



Iain O'Neil
NHSX
Quarry House
Leeds
LS2 7UE

29 September 2020

Dear colleagues,

iPad offer for care homes

Councils, the NHS and care providers have been at the frontline of the Covid-19 response and continue to play a huge role in keeping people safe and well, and Local Care Home Support Plans have been central to this effort. Thank you for your ongoing support to the care home sector during these times.

Covid-19 has sharply accelerated digital transformation, with NHS Trusts and GPs, Councils and care providers rising to the challenge and rapidly deploying new technologies to deliver remote care.

NHSX, in partnership with the Local Government Association (LGA) and regional NHS teams has begun a programme of work to embed this transformation, which will align with a wider package from Government to support winter pressures. Our work together will be focused on helping to connect care providers by investing in digital infrastructure, and by supporting the implementation of new technologies and improved access to information across health and social care services.

As part of this work, NHSX is investing in up to 11,000 iPads (tablet devices) for care homes to improve access to healthcare services for care home residents.

Each tablet device will include a 12-month support package and, for care homes without full access to WiFi, a data-enabled SIM card. The iPads will be ready to use straight out of the box.

How the iPads will help care homes

The iPads will make it possible for all care homes to:

- Hold video consultations with medical and social care professionals.
- Use NHSmail (a secure NHS internal email service).
- Access resident health information.
- Connect residents with loved ones remotely.
- Use any other applications and tools that they feel support the care of their residents.



As well as pre-bundled software, the iPads will have easy-access links to NHSmail, the MS Teams app, the Digital Social Care website and Apple Care (for technical support).

Which care homes will receive an iPad?

Prioritisation of iPads will be to care homes that:

- Receive all or some of their funding for residential care from the NHS or from a local authority.
- Apply for an iPad using our [order form](#).
- Have less than one Apple or Android tablet device per 40 residents.

Care homes without any Apple or Android tablet devices

- Care homes with fewer than 40 residents will qualify for one iPad.
- Care homes with 40 or more residents will qualify for two iPads.

Any remaining devices will be distributed to care homes according to assessed local need.

Which care homes will receive iPads with a data-enabled SIM card (for internet access)?

Care homes will qualify for a SIM card, included with the iPad, if they have:

- A poor or patchy WiFi connection.
- No WiFi connection.

How do care homes find out about the offer and apply for an iPad?

We plan to inform care homes by:

- Sharing information about the offer to encourage care homes to apply.
- Working closely with our network, including care home providers, NHS organisations and local authorities.

We are asking local authorities to share information about the offer with care homes in their area, and we would like all NHS partners to inform their GPs and Primary Care Networks (PCNs) about the offer and what the iPads can be used for.

We have attached a template letter/email for local authorities and regional health teams to send on to care homes at [appendix A](#).

Here is a breakdown of what we will do, and what we would like you, our partners, to do to help:

○ **NHSX**

We will share information about the offer, including details about the iPad specification and ordering process, with NHSE/I regional leads and the LGA.

○ **The LGA**

The LGA will share information about this offer through the Association of Directors of Adult Social Services (ADASS) and other local authority channels.

- **NHSE/I regional leads**

Please share details about the offer to ICS/STP digital leads, CCGs and local authorities via relevant Covid-19 communication routes.

- **Local authorities**

Please contact care homes in your area, especially those you know are in particular need, to provide them with information about the offer and instructions about how to apply for an iPad. There is a template in *appendix A* at the end of this letter that you can send on to care homes. If care homes are unable to complete the form online, you may complete it with them over the phone. NHSX will share the final allocations to review before iPads are dispatched.

- **CCGs**

Please share information about the offer with PCNs and GPs, so they can engage with local care homes to discuss options for carrying out remote consultations using the iPads. If care homes are unable to complete the form online, you may complete it with them over the phone. NHSX will share the final allocations to review before iPads are dispatched.

The order form

After care homes have received information about the offer, we will invite them to apply for an iPad by asking them to fill in an [order form](#).

The form will ask them to provide information about their connection and any digital needs they may have. Care homes should have their CQC location ID number to hand when completing the form.

How we will support care homes

We will help staff in care homes to set up and use the equipment by providing:

- Step-by-step guidance on how to set up the iPads
- Access to set-up video tutorials
- Support via the [Digital Social Care website](#).
- Weekly set up and troubleshooting webinars
- Access to technical support from the device supplier
- Access to digital training materials, including resources to support remote consultations with health and social care colleagues.

Where local regions have existing training or support teams assisting care homes in their area, we will work closely with them to offer support.

The NHSX project team is ready to support colleagues by ensuring the rollout of the devices complements local activities.

Internet deals and advice on digital technology for care homes

To support the use of the iPads and to help care homes effectively communicate with health and social care partners, NHSX and NHS Digital have brought together a range of internet connectivity offers developed especially for care homes.

Full details about these internet deals and packages are available at: [Internet connection deals for care homes](#).

Further advice for care homes and care providers on using digital technology, including guidance on meeting [Data Security and Protection Toolkit requirements](#) can be found on the [Digital Social Care](#) website.

What happens next?

Please send the template letter/email to all local care homes (including those supporting self-funded residents); it includes information about the offer and how care homes should apply.

NHSX will be reaching out to all stakeholders in the coming weeks to make arrangements for sharing information about the deployment of the iPads, and we will also be holding a series of information webinars.

If you would like to discuss the deployment plans with the NHSX project team, or have any other queries about the project, please contact: ipad.offer@nhsx.nhs.uk

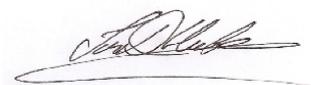
Yours sincerely



Helen Whately
Minister for Care
DHSC



Iain O'Neil
Director of Digital
Transformation NHSX
NHSX



**Councillor Ian
Hudspeth**
Chair of the Community
Wellbeing Board

Appendix A:template email to please distribute to care homes

Email subject: **iPad offer to care homes**

Dear [Name]

NHSX is working to support care homes and their residents, by providing digital equipment and helping to improve wireless access to the internet so that care homes can:

- Hold video consultations with health and care professionals
- Use NHSmail (a secure NHS internal email service)
- Connect care home residents with loved ones remotely
- Get direct access to any other tools or systems needed to support the care of residents

What we're offering

We're offering [free iPads to eligible care homes](#).

For care homes without a stable wifi connection throughout their building, we'll be including a data-enabled SIM card free for 12 months with each iPad.

We'll also provide access to useful apps as well as information about internet [connectivity deals](#) plus tools and resources for using the iPads.

How to apply for a free iPad for your care home

You can apply for an iPad by filling in [this form](#).

The deadline for submitting your application is Friday 23rd October 2020.

Which care homes can apply for an iPad?

You can apply for an iPad if your care home receives some or all of its funding for residential care from the NHS or from a local authority.

Which care homes will receive an iPad?

We have a limited number of iPads available and will assess each application based on our criteria below.

Prioritisation of iPads will be to care homes that:

- Receive all or some of their funding for residential care from the NHS or from a local authority.
- Apply for an iPad using our order form.
- Have less than one Apple or Android tablet device per 40 residents.

Care homes without any Apple or Android tablet devices

- Care homes with fewer than 40 residents will qualify for one iPad.
- Care homes with 40 or more residents will qualify for two iPads.

Any remaining devices will be distributed to care homes according to assessed local need.

Which care homes will receive iPads with a data-enabled SIM card (for wireless internet access)?

Care homes will qualify for a SIM card, included with each iPad, if they have:

- A poor or patchy wifi connection.
- No wifi connection.

Details about the use and ownership of the devices are available in our [terms of use](#).

What happens next?

After we've received your application, we'll review it carefully.

If your application is successful, we'll contact you directly to tell you how many iPads you'll receive (up to two) and what will happen next.

If you also qualify for a data-enabled SIM card, we'll confirm this (as you'll need one SIM per iPad) and share further details, including guidance on how to set up and use the iPads.

If you have any questions, please contact your local authority or local health team.

Best regards