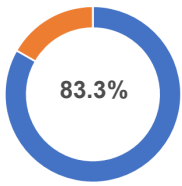
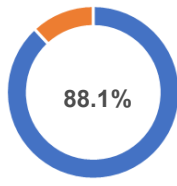


# PA SURVEY 2022

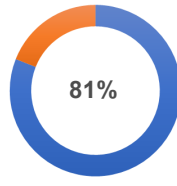
Thank you to all those who completed the PA survey in 2022. We have listened to your comments and are already implementing ways for us to improve how we can support our PAs in providing high standards of service to our clients.



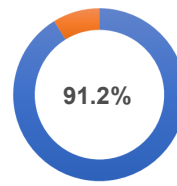
Scored 7/10 or higher that they feel valued by Origin.



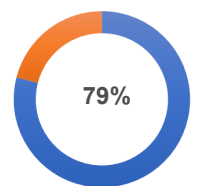
Scored 8/10 or higher that they feel comfortable and supported to speak to Care Managers about concerns / complaints



Said one of the things that they enjoyed the most about the role was helping people to live independently.



Scored 7/10 or higher that Origin is flexible in regards to their personal commitments.



Said they felt Origin were very responsive

## Your Comments

"The past 2 years have been very challenging for all of us both professionally and personally. I have felt very blessed for the support I've had and the appreciation I've been shown by the company."

"I think the team did a great job in keeping the wheels turning. Fantastic job in keeping P.A's informed and more importantly keeping them protected with regards to the PPE. Great job guys."

"I find the support from the team to be crucial and I trust them to act with my interest at heart."

"There is no doubt the work that I do adds value to the lives of my clients. The staff at origin have been paramount in helping me to achieve this end and their support is unconditional"

"I like the nature of the flexible work arrangements at Origin. I feel I receive support from Origin all the time. I think I have good relationship with managers and clients and vice versa. "

"Origin is an incredible agency with a family vibe that other agencies should follow."

ORIGIN TAKING ACTION TO IMPROVE

Care managers were disappointed to discover that 41% of PAs had felt uneasy or intimidated by clients. We plan to work with clients and PAs to ensure that this figure is drastically reduced. PAs 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.

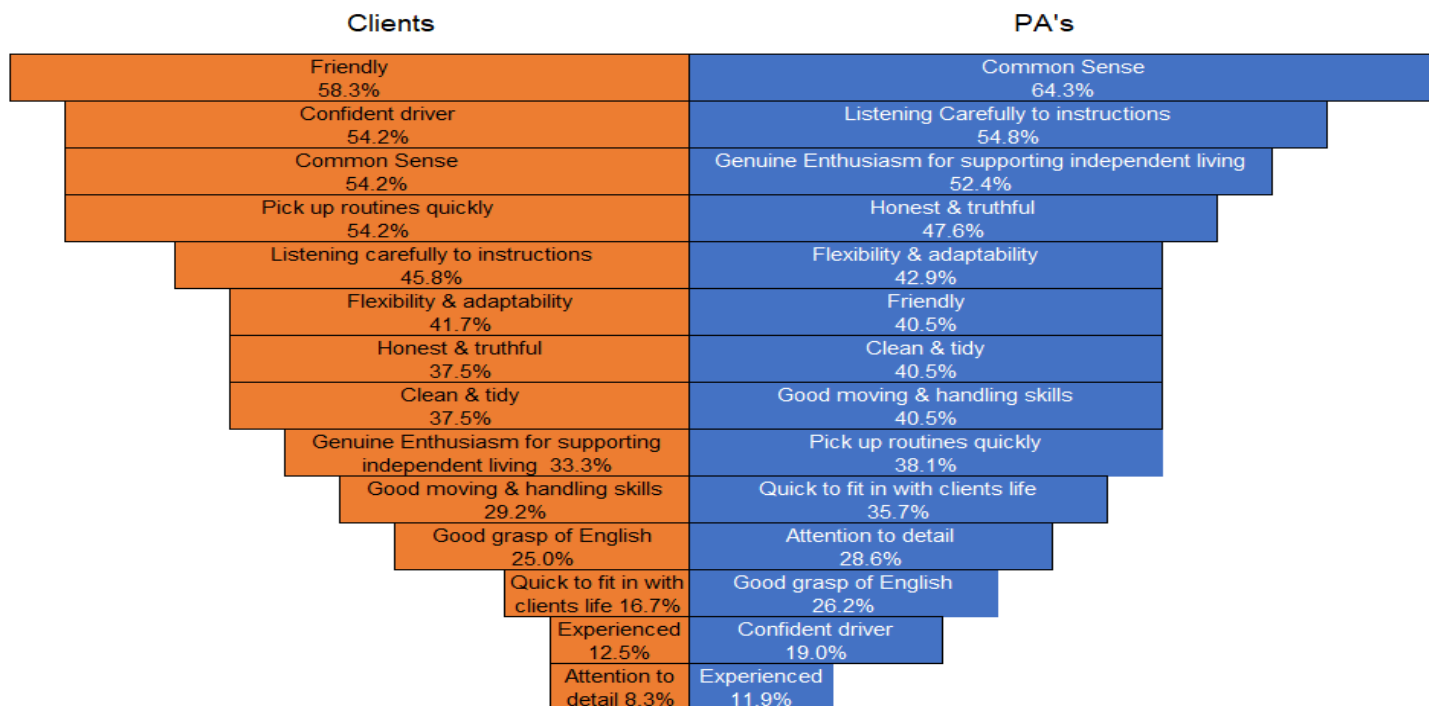
It is wonderful to hear that 88% of PAs feel comfortable and supported to discuss problems and criticisms in confidence with a care manager, however, we will be working hard to increase the PAs confidence in the care management team so that they are more willing to report or discuss any concerns that they may have.

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. Origin cannot help with all of them but we are able to help with some by increased communication. However, PAs should also feel comfortable to contact care managers, we are happy to hear from you by phone or email, PAs do not have to wait for the care manager to call them.

Overall PA's reported that they feel appreciated and valued by their clients, however, there were some comments that were more negative. Some PA's feel unappreciated, like a servant, or as though they are just there. Again this is not something Origin wants to see. The care managers work hard with PA's and clients to ensure a happy, professional and fulfilling environment for all concerned. If this is not the case, please contact Origin as soon as possible to discuss.

# PA 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:

**PA Comment** { There were couple of glitches, but no one saw this coming and how can you be prepared for such an unknown situation. I would have liked some group meet ups online with other PA's, just for moral support, not necessarily for me, but I believe a lot of them were a bit struggling.

**Action** { We held 6 online meetings in 2021, unfortunately holding them on Zoom limits the amount of PA's that can attend before the usefulness of the meeting is diminished. We mixed up the experience level of attendees where possible to gain maximum benefit for all attendees. We will be looking to book further online PA meetings this year, dependent on availability and PA's commitments. In the meantime, if you'd like to discuss any thoughts, feelings or concerns, please contact a care manager today.

**PA Comments** {  
 The PAs are looked after well, providing the tests is very essential as well as all the PPE items.  
 They have been so supportive and kept us in the loop every step of the way  
 Origin kept me up to date with safety procedures, PPE was supplied along with weekly/daily test kits. I think Origin handled the pandemic very well.  
 I think it has been handled in a reasonable and comprehensive manner with considerations made for both PA's and clients alike  
 Origin has treated the pandemic with professionalism, and I think both the Clients and PAs felt safer and more comfortable working in this conditions

**Action** { Thank you for these kind words. We continue to follow the guidance from the Government and try to keep you up to date and fully informed. Care managers are here to support you as much as possible and the office are here to answer queries on PPE and testing. None of this would have been possible without the fantastic co-operation between PA's, Origin and clients which has made things much easier for all concerned.

# PA SURVEY 2022

We asked the PA's if there were any further learning opportunities that they would like to see offered by Origin. The answers were quite varied:

I would love to have more knowledge on the psychology of SCI clients and coping strategies

N.V. Q certifications

Maybe some courses to build up P.A.'s skill set in a variety of subjects. anything from computer skills to maths, English even physical skills like physio therapy

Disability info, psychology info

Health care courses

Higher Level of Trainings. For example. How to change Catheter

Unfortunately, catheter training will not be available as this is a nursing procedure and our PAs are not insured. Further training has featured heavily in this survey and we are actively looking at options to roll out further training opportunities in future, please keep the ideas coming.

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

It has been a tough external environment. Well done to origin staff and PA's for past 2 years.

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

I recommend Origin whenever I can because of my years of positive experience with them.

I was previously a client of another agency and you guys are an absolute pleasure in comparison

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

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.

My regular PA is brilliant.

My recent PAs have all been great and able to adapt to my needs.

Origin gives me excellent care

Thank you for your good and hard work!

I'm happy with all my recent PAs.

Thank you again to all who took time to participate in the survey, and we look forward to working with you in 2022.

The Origin Team