



3 STAR Exclusive Service

Origin continues into 2009 on a high after receiving their 3 star award from the inspectors of social care.

'When Origin was founded 8 years ago the key aim was to provide the highest possible service levels to clients. We retain the belief that it is not enough to be good at what we do – we want to be the best!' explains founder Peter Henry. 'Because we provide live in care services exclusively for people with a SCI, we can be incredibly focused in our PA training with time to concentrate specifically on spinal injury care and the issues surrounding independent living for men and women with a SCI.'

The 3 star – excellent award from CSCI is independent confirmation that Origin provides a service that meets the very highest of standards of social care service.'

Computer Revolution

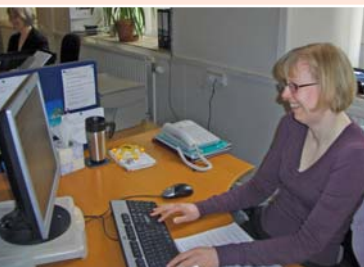
Thanks to the unerring patience of Lorraine, Jaye, Thom, Kathryn and Tanya we now have our new computerised, client/PA schedule planning programme in place. Like most things that are computer related... 'it's easy when you know how' but despite one or two glitches and gremlins our new computerised management system is already proving that the pain was worth it.



Old manual systems that enabled us to plan PA placements, match clients and PAs and control day to day operations have been replaced with a bespoke digital system. This now draws together PA contact details and personnel records, placement schedules and travel arrangements with client care plans, respite arrangements and holiday cover that gives Origin a much improved overall operational picture.

'We are always looking at ways to improve the service we provide to our clients and the support we offer our PAs and our investment in this new system will help us to do that by giving us speedy access to data. This will help us provide flexibility within our day to day operations enabling us to respond efficiently with emergencies, holiday and respite cover and peaks in seasonal demand.' Says Peter Henry.

'Visitors to our offices will be surprised not to see our big old planning boards on the wall but for those of us who use the system everyday, we find the new system so efficient, already we can not imagine 'Origin life' without it.' Confirms Lorraine.



Tips & Tricks

We regularly add to the tips and tricks page on our website as we know that many of you find it useful. With tips on handling and moving, diet, travel and equipment available the page can, by accessing someone else's experience, save hours of struggling with a problem.



If you have any tips and tricks to add to the site please let us have them, we will use as many as we can. With summer holidays just around the corner we would welcome any travel tips that would make things a little easier – especially for novice travellers.



L'Origine



After the appalling snow, blizzards, floods and freezing temperatures we have had here in Britain over the winter, you may want to spare a thought for residents of Collioure in France, where we have our holiday apartments... they have to put up with 320 days of sunshine a year! Nestling on the Catalan coast near Perpignan the little town of Collioure has something for everyone, great food and wine, lovely beaches, super walks, intriguing markets that just have to be explored....and 320 days of sunshine!!

If you haven't checked out L'Origine on www.origincare.com and you haven't planned your next holiday, then what better way to spend 10 minutes.

We have also investigated alternative travel options, as we know not everyone likes to fly and included them on a leaflet. If you would like to know more, just call us.

Training Excellence

Since we extended the compulsory Origin training course for PAs last year we have been getting increasingly good feedback from both PAs and clients. By extending the course into 4 days, our trainers have been able to include more practical, hands-on sessions to replace the 'talk and chalk' sessions necessary in a shorter time frame.

Our courses now feature more role play exercises where trainees have the opportunity to experience for themselves how their actions can impact on clients. There is also more time for trainees to get more individual attention on specific themes such as bowel management, moving and lifting and food hygiene which increases their confidence and improves their performance throughout their Origin career.

PAs say, 'the course was so much fun and I learned so much', 'I was a bit apprehensive at first but the course has given me the confidence to do the job', 'the course trainer was first class'.

Clients say 'Origin PAs are first class, because their training is so specific to SCI, they are just the best.'