

INDEPENDENT

HEALTH AND SOCIAL CARE

REVIEW

A summary of the INDEPENDENT HEALTH AND SOCIAL CARE REVIEW



easy read

Section 1: Introduction



A team led by a Chairperson from outside of the Isle of Man Government did a review of the health and care system.



This includes health services, social services, and other services on the Isle of Man who deliver care.



The team looked at what works well, what doesn't, and how things can be made better.



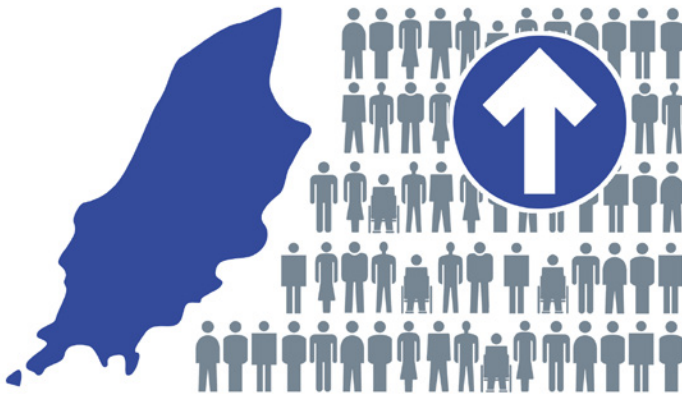
This document is an easy read summary of this review.

Section 2: How much does health and care cost now?



Over the last few years, the Isle of Man has spent more than planned on health and care.

It spent the most over budget at Noble's Hospital.



Some of the reasons are a growing population, buying new equipment, and healthcare costs going up.



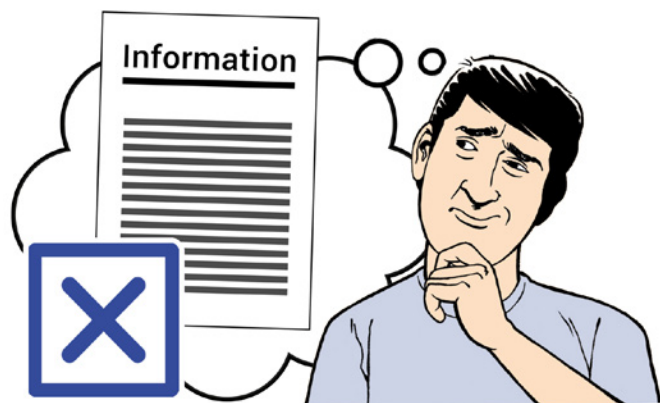
At the moment, the focus is on delivering care from Noble's Hospital.



The Government decided in 2011 that it should deliver more care services in the community instead of from the hospital.

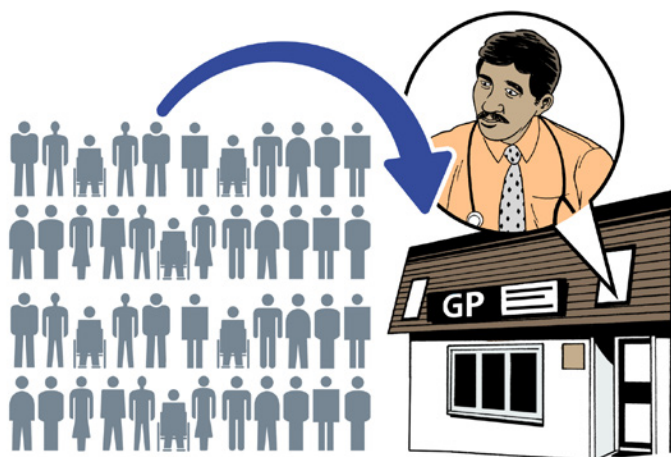
Some work has been done to make this happen, but not enough.

The report looked at issues in 8 different areas:



1. Public Health

There is not enough information about people and services, and resources to plan better care.



2. Primary care

There are more patients per GP on the Isle of Man than England and we rely too much on GPs and not enough on practice nurses and pharmacists.



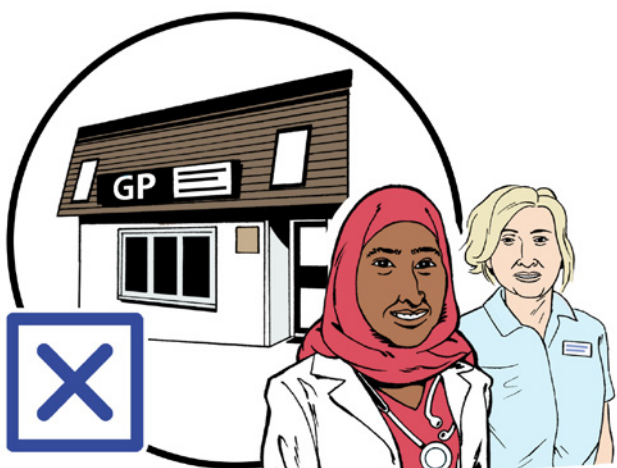
3. Community health services

Community health services are delivered by community nurses, health visitors and specialist therapists.

They work quite well together.

But they do not work very well with other care services, like the hospital or GP practices.

This puts more pressure on hospitals, nursing and care homes, which costs more money.





4. Social care services

Adult social care focuses more on supporting people in care homes instead of in their own homes in the community.

This means adults with support needs are not very happy and social care costs more.



Children's social care works better, but there is not enough support to make sure that children get good support through their whole childhood.



5. Third sector and private sector organisations

The Isle of Man does not have a good way of working with charities and private sector organisations that provide care except on a small scale.



6. Out-of-hours services

There are two emergency services, the Manx Emergency Doctor Service and the Accident and Emergency Department at Noble's Hospital.



In some serious emergencies we make sure the patient is stable and that we know why they are ill and fly them to be treated in England.

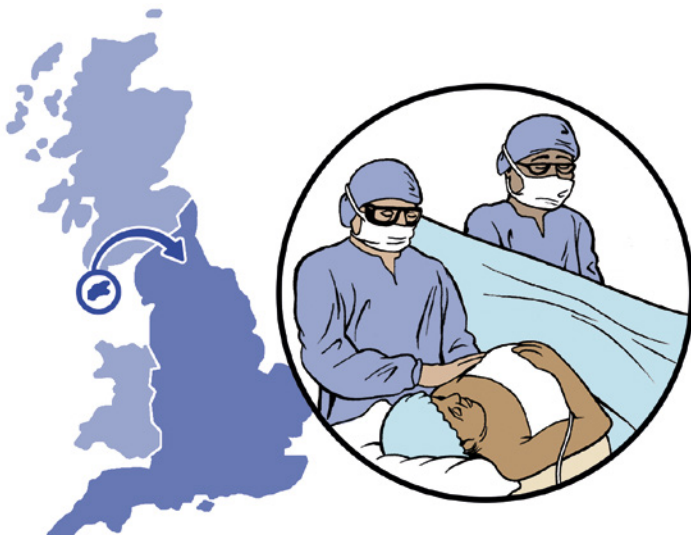


It needs to be easier for more patients to be flown off the Island for urgent care, in a fast and safe way.

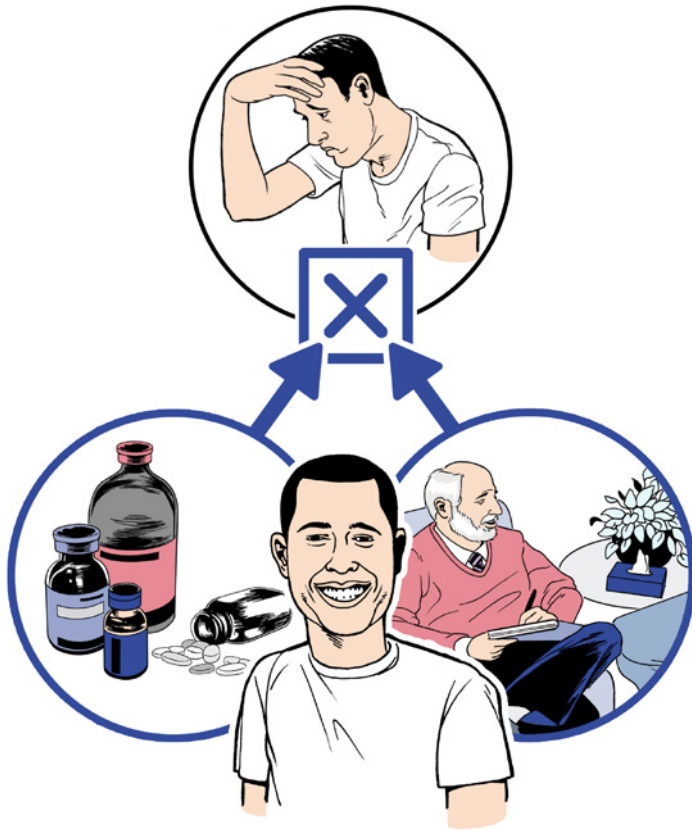


7. Services based in hospitals

A very large number of planned interventions are carried out at the hospital. This costs a lot of money and also means waiting times are very long.



The Isle of Man works with 13 different organisations in England where patients go for some planned interventions, but there is a worry they may not be given good enough care there.



8. Mental health services

Mental health services are following a new way of working, focusing on prevention, wellbeing and treatment.

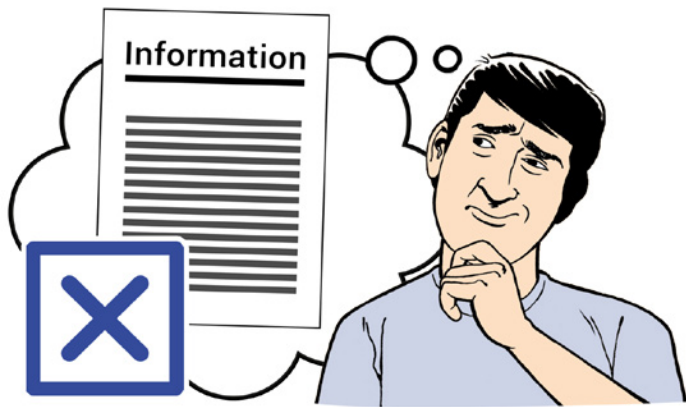
There are still areas where they need to do more work to make things better.



There is also more work to do to make learning disabilities services and support better.



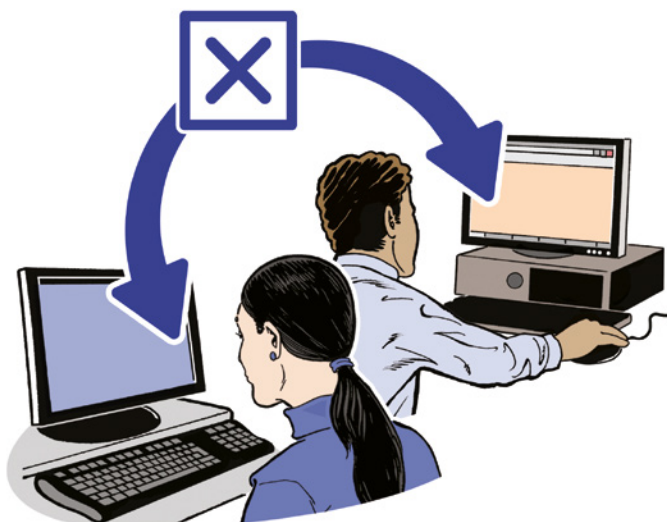
There needs to be more services working well together and better communication and training.



This section of the report looks at how there is not enough information on how money is spent and on the quality of the different services offered.



The Isle of Man does not have the right laws about holding medical staff accountable for their work, about protecting people, and making sure services are safe and of high quality.



Different services use different computer systems. They do not work well together.

This makes it hard to share information between services.

Section 3: Principles of health and care



The Review does not suggest changes to the Isle of Man's health and social care principles.

Section 4: Case for Change



People said they want services that are efficient, of high quality and good value for money, and that are local, where possible.

Isle of Man already have skilled staff, a strong economy and very good third sector organisations.

But there still needs to be some important changes.

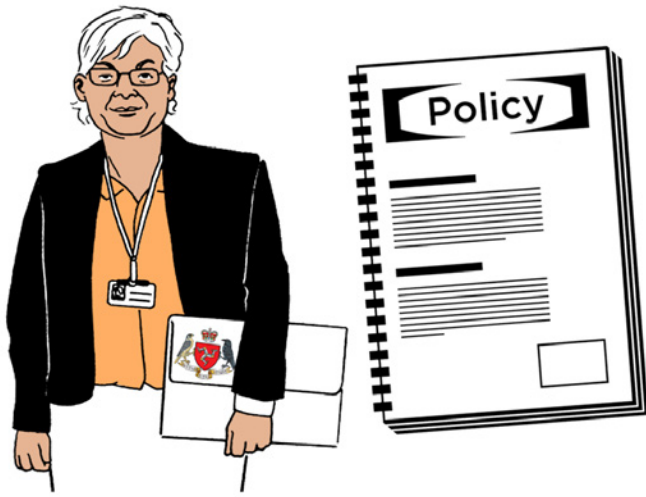


Section 5: Creating a health and care system that lasts



The public want to create a health and care system that works well and will work well for many years.

The public want this system to be person-centred.



A new way of running services

At the moment, the Department of Health and Social Care create the policies and make sure services are delivered to people.

It can get hard for them to focus on strategy as they do a lot of day-to-day business.

The responsibilities should be separated so the officers can focus more on strategy and make sure the right laws are in place.



Therefore, a new public sector organisation will be created to focus on giving care and contracting others to give care.

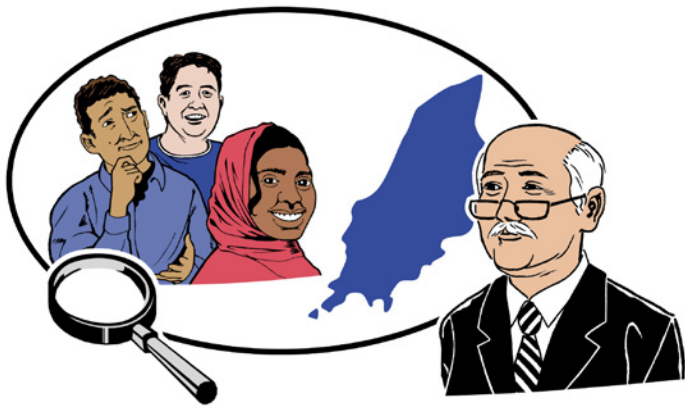


This organisation may be called Manx Care and the Department of Health and Social Care will make sure it runs properly.

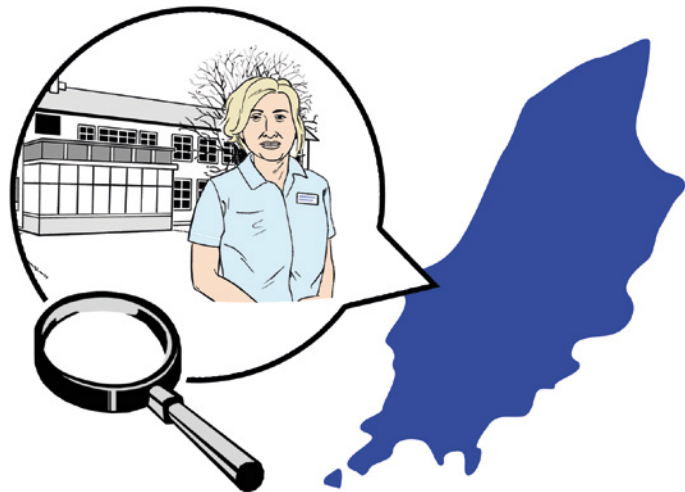


A new service model

As a small island, it is difficult to provide people who live here all the health and care services they need.



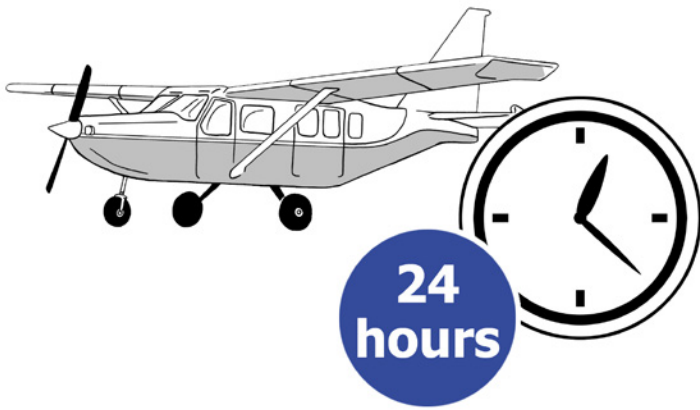
The Public Health Directorate will move to the Cabinet Office so that it can look at what care people need and how and where that care should be given more easily than it can now.



They will try to find the best solution of each service to be provided on the island.



Where this is not possible, they will look at where the safest and best place to deliver this service is off the Island.



Manx Care will offer a 24 hour emergency service to fly urgent cases over to specialist centres so people can get the best care.

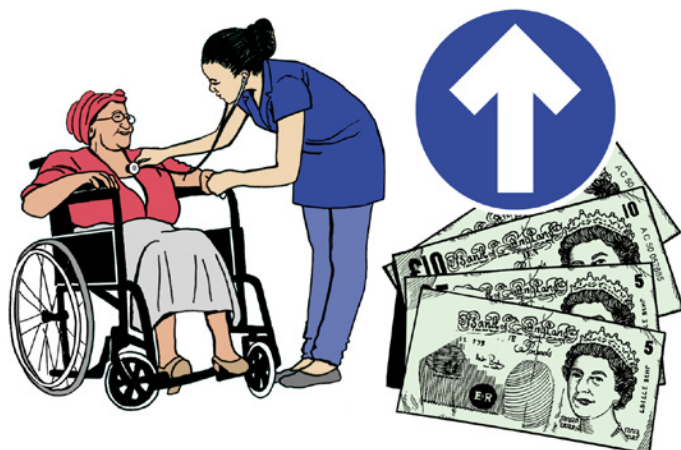


There should be one service for people to go to if they need help during the night, at the weekends or on a Bank Holiday.



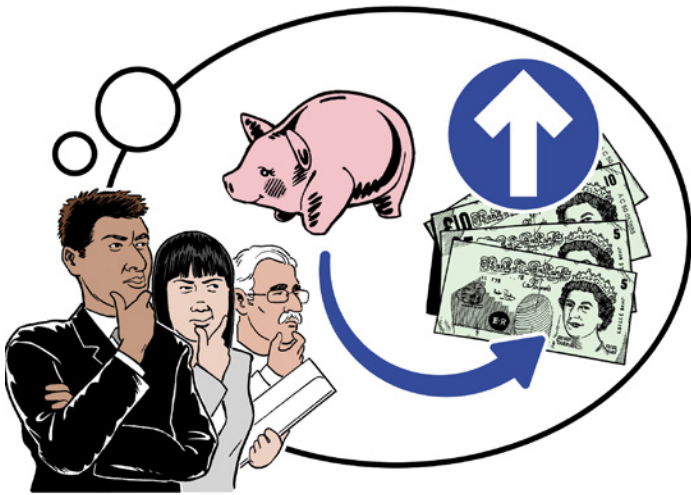
GPs should work better together to help their patients and themselves more.

People should be able to stay at home for longer, rather than having to move to a care home before they really need to.



A new way of funding services

For health and care services to work well and for these changes, they will need more money. But they will also need to show they are spending this money in the best way possible.



Health and care services can make up the extra money needed by saving money in other areas.

The Government needs to think about how to pay the rest.



To be able to control and plan better where money is spent, the Government will need to plan spending for 3 to 5 years ahead.



New ways of using technology and data

There needs to be better use of technology and computer systems, including setting up the Manx Care Record.

This is a computer file every person will have.



It will bring together all the key information in their health and care records.

It will also help health and care staff look after people better.



The way the services connect patients to doctors and specialists on and off the Island should be looked at, for example using video calls.



The services need to get better at collecting, sharing and using data so that they can see how well they are doing, how much things cost and how to make things better.



New ways of working with staff

The people now working in the health and care system are under a lot of pressure.

They also cost a lot of money.



To make things better, the services should look at how they can use technology more, do less paperwork and focus more on delivering the best care they can.



The Isle of Man will look at how it can fill the gaps in skills staff may have.

This may be by training them, employing new staff or paying an outside organisation to deliver that service.



There should be focus on making sure staff are happy and want to work in the health and care system.

Other information



A team needs to be set up to make the changes happen and it should give updates to the Government, Tynwald and public.



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