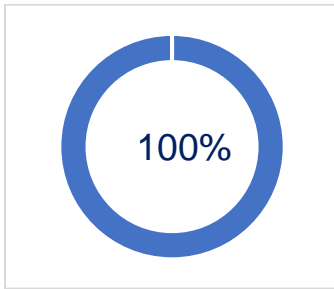
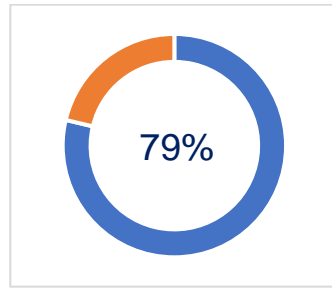


PA SURVEY 2020

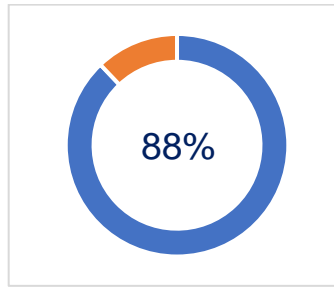
Thank you to all who completed the PA survey in 2020. We have listened to your comments and are already implementing ways for us to improve to both support our pas and maintain the highest standard of service for all of our clients. Here we share the survey findings with you, and the ways in which origin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



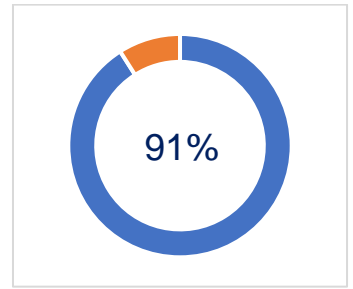
Said they were happy with the support from the Care Management team



Rated us 8/10 and above when asked how valued they feel by Origin



Rated us 8/10 and above when asked how flexible Origin was to your personal commitments



Found the PA Meeting Summary useful

Your Comments

"I've felt supported at every step from recruitment to training to my first week on the job. Despite COVID restrictions the team are doing a fantastic job, thank you!"

"The summaries e-mailed after every PA meeting cover topical issues that I have experienced and can learn more about as well as issues that I may encounter in the future, thus giving me the benefit of forewarning and preparation."

"They'll try and accommodate if I do have commitments"

"I do feel that Origin regards me as a strong and dependable team player who will always goes the extra mile and is always happy to help out"

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:

"Got PPE out and support emails."

"They kept calm and carried on. They helped to the best of their ability and always there to take a call and have a chat when it was needed most."

"Offered help, solutions and adapted to my personal situation"

"Feel informed about latest COVID rules and regulations"

"Always flexible & available"

"Maybe do more PA group meetings earlier in lockdown, so everyone could share their worries"

"Providing instruction how to correctly take off the gloves that might be contaminated"

"I feel the idea of testing 4 times a month without showing symptoms is an extra job for me"

PA 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 assignment 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 weekly testing may be a challenge for some, but at the moment, this is the guidance from the government, and we believe this is the best way to try and protect our vulnerable clients. We are pleased to say that our COVID Infection Prevention and Control (IPC) emails, Care Manager promotion and IPC training has been taken very seriously by all PAs as well as clients, and this has helped to keep people safe during such a difficult time. Ongoing IPC training is available, so please get in touch if you have any PPE-related questions; We're here to help!

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, and they might surprise you...



As you can see; "Friendly" has topped the table for clients. What you may not know, is that it has come 1st for the third survey in a row, with "Clean and tidy" coming in 2nd 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. With this information Origin is looking to steer our training to nurture certain attributes, and manage expectation with others. And remember, a friendly, approachable manner always goes a long way to making a great first impression with any client.

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

PA Comment

- Especially in these months we could use more online meetings. 1 per year is so little.

Action

- As you've read above, our Senior PA/Trainer is currently in the process of making sure all PAs are up to date on the latest COVID Infection Prevention and Control training. Once this is complete, he will move on to organising PA Meetings for 2021, but in the meantime; if you'd like to discuss any thoughts, feelings or concerns, please contact a Care Manager today.

PA SURVEY 2020

PA Suggestion	<ul style="list-style-type: none">• Sent all the masks etc to PA addresses instead of clients homes.
Action	<ul style="list-style-type: none">• As clients need our care 24/7, it is essential the PPE is in their homes, available for them as soon as they need it; this way, all clients and PAs can be protected throughout the duration of an assignment.
PA Comment	<ul style="list-style-type: none">• I miss live refresher trainings and PA meetings.
Action	<ul style="list-style-type: none">• We would like to assure you that we are keeping a very close eye on all the current regulations and advance, so that as soon as we can start to run training in-house again; of course, we will. We miss you all too!
PA Comment	<ul style="list-style-type: none">• With the passing of time I see less contact with the team. And not as many words of encouragement.
Action	<ul style="list-style-type: none">• Origin believes all PAs should feed as supported on day 1000, as they did on day 1. Because of this, the Care Managers will be working harder in 2021 to be in regular contact with all PAs.
PA Suggestion	<ul style="list-style-type: none">• With regards to further learning; more about how to manage communication with clients. How to deal with the communication in order to better understand the clients needs and avoid conflicts.
Action	<ul style="list-style-type: none">• We are currently looking at our training course modules to make sure we have enough information and training with regards to relationship management; which will also feed into any refresher training we offer. I'd also like to take this moment to remind you that once you have been with Origin for 12 months, we are open to suggestion for further learning. So, if you have an idea, or an online course you would like to explore which is relevant to your role here at Origin, contact a Care Manager today to see if this is something Origin can support you with!

And finally, some of the comments from Clients on the service you provide. Well Done!

"Well trained and friendly PAs"

"Grateful for all they've done"

"Thank you for your help and positive attitude"

"They have provided me with excellent care. and all of my needs have been dealt with by them".

"the quality of the PA's has been very good"

"Current PA; she is the best PA I have had"

"My care needs haven't suffered because of the pandemic so far"

"Thank you, to all the Origin family"

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