

Here at **Origin**, we know that we have some of the best PAs and staff, but sometimes even they surpass themselves!



Well done to Stacey, Richard, Ashley, Sam, Lisa and Natalia and to Lorraine and Jaye, in the office. Their work and kindness have been recognised by the family of an Origin client, who, through their diligence, they were able to prevent from going into hospital.

'Please thank my brother's regular carers, who have worked so hard and been so kind and all the additional carers; I know doing nights must have been tough for them. It is impressive that you were able to provide trained carers at such short notice. Your co-ordinating staff were helpful and kind, please thank them for the support they gave me, at a very difficult time.'

Alison.

...and thank you!

On our website we have several pages of useful tips and tricks, many are sent in by clients, all are well worth a read....you may even have some of your own! Let us know.

SKINCARE

Often the places red marks are likely to appear are on bony areas, 'just out of sight'. A good way to see these is to get your PA to take a picture of them with a mobile phone/digital camera so they can be considered as you feel necessary.

MOVING AND HANDLING

Try using silk or polyester sheets rather than cotton to ease sliding/moving/handling whilst in bed.

HOUSING

Grants for adapting housing are available from local Community Occupational Therapists.

TRAVEL AND HOLIDAYS

For those who use hoists to transfer, travelling away from home can be rendered nigh on impossible by the difficulties of taking heavy equipment with you or finding a supplier nearby.

Westholme,

Tel. 01422 260011,
www.westholme.co.uk supply the Sequoia gantry lift which is transportable and available for rental.

Tips & Tricks

WELL DONE



Award Winning Training

A prestigious award now has pride of place at our Lancaster offices. Presented to Origin by education and training providers, Lancaster and Morecambe College it is in recognition of the partnership between the two organisations and our joint determination to provide the highest standards of spinal injury care training.

Working with the college for over five years, we have developed a highly specialised and top quality training course that helps maintain Origin as a leading care provider.

With positive comments about the training course from both PAs and clients and now this award, Origin look forward to continued development of spinal injury care skills for carers.

'Our training course is highly interactive and designed to give PAs the skills they need to take up their role. The trainers incorporate the use of hoists, transfer boards, wheelchairs and role play into their training to make it realistic and memorable. Because we want to raise the standards of care for all people with a spinal injury, people who employ their own PA are able to access our training alongside our own staff.' explains Linda Adamsen, Care Director.

WEB WISE WITH ORIGIN

Visitors to The Duke of Cornwall Spinal Treatment Centre, Salisbury can now check out Origin's care services at the Centre's SIA Information Kiosk, at the click of a mouse. The kiosk, sponsored by Origin is part of SIA's Peer Support initiative, delivering information to people immediately after injury, those going through the rehabilitation process, family and professionals.

If you are visiting the Centre, take a look at our direct link on the new interactive web kiosk that features lots of information on issues related to spinal injury, managing the condition and the support services available.

'Origin PAs are very well trained and this has further improved over the last couple of years. Because of their specialist spinal injury training, Origin PAs approach the tasks with confidence, particularly the manual handling tasks...this shows a depth of understanding of their clients and the quality of their training.' Origin client.

NEWS



Origin trained PAs are always advised to 'behave with honesty and integrity' and 'to recognise that clients have a right to make their own choices'.

Sound practical advice on how someone with a spinal injury can get the best from their PA or how best to manage their care package in the most effective way, doesn't seem to be available and yet for those newly injured it can make a real difference in adjusting to being dependent on a PA for just about all practical activities.

For many of us 'more senior' tetras, who have learnt the hard way, we probably all wish that someone would have given us some instruction on 'managing your PA' or the very least a few do's and don'ts – if only to prevent the tears (of frustration).

Origin have developed a practical guide on introducing best practice and ways of working with a PA. Hopefully it will be of real use to those new to spinal injury care and a talking point for others.

This complex subject can not be distilled into a few stab points so over the next few issues of Origin's newsletter we will look at different aspects of how you can make life and the PA/client relationship

more effective – there may even be issues that open up a dialogue between you to help you improve your current working relationship.

HOW TO MAKE LIFE SIMPLER!

- Take responsibility for your own and your PA's best interests; taking the lead in things is intrinsic to independent living. A care package is most likely to succeed in a generally positive, active environment.
- Maintaining the best health possible is obviously good for all aspects of life – after all it's your body, your health.
- As the PA's manager be aware of the importance of planning, communication, teamwork, patience and occasionally compromise.
- Define the work and write it in a job description, the PA knows what's expected, details are covered and important daily/ weekly requirements are not missed.

- Communication and teamwork are at the heart of all successful care packages. Remember too that

- PAs can not read minds, new PAs might require some explanation of the way you like things done and/or why.

- Try to be consistent in the way you do things as this helps your PA remember routines more quickly.

- What is it reasonable to ask a PA to do? If in doubt, why not ask them and see how they respond. Never ask your PA to do anything that could be construed as dangerous or unreasonable.

- Sensible, honest communication is important at all times and a word of praise for a job well done is always appreciated.

- All PAs are different but they are all decent people trying their best to do a difficult job. They are not machines with infinite reserves of patience, stamina or ability.

WORKING TOGETHER

"Petra has proved she's a real winner."



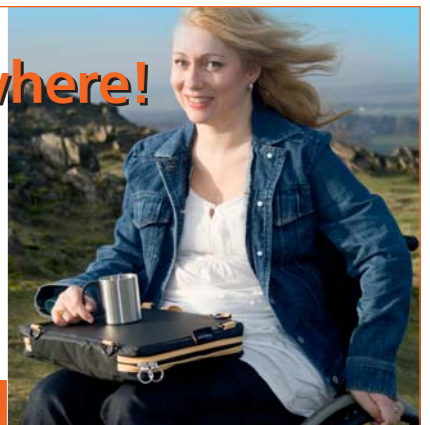
Inspired by people she met during her work at Origin, Petra Nemcova, one of our PAs, set herself a challenge of running the Edinburgh marathon. Although a keen runner Petra had never attempted such a distance before and found the training tough.

However she overcame the training 'wall' when she focused on running in the Prague half marathon! Back in her home country, Petra finished the race in 1.52.24, spurred on by her family and friends. Raising money to help women, who like her grandmother, are fighting breast cancer, Petra has proved she's a real winner.

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