

Datix holds the key to patient safety at UK's largest independent health care provider



Four Seasons Health Care is the UK's largest independent health and social care provider. The company operates 445 care homes with 22,364 beds and 56 specialist care centres with 1,601 beds in England, Scotland, Wales, Northern Ireland, Jersey and the Isle of Man.

The Four Seasons care homes division has taken a sector lead in the development of specialist services for residents with higher dependency needs including nursing care for infirm elderly, respite, step-up and step-down care, end-of-life care and an award winning specialist dementia service that is studied internationally.

Over the years, Four Seasons has established an excellent reputation for professionalism in all aspects of its care operations and regularly ranks top of the league tables with around 88% of its homes in England rated good or excellent by the Care Quality Commission (CQC). Today, over 30,000 staff are dedicated to providing exceptional levels of patient care in a safe environment to more than 20,000 residents.

New direction, new investment

Four Seasons first deployed Datix's pioneering patient safety software in 2010 to replace an in-house developed system that could no longer accommodate the more sophisticated requirements of an expanding and increasingly complex organisation. Over the years, Four Seasons had enjoyed successful business growth and took the decision to invest in new technology to manage all health and safety incidents across the company's diversified business operations. Recent changes in the organisation have given Four Seasons the perfect opportunity to review its approach to patient safety and take advantage of the latest innovations in Datix technology.

According to Haydn Williams, Datix System Coordinator at Four Seasons Health Care, "We originally chose Datix for its proven track record in the healthcare market combined with a highly flexible and customisable solution that has never failed to deliver. Based on our very positive experience of using Datix, we decided to build on the success of the current platform and invest further in a technology we can trust."

Extensive roll-out supports internationally renowned Specialist Care Unit

Up until now, the Datix Incident module has formed the basis of Four Seasons' patient safety framework, regularly recording and handling many thousands of incidents across the company's well-established care homes division. The next step is to extend the existing Datix incident management solution to the Huntercombe Group, the organisation's Specialist Care Unit. Internationally renowned, this group delivers a wide range of professional treatments in the areas of: Adult Mental Health and Learning Disabilities, Brain Injury and Neurodisability, Child and Adolescent Mental Health Services (CAMHS), Eating Disorders, Addictions and Children with specialist needs.

About Four Seasons Health Care

Four Seasons Health Care is the UK's largest independent health and social care provider. The company operates 445 care homes with 22,364 beds and 56 specialist care centres with 1,601 beds in England, Scotland, Wales, Northern Ireland, Jersey and the Isle of Man. It employs more than 30,000 staff caring for more than 20,000 residents.

Four Seasons ranks amongst the highest rated quality of care providers with 88% of its homes in England rated good or excellent by the Care Quality Commission inspection ratings.

For more information, please visit <http://www.fshc.co.uk>



In addition, Haydn and his team have ambitious plans to create a new, effective and automated mechanism for handling complaints across both the care homes division and the Huntercombe Group. Datix's tried and tested Complaints module is currently being installed and is expected to go live before the end of 2013 at all Four Seasons and Huntercombe sites.

Excellent incident management: a promising start

The implementation of Datix for incident management has been universally embraced at Four Seasons because of the simplicity of the system. Management and staff particularly appreciate the immediacy afforded by Datix automated email alerts. This powerful functionality puts staff, managers and directors alike in control, flagging up serious incidents that demand urgent attention or require the intervention of other departments such as Health and Safety.

Haydn Williams continues, "Datix is a far cry from the old system where data was manually input into a series of spreadsheets. We now have a corporate-wide system that gives us a comprehensive view of patient safety, a major step forward. With the benefits of Datix clear to see, the system has received a warm welcome. Incident reporting has increased substantially and I expect further improvements in the future. Datix is definitely the start of bigger and better things to come."

Consistency boosts efficiency and aids compliance

Four Seasons sees consistency as the biggest advantage of the Datix system. In a large and dispersed organisation such as Four Seasons with homes from Jersey to Dundee, Northern Ireland to the East Coast of England, accurate, real-time information is vital to running an effective care operation. Datix has encouraged more efficient, consistent ways of working that have been critical during times of change.

Datix is also a powerful business tool as Haydn Williams explains, "Compliance with industry standards such as those laid down by the Care Quality Commission (CQC) are vital to maintaining the highest levels of care whether in an NHS hospital or a private facility. However, organisations in the private sector need to protect their business at all times. Datix helps keep tabs on our performance, providing us with a strategic tool to help us meet CQC standards and protect our reputation."

A healthy future

Four Seasons is complimentary about the responsiveness and enthusiasm of the Datix team. The organisation actively participates in Datix's product development programme whereby customers of Datix are invited to review, comment and vote on existing suggestions for enhancements to Datix and even submit their own new ideas.

Next on the horizon is enhancing the current reporting capabilities, moving towards personalised reports that are tailored to individual requirements. Four Seasons looks forward to introducing the latest version of Datix, taking advantage of new functionality such as online help files and enhanced medication error reporting as well as a range of configuration enhancements aimed at the technical administrator. At the same time, Four Seasons plans to create a team of Datix champions in homes and regions to foster greater engagement across the organisation's Datix user community that will maximise the potential of the revamped Datix system.

About Datix

Datix has been a pioneer in the field of patient safety since 1986 and is today a leading supplier of software for patient safety, improving quality, risk management, incident and adverse event reporting.

We aim to help healthcare organisations build a culture and practice that drives excellence in patient safety. It recruits and retains people committed to the healthcare sector and continually invests in its software and services to ensure that it integrates best practice and learning.

Set up specifically to meet the governance and risk management requirements of the healthcare industry, Datix is working as a partner to leading healthcare organisations across the world.

Within the UK this includes more than 75% of the National Health Service. Internationally the Datix client base is growing rapidly and includes large scale deployments in Canada and the USA as well as clients in Europe, Australia and the Middle East.

Fast Facts

- Four Seasons Health Care is using the Datix Incident module to create a consistent patient safety framework across a expanding and diversified organisation
- Automation has significantly increased incident reporting with many thousands of incidents already captured in the Datix system
- Datix is helping Four Seasons drive continuous improvements in patient safety during times of organisational change
- Datix is a powerful business tool that aids compliance with Care Quality Commission (CQC) standards, protecting Four Seasons' reputation and business

