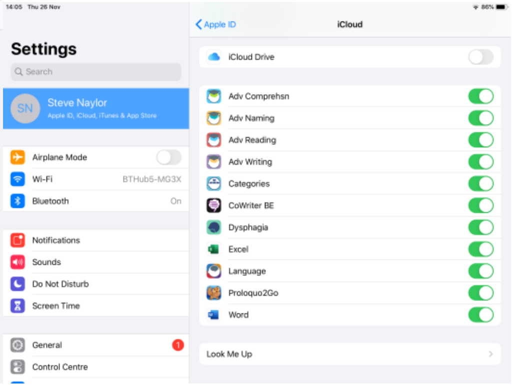
General 1
Control Centre

< Apple ID **iCloud**

Home ○
Game Center ●
Siri ○
Keychain On >
iCloud Backup Off >

iCloud Drive ○

Adv Comprehsn ●
Adv Naming ●
Adv Reading ●
Adv Writing ●
Categories ●
CoWriter BE ●
Dysphagia ●
Excel ●



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Settings

Search

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Apple ID, iCloud, iTunes & App Store

Airplane Mode ○
Wi-Fi BTHub5-MG3X
Bluetooth On

Notifications
Sounds
Do Not Disturb
Screen Time

General 1
Control Centre

< Apple ID **iCloud**

iCloud Drive ○

Adv Comprehsn ●
Adv Naming ●
Adv Reading ●
Adv Writing ●
Categories ●
CoWriter BE ●
Dysphagia ●
Excel ●
Language ●
Proloquo2Go ●
Word ●

Look Me Up >

Whereas data stored in Apps such as "Advanced Comprehension" will be stored on the iCloud drive. However, <u>it is recommended that no Apps backup to iCloud</u> unless it's necessary to hold particularly important data or are backing up the data to transfer to another iPad. So, a more preferable configuration to the example shown as far as patient **Privacy** is concerned would be for none of the Apps such as "Advanced Comprehension" to have access to the iCloud.

You may also wish to rename your iPad to correspond with that shown in the Asset register. To do this go to **Settings→General→About** and then change the name of the iPad. This should correspond with the Asset ID you have given it on the iPad Asset sheet, e.g. ‘iPad 40’.

9. Setting up a New Mail account – specific to a user

Many Speech Therapy Apps (such as those promoted by CueSpeak, Tactus Therapy and many others) can send the results of a patient’s work within a particular App to the therapist using the Mail function of the iPad. In order to avoid confidentiality issues associated with the use of a previously registered personal or institutional email account you might consider setting up a new email account (such as Gmail) and associating that account with a particular patient and the iPad that has been loaned to them. Equally (and potentially more securely) you might choose to use an NHS email address. Note this also enables the user of the iPad to use the Mail account to send and receive messages (with photos) for their own purposes.

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”

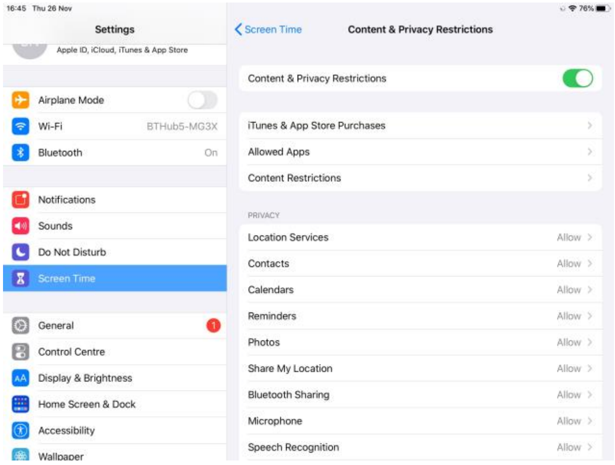
10. Using Restrictions

Restrictions are accessed in the **Settings→Screen time>** area and were introduced in IOS7 and onwards. Restrictions allows you to remove an App altogether (such as the Mail or Camera) but also to fix a chosen configuration so that it can not be altered without knowledge of the “Screen time password”.

In order to use **Restrictions** it is first necessary to setup a secondary password (not the one that is used to access the device when hitting the Home button). To enable this function go to **Settings>Screen time>Change Screen time Passcode.**

Before an iPad goes out to a patient, **Restrictions** will need to be implemented. 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** – see above).

Once you have set the Screen time passcode, click on **Settings→Screen time>Content and Privacy restrictions.** The initial screen will look something like this:



Content & Privacy Restrictions

Content & Privacy Restrictions ●

iTunes & App Store Purchases >
Allowed Apps >
Content Restrictions >

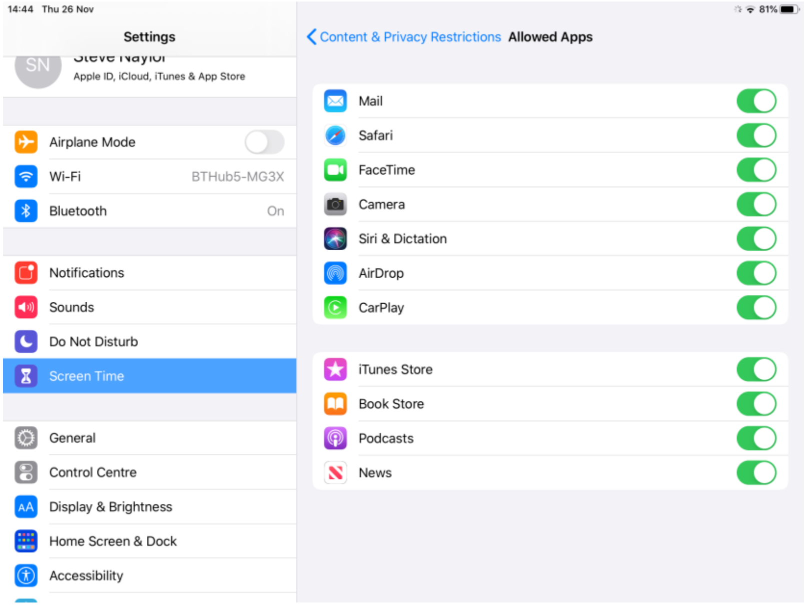
PRIVACY

Location Services	Allow >
Contacts	Allow >
Calendars	Allow >
Reminders	Allow >
Photos	Allow >
Share My Location	Allow >
Bluetooth Sharing	Allow >
Microphone	Allow >
Speech Recognition	Allow >

The generic advice is to restrict access to everything listed particularly the iTunes Store - so that unauthorized purchases cannot be made. This includes:

- Installing Apps - so that unauthorized purchases cannot be made
- Deleting Apps – so that they cannot be intentionally or unintentionally deleted.
- In-App Purchases
- Always require (a password for additional purchases)

Check what is listed under **Settings→Screen time>Content and Privacy restrictions Allowed Apps**, here you can disable Apps (and they don't appear on the iPad) should you wish to ensure they are not abused. Once an App is disabled such as the Camera, Apps that have already been granted access to the Camera can no longer use it and they will not appear on the "Home Screen". This section of the iPad's Settings provide the "Master switch" – so disabling them here cannot be "undone" at the App level. This screen is shown below:



Content & Privacy Restrictions **Allowed Apps**

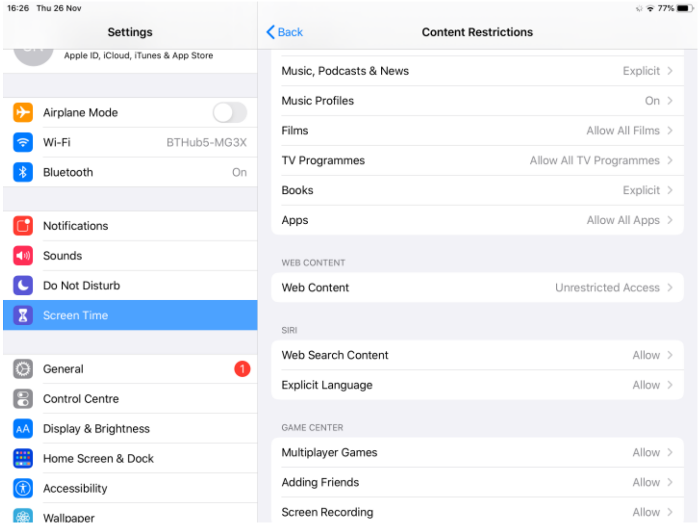
- Mail ●
- Safari ●
- FaceTime ●
- Camera ●
- Siri & Dictation ●
- AirDrop ●
- CarPlay ●
- iTunes Store ●
- Book Store ●
- Podcasts ●
- News ●

Therefore, the **Allowed Apps** needs to correspond to the requirements of the Apps you are using. The table below gives some examples of Adult Neuro' Apps and how (and why) they access different functions on the iPad:

Grid showing how Apps have to Access other iPad functions in order to operate effectively	**Data and Privacy restrictions**										
App functionality and requirements to access other iPad functions	**email**	**Calendar**	**Contacts**	**Safari and other browsers**	**Microphone**	**App Store**	**Camera**	**Photos**	**iCloud**	**Siri**	**Location services**
CueSpeak access requirements											
Microphone to allow patients speech to be recorded					✓						
Update patient specific "cards" (or exercises) and receive results	✓										
Updates to the App (but not the data contained within the App)						✓					
Zoom		✓	✓		✓		✓			✓	
Updates to the App						✓					
Tactus Naming Therapy							✓	✓			
Personalisation process uses camera and photos	✓										
Email results facility											
Updates to the App						✓					
Find my iPad											✓
Can only operate with access to location services											
Google mail	✓	✓									
Integrates with Calendar and contacts											
iPad photos (default back to iCloud)									✓		

Although most, if not all Apps need access to the "App Store" – this is purely to enable the App to be updated which would normally be undertaken when the iPad is recycled to another patient. Access to these functions is requested by the App in question at the time of installation and/or when it is accessed for the first time e.g. to the microphone or camera. As an example, CueSpeak accesses the Microphone function from within the App when it is first used.

The Content restrictions section of **Content and Privacy restrictions** contains a number of options that control a patient's access to "Explicit/Adult" material which should be reset appropriately:



Content Restrictions

Music, Podcasts & News	Explicit
Music Profiles	On
Films	Allow All Films
TV Programmes	Allow All TV Programmes
Books	Explicit
Apps	Allow All Apps
WEB CONTENT	
Web Content	Unrestricted Access
SIRI	
Web Search Content	Allow
Explicit Language	Allow
GAME CENTER	
Multiplayer Games	Allow
Adding Friends	Allow
Screen Recording	Allow

Further down under main **Settings→Screen time>Content and Privacy restrictions** menu is a **Privacy** list that restricts further changes to the Apps that access that particular function. This list corresponds to **Settings→Privacy** (back on the left hand side of the first **Settings** menu) where you can see which Apps have access to the various functions on the iPad (by touching each App in turn it lists what functions they access). So, once you have all of your Apps installed with the appropriate access to the relevant iPad function – it's prudent to set the Privacy options to "Don't Allow" (changes).

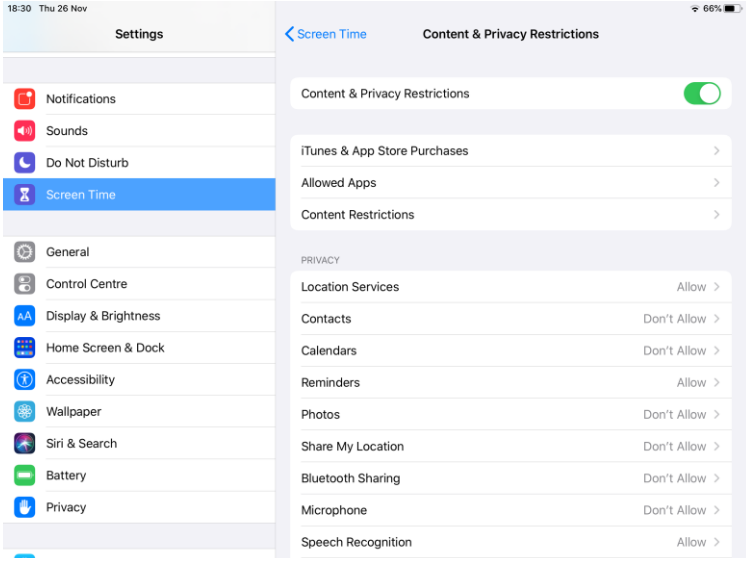
Within **Settings→Screen time>Content and Privacy restrictions>Location Services>Share my Location** it is possible to set "**Find my iPad**" (when lost or stolen) to "on" which is a useful function that also requires Location Services to be "on". This means that iPad functions can be made available selectively to specific Apps i.e. The Camera could be set so it is unable to access Location Services (for geotagging) whereas Find my iPad can. Other functions such as the Camera in **Settings→Screen time>Content and Privacy restrictions>Location Services>Camera** should be set to "Never" so that Photos are NOT Geotagged.

Similarly, once the appropriate Apps e.g. ProLoQuou2Go and Tactus have been installed with fully enabled functions (this usually happens once they have been used for the first time), **Photos** should be set to "Don't allow" changes.

Consider the other **Privacy** functions (Contacts, Calendar, Microphone etc) in the light of the Apps you are using and the functions they require and the specific needs of the patient. For example, you might decide to "Allow" further changes to the

Contacts is the patient in question wished to send personal emails when access and changes to the list of contacts stored on the iPad could be beneficial.

An example configuration for this section might look like this:



18:30 Thu 26 Nov

Settings

Notifications
Sounds
Do Not Disturb
Screen Time

General
Control Centre
Display & Brightness
Home Screen & Dock
Accessibility
Wallpaper
Siri & Search
Battery
Privacy

Screen Time — Content & Privacy Restrictions

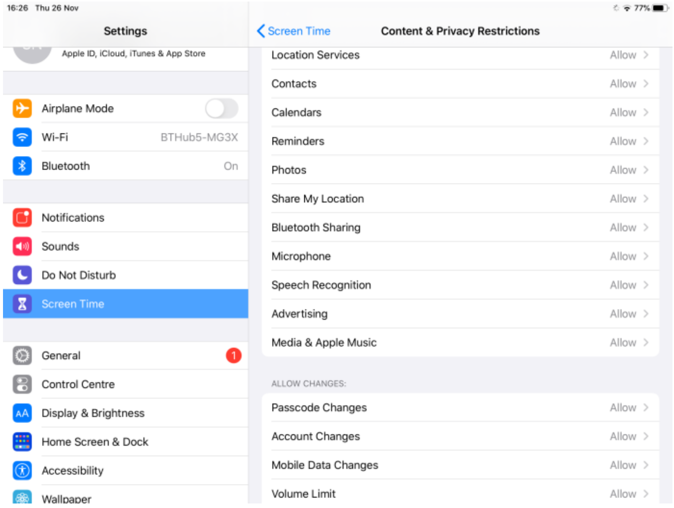
Content & Privacy Restrictions: On

iTunes & App Store Purchases
Allowed Apps
Content Restrictions

PRIVACY

Location Services	Allow
Contacts	Don't Allow
Calendars	Don't Allow
Reminders	Allow
Photos	Don't Allow
Share My Location	Don't Allow
Bluetooth Sharing	Don't Allow
Microphone	Don't Allow
Speech Recognition	Allow

Further down on the same screen note that Passcode and Account changes should be disallowed as well as Mobile Data charges, assuming the iPad has 3G/4G/5G, and this isn't the intended method of accessing the internet. Speech recognition might be something you wish to continue to allow for some patients.



16:26 Thu 26 Nov

Settings

Apple ID, iCloud, iTunes & App Store

Airplane Mode
Wi-Fi: BTHub5-MG3X
Bluetooth: On

Notifications
Sounds
Do Not Disturb
Screen Time

General
Control Centre
Display & Brightness
Home Screen & Dock
Accessibility
Wallpaper

Screen Time — Content & Privacy Restrictions

Location Services	Allow
Contacts	Allow
Calendars	Allow
Reminders	Allow
Photos	Allow
Share My Location	Allow
Bluetooth Sharing	Allow
Microphone	Allow
Speech Recognition	Allow
Advertising	Allow
Media & Apple Music	Allow

ALLOW CHANGES:

Passcode Changes	Allow
Account Changes	Allow
Mobile Data Changes	Allow
Volume Limit	Allow

11. Downloading/Re-downloading Apps

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

a) Access Wi-Fi.

b) 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→Screen time→Content and Privacy Restrictions and unrestrict *Installing Apps*.

c) If it is 'greyed' out and you can't make changes, you may also need to access **Setting→Screen time→Content and Privacy Restrictions (Enter passcode) →Accounts→Allow Changes**.

d) Make sure you have redeemed all iTunes Vouchers needed (see Section 3 – *Setting up a New iTunes Account*).

e) Search for the App you want to purchase. It will probably prompt you for the password again.

f) 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:

- Go to the **App Store** and click on the Portrait icon (top right) followed *Purchased*.

1) The App(s) should start to display and those that can be re-downloaded will be displayed as a cloud intersected by a downward arrow. Other options in this column include OPEN and UPDATE (Apps that are already on the iPad).

If you are downloading Apps onto a patient's personal iPad with vouchers:

a) 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.

b) When the SLT (or therapist) has the iPad, redeem the vouchers and download the Apps using the patient's own Apple ID and 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

12. Updating iPads

Version 14.2 of Apple's iOS has a revised function within **Settings** relating to **Settings>iTunes and App Store** whereas in iOS 14.2 this has been re-named to **Settings>App Store.** In both IOS releases it is possible for **App updates** to be Automatic, however this can be disconcerting to patients as it isn't always masked by the system and can lead to delays and/or unrecognized screens appearing.

For this reason, you may choose to update an iPad when it is recycled and comes back into stock.

To carry out an iOS software update:

- Go to **Settings→General→Software Update→Download and install**.

This can take several minutes.

To update Apps:

- Follow the initial procedure explained in Downloading/re-downloading Apps and select “Update all” instead of following the process under “Purchased”.

NOTE updates may delete data; therefore, it is not advisable to update Apps or software if a patient is still using the device. Generally as explained under “Generic settings and adjustments”, you should not back up content to the iCloud as this is seen as a potential Privacy risk.

13. Erasing iPad Content

When iPads are recycled and 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:

a) Go to **Settings→General→Reset→Erase All Content and Settings**.
b) A message appears *Erase iPad – this will delete all media and data and reset all settings*. Click **Erase**.
c) 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**. You may also be asked to enter your iTunes account details.
d) 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.
e) A white start up page appears with *Hello* written on it. The follow the instructions above as if “Setting up an iPad for the first time”

f) 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.

14. 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.

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.

Other considerations should include a basic knowledge of General Data Protection Regulations.

Useful Links

Aphasia Friendly iBook's https://itunes.apple.com/gb/artist/kathryn-cann/id855313664?mt=11

General Data Protection Regulation: https://www.gov.uk/government/publications/guide-to-the-general-data-protection-regulation

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

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

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/

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

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