

iPad Support Offer: Next steps

Question and Answer Sheet



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Background

Why were the iPads distributed to care homes?

In winter 2020, to support the pandemic response, NHSX procured and gifted 11,000 iPads to care homes across the country. The iPads were to support care homes to access remote health consultations and wellbeing services for the people in their care, and to help keep residents connected to their loved ones during the pandemic. iPads enabled care homes to;

- hold video consultations with health and social care professionals such as doctors, and organise face-to-face appointments;
- connect residents with friends and family remotely;
- with appropriate approvals, reorder medications for residents and access information held in their GP record;
- use them to access NHSmail (a secure NHS internal email service); and
- use other applications and tools that will help to support the care of residents.

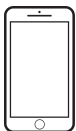
The iPads were pre-installed with applications and bookmarks, including a link to the NHSmail log-in page, the Microsoft Teams app, AppleCare, and a link to the Digital Social Care website. To support the roll out, a suite of support tools were published to assist care homes in setting up the iPads and a telephone support helpdesk was established to manage technical queries.

How were the iPads set up?



WiFi connectivity

Care homes have been able to run the iPads from their existing WiFi connection.



SIM cards

Where homes have unreliable or patchy WiFi, the iPads were supplied with a data-enabled SIM card which meant that they could be utilised without the need for WiFi.



Mobile Device Management

All iPads provided as part of this project were installed with Mobile Device Management (MDM) software to provide security and for the helpdesk to assist with troubleshooting.

Has the project been a success?

Yes, the feedback has been overwhelmingly positive with the iPads being used to support the day to day lives of care workers and those receiving care throughout the pandemic. Care homes who accessed the support tools used their iPads regularly. Some care homes have purchased more iPads off the back of this project, and others have started using digital care planning as part of day to day routines.

Early case studies, such as the experience shared by Herefordshire and Worcestershire Clinical Commissioning Group, are available to view on the Digital Social Care website [by clicking here](#).

A detailed independent evaluation is taking place to appraise the outcome in more detail and to explore learnings for future initiatives.

What happens next?

The contract provided for the SIM cards ended in December 2021 and the Mobile Device Management (MDM) service comes to an end on 30 June 2022. All care homes wanting to use their iPad after the 30 June 2022 securely (in line with NHS Information Governance and data security requirements) must select one of the following options;

1. Care homes wanting to continue using their iPads as part of providing care for their residents will need to source an alternative MDM. Options include;
 - a. Talking to your local authority or Integrated Care System (ICS) Digital Lead who may be able to offer a local solution. More more information please contact ipad.offer@nhsx.nhs.uk
 - b. Contacting the Jigsaw24 helpdesk and maintaining the current MDM solution at a small monthly cost
 - c. Sourcing an alternative provider
2. As long as care homes have already switched on their iPads and set up an Apple ID, iPads can be used as personal devices in the care home to support day to day activities. The current MDM will stop working on 1st July 2022 and the iPads will become standard devices with no additional security software or technical support.
3. Should a care home not wish to retain their device they can work with their ICS to determine the next steps, which may include the iPad being transferred to another care home.

A survey is now underway to collect this information via the iPads. Results will be shared with ICSs and the national NHS England Digitising Adult Social Care team to help manage the next steps.

Mobile Device Management

It's highly recommended that mobile devices like smartphones and tablets that are used to access work email, calendar, contacts, and documents are installed with a Mobile Device Management (MDM) solution to help protect sensitive data and information. An MDM solution delivers a service that allows an organisation to remotely control, monitor and enforce policies on mobile devices, and can even wipe mobile devices if they're lost or stolen.

The Digital Social Care website has a wealth of information available for care providers considering MDM solutions. For more information visit their website [by clicking here](#).



What support is available?

We are committed to supporting care homes throughout the migration process to their new MDM solution. Until 30 June 2022 the existing support package for the iPads (including the technical support helpdesk and MDM solution) will remain in place. The Jigsaw24 helpdesk is able to support care homes with technical assistance to transition to their new chosen MDM provider between March 2022 and 30 June 2022.

Care homes can contact the technical support team at Jigsaw24 on carehomesupport@jigsaw24.com, or by phone on 03332 409 234.

What is the timeline for the migration?

Care Homes are able to transition to their new MDM solution as soon as a provider has been selected, but this must be done before 30 June 2022 when the existing contract for technical support and MDM services ceases.

On 1st July any iPads that do not have MDM will revert to personal devices.

What happens if a care home doesn't make a decision?

From 1st July 2022 any iPads that have not transitioned to a new MDM solution will not be able to be used to access certain tools, for example NHSMail or GP Proxy.

As long as the care home has activated the iPads and created an Apple ID, the iPad will be able to be used as a personal device.

Who can I contact for help?

A survey is underway to collect information from care homes, informing users of the upcoming changes. A tick box option in the survey will enable care homes to ask for assistance should they want more information. Care homes who tick this box consent to their details being passed to their local ICS and the national NHS England Digitising Social Care Team who will ensure they receive support.

Care homes who want to continue with the current MDM can contact the technical support team at Jigsaw24 on carehomesupport@jigsaw24.com, or by phone on 03332 409 234 to discuss available options.

For any other questions, please email ipad.offer@nhsx.nhs.uk and your query will be directed to the most appropriate team.