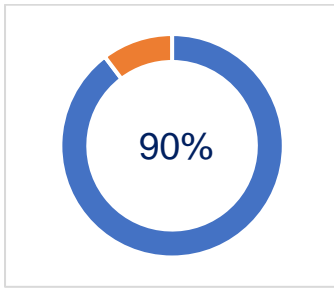
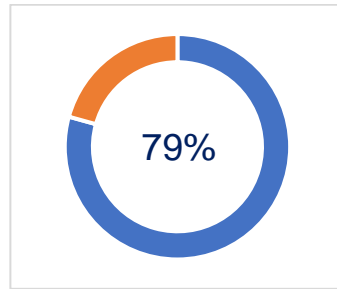


# CLIENT SURVEY 2020

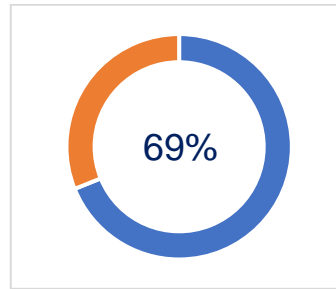
Thank you to all who completed the client survey in 2020. We have listened to your comments and are already implementing ways for us to improve to maintain the highest standard of service for all of our clients. Here we share the survey findings with you and the ways in which Origin are moving forward.



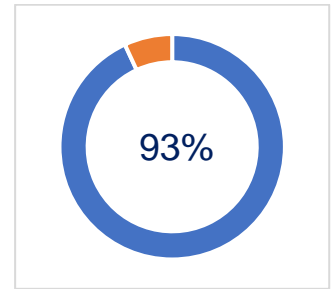
Rated us 8/10 and above when asked if you would recommend Origin



Rated us 8/10 and above when asked how well Origin meet your care needs



Rated us 8/10 and above when asked if Origin meet your preferences of PA



Have had any queries, concerns or complaints resolved to your satisfaction or have not had any issues to raise

## Your Comments

"I think you have done a superb job meeting the clients needs"

"Don't think there are any better agencies in the UK providing assistance for people"

"I think the care manager listens to feedback and requests and tries to accommodate"

"I have occasionally had problems with individual PAs. I've been able to talk to my care manager about this and they have always been sympathetic and supportive in resolving the problem"

The COVID-19 pandemic has been a very challenging time for us all; but we wanted to know how you felt Origin has been handling the situation so far, what we have done well, and if we could do anything differently going forward:

"Remained very supportive"

"Left PAs in situ to minimise risk of infection"

"Origin excelled. Working safely, as a team. Sending familiar PAs and keeping in contact with me via phone & internet. Thank you"

"Regular updates to emerging regulations"

"Providing PPE"

"I heard from one of my PAs about the online training for new PAs that had been forced by lockdown. The idea of that does concern me"

"Set guidelines for PA for when they enter client's home"

"More phone support to find out how things were going"

# CLIENT SURVEY 2020

It was wonderful to see so many positive comments about the handling of the situation so far. We would like to take this opportunity to assure you that all the positives raised; regarding the supply of PPE, the regular updates and flexibility with regards to assignments will all continue into 2021. The Care Management team will strive to provide as much support as possible, and if you have any concerns at any time, please do not hesitate to contact us.

We understand the changes to the training course may concern those who have not worked with an 'online trainee' thus far; but we want to assure you that we expect the same high standard of care to be provided by our online trainees, as we do from our existing staff. In addition, pages 4 & 5 of this document contain the training programme for our online course which continues to be aligned with the Care Certificate Standards of 2015. Again, if you have any questions or comments; please get in touch.

During this year's survey, we also asked both clients and PAs what they believed made a good PA; to see if client and PAs had the same ideas, or not. You can see the results below:

Clients	PAs
Friendly	Flexibility and adaptability
Clean and tidy	Honest and truthful
Common Sense	Listening carefully to instructions
Good moving and handling skills	Clean and tidy
Listening carefully to instructions	Common Sense
Confident driver	Genuine enthusiasm
Good grasp of English	Good moving and handling skills
Quick to fit in with a client life	Friendly
Flexibility and adaptability	Pick up routines quickly
Honest and truthful	Attention to detail
Genuine enthusiasm	Quick to fit in
Experience	Good English
Routines quickly	Experience
Attention to detail	G. Driver

As you can see; "Friendly" has topped the table for clients. What you may not know, is that it has come 1<sup>st</sup> for the third survey in a row, with "Clean and tidy" coming in 2<sup>nd</sup> for the second time. "Common sense" also remains in the top 5, so its clear clients continue to value these same attributes, year in year out.

With PAs however, "Friendly" appears to drop quite a way down the list, with "Flexibility" topping the chart.

The comparison of the group responses shows how vital sharing information on client attitudes is. Therefore, this table has also featured in the PA Newsletter. Going forward, Origin will use this information to steer our training to nurture desirable attributes, and manage PA expectations of others.

So how else are we using your comments to improve our service?

Client Suggestion

- Giving PA feedback; I don't have Office (Excel)-could a survey like this be used?!

Action

- Origin are currently looking into the possibility of using a Google based feedback form; if this would help you; please contact your Care Manager for more info.

# CLIENT SURVEY 2020

Client Suggestion	<ul style="list-style-type: none"><li>• In training; Focus on soft skills as well as physical care. Carers need to be respectful and professional.</li></ul>
Action	<ul style="list-style-type: none"><li>• Our trainers are developing the training to ensure PAs have a good understanding of social &amp; domestic skills, as well as privacy and of course, personal care.</li></ul>
Client Suggestion	<ul style="list-style-type: none"><li>• COVID-19; Get testing in place for PAs coming, set guidelines for PA for when they enter clients home.</li></ul>
Action	<ul style="list-style-type: none"><li>• We are pleased to say that we have rolled out weekly testing for Origin PAs, and we will continue to do everything we can to keep Clients and PAs safe.</li></ul>
Client Comment	<ul style="list-style-type: none"><li>• With bias towards majority of PA's from EU countries concern as to post Brexit labour supply.</li></ul>
Action	<ul style="list-style-type: none"><li>• We know this has been a concern for many people on the run up to post-Brexit-Britain, but we can assure you that Origin has been working hard for some months now to ensure our EU PAs have settlement status, and that our recruitment activities will be able to continue. This means we will continue to provide the high quality care and support you have come to expect from Origin, now the UK has left the EU.</li></ul>
Client Comment	<ul style="list-style-type: none"><li>• With regards to preference of PA; just a lack of choice sometimes.</li></ul>
Action	<ul style="list-style-type: none"><li>• We always aim to provide clients with as much choice as possible with regards to preferences of PAs. The pandemic has had effect on this, but going forward the Care Managers will be working more closely than ever to provide choice where possible. In addition, as we continue to recruit we aim to have a higher volume of PAs available to choose from.</li></ul>

And finally, some of the comments from our PAs on how it feels to work with you.

"Origin clients make me feel very appreciated and special. I always feel as part of the family."

"Appreciated hands down!"

"Valued, appreciated, wonderful!"

"Inspired"

"Mutually respected"

"Most of them they treat me with respect and I feel valued and appreciate it"

"I always have a feeling of accomplishment when I leave"

"I have been very lucky to have built up strong working relationships with several regular clients over the past few years who do and have made me feel appreciated and valued but 2020, no doubt, has been an exceptional year for all of us and many of those moments have felt enhanced... almost super charged this year. For instance, I've had several clients reach out to me during the pandemic just to see if I'm ok because they had been thinking about me or the look of relief and happiness on their face when I have turned up because I'm the person on call. Whilst it's been a turbulent year for everyone on so many levels, I don't think I've ever felt as valued or appreciated in this job as I have felt this year, which is definitely a good thing and a good feeling to have going into 2021."

Thank you again to all who took time to participate in the survey, and we look forward to working with you in 2021.

The Origin Team

**CARE OF THE INDIVIDUAL WITH A SPINAL INJURY**  
(aligned to the Skills for Care 'Care Certificate Standards, April 2015')

**MONDAY**

**14:00 – 17:00**

**Paperwork** – DBS forms, proof of ID, proof of address, reference requests.

**Diane will let you know what time your individual meeting will be**

**TUESDAY**

**Tutor: Claire Sharpe**

**09:00 start**

**Group chat** – Claire, Michael and Jill will welcome the group and Claire will introduce the day's modules.

**Introduction** – meet the team.

**Understand your role** – job description, values, aims, objectives.

**Personal development** – appraisals, development learning

**Communication** – interpersonal skills - openness, honesty, transparency, body language and non-verbal communication. Active listening skills, self-awareness.

**Equality and diversity** – equal opportunities, inclusion, discrimination.

**Safeguarding** – harm, wellbeing, code of conduct, responding to abuse or neglect, information sharing and confidentiality.

**Handling information** – handling information within agreed ways of working, reporting concerns.

**Anatomy and physiology of the spine** – basic introduction to anatomy and physiology of the vertebral column and spinal cord, neurological levels, mechanism of injury, effects of paralysis.

**Awareness of mental health, dementia and learning disabilities** – basic introduction to mental health conditions. Psychological phases.

**Duty of care** – promoting wellbeing, managing difficult situations.

**Work in a person-centred way** – supporting independence and active participation.

**Privacy and dignity** – privacy of information, confidentiality.

**16:30**

**Group chat** – Claire will address the group and answer any questions.

**WEDNESDAY**

**Tutor: Claire Sharpe**

**09:00 start**

**Group chat** – Claire will address the group and introduce the day's modules.

**Understanding the risks associated with immobility** – medical complications, breathing, pneumonia, blood clots, spasm, autonomic dysreflexia, pressure sores, neurogenic pain, bladder & bowels problems, effects on sexual function.

**Bowel management** – covering manual evacuation, digital stimulation, removal of faeces - using medical mannequin. Effects of diet, lifestyle, medication. Hygiene best practice. Alternative methods of bowel management - Trans-anal irrigation and stoma care.

**Management of medications** – administration, legislation, policy and procedure.

**Urinary management** – catheter care, supra-pubic, indwelling, condom and leg bag. Bladder function, washouts, alternative catheter care and associated complications.

**16:30**

**Group chat** – Claire will address the group and answer any questions.

**09:00 start****Group chat** – Claire will address the group and introduce the day's modules.**Infection prevention and control** – the chain of infection, hand hygiene, identifying hazards.**Health and safety** – working safely and securely, risk assessment, legislation.**Manual handling** – Manual handling operations regulations, health and safety law - common and statute. Duties of employers and employees. Equipment - risk assessment and techniques. Standing frames.**Basic life support / first aid** – burns, bleeds, shock, CPR, recovery position.**Fluids and nutrition** – hydration, hygiene practices, cleaning, cooking, storage, cross contamination, use by dates.**Relationship management** – interacting with your client and their family, scenarios relating to PA work.**Activities of daily living** – domestic and social care activities, adaptive equipment and advice.**Driving Theory Quiz****16:30****Group chat** – Claire will address the group and answer any further questions.

## FRIDAY

**11:00 – 12:00****Paperwork and procedures** – assignment sheets, CNP, on call, time logs, review forms, contract.**12:00 – 13:00****Client perspective** – what does and what doesn't make a good PA.**Jill will email you the following:**

- a health declaration form for completion
- your profile and next of kin details for checking
- a date and time for your 1 to 1 meeting with one of the Care Managers

**Care Manager Meetings will take place on Friday from 2pm****ALL THE ABOVE MUST BE COMPLETED BEFORE THIS MEETING**