

**Confidentiality on shared iPads/tablets**

***Practice* Based Scenario**

**About this document**

This document is designed to take you through a practice-based scenario to help you reflect on what you might do if faced with a similar situation. It can be used to guide your thoughts and prompt discussion with your colleagues. Working through this document counts towards your continuing professional development (CPD). Your reflections on this document are not assessed and you do not have to send your responses to the RCSLT.

You can work through it on your own, with a colleague or supervisor, or in groups, eg as part of an RCSLT Hub or Clinical Excellence Network.

This document is broken into six parts:

1. **The scenario:** for you to read
2. **The issues to consider:** for you to gather your thoughts on practice issues relating to this scenario
3. **Next steps:** for you to plan out what you would need to do next
4. **Prompts for consideration:** RCSLT prompts for further consideration
5. **Sources of further information:** links to professional guidance
6. **Update your CPD diary:** for you to do
7. **The scenario**

**You have one iPad in your setting. It is used between multiple service users for assessment and therapy. The iPad includes personal data of several service users.**

**For example, you have two scenarios set up in the app Scene and Heard. One includes service user 1’s family photos; the other includes service user 2’s pictures of her home.**

**How can you protect confidentiality and safeguard personal data?**



**What do you do in this scenario?**

1. **The issues to consider**

**What do you need to consider?**

Think about the above scenario and its implications and jot down your notes about issues you may need to consider. Please feel free to use extra sheets of paper if you need. Or, if you are in a group, you may like to record on a whiteboard or flipchart.

1. **Next steps**

**What steps do you think you need to take next?**

1. **Prompts for consideration**

In this scenario you are using the iPad to support effective communication. Issues of information governance need to be balanced against the value of the tablet as a device to support communication access and expression.

It is recommended that you think about the following prompt questions and formulate a considered strategy to deal with the problem.

Remember that if you are faced with a similar situation you will need to think about it in relation to the frameworks within which you work, such as the Health and Care Professions Council (HCPC) Standards, RCSLT professional guidance and resources, local and national policies and also policies of your employer (or your own policies if practising independently).

Please note that this list is not exhaustive and does not constitute legal advice.

**Prompt questions to consider**

1. What is the personal data and how does it compromise personal security?
2. Can the service users access each others app scenes?
3. Are the service users aware that others may access their app scenes?
4. Have the service users consented for their personal photos being placed on a shared device?
5. When are the personal photos going to be deleted?

**Possible next steps**

1. Obtain written copies of valid informed consent.
2. Work with your information governance department to develop procedures for the use and storage of personal data on tablets.
3. Contact the app developers to provide feedback on separate user access.
4. Highlight the issue to management and use to support bids for multiple devices to be available in your setting.
5. Images should be deleted as soon as the client has finished using the device.
6. **Sources of further information**

**The following information in the professional accountability and autonomy, and professional guidance sections of the RCSLT website is also particularly relevant:**

2 - [Communicate appropriately and effectively](https://www.rcslt.org/professional-autonomy-and-accountability-guidance#section-6)

6 - [Manage risk](https://www.rcslt.org/professional-autonomy-and-accountability-guidance#section-10)

7 - [Report concerns about safety](https://www.rcslt.org/professional-autonomy-and-accountability-guidance#section-11)

1. **Update your CPD diary**

Working through this scenario counts towards your continuing professional development (CPD). Once you have completed this scenario, please record this learning and your reflections in your CPD diary.