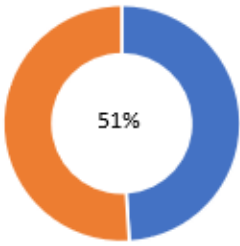
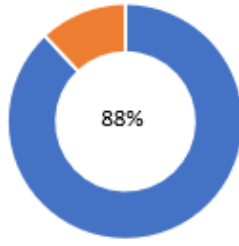


CLIENT SURVEY 2022

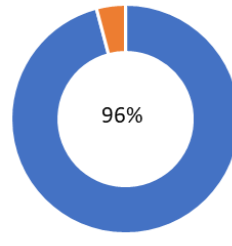
Thank you to all those who completed the recent client survey. It is important to us that we constantly look at how our services match expectations and needs. The results of this survey will help us address ways to improve what we already do to maintain the highest standards of service for all our clients. We have listened to your comments and are already following suggestions in order to make positive changes.



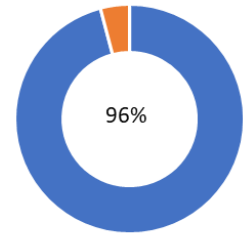
Response rate to survey has remained at the all time high of the 2020 survey.



Scored 8/10 or higher that Origin are responsive to their needs with regards to preference of PA



Scored 8/10 or higher that Origin are responsive to their overall care needs compared to 79% in 2020



Scored 8/10 or higher that they would recommend Origin to other service users compared to 90% in 2020 and 84% in 2019.

Your Comments

"Jo Foot the Client Services Manager is very knowledgeable about care funding and was a great advocate for my needs during my funding review as she was able to explain things from a spinal injury nursing perspective."

"The biggest problem is PA recruitment which is general across the whole Social Care community and I know Origin is trying to be as creative as possible in their recruitment process. Sadly I don't have any better suggestions."

"Origin seem to manage my expectations and at the same time balance the service to other clients and to their PA's."

"I feel Origin give realistic reasons for their decisions: are client positive and are prepared to alter training to provide good PA cover."

"Very supportive in all of the above, the people who work at Origin do care, it's more than just a job for them and it makes a huge difference for clients."

"Other than the struggle to recruit new PAs, I can't fault how the company operates."

"My PA's do carry out effective care. More wheelchair skills and less emphasis on being risk adverse; fear is restrictive."

"Tell PAs, client get anxious too when new PA starts. All clients are individuals."

"I think it will be better when you go back to in house training with regard to moving and handling."

"Everyone has got good care skills. However, what is missing from the PAs that haven't attended in house training is the understanding that they are PAs not carers and an understanding that the two things are not the same."

"There is a clear difference between PAs who have received in house training and online training, particularly with sliding board transfers and bowel management. They also seem to pick up the 'culture' of Origin more and knowing the little things that they shouldn't do when they have in house training (eg using their phone during morning routine or always keeping it in their pocket, or getting deliveries to client's address without asking). Defensive driving skills, always indicating when needed and negotiating multi lane roundabouts would also be useful."

ORIGIN's online training course has served us well throughout the pandemic, however it has not been without issue in certain areas. There is an obvious need for new trainees to experience the practical elements of our original in-house training. This has been addressed since returning to the office, by requesting all new PAs attend a practical day. By doing this we can fine tune their manual handling and bowel management skills whilst also covering anything else they may wish to learn more about. We are currently working on being able to utilise both our online and in-house training courses as one hybrid course and hope to be able to trial this very soon. In the meantime, if you have any concerns with the knowledge or skills of your PAs then please address this with your Care Manager as we may be able to offer some additional training or have another solution. If on the other hand you have any suggestions, questions or feedback to our training course then please contact our Head of Training, Jill Jackson. We welcome your thoughts any time.

Taking Action to Improve

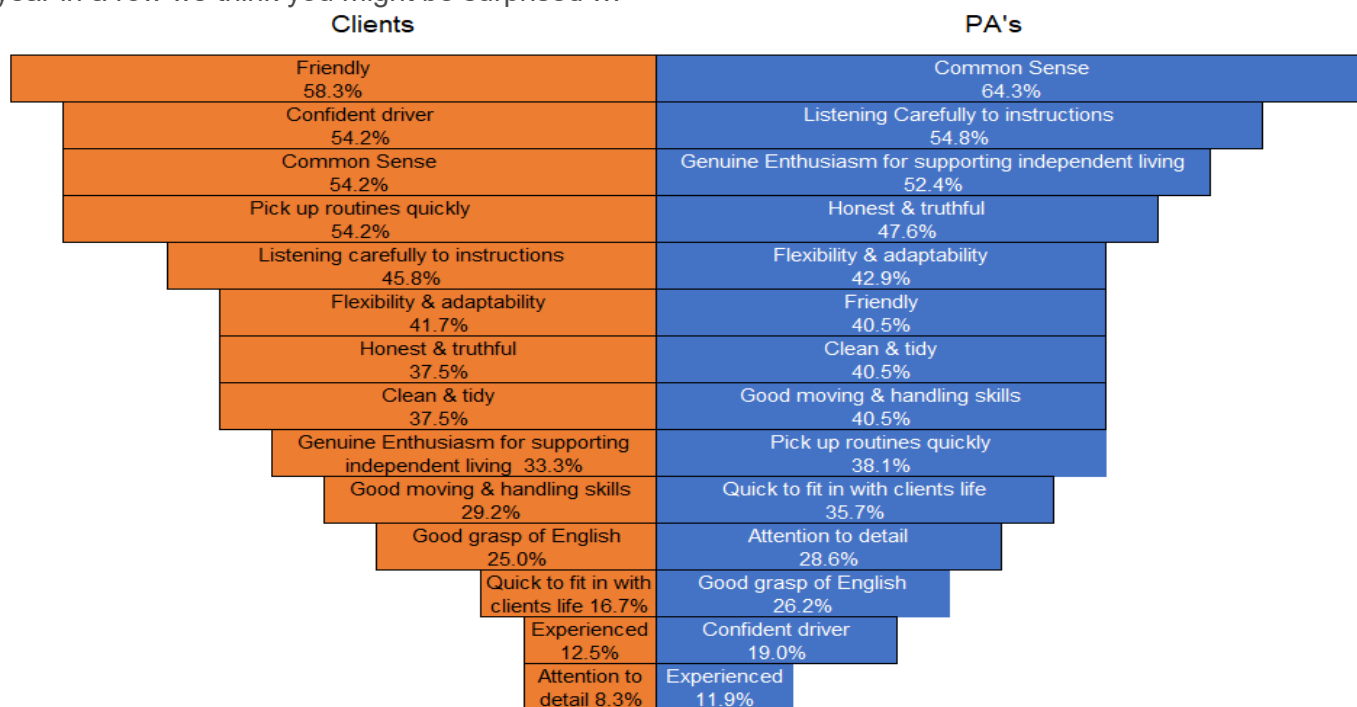
Client Comments

Action

ORIGIN

CLIENT SURVEY 2022

In both this year's and last years survey, we 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 for the second year in a row we think you might be surprised ...



The COVID-19 pandemic has been a very challenging time for us all; but we wanted to know how you felt Origin handled the situation, what we have done well, what we have done not so well and if we could do anything differently going forward:

"I think Origin managed things really well and clearly are considerate of both clients and PAs and the issues that might come up for people with live-in care. For instance, it was great that we had an email recently with tips on how PAs can help with energy consumption in light of the rising cost of living. I think this shows Origin think more widely than other agencies about what is important for people."

"My response to the question of effectiveness of managing my care needs is even more remarkable given the fact of challenges being faced by the industry of trying to retain and recruit staff. Apart from awareness of the challenges involved and the occasional messages about industry shortages, the impression of "business as usual" appears to be the company motto."

"Were unable to cover my care but always kept me informed of difficulties."

"I can't see how anything could have been done better."

"Origin have been so helpful in circulating information, advice etc: far more than any services locally. It has definitely helped me to survive at home during such an unprecedented time."

"I think it was handled as well as possible under difficult circumstances."

CLIENT SURVEY 2022

The top 5 answers for the part of the role that PA's enjoy the least were: living away from home, moody clients, feeling unappreciated, long routines and lack of personal space. Increased communication not only between the PA's and Origin but also Clients and Origin to better manage expectations could help with some of these issues and lead to better working relationships.

Care managers were disappointed to discover that 54% of clients had felt uneasy, bullied, harassed or put in avoidable harm by an Origin PA compared to 41% of PAs who felt the same way about clients. Origin plan to work with clients and PAs to ensure that this figure is drastically reduced. Clients can help the care managers by discussing any issues that they may face rather than keeping it to themselves. We cannot fix things if we are not made aware of them.

The top 5 answers that clients gave for the difficulties in having PA's work with them were: moody or emotional PA's, being more interested in their own requirements than the client and their needs, lack of interest in the task in hand, taking over or doing it their way and not meeting the clients' domestic standards. Care managers are aware of these results and will emphasise the importance of listening to clients, using breaks for personal requirements and being more involved in the role. It is possible that the increased moodiness of PA's is due to the pandemic and feeling more isolated and disconnected from friends and families. Hopefully now things are settling back to more normality, this will ease too. The care managers will monitor this but please do inform care managers if you experience any issues. Communication is key.

A few clients commented that they are unsure what the PA training course comprises. We have attached the training plan at the end of this newsletter.

And finally some comments from the PA's working with Origin clients.

I've been with the same client for 18 months now. In the beginning it was quite challenging as I was brand new to the industry but once I gained confidence, I am feeling far more valuable and indispensable.

Definitely valued and appreciated but I am very lucky to be working with some very nice clients.

Valued, appreciated, fulfilled cared for and like a member of their family.

Apart from a couple nasties I would say I have been treated very well.

I only worked with two clients so far and I've been welcomed, respected, appreciated from both of them and their families. I'm happy to do my job.

I get positive feedback that I am doing things well which gives me job satisfaction.

Sometimes I feel appreciated, sometimes I feel like I'm just there.

I think most Origin clients have treated me in a respectful and polite way and felt like I'm being appreciated.

For me there's no better place to work and feel like you belong.

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

The Origin Team

Temporary Online Course



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: Michael Carr

09:00 start

LIVE SESSIONS

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

Introduction – meet the team.

ONLINE LEARNING

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

LIVE SESSION

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

WEDNESDAY

Tutor: Michael Carr

09:00 start

LIVE SESSIONS

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.

ONLINE LEARNING

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

LIVE SESSION

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

THURSDAY

Tutor: Michael Carr

09:00 start	**LIVE SESSION** Group chat – Claire will address the group and introduce the day's modules. **ONLINE LEARNING** Infection prevention and control – the chain of infection, hand hygiene, identifying hazards. Health and safety – working safely and securely, risk assessment, legislation.
10:45	**LIVE SESSION** 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. **ONLINE LEARNING** 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.
14:00	**LIVE SESSIONS** 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.
16:30	Group chat – Claire will address the group and answer any further questions.
To be completed after group chat	Driving Theory Quiz & Training Course Feedback

FRIDAY

10:00 – 11:00	Infection prevention and control COVID-19 – protecting yourself and others during the pandemic
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