

## **FINAL ALLOCATIONS FOR THE NHSX IPAD OFFER TO CARE HOMES**

Dear colleagues

We have now reviewed all applications for final iPad allocations.

Unfortunately some care homes that were not successful, in line with our [eligibility criteria](#).

At this stage, we have only been able to allocate iPads to care homes that applied for our offer by the 23rd October deadline. We are looking at other support options for care homes that did not apply or were ineligible for this offer.

### **Distribution of the iPads**

50 'beta' care homes have now received their iPads and have been sharing information about their experience with the NHSX team, to help us refine and improve the distribution process.

We expect distribution of the remaining iPads to take place from w/c 30th November until mid-December. Care homes listed priority one care, will receive their devices first.

Successful care homes will be contacted by NHSX on Tuesday (24th November), and their deliveries will be arranged with our delivery partner Jigsaw24. Care homes will be reminded that they must adhere to the iPad [terms of use](#) and applicable security and information governance requirements.

### **The iPad support package**

The iPads will be gifted to care homes with a protective, cleanable case. A data-enabled SIM card will also be supplied, along with pre-installed mobile device management software for security and troubleshooting, for an initial 12-month period.

A set up guide will arrive in the iPad box, with contact details for the technical support service desk (see the below FAQs for further information). Care homes will also have access to support resources and set up/troubleshoot webinars via the [Digital Social Care website](#).

Once again, we are grateful for your support in helping us to deliver this important programme for care homes, and would appreciate your ongoing assistance to help the care homes become confident using their iPads, and other digital tools to support their residents' care.

If you or any care homes you work with have any queries about this offer, please get in touch at [ipad.offer@nhsx.nhs.uk](mailto:ipad.offer@nhsx.nhs.uk) or alternatively see below for an FAQ.

## FAQs

### What will be delivered with the iPad?

The iPad will be gifted to care homes with a protective, cleanable case (a rugged 360 gripcase from Armourdog, with a strap and stand). A roaming data-enabled SIM card with a 12 month pooled 10GB data package will be supplied. Every iPad will have mobile device management (MDM) software installed for the first 12 months.

### What is the device specification?

Apple iPad 10.2" 8th Gen 32GB Wi-Fi + Cellular

### What mobile device management (MDM) software is being used?

The MDM software, also known as Unified Endpoint Management software, will be provided by JamfPro. The license will be free of charge for an initial 12 month period. Ongoing costs for the UEM software may be transferred to the care home at the end of the 12-month period, if requested by the care home.

### What apps will be preloaded on the iPads?

The iPads will have the following apps and bookmarks preloaded on the home screen:

- NHSmail bookmark
- MS Teams app
- Technical help/service desk support link
- Digital Social Care bookmark
- Care Workforce app
- Capacity Tracker bookmark
- Safari browser
- Apple books (to access the digital set up guide)
- Curated app store
- Apple app store

Please note that these may change slightly during the beta, but no reduction in functionality is expected.

### Will care homes be able to download additional apps?

Yes, care homes will be able to download additional applications they need to support residents' care from the curated app store and/or the Apple app store. Certain applications deemed inappropriate (for example, gambling apps or similar) will not be accessible.

Care homes will be able to use one of two options for downloading additional applications:

- The curated app store. This will have a range of preloaded health and care applications for care homes to choose from, which they will be able to install for free. Care homes will be able to request any additional apps via the curated app store through the Jigsaw24 service desk.
- The Apple app store. This can be used if a care home would like to access any app that requires a fee. They will need to register for Apple ID to use the Apple app store; care home staff are instructed not to use a personal Apple ID for these iPads, but to set up an Apple ID used across the organisation.

*Will care homes be able to add bookmarks to their iPad?*

Yes, care homes will be able to add bookmarks via the Safari browser. Instructions for adding bookmarks and customising the iPad home page will be included in the set up guidance.

*What support is being provided to care homes to help them set up and use the iPads?*

The following support package will be available to care homes as part of this offer:

- Technical support via the device supplier, [Jigsaw24](#), who can be contacted on 03332 409 234, or by email at [carehomesupport@Jigsaw24.com](mailto:carehomesupport@Jigsaw24.com).
- Step-by-step set up instructions developed by Jigsaw24, which will arrive in the iPad box.
- Additional set up guidance and video tutorials via the [Digital Social Care website](#), including guidance for using NHSmail and MS Teams on the iPads.
- Weekly set up and troubleshooting webinars, run by Digital Social Care
- Links to other digital training materials and information resources on the Digital Social Care website

If you or any care homes you work with have any queries about this offer, please get in touch at [ipad.offer@nhs.uk](mailto:ipad.offer@nhs.uk) or alternatively see our [FAQs](#).