



Sodexo Justice Services

Creates safer environment for prison community using Datix

  
Software for Patient Safety

Sodexo Justice Services (SJS) - formerly Kalyx in the UK - runs rehabilitative justice services at more than 120 sites across the world, including the full operation of four prisons in the UK.

SJS, an arm of Sodexo, a leading on-site service solutions provider, has been operating since 1993, and currently provides justice services to over 30,000 offenders worldwide at any one time. It has a reputation for delivering ethical, innovative and outstanding justice facilities and services, which aims to help change lives for the better.

Sodexo's mission is to be the organisation of choice in providing safe, effective and value for money solutions in both the custodial and community environments. Sodexo's work gives it unparalleled access to knowledge, expertise and best practice, which it shares across the organisation's different operations.

The company's commitment to excellence extends to all parts of the business including health and safety where new technology and processes have been fundamental to improving services for the prison community at HMP Peterborough, HMP Forest Bank (near Manchester), HMP Bronzefield (Ashford, Middlesex) and HMP Addiewell in Scotland.

Traditionally, manual paper-based systems were used to record incidents, like many other prison services. Due to Sodexo's commitment to continuous improvement, it acknowledged that by implementing an electronic solution, it could record and identify trends quickly, saving valuable time and effort. This ultimately helps staff with productivity levels whilst reducing the number of accidents, and all from a single platform.

### Meaningful information all in one place, in an instant

Sodexo selected Datix web-based patient safety software after it successfully competed against three other vendors, primarily for its ability to link all records together and keep all information in one place and on one system. Sodexo was also impressed by the system's versatility and the high level of support available from the Datix team.

In 2006, Sodexo implemented the incident, risk register, library and standards modules of the Datix solution. Around 2,000 staff at the four prison sites can now log incidents into the Datix system within minutes. Once an incident has been reported, it is then submitted to the relevant line manager or senior officer for approval and further investigation.

April Harvey, health and safety manager at SJS said, "We can capture everything, not just slips or trips and medication issues but other incidents such as bad behaviour amongst prisoners. The best part is the amount of time Datix has saved us. The complete end-to-end process from initial reporting, interviewing witnesses through to putting in place remedial procedures and final closure now takes hours rather than days."

  
Quality of Daily Life Solutions

*"We particularly like the Dashboard Module which gives us the ability to create reports in any format then update them automatically in real-time. Most importantly, Datix listens to our needs. If a certain functionality isn't possible in one version of the software, we know that our feedback will be taken on board and used for future product development."*

April Harvey  
Health and Safety Manager at SJS

## Solid foundations for the future

April Harvey puts the success of the Datix implementation down to teamwork and commitment to the customer. She says, “Datix is a fantastic company to work with. They are approachable offer great support and their trainers are very helpful and knowledgeable. We particularly like the Dashboard Module which gives us the ability to create reports in any format then update them automatically in real-time. Most importantly, Datix listens to our needs. If a certain functionality isn’t possible in one version of the software, we know that our feedback will be taken on board and used for future product development. As a partner, they are always on our side.”

## About Sodexo Justice Services

Sodexo Justice Services - formerly Kalyx in the UK - runs rehabilitative justice services which change lives for the better at more than 120 sites across the world, including the full operation of four prisons in the UK.

Sodexo Justice Services has been operating since 1993, and currently provides justice services to over 30,000 offenders worldwide at any one time. It has a reputation for delivering ethical, innovative, rehabilitative and outstanding justice facilities and services, which comprehensively address its clients’ requirements.

Its vision is to become the organisation of choice in providing both custodial and community based justice services.

For more information, please visit:

<http://uk.sodexo.com/uk/en/solutions/on-site/justice/services.asp>

## About Datix

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

Datix is focused on the health and social care sector. Its customers include public and private hospitals, primary care providers, GP surgeries, mental health and ambulance service providers. Its clients also include organisations delivering care home and domiciliary care services. Within the UK this includes more than 70% 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 and Australia.

### Fast Facts

- Sodexo is using Datix Incident, Risk Register, Library and Standards modules to create a proactive framework for reducing accidents at four prisons in the UK
- Datix is helping Sodexo comply with HSE regulations and achieve a 5-star rating from the British Safety Council