

## Direct Payments Funding

All our live-in services can be paid for using your Direct Payments funding. By using Origin care services, time consuming accountability and management of your Direct Payments can actually be simplified, giving you peace of mind, knowing that a single weekly payment covers all obligations regarding employers liabilities, calculation and payment of wages, PAYE, NI etc.

## PA Recruitment and Selection

Origin PAs are carefully selected, personally interviewed and reference checked. All Origin PAs are employed by Origin and so are fully insured. They are continuously monitored whilst undertaking their duties with ongoing support from a network of advanced PAs and care managers to ensure that the Origin standard is maintained. DBS records checks are obtained for all Origin PAs. In appreciation for the experience and expertise held by our long serving PAs and the benefit this affords our clients, Origin have developed the role of advanced PA.

## Specialist Training

All Origin PAs attend an intensive five day spinal injury training course. The training covers physiology of spinal injury, food hygiene, fire safety, moving and handling and personal care including bowel management.

## Care Quality Commission

Origin is CQC rated as 'Good'. The report from our most recent inspection can be found on our website.



Origin believes in the importance of creating appropriate, professional yet friendly and trusting relationships between PA and client. Mutual respect, friendship, compatibility and understanding complement the efficient, practical and specialist spinal injury care skills of all Origin PAs to create successful, supportive care services. Everyone at Origin works hard to create a positive, happy, responsive care team that includes clients, PAs, family members and field workers.

## Advanced PAs

If we are confident that the PA has got the right qualities, ability and attitude to develop further we offer promotion in return for an extended stay commitment from the PA.

We have also introduced the opportunity for our advanced PAs to gain recognised qualifications through fully supported distance learning packages. These are ideally suited to the flexible work patterns of Origin's PAs.



## What to do next...

A registration form is enclosed which will help us to match your needs to the most suitable personal assistant; alternatively, you will find an easy to complete interactive form on our website along with more details about Origin's services.

[www.origincare.com](http://www.origincare.com)

When we receive your completed form we will telephone you to discuss your needs in detail and agree the most appropriate care package for you.



7.0.6. Cameron House, White Cross, Lancaster LA1 4XQ  
Tel: 01524 34100 Fax: 01524 34300  
Email: [info@origincare.com](mailto:info@origincare.com)

Origin is a member of the UK Home Care Association  
Registered with the Care Quality Commission

The Source of



SPECIALIST CARE



for People with Spinal Injuries



# ORIGIN CARE OPTIONS

Our bespoke live-in care services are specifically customised to suit your individual needs. Everyone's lifestyle is individual; whether you work, stay at home, have a busy family or social life, or have specific daily routines that must be followed. By working closely with you, together we can develop the best care plan to suit you – one that gives you life style choices for truly independent living.

To help achieve the most flexible live-in care possible, Origin offers some unique care options that you will not find elsewhere; as well as more familiar fully managed, long and short term care services.

## Fully Managed Care

Origin will work with you to identify the best combination of permanent and respite PAs, so you or your family need never worry about continuance of care. You have overall control of the care package, but we handle all the bureaucracy including recruitment, training, sick/holiday cover, payroll etc., all for a fixed weekly fee.

## Permanent Direct Care

Origin can recruit and train a permanent PA to be employed directly by you. We select and introduce a PA to match your individual needs, lifestyle, personality and location.

## Temporary-Permanent Care Service

Looking to employ your own PA? Why undergo the hassle of advertising, recruiting and training when you can try one of Origin's trained temporary placements before selecting the right person for permanent employment.



## Flexible Respite Care

Our respite care option is the ideal way to become familiar with Origin's services. Respite support can be used for a few days or weeks when your permanent PA is on leave or when a family member is unavailable. Whether for a few days, weeks or months we can provide trained carers that best suit your independence.



## Holiday Care Service

A national and international holiday care service providing a trained PA to accompany you on holiday. This may enable you to take an independent holiday or take a holiday with family and friends.

## 24 hour help line

Support is always directly available from Origin on our 24 hour help line. By maintaining regular contact between ourselves and clients via telephone, email and our newsletter we can help prevent any minor day to day differences, worries or problems from escalating.



A spinal injury is a complex condition that requires specialist care. That is why, in order to maintain the highest standards, we remain totally focused on providing care services, exclusively for spinally injured clients. Our services concentrate on understanding and meeting the individual, practical and social needs of people with spinal injuries who wish to live independent lives in their own homes.

Origin is an experienced, specialist home care agency providing one-to-one, 24 hour live-in care services for people with spinal cord injuries.

Origin's philosophy of placing the client at the centre of everything we do stems from the personal experience of the company's directors, both of whom have a unique appreciation of spinal injury care and care service standards.

Origin MD, Peter Henry, is himself spinally injured with a personal understanding of the positive life experience that good carer support can give. This knowledge, along with thirty years experience in PA recruitment helps shape the wide range of flexible care services offered by Origin.



Origin Care Director, Linda Adamsen, continues to use the experience gained when she came from Denmark in 1996 to work as a spinal injury PA, in her care service planning and development role. Her regular contact with new and existing clients is key in assessing and maintaining Origin's care quality standards.

