



Department of Health and Social Care

Rheynn Slaynt as Kiarail y Theay

Department Plan 2025-26

Plan y Rheynn 2025-26

Our Island Plan

Plan yn Ellan Ain

An Island of Health & Wellbeing

GD No. 2025/0052

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1. Minister and Members' Foreword

Goan-toshee yn Chirveishagh as Olteynyn



Hon. Claire Christian, MHK
Minister for Health and
Social Care



Mr. Tim Crookall, MHK



Mrs. Diane Kelsey, MLC



Mr. Stu Peters, MHK



Mr. Peter Reid, MLC

As the newly formed political board for the Department of Health and Social Care, our simple but powerful focus is delivering care that truly puts people first.

We know that good care is about more than treatments or targets - it's about trust, humanity and consistency. It's about making sure people feel supported, especially during their most vulnerable moments. That's why we are focused on improving the quality of care, expanding access to services close to home and joining up health and social care

This commitment isn't just a statement; it's our guiding principle. It shapes every decision we make, every strategy we develop and every service we support. We're focused on building a system that's safe, responsive and centred on people's needs - one that puts prevention first, supports early intervention and delivers care that's consistent, compassionate and appropriate for everyone.

Over the past year, we've taken some important steps forward. The launch of both the National Autism Spectrum Condition Strategy and the Carers Strategy marked the beginning of two long-term efforts to improve lives. While the biggest changes will take time, we know it's the work we do now, the small but meaningful milestones, that lay the foundation for lasting change.

We've also strengthened how we assess health and social care, refreshing our quality assurance framework to ensure the services people rely on are safe and continually improving.

Of course, we recognise the financial pressures facing health and care systems worldwide and ours is no exception. But we will never let financial challenges overshadow the people we serve. Our focus will be on three key areas:

- Putting patient safety and care quality first
- Bringing care into communities - closer to home, more accessible, more personal
- Being open and accountable about how we use public resources to support these goals

Each of these reflect our dedication to improving the experience for patients, carers and their families.

This updated Department Plan reflects that commitment, and we are proud to support the dedicated staff and partners who make this possible every single day. Together, we will keep working to deliver the best for our Island community.

We all have a genuine passion to shape the best health and care system possible and want to use this as an opportunity to confirm the Political Board's commitment to supporting Manx Care. We extend our thanks to every individual, professional, volunteer, carer, who plays a part in helping us deliver on that promise.

2. Chief Officer Introduction

Goan-foshlee yn Ardoffishear

I am delighted to introduce this plan as the Interim Chief Officer of the Department of Health and Social Care.

Although I have only been in post for a short time, I am already deeply impressed by the dedication and expertise of the officers within this small but dynamic department. Their commitment has made a tangible difference in the lives of Isle of Man residents over the past 12 months, and I am eager to build on this momentum. At the same time, we must take a critical look at our capacity and ensure that our structures, resources, and workforce are fit for purpose—both now and in the future so that we continue to deliver our Department Plan objectives and commitments to the Island Plan.

The Department plays a vital role in ensuring that our health and social care services deliver the best possible outcomes within the constraints of a tight financial envelope. As I step into this role, it is clear that we have a busy and ambitious year ahead. My priorities include expanding the provision of care in the home, with more services at home and in the community, improving access to primary care services, and further developing locality-based services to better meet the needs of our population.

Listening to the voices of patients, service users, carers, and all residents is crucial. I am committed to ensuring that their insights shape the Department's commissioning decisions so that our services remain responsive and effective.

Looking ahead, collaboration will be central to driving improvement. We will work closely with our key partners - Manx Care, Public Health, third sector organisations, policymakers, and strategy experts—to navigate the changes required to strengthen our services.

I am passionate about making a meaningful difference, working alongside the Minister, Members, our dedicated team of officers, and providers to improve outcomes and maximise the impact of every Manx pound spent across Health and Social Care services.

Above all, I am honoured to lead the Department in the coming year, remaining resolutely focused on improving health and social care outcomes for all residents. Through partnership, collaboration, and determination, we will work at pace to deliver the best possible services for our community and I look forward to the journey ahead.



Prof. Tim O'Neill
Interim Chief Officer for the
Department of Health and Social Care



3. About us

Mychione Ain

Our Purpose

To ensure the provision of health and social care meets the needs of our Island.

What we do

We have five core responsibilities:



Strategic Direction

The Department of Health and Social Care is focused on making sure patients and service users get the best possible care. The Department aims to further improve health and social care services, make support more accessible, and deliver positive outcomes for people across the Island now and in the future. We develop the strategy, policy and legislation that will help us deliver our purpose and support the goals of Our Island Plan.



Commission Health and Social Care Services

We issue an annual Mandate outlining the objectives and services that Manx Care will provide. Performance is monitored using service standards and key metrics, with regular reporting through an assurance process to ensure the effective delivery of health and social care services.



Governance & Accountability

We focus on corporate governance, quality assurance, legal frameworks, finances, buildings, risk management and administrative processes that keep everything working together effectively.



Regulator

We register, monitor, inspect and regulate social care services and some non-NHS health care services to ensure they comply with regulations, and they provide high standards of care to children, young people and vulnerable adults.



Transforming

We work with our partners in Manx Care and Public Health to seek continuous improvement in the way services are provided, and continue to deliver the recommendations approved by Tynwald following the [independent review of Health and Care Services by Sir Jonathan Michael](#).



The delivery of NHS health and social care services to patients and service users are provided by Manx Care and its contracted service providers. Services are provided under a Mandate from the Department which is published annually. Manx Care's response to the [Mandate](#) is described in [Manx Care's Operating Plan 2025/26](#).

Who We Are

We are a Government Department supported by a number of [statutory bodies](#). The infographic below shows how many roles we currently have.

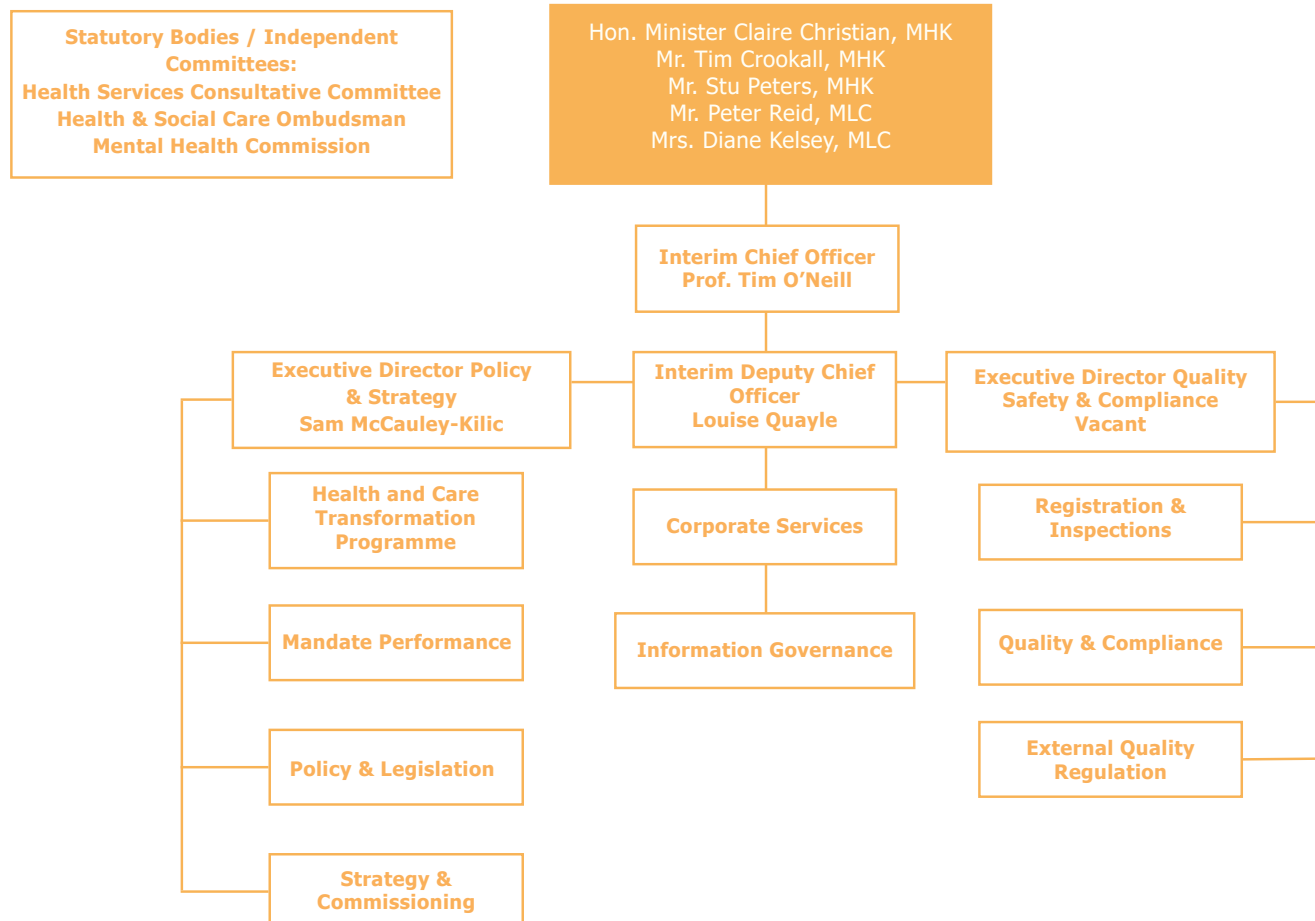
On 1 April 2024, the Health and Care Transformation Programme joined the Department from the Cabinet Office. This has allowed us to better align the transformational projects with the mandated objectives and accelerate project implementation.



* Because these figures show roles within the Department, including those filled by non-full time staff members, these figures do not align with the [Government's published workforce data](#) that reports full time equivalent staff in post.

4. Our Structure

Yn Strughtoor Ain



Our Values

Ny Prinsabylyn Ain

Communication



Transparency



Honesty



Respect



Innovation



Caghlaaghyn veih 2023-24 magh



The table below illustrates the progress made against the objectives. Some objectives are being carried forward into this 2025/26 plan to complete work that has commenced but is not yet finished. This reflects evolving priorities in 2024/25, including work on the Healthcare Reform Motion and the revised process for developing the Mandate to Manx Care in alignment with Manx Care's Operating Plan.



Red - Paused/
Unresolved
dependency or
bottleneck

Strategic Programme	Action	Progress against action	Looking forward
National Autism Spectrum Condition Strategy 2024-2034.	Publish strategy and action plan. Original target date: November 2023	Phase 1 - Tynwald approved the strategy in January 2024. Phase 2 - Through collaborative working with Manx Care and other government departments, actions in the strategy continue to be completed and reported on. 	The steering group meetings, progress monitoring, community updates, engagement meetings, webpage updates and e-circulars will continue during 25/26 The annual progress report will be laid at the October 2025 sitting of Tynwald. A political members' briefing will be held in advance of the Tynwald sitting.
Carers Strategy 2024-2034.	Publish strategy and action plan. Original target date: December 2023	Phase 1 - Tynwald approved the strategy in June 2024. Phase 2 - Through collaborative working with Manx Care and other government departments, actions in the strategy continue to be completed and reported on. 	The Department will present an annual report to the Health, Learning and Social Policy Board (HLSPB) in August 2025. The 'State of Caring Report 2025' will inform the development of the strategies second-year action plan.

Strategic Programme	Action	Progress against action	Looking forward
Restoration & Recovery Programme (addressing waiting list times)	Monitor Restoration & Recovery phase 2 progress (Ophthalmology, General Surgery and Orthopaedics) and quarterly reporting to Tynwald on progress. Understand the priority for subsequent phases of R&R work and the resource required to reach sustainable levels. Original target date: December 2023	Quarterly progress reports were laid before Tynwald. A business case for subsequent work was submitted to Treasury in September 2024. Progression of the business case is paused until the clinical validation exercise is completed. 	During 25/26 Manx Care will undertake a clinical validation exercise of all outpatient waiting lists to ensure a clear understanding of patient treatment needs before any phase 3 elective recovery business case is brought forward to Tynwald for funding. The Department will continue to work with Manx Care and clinicians to reach sustainable service levels.
Mental Health and Children's Mental Health Strategy	Publish strategy and action plan. Original target date: December 2023	Progress has been made to develop a draft strategy, and work continues to refine this through stakeholder engagement scheduled for the summer. The strategy has been renamed as the Wellbeing and Mental Health Strategy to encompass all ages. The Department has amended the target delivery date to December 2025. In June 2024, Government approved investment of just over £4m to help tackle waiting lists and transform the Child and Adolescent Mental Health Service (CAMHS). 	A further update is stated in section 7 of this document. (Page 18)
Health and Care Transformation	Agree prioritisation for delivery of the Care Pathways work stream. Support the identified key areas for incremental delivery in 2023/24 under the Primary Care at Scale strategy. Original target date: December 2023 and April 2024	Completed, with the main focus being stabilisation of pharmacy provision across the Island. 	Enhancement to pathways and service delivery models will be led by Manx Care This year's focus for Primary Care at Scale is outlined in the actions for Expanding Community Services in section 7 of this document. (Page 24)

Strategic Programme	Action	Progress against action	Looking forward
Strategy for the long-term provision of residential, nursing and respite care	Use evidence and opportunities for action from the Joint Strategic Needs Assessment, and the assessment of health and social care needs of our ageing population to finalise principles for long term provision of residential, nursing and respite care. Develop a draft 10-year strategy for the long-term provision of residential, nursing and respite care. Original target date: August 2024	The development of this strategy is dependent on the publication of the Ageing Well Joint Strategic Needs Assessment undertaken by Public Health and the work associated with the Nursing, Residential and Home Care review that is due to be reported to Tynwald in October 2025. The Department has amended the target delivery date to 2026/27.	Objectives for the Nursing, Residential and Home Care review are stated in section 7 of this document. (Page 25)

Department Plan Objectives

Function	Actions	Progress against action	Looking forward
 Governance	Develop/update governance structures for our statutory bodies and create consistent framework agreements that support these bodies achieve their aims and functions. Original target date: April 2024	A framework agreement with the Health Services Consultative Committee is published on our website. Framework agreements are in progress with the Health and Social Care Ombudsman Body (HSCOB) and the Mental Health Commission (MHC).	Agree and publish framework agreements for HSCOB and MHC. This action is restated in the 25/26 objectives set out in section 7 of this document. (Page 21).
	Publish a Climate Action Plan and embed sustainability governance standards into our work programmes, policies and commissioning activities using climate impact assessment tools. Original target dates: January and November 2024	The Department's Climate Action Plan is published on the website. 21 climate impact assessments were completed as part of the Department's trial of the Government's new climate impact assessment tool. This is now being used regularly as part of the Department's decision making.	An updated plan reporting on the climate actions taken in the previous year, and setting new objectives, will be published on our website on an annual basis.

Function	Actions	Progress against action	Looking forward
	Review and develop a quality assurance framework to assess, report on and improve the standards of health & social care services and systems. Original target date: September 2024	A review of the framework was completed, and an updated version is published on our website. The Quality Assurance Framework is the process through which the Department gains assurance that service providers on the Isle of Man are delivering quality health and social care, and that there is a positive correlation between quality service delivery and health and social care outcomes.	Monthly updates are provided to the Department's Quality and Safety Committee.
 Regulatory	Ensure the effective development of the Regulation of Health and Social Care Bill. Deliver the effective implementation of the Health and Social Care Regulation Bill. Original target dates: April and October 2024	The Department has settled all policy matters to inform a draft Bill. Public engagement was undertaken between Jan – Mar 2025 to provide information about the new legislation and the impacts associated with the proposed changes. The draft Bill is due to be completed in July 2025.	Stakeholder consultation on the Bill will commence in August 2025 before it is submitted to the branches of Tynwald.
	Develop an informal network with other small island jurisdictions and other regulators to improve our regulatory methodology. Original target Dates: December 2023 and April 2024	Relationships with other small island regulators have been established and we meet with them on a regular basis. Through this, we were able to identify inspectors for services that were not able to be covered by the inspections carried out by the Care Quality Commission (CQC) and Ofsted inspections.	The small Island jurisdiction network continues to meet on a regular basis to explore and expand mutual support to a joint approach to regulation.
	Identify inspectors for services where currently none exist, to deliver baseline data. *Carried over from 2022-23 plan Original target dates: March 2024	Inspections for opticians, the blood transfusion and donation service, and adult day care services have been completed.	Adult Social Care is the only remaining service area that requires external inspection. Identifying an inspector with the assessment framework and capacity to undertake the inspection will be progressed during 25/26.

Function	Actions	Progress against action	Looking forward
	Improve future processes for regulation by increasing engagement and developing two-way feedback between the Department - (as the regulators) and the services being inspected. Original target date: March 2024	We have established regular provider forums and are promoting a culture of "you said, we did" by circulating regular updates to provider groups and sharing of good practice. ◆	Formal provider forums are now held on a 6 monthly basis complemented by regular circulars to share good practice and updates on changes on any legislation which may impact services.
	Develop and implement a modern IT system to manage current regulation data and the future higher volume of information. Original target date: March 2024	A business case to seek funding for a new system has been submitted to the Treasury. This will support the increase in registered services and enable better analysis and trend identification. ◆	This is an ongoing project that is included in the 25/26 objectives set out in section 7 of this document. (Page 24).
 Strategic	Develop an integrated health & social care framework for the next 10 years (2025-2035). Original target date: August 2024	This action has not started due to competing priorities during the service year. It is the Department's intention to move away from publishing standalone strategy documents and instead publish a framework that provides the strategic direction and outcomes we want to achieve through service specific action plans. ◆	This has been included in the 25/26 objectives set out in section 7 of this document. (Page 18).
	Bring forward proposals to Tynwald for implementing changes to prescriptions fees and exemptions. Original target date: February 2024	Policy principles have been developed and proposed Amendment Regulations have been drafted to replace the NHS Charges for Drugs and Appliances Regulations 2004. In June 2024, the Department presented a policy paper to the Council of Ministers and was tasked with bringing forward proposals that considered alignment of revised eligibility criteria to dental service and eyesight tests. Further proposals were brought back to the Council of Ministers in January 2025. ◆	As part of a phased implementation approach, the Department intends to bring forward the amended Regulations relating to prescription free eligibility criteria during 25/26 as described in section 7 (page 19). This will be referred to as Phase 1. Phase 2 will see continued policy development in relation to dental services and eyesight tests with proposed changes to Regulations in 2026/27.

Function	Actions	Progress against action	Looking forward
	Implement the Capacity Act 2023 in accordance with the published implementation plan. Original target dates: May and July 2024	The Implementation Plan was published in February 2025. 	The plan sets out the steps and associated timeframes to develop the secondary legislation required to switch on the Act. Development of the Code of Practice and secondary legislation is included in the 25/26 secondary legislative programme set out in section 11 of this document.
	Implement the Adoption Act (2021) in accordance with the published implementation plan. Original target date: May 2024	Tynwald approved 9 sets of secondary legislation in June 2024. The regulations were a crucial step in modernising the Island's adoption laws. 	Regulations implemented through reviewed operational policies and procedures.
	Review the effectiveness of existing Pharmaceutical Services Regulations. Original target date: January 2024	Scoping work to confirm replacing existing regulations with new provisions based on NHS (Pharmaceutical Services) (Wales) Regulations 2020 has commenced however progress impacted due to prioritisation of the NHS (Ophthalmic Services) Regulations. 	Action carried forward in 25/26.
	Review the Cannabis-Based Products for Medicinal use (CBPM) pilot service and develop future policy. Original target dates: December 2023 and March 2024	A 12-month review of the pilot dispensing service for CBPM was completed. Its recommendations considered patient accessibility, affordability and choice. This resulted in the introduction of an application process for other local pharmacies to obtain an import and dispensing licence. 	Three local pharmacies now hold a licence to import and dispense CBPM, offering more choice to the public. The Department also introduced an application process for on-Island private CBPM prescribing clinics. The first private prescribing clinic is now registered and operational.

Function	Actions	Progress against action	Looking forward
	Progress a strategic plan for the health and social care estate to ensure that Department owned buildings where health and care services operate from are fit for purpose, through surveys, inspections and understanding of usage. Target dates: September and December 2024	Work has commenced in partnership with Manx Care, Department of Infrastructure and Treasury. The first action is to complete the space utilisation work. Competing demands during year meant that resources had to be re-prioritised. ◆	This has been included in the 25/26 objectives set out in section 7 of this document. (Page 23).
	Continue to develop a clear gender incongruence service model and pathway. Target dates: August and September 2024	The development of a pathway, clinical commissioning policy and service model were formally paused in September 2024, due to a national review in England (CASS Report) stopping referrals to Gender Identity Clinics. As the Isle of Man is reliant on the national pathway, the Department and Manx Care published an interim pathway in September 2024. ◆	Future progress will be linked to developments in England.
 Commissioner	Continue to define the services and standards to be delivered by Manx Care through development of service specifications. Target date: October 2024	6 service specifications are published on our website and 3 are currently in development. A further 106 service specifications have been identified for development. ◆	The work to produce outcomes-based measures that focus on person centred outcomes will continue over multiple years.
	Implement the overarching Policy for Procedures of Limited Clinical Effectiveness (POLCE) and associated clinical commissioning policies. Target date: April 2024	The Department has developed a suite of revised policies to replace the 2018 set, however formal clinical ratification is required to implement. ◆	Implementation of the revised policy set will be taken forward by the Department and Manx Care in 25/26.

Function	Actions	Progress against action	Looking forward
	Plan for the implementation of National Institute for Health and Care Excellence (NICE) Technology Appraisal (TA) drug therapies. *Carried over from 22/23 Plan Original target date: April 2024	NICE TA drug therapies that are cost neutral and / or drive a cost efficiency have been implemented. 	Complete.
	Commission strategic needs assessments for pharmacy and dental services on the Island. Original target date: March 2024	A pharmacy needs assessment is due to be completed by Aug 25. The collection and collation of data associated with a dental needs assessment is due to be completed by Dec 25. 	This has been included in the 25/26 objectives set out in section 7 of this document. (Pages 9 and 20).
	Review of the regulatory and contractual framework associated with Dental, Pharmacy and Ophthalmic services to inform a strategic commissioning position in the Manx Care Mandate. Original target date: August 2024	Initial scoping work has been carried out by the Department and Manx Care. The regulatory and contractual framework for Dental is being addressed through the NHS Dentistry Operating Model described in section 7 (page 19). For Pharmacy, this is being addressed through the pharmacy needs assessment in section 7 (page 20) and changes to ophthalmic services are being progressed through amendments to regulations. 	This has been included in the 25/26 objectives set out in section 7 of this document.
	Respite Gap Analysis *Carried over from 22-23 plan. Original target date: September 2024	This action was not able to be progressed due to competing demands in the Department. 	This has been included in the 25/26 objectives set out in section 7 of this document. (Page 20).
	Concessionary Fares. *Carried over from 23-24 plan. Original target date: November 2024	Concessionary fares refer to the public transport disability passes scheme. This action has been included in the broader work on the policy principles relating to charges and eligibility. 	This has been included in the 25/26 objectives as part of the charging and eligibility criteria project.

Function	Actions	Progress against action	Looking forward
	Review and revise the Off Island Patient Transfer policy. *Carried over from 22/23 Plan Original target date: November 2024	Work has started to scope the core areas of policy development; however further work is required during 25/26 to take forward. ◆	This has been included in the 25/26 objectives set out in section 7 of this document. (Page 20).
	Lead the development of a cross-government review in respect of third sector funding and grant models. Original target dates: April and October 2024	A discussion paper was submitted to the Council of Minister's Health, Learning and Social Policy Board in March 2025. The paper described options to reform third sector funding. ◆	Work will continue via the Health, Learning and Social Policy Board during 25/26. Align work with the April 25 Tynwald Motion regarding allocation of funding to third sector organisations.
 Assurance	Monitor transformation projects handed over to Manx Care for implementation in 2023/24: • Eye Care Pathway. • Hear and Treat; and • See and Treat, AATU (Ambulatory Assessment and Treatment Unit) and Intermediate Care. Original target date: November 2024	Monitoring of the projects is ongoing. ◆	This will continue and is used to monitor all work undertaken in conjunction with Manx Care.
	Ensure the recommendations stated in reports undertaken by the Royal College of Physicians are completed. Original target date: March and May 2024	Complete. ◆	No further actions. The mechanism established under the Quality Assurance Framework provides for ongoing governance and accountability.

Function	Actions	Progress against action	Looking forward
	Review and assess the progress of Manx Care and the Prison Service against Care Quality Commission (CQC) and HMI of Prisons recommendations to demonstrate evidence of improved practice and service user outcomes. Original target date: November 2024	An action plan is in place, improvements are being made and meetings to review progress are ongoing. 	The Department is supporting the ongoing review of health services in the prison by participating in visits and a formal assessment. Ongoing oversight is also maintained through the Quality Assurance Framework.
	Support the newly established Children Service Improvement Board (CSIB) to review and assess the progress set out in the Ofsted action plan to demonstrate evidence of improved practice and service user outcomes. Original target date: November 2024	The initial phase of this work is complete. The action plan is now referred to as the Children's Services Development Plan, to reflect the transition to the next phase. Manx Care and Department hold monthly assurance meetings to review progress. 	Progress against the Children's Services Development Plan is being monitored by the Department through its Quality and Safety Committee.
	Support the delivery of associated Department actions in Manx Care's Cost Improvement Programme (CIP) to support in-year back to balance programme. Develop a multi-year funding model with Treasury to ensure more effective future planning of services. Original target date: March and April 2024	Department supported the delivery of the CIP programme through the establishment of policy to reduce Low clinical value prescribing cessation (Over the Counter). Work to implement updated Clinical Commissioning Policies remains in-train, as does the work to introduce changes to eligibility criteria associated with prescriptions, eyesight tests, and dental services. The pink book is published by the Treasury that includes 'future years' budget allocations for the Department and Manx Care. 	Complete. The Department will continue to monitor the CIP programme and where necessary make policy and legislative changes that assist the delivery of the programme.

Function	Actions	Progress against action	Looking forward
	Ensure better outcomes for patients by understanding service-user experiences. Original target date: April 2024	The 2023-24 Health Services Consultative Committee (HSCC) Annual Report (by previous members) has been published. The Department has engaged with members of the ASC community on progress updates and ASC awareness campaigns on a six-monthly basis since the strategy was approved by Tynwald. In October 2024 the Department consulted with the public in respect of the overarching policy principals related to the Health and Care Services Bill. The Department has undertaken other engagement activities including a consultation exercise with the trans and gender diverse community.	The Department has asked its patient, public, service user representative to review maternity services. The re-established Health Services Consultative Committee are currently undertaking a review of patient transfers and will submit a report to the Department. A revised engagement strategy is part of the 25/26 objectives set out in section 7 of this document. (Page 22).



6. Achievements

Reddyn Cooilleenit

Overview

Coontey Giare

Beyond the objectives agreed in the 23/24 Department Plan, we have made the following achievements.

Strategic Direction

Stiurey Strategyshagh

- Nine sets of secondary legislation were produced to bring the Adoption Act 2021 into force in June 2024.
- Introduced the Over-the-Counter Medicine policy to reduce prescriptions for items related to minor conditions.
- 240 people responded to a public consultation on phase 1 of the Health and Care Services Bill.
- Introduced the Special Guardianship Order to strengthen the application process.
- Published the annual Adult Social Care Charges Regulations 2025.

Commissioner

Reagheyder Shirveishyn

- The Department initiated a process which championed working in a more collaborative and open way with Manx Care when drafting the 25/26 Mandate to Manx Care and associated Operating Plan. These were laid before Tynwald in parallel, for the first time, in March 2025.

Governance & Accountability

Gurneilys as Freggyrtys

- The Department has continued its legacy grant in aid programme that makes a financial contribution to community services provided by charities. Funding has supported befriending services and counselling; therapeutic services supporting skills building and training; housing crisis support, and bereavement services.
- As part of the Cannabis Based Medicinal Products (CBPM) pilot, the Department issued 734 individual import licences.
- Completed 5 capital projects.
- Land leased to a local charity to build the Mannin Cancer Information Centre.

Cross Government Work

Co-obbraghey eddyr Rheyynnyn

- Supported the delivery of a cross-government Homelessness Strategy 2023-2028.
- Led the submission of business cases for 4 community support workers, to provide individuals with homelessness support and housing solutions.
- Attended and supported the work of 16 cross-Government boards, committees and panels.
- Worked with colleagues in the Department of Home Affairs to begin construction of the new Sexual Assault Referral Centre, which is nearing completion.

Regulator

Oaseir ny Reillyn

- 109 baseline inspections of health and social care services were carried out as part of the External Quality Regulation project, with only one service now outstanding.
- 145 in-person inspections and 45 desk-based reviews of social care and non-NHS health service providers, including adult care homes, children's homes, day care centres, childminders, domiciliary care agencies, fostering and adoption services, independent clinics, and nurse agencies.
- 21 new service providers were registered.
- 9 existing provider registrations were amended.
- 31 service provider managers were registered.
- Issued 3 import and dispensing licences (for Cannabis Based Medicinal Products) to local pharmacies.

Transforming

Caghlaa

- A prototype "Health & Care" hub has been operating successfully in the North of the Island, providing an evidence base from which to continue expanding community services.
- Over 1,000 people responded to the Nursing, Residential and Home Care 'What will care cost you?' Public Consultation; one of the top 10 highest response rates for a government consultation in recent years.
- 48% response rate for Nursing, Residential and Home Care project - Cost of Care exercise, allowing us to more accurately estimate the cost of providing care to the elderly.

7. Looking forward - our objectives for 2025/26

Jeeaghyn roin - Ny Deanyn Ain son 2025/26

Title	Objective	Action	By when	Measure/KPI
 Strategic Direction				
Wellbeing and Mental Health Strategy (This was described in the 23/24 Department plan as the Mental Health and Children’s Mental Health Strategy).	Lead a whole community approach to achieve better wellbeing and mental health for our Island residents through the publication of a ten-year strategy.	Replace the 2015 Strategic Plan for Mental Health and Wellbeing with a clear and concise Wellbeing and Mental Health Strategy approved by Tynwald.	Feb 26	Published on the Register of Business - December 2025 and approved by Tynwald in January 2026. Engage with the public to find out how the actions implemented are making a difference to people’s wellbeing. A yearly update report on progress will be provided to Tynwald. Data demonstrating demand in Child and Adolescent Mental Health Service (CAMHS) and Adult Mental Health services.
		Publish a costed first year action plan on our website and, if required, submit complete business cases for recurrent funding.	Feb 26	Actions will be completed, and 6 monthly public updates published.
Integrated Health and Social Care Framework (This was described in the 23/24 Department plan as to develop an integrated health & social care framework for the next 10 years).	Outline the vision and outcomes to address the health and social care needs of our population so that we can plan our services properly.	Develop and publish an Integrated Health and Social Care Framework to set strategic direction.	Apr 26	Approved by Tynwald.
		Develop and engage with the public, and others, on service specific action plans and identify associated costs.	To be defined in the 2026/27 Dept plan.	Outcomes to be measured through engagement with the public and patient / service user experience feedback.
		Agree and implement service specific action plans with measurable outcomes.	To be defined in the 2026/27 Dept plan.	Agreement of action plans to be implemented with Manx Care.

Title	Objective	Action	By when	Measure/KPI
Pharmacy Needs Assessment	Comprehensively assess the current and future community-based pharmacy needs for the population of the Island.	Multi-stakeholder workshop to finalise a pharmacy needs assessment (PNA).	Targeted consultation Jul 25	Recommendations in the PNA are actioned and implemented.
		Publish the PNA.	Aug 25 Actions to implement the PNA recommendations will start in Nov 25	
* Respite Gap Analysis (This has been carried forward from the 22/23 Department Plan).	Identify and address gaps in respite care services.	Work with stakeholders to review whether carers and those they care for receive adequate support.	Sep 25	Identification of unmet need for carer respite and carer respite services.
		Publish a respite gap analysis and commissioning plan.	Nov 25	Respite gap analysis approved by the Department by date stated. Introduction of support services in accordance with the recommendations of the report. Mandated actions.
Off Island Patient Transfer (This was described in the 23/24 Department plan as Review and revise the Off Island Patient Transfer policy).	Replace guidance with clear policy in respect of accommodation financial assistance, patient escorts and trips home for patients experiencing long hospital stays in UK.	Review the Off Island Patient Transfer policy.	Nov 25	Policy applied consistently and patient experience improved. Evidence via patient survey.
		Consider actions from the HSCC report on patient transport	Jan 26	
		Engage with stakeholders on the proposed policy.	Mar 26	
		Agree and implement the revised policy.	Jul 26	

Title	Objective	Action	By when	Measure/KPI
 Commissioner				
Performance Management Framework	Focus the Department's oversight of Manx Care on improved productivity and improved outcomes for patients, service users and colleagues.	Review and enhance the performance management framework that is used to show how Manx Care is performing against the Mandate to incorporate all elements of performance – financial, quality and KPIs.	Revised framework principles already in use at the time of publication.	Assurance meetings held in every month and quarter. Reflected in the quality and ease of reporting in the Letter of Assessment of the 2025-26 Mandate.
Independent Advocacy Service	Enable vulnerable patients and service users who are accessing or receiving services to express their views, to communicate their choices and to participate in decision making processes that affect their lives.	Commission an external provider to deliver Independent Advocacy Services on the Isle of Man. This will extend the current advocacy services commissioned by Manx Care to include services such as Mental Health Services, Older Persons Services, Learning Disability and Autism services, Carers, Safeguarding and Social Care Child Protection arrangements.	Advocacy Service to be in place by Apr 26.	Tender exercise completed. Contractual arrangement agreed with provider(s). Number of service users and/or patients accessing services.
 Governance and accountability				
*Framework agreements for the Department's statutory bodies	Ensure consistent framework agreements support all statutory bodies achieve their aims and functions.	Publish framework agreements with the Health and Social Care Ombudsman Body (HSCOB) and Mental Health Commission (MHC).	Jul 25	Framework agreements available on the Department's website. Framework agreements are reviewed annually.

Title	Objective	Action	By when	Measure/KPI
Public Feedback on Services	Continue to listen to and understand the public's experiences of health and social care service provision.	Publish reports on service user experiences for the maternity service, and waiting times following referral from GP care, with suggestions for areas for improvement.	Aug 25	Reports published on the Department's website.
Engagement Strategy	Increase involvement of the public in planning and decisions about health and social care services.	Engage with stakeholders to update the Engagement Strategy, including young people. This commitment, driven by the Department, also meets our local and international commitments to listen and respond to the voice of children and young people. Publish updated Engagement Strategy.	Aug 25	Engagement strategy published on the Department's website.
Records Management	Implement consistent records management practices to improve efficiency, corporate memory, information sharing and collaboration.	The Department's corporate governance function will develop an action plan to meet the requirements of the recommendations brought forward to Tynwald relating to the COVID Review recommendation 8. The actions will be delivered over the course of the financial year and into 26/27.	Jan 26	Actions within the plan delivered on time and to approved budget. Updates on actions will be reported to the Department and the Council of Ministers, as this supports the implementation of recommendation 8 from the Independent Covid Review.
Information Governance	Improve the way that the Department uses information, ensuring that data is safe, secure and available to respond to requests from the public more efficiently.	Deliver the phase 1 actions developed in response to the Review Report by KPMG on Information Governance.	Apr 26	Actions within the plan delivered on time. A skill and qualifications Matrix for all staff will be used to reassess skill levels at the end of the period. Self-assessment using the Information Commissioner's accountability tracker at the end of the project.

Title	Objective	Action	By when	Measure/KPI
Corporate Governance	Strengthen public trust in the decisions made, and actions taken, by the Department.	Complete implementation of the Department's corporate governance action plan.	Apr 26	Actions within the plan delivered on time. Updates on actions reported to the Department. Feedback from the Department on political feeling in relation to the public's trust in the Department. Average response time to public enquiries, parliamentary questions and FOI requests. Following engagement strategy to build public trust and review whether participation in public consultations and engagement have increased. Percentage of complaints resolved within target time. Seek to include a question on the public's trust in the Department within the next social attitude survey.
Estates Strategy (This was previously in the 23/24 Department plan as Progress a strategic plan for the health and social care estate to ensure that Department owned buildings which health and care services operate from are fit for purpose, through surveys, inspections and understanding of usage).	Ensure all health and care service buildings are fit for purpose and able to meet both current and future needs, supporting the delivery of safe and effective care.	Progress a strategic plan for the health and social care estate by: Arranging surveys and inspections of all properties owned by the Department; Documenting the properties' suitability for use; and Documenting future needs for estates.	Work on the strategic plan will commence following completion of space utilisation exercise. First chapter of the strategy (to be determined following the completion of the space utilisation exercise) is to be drafted – Feb 26.	Long term measure is that staff and service users feel that the spaces they use are safe, clean and fit for purpose. Reduction in the Department's ongoing utility and maintenance costs as buildings become more efficient.

Title	Objective	Action	By when	Measure/KPI
Capacity Act 2023 implementation (This was in the Department's 23/24 plan as Implement the Capacity Act 2023 in accordance with the published Implementation Plan.)	Protect individuals who lack capacity to make decisions (or communicate their decisions) about their wellbeing, property, finances and health.	Complete the actions outlined in the published implementation plan.	Dec 25	Actions within the plan delivered on time.
		Seek Tynwald approval of the Regulations to enable the Capacity Act 2023 to come into force.	Apr 26	Capacity Act 2023 operational.
 Regulation				
New Regulation and Inspection IT Software	Securely collect and store all necessary regulatory service information in compliance with current and future requirements, ensuring alignment with the Isle of Man Government's digital strategy.	Implement a modern, safe and secure system for providers to apply and submit ongoing documentation for regulation and inspection.	Digital Strategy Transformation Board funding bid during May 25. Upon bid approval, transfer all current regulation data to new system by Mar 26.	100% regulation data migrated to new software. Commence phased registration approach of service providers, under new legislation, into the software.
 Transformation				
Expanding Community Services	Ensure Locality Hubs in the four regions of the Island are embedded, delivering a broader array of health and care services in a timelier manner, closer to people's homes.	Delivery of year 1 plan: Locality Hubs to be further developed in all regions of the Island, offering a wider range of services and support across health, social care and wellbeing.	Sep 26	Greater community presence of Manx Care professionals and outpatient activity in the community. Reduced referrals to Primary Care. More timely access to appropriate care/services and shorter patient pathways. Improved capacity within GP services.

Title	Objective	Action	By when	Measure/KPI
Nursing, Residential & Home Care	Provide information to Tynwald that will allow consideration of the cost implications of funding care in different ways, to make an informed decision as to the island approach.	Following a series of papers and workshops with Treasury, a final paper consolidating all work in relation to the funding models, and cost modelling for the two preferred models for funding care will be submitted to Treasury and Tynwald.	Oct 25	Treasury and Tynwald will be able to publish views on the future funding of care for the Island. This will provide direction for the implementation of a revised approach.
Care pathways	Ensure hospital care, when needed, is delivered in the most efficient and effective way.	Take actions to implement cost neutral elements of care pathway work. This includes work across Skin Cancer, Upper GI Cancer, Out of Hospital Diagnostics, Cardiology, Diabetes, Endocrine and Shared Care Plan, Diabetes and Endocrine, Respiratory and Children and Young People with Complex Healthcare Needs (CYPCHN).	Improved care pathways implemented by Dec 25.	Changes to pathways will be implemented, embedded and sustained for a minimum period of six months. These will help to provide, safer, more timely and effective services.
Digital Technology	We will strive to identify and use digital technology where possible, to enhance the quality-of-service provision across health and social care.	Health & Care will work with the Department of Enterprise to feature within the islands' Digital Innovation Challenge for 2026.	Digital Innovation Challenge to commence in Aug 25 and conclude in Mar 26.	We will have a shortlist of providers who we could partner to use more digital technology.



8. Plan on a Page/ Key Milestones

Plan ar un Duillag / Ard Chlaghyn Meeiley

2025-26											
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
2025				Report on Maternity Services is expected from the public, patient, service user		Pharmacy Needs Assessment consultation.	Pharmacy Needs Assessment published.	Publish Respite Gap Analysis report. Locality Hubs embedded.	ASC annual report submitted to Tynwald.	Seek Tynwald approval of the amendment Regulations to introduce changes to prescription eligibility criteria.	Dental Needs Assessment (Initial data collection) completed.
							Maternity service user experience report published.		Nursing and Residential and Home Care Review report to Tynwald.		Improved care pathways published.
							Carers report to HLSPB.			Commissioning Plan to improve respite services published to improve respite services published.	
					Youth engagement on the Department's revised draft engagement strategy	HSCOB and MHC framework agreements published.	Engagement Strategy published				
2026	Records management project plan.	Publish Wellbeing and Mental Health Strategy.	Revised Orf-Island Patient Transport Policy.								
		First chapter of Estates Strategy drafted.	Deliver phase 1 of review report (KPMG) on information governance.								
			Commission Independent Advocacy services.								
			Completion of Corporate Governance Action Plan.								
			Publish Integrated Health and Social Care Framework								
			Seek Tynwald approval of the Capacity Regulations								

9. Financial Summary - 2025/26 revenue budget

Coontey Argidoil Giare – budjad cheet-stiagh 2025/26

£ 369,216,000

Gross Expenditure

£ 72,128,000

Gross Income

(NI Contributions allocated from the National Insurance Fund and Regulatory fees)

£ 298,088,000

Net expenditure

The breakdown of gross expenditure is outlined below.



Manx Care Mandate

Allocated funding to support the delivery of primary and community care, social care services, hospital services and off-Island treatments by Manx Care and its commissioned service providers.

£ 361,800,000



Strategy Fund budget line

A Department budget to fund the implementation of policy; the delivery of strategy actions plans and initiatives; needs assessments, external inspections and other in-year matters that have associated costs.

£ 2,800,000



Quality, Safety, Assurance and Registration & Inspections

£ 1,300,000



Corporate Support and Corporate Governance

£ 695,700



Strategy, Commissioning, Policy and Legislation

£ 1,300,000



Corporate Office

(inc. Professional Advisors)

£ 616,700



Grants

Contributions to community services provided by charities.

£ 273,000

10. Capital Programme

Claare Bun-argidoil

During 2024, the construction of the new residential facility at Summerhill View has been completed and become part of the Department's estate.

Work continues on the Mannin Cancer Information Centre through a local charity, on land leased by the Department.

The Department has worked with colleagues in the Department of Home Affairs to begin construction of the new Sexual Assault Referral Centre.

In 2025-26, the focus will be on key capital projects: -

- Replacement for Douglas Ambulance Station
 - Oxygen facilities at Noble's Hospital
 - Containment lab at Noble's Hospital
 - Cummal Mooar Nursing Home
-



11. Legislative Programme

Claare Slatteryssagh

Primary Legislation in Progress

Legislation Title	Description	Position	Target
Regulation of Health and Social Care Bill	To establish the Department as the regulator of all health and social care services on the Island, including services currently regulated by the Department of Food and Agriculture and non-surgical cosmetic procedure services.	The draft Bill is due to be complete in July 2025. Consultation on the Bill would then commence in August 2025 before entering the branches in October 2025.	Oct 25
Health and Social Care Services Bill	To replace the National Health Service Act 2001, National Health and Care Service Act 2016 and the Social Services Act 2001 with one modern, integrated Health and Social Care Services Bill.	Public consultation on the policy principals for Phase 1 was undertaken in October 24. Due to the scope, complexity and impact of the Bill – coupled with the close of the Administration – the Department will develop a series of targeted amendment bills. This will split the Bill into key areas, enabling swift and efficient modernisation. Plans remain in place to ultimately synthesise existing primary legislation via a single Health and Care Services Bill.	A suite of targeted amendment bills will enter the Branches from Oct 2025 onwards.
Children and Young Person's (Amendment) Bill	Policy development has commenced, with plans underway for targeted and robust stakeholder engagement and consultation.	A scoping paper has been completed and considered by the Department. The production of policy papers and then associated consultation form the next steps.	Jan 26

Planned Primary Legislation

Slattyssyn Treealit

Legislation Title	Description	Position	Target
Mental Health Bill	To update the Island's existing Mental Health Act.	This work stream may be combined with Phase Two of the Mental Capacity updates.	These 3 Bills will be progressed in the next Administration. The Bills remain on the Department prioritised legislative programme however, they are paused until such time resource can be allocated following completion of legislation programme already in progress.
Liberty Protection Safeguards Bill (previously referred to as Capacity Bill 2)	The principal purpose of the Bill would be to introduce statutory safeguards for the detention of adults lacking mental capacity with respect to their care and treatment.	As above, consideration will be given to combining updates to the Island's Mental Capacity legislation with Mental Health legislation.	
Medicines Bill	To update the Island's medicines legislation which is not fit for purpose.	To commence following completion of the work on the Children and Young Person's (Amendment) Bill.	



Secondary Legislation in Progress

Fo-leighyn roish Tinvaal

Legislation Title	Enabling Act	Purpose
NHS (Pharmaceutical Services) (Amendment) Regulations	National Health Service Act 2001	Scoping work is being conducted to confirm the replacement of existing regulations with new provisions based on the NHS (Pharmaceutical Services) (Wales) Regulations 2020.
Capacity Act Code of Practice	Capacity Act 2023	Code of Practice to explain how the Capacity Act works in practice.
Lasting Powers of Attorney and Register of Delegates Regulations 2025	Capacity Act 2023	Regulations will set out the rules and functions of Lasting Powers of Attorneys, to outline the framework for individuals to appoint someone (the attorney) to make decisions on their behalf in the event they lose mental capacity. It will also set out the need for a Register of Delegates to officially records these appointments, ensuring transparency, proper oversight, and protection of the individuals involved.
NHS (Charges for Drugs and Appliances) Regulations	National Health Service Act 2001	Amended regulations aligned to revision of prescription eligibility criteria. Further to the objective stated in section 7.
NHS (Ophthalmic Services) Regulations	National Health Service Act 2001	Regulations will be developed alongside new contracts to establish a standardised approach for regulating this service area as part of broader primary care reform. Regulations will also be reviewed to implement the agreed charging and eligibility criteria.
Dental (Fees) Regulations	National Health Service Act 2001	Regulations will be reviewed to implement the agreed charging and eligibility criteria.

12. Climate Change Commitments

Gialdynnyssyn Caghlao Emshiraght

Climate Change Action

The Department integrates climate considerations into its strategic planning and operations to support the Island's net-zero goals. In March 2024, we set out a range of aims and actions in our Climate Change Action Plan. Key actions include:

Identifying and understanding our Departmental carbon emissions through structured reporting under the public body framework.

Integrating the Climate Impact Assessment Tool into policy and decision-making.

Offering all staff the opportunity to attend Carbon Literacy training to enhance awareness and capability.

Reporting on progress against the actions in our Climate Change Action Plan on an annual basis.



13. Our Risks

Ny Gaueyn Strategyshagh Ain

Current Risks	Mitigation Measures
Financial pressures - The Government might not be able to fund Manx Care to run all health and social care services that people want to have on the Island. Planned improvements because of limited funding and rising costs.	• Focus spending on protecting core services. • Make sure that any plans for new or improved services are costed and come with business cases for adequate budget. • Monitor how money is being spent in Manx Care. • Where applicable, support the realisation of the Cost Improvement Programme (CIP). • Seek opportunities to identify ways to generate additional income. • Introduce changes that improve efficiency e.g. better prevention, smarter long-term care, and more joint working with the private and third sector. • Support wider Government plans to grow the economy and increase tax income.
Delivering safe and reliable services — Known regulatory gaps, outdated legislation, local capacity to provide full range of services, limited outcome-based measures and the pace in which integrated care is developing, increases risk across the health and social care sector to provide safe, reliable and joined up care.	• Monitor the quality of care through inspections and reviews. Continue to develop open and strong dialogue between Manx Care and the Department's quality committees. • Deliver legislation changes to progress improvements in health and care standards (i.e. Regulation of Health and Social Care Bill). • Monitor feedback from patients and public to understand what's working and what is not. • Co-ordinated work with the private and third sector to utilise community-based assets and improve working as a sector. • Progression of key strategic projects such as Home First, Getting it Right First Time (GRiFT) and Primary Care at Scale (PCAS).
Population growth - If the population grows as expected under the Government's Economic Strategy, the demand for services will increase—and health and social care sector may not be able to meet increased expectations.	• Work with Public Health to improve population data and a projection of future health and care needs. • Commission cost modelling work to cost financial impact of population growth and changing health needs. • Identify the incentives and disincentives relating to inward migration and contribute to the development of the inward migration policy led by Cabinet Office.

Access to good data

– The Department might not be able to meet our goals or legal duties if we don't have access to the right information.

- Collect regular performance data through the Mandate performance tracker. This is being developed and updated annually.
- Quarterly assurance meetings held between Manx Care and the Department.
- Receive reports on complaints and duty of candour from Manx Care and the Health and Social Care Ombudsman Body.
- The Health Service Consultative Committee has been reformed to focus on patient experience.
- The accuracy of the data reported to the Department within the Integrated Performance Report is measured.
- Further improvements in data accuracy rely on the implementation of an electronic patient record and improved IT systems.
- Close working with Public Health to generate necessary population health needs intelligence / data.

Staffing and skills

– The Department might not have enough people with the right skills to carry out our work and plan for the future.

- Complete a structure, functions and workforce review to identify strengths, weaknesses and opportunities to make sure the Department is resourced to deliver its core functions.
- Invest in training and development opportunities through focused development plans, aligned to the workforce plan to future proof our delivery.
- Recruit strategically, mindful of current recruitment challenges.

Staffing and skills

– The health and social care system might not have enough people with the right skills to provide the required services now and into the future.

- The Health and Social Care Services Bill will reduce the legislative blockers to allow a more flexible approach to the way services can be provided and by who.
- Service level agreement in place with Government's Office of Human Resources.
- Supported Manx Care to recruit its own People Director with specific health and social care skills and experience.
- Support the development and establishment of local 'grow your own' professional schemes.
- Workforce strategy being progressed by workforce and culture project within the Transformation Programme.
- Being open to different models of care and ways of delivering services i.e. Primary Care at Scale project within the Transformation Programme.

Buildings and equipment -

Some Department owned buildings and facilities could become outdated or unsafe, making it hard for Manx Care to deliver services properly.

- Develop, with Manx Care, a sustainable and efficient plan for the future footprint and operation of our buildings and facilities to 2030.
- Manx Care and Department of Infrastructure agree a maintenance plan for the property portfolio.
- Prioritise spending on capital projects aligned to the Department plan.
- Requirement under the Regulation of Care Act 2013 to maintain registered provision in a "fit" condition. Regular inspections are carried out that help to spot problems early.

Governance and division of responsibilities (Manx Care and Department) –

The relationship between Manx Care, the Department, wider Government and Tynwald, might not be effective enough to allow Manx Care the freedom it needs to operate services independently, whilst providing the Department and wider Government with the necessary assurance and transparency relating to decision making and stewardship of public funds.

- Recent governance reviews and associated recommendations for improvement are being implemented through a task and finish group.
- Review "working together" as part of the wider healthcare reform work.
- Implement communications actions to improve communication through regular meetings between senior leaders, staff and Tynwald Members.
- Reinforce the importance of reporting key matters, as outlined in the Mandate, from Manx Care to the Department through regular Board to Board meetings, so that important information is shared openly and on time.
- At an operational level, the Mandate Development Meeting, Quality Performance Reviews and Board to Board alignment, underpins greater accountability and assurance.



14. Glossary of Terms

Appropriate adults	These are volunteer roles where people assist in safeguarding the rights and welfare of young people and vulnerable adults in police custody.
Assurance	This is the process by which the Department monitors and reviews how Manx Care is performing against the expectations set out in the Mandate to Manx Care.
Capacity / mental capacity	Capacity is about a person's ability to make informed decisions. This might be a decision about how they spend their money; how they look after themselves; or being part of a decision about the care or treatment they receive.
Care Quality Commission (CQC)	This is the regulator of health and social care services for England. The CQC was commissioned to conduct independent external assessments of services, including adult social care, primary medical services (such as GPs and dental care), acute hospital-based care, community services, and hospice care.
Carers and young carers	A carer is someone who supports a relative, friend or a neighbour (who, for any reason, needs help with daily living) and receives no payment for doing so. A young carer is someone who is under 18 and cares for a relative they live with.
Commissioning / clinical commissioning	Commissioning is the process of planning, developing, securing and monitoring services to meet the needs of our population.
Community care	Community care services support people in their own homes or in local community settings. Services like district nursing and community physiotherapy can help people stay independent and living in their own homes for as long as possible.
Concessionary fares	This is the scheme offering discounted fares for the use of public transport.
Corporate governance	This is the system of rules, practices and processes which dictate how an organisation works. It identifies who has power and accountability and who makes decisions.

Elective recovery plan	The Isle of Man has completed two phases of elective recovery activity to reduce waiting lists which were worsened following COVID 19.
Engagement strategy	This is a plan outlining how the department will ask, listen and inform patients and service users and ensure they have a voice in decision making.
Gap analysis (Respite)	A respite gap analysis examines the availability, accessibility, and effectiveness of respite care services. A report will help determine unmet need and plans to address them.
Getting It Right First Time (GiRFT) Project	A program designed to make healthcare more efficient and effective by reducing differences in how treatments are delivered. It helps doctors and healthcare teams follow best practices, improve patient outcomes, and avoid unnecessary costs or delays.
Health and Social Care Ombudsman Body (HSCOB)	The independent body that reviews unresolved complaints about health and social care services provided by Manx Care and or its commissioned service providers.
Health Services Consultative Committee (HSCC)	An independent body that provides scrutiny and advice on the performance and effectiveness of health services. It acts as a consultative body to the Department, gathering feedback from patients and service users to ensure that healthcare services meet the needs of the island's population.
Home First Project	The Home First Project is a key initiative within the Isle of Man's health service, aimed at shifting care away from hospitals and into community-based settings. The project focuses on early intervention, prevention, and out-of-hospital care, ensuring that individuals receive the right support at home rather than relying on hospital admissions.
Information governance	A set of processes to make sure that information is created, collected, stored, used, archived and deleted appropriately and in line with legal obligations.
Inspections	The Department's Registration and Inspection (R&I) team is responsible for inspecting social care services and certain non-NHS services to ensure they comply with the legislation (Regulation of Care Act 2013).

Joint Strategic Needs Assessment (JSNA)	A Joint Strategic Needs Assessment is a process to identify the current and future health and social care needs of a population. It helps guide decision-making, ensuring that services are planned effectively to improve health outcomes and reduce inequalities. Public Health leads the programme of JSNA's.
Mandate to Manx Care	The document that describes which health and social care services Manx Care must provide, and the standards those services must meet.
Mental Health Commission (MHC)	An independent body to ensure high standards in mental health care and to oversee the Mental Health Tribunal system.
NICE TAs	NICE is the National Institute for Health and Care Excellence. NICE TAs are technology appraisals (recommendations) that NICE make about the use of new and existing medicines and treatments within the NHS, including drugs, devices, diagnostics, surgical procedures and health promotion activities.
Non-emergency patient transport service (NEPTS)	This service provides transport for people who, because of a medical condition, are not able to arrange their own travel to or from a medical appointment on-Island.
Nursing care	Nursing care is when help is available from a registered nurse 24 hours a day. It is for people with long-term complex medical needs, and is usually provided in nursing care homes, which are a step up from residential care homes.
Off-island patient transfer	Travel arranged by Manx Care for people who have to go to the UK for specialist medical treatment that is not available on the Isle of Man.
Ofsted	Office for Standards in Education, Children's Services and Skills. Ofsted regulate services in England that care for children and young people. Ofsted were commissioned to undertake assessments of children's services on the isle of Man.
Our Island Plan	The Isle of Man Government strategic plan to build a secure, vibrant and sustainable future for the Island. One of the five core areas of focus is to create 'An Island of health and Wellbeing' to improve healthcare provision and promote overall wellbeing. The Department is responsible for delivering a number of strategic programmes to help Government achieve its goals.

Pathway	In health and social care, a pathway describes what someone's treatment or care journey will look like.
Policy	A rule or set of rules which guide decisions in particular situations. For example, a health and safety policy can guide decisions about how to keep people safe at work.
Primary care	Primary care services are the first places people go when they need to access health services. Primary care services are provided by a range of professionals including GPs, Opticians, Dentists, and Pharmacists.
Primary Care at Scale (PCAS) Project	A healthcare initiative designed to improve access to GPs, Pharmacies, Optometrists, and Dentists across the Isle of Man. The goal is to provide more personalized, efficient, and accessible primary care while reducing pressure on hospitals
Primary legislation	This is the term used to describe laws passed by Tynwald. Pieces of primary legislation are called Bills while they are passing through Tynwald, and they become Acts once they receive royal assent.
Procedures of Limited Clinical Effectiveness (POLCE)	Treatments, medications or operations which medical experts agree bring only a very limited benefit and are not likely to help someone maintain good health.
Safeguarding	Actions that are taken to promote the welfare of children and vulnerable adults and protect them from harm.
Secondary care	Secondary care services are provided by professionals with specific expertise in particular areas, for example surgeons, cardiologists, and radiologists. People are referred for secondary care services by primary care practitioners when they need more specialist knowledge, skills or equipment than a primary care setting allows.

Secondary legislation	Enables primary legislation to be effectively implemented by working up detailed procedures and how things will be delivered.
Second Opinion Appointed Doctor (SOAD)	SOADs are a safeguard for people who do not agree, or who are too unwell to agree to their treatment under the Mental Health Act (1998). A SOAD must be consulted to make sure that the recommended treatment is appropriate, and that the patient's views and rights have been considered.
Self-care and self-management	Enabling self-care means giving people the right information and skills to look after themselves well. Self-management is managing the symptoms of disease, either alone, in partnership with healthcare professionals, or alongside other people with the same health conditions.
Service providers	Any organisation (state-funded, charity or private business) which provides health or social care services.
Statutory bodies	Organisations set up by law which has authority to implement certain pieces of legislation and to exercise specific powers.
Statutory duty	A legal obligation made by legislation, requiring government bodies to perform specific actions or adhere to certain standards.
Strategy	This is a plan of action designed to achieve a long-term vision or aims to improve health and social care services.
Third sector	Voluntary and community organisations (both registered charities and other organisations such as associations, self- help groups and community groups), and social enterprises.
Vulnerable adults	Those with a learning disability, mental health difficulty or those who for other reasons have difficulty communicating or understanding what is happening to them.



Isle of Man
Government

Reilrys Ellan Vannin

Department of Health and Social Care

Rheynn Slaynt as Kiarail y Theay

Department Plan 2025-26

Plan y Rheynn 2025-26