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Delivering and measuring outcomes in the mental health sector:

The Recovery Star

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Background

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- The Recovery Star is a version of the Outcomes Star which was originally developed for the homelessness sector
- Supports and measures change
- Nine versions published (including Homelessness, Alcohol, Work, Older People, Families, Communities, Teenagers and Well-being) and more in development.
- Download free from www.outcomesstar.org.uk and free online demo at www.staronline.org.uk

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Recovery Star

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- Developed in partnership with Mental Health Providers Forum and first published in 2008
- Now very widely used in voluntary sector and statutory sector
- Features in Department of Health New Horizons White Paper and DoH have funded roll out within NHS Trusts

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Development of original Star

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- Workshops with front-line staff to develop prototype (with St Mungos)
- Testing and modification with 10 organisations over 3 year period
- Publication of homelessness version by London Housing Foundation in 2006

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Developing the Recovery Star

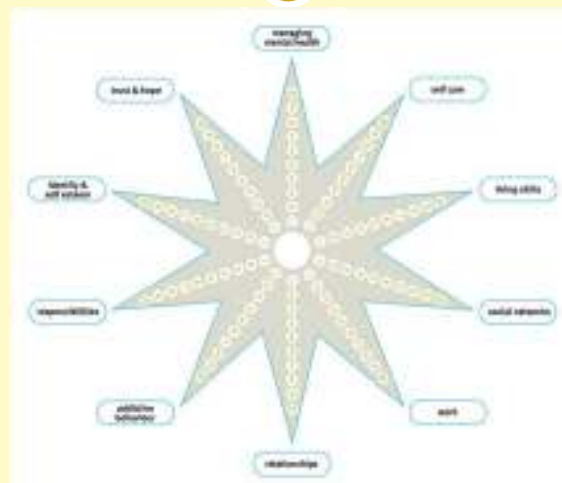
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- Managers, front-line workers and service users from 10 projects in 5 organisations
- Workshop and literature review to develop a draft version followed by a pilot in all 10 projects
- Further work to test cultural competence resulting in revised second edition

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A visual tool

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An objective tool (1)

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1	<p>Stuck. Feeling the full force of symptoms. No control</p> <ul style="list-style-type: none"> May spend most the day in bed and/or self harm. May be in manic phase See no possibility of change and no hope and are unlikely to really get involved in the project Likely to be withdrawn, maybe as a self-defence mechanism
2	<p>Feeling full force of symptoms but moments of awareness</p> <ul style="list-style-type: none"> As 1 but moments of awareness eg. that not always been like this. Moments not sustained enough to be helpful in changing things
3	<p>Reaching out for help - sustained awareness that things are not okay</p> <ul style="list-style-type: none"> Moments of awareness that things are not okay are now sustained Some sense that it might be possible for things to be different Seek or accept help to feel less bad or if manic to address manic behaviour Requires courage to embrace and fully acknowledge that things are not okay

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An objective tool (2)

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Under-pinned by a model of change

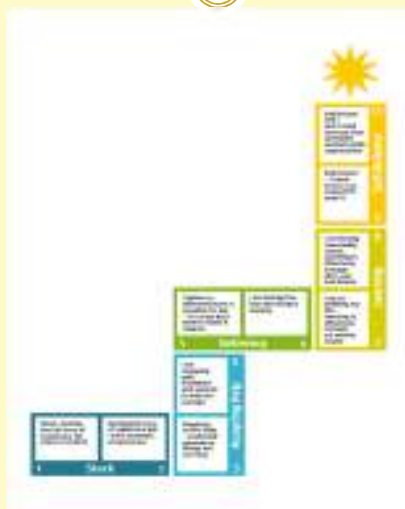
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Shows the steps to progress

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Provides a picture of progress

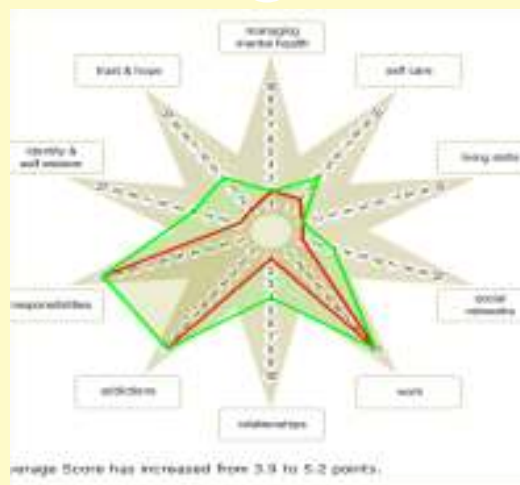
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Holistic – not just problems

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Supports reflection and planning

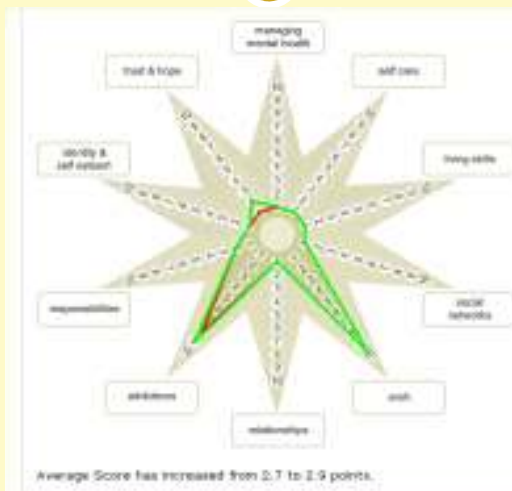
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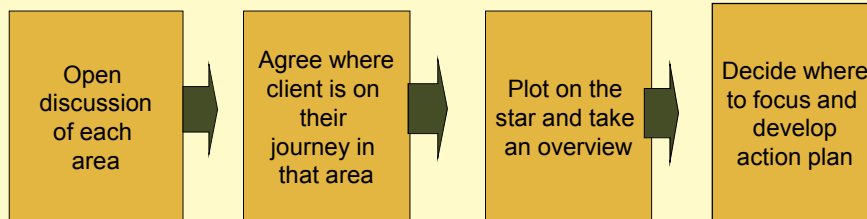
Captures small changes

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An integrated approach to measurement



A participatory approach to measurement

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- Service users and workers agree scores together
- This participatory approach to measurement is empowering to service users
- Integration into key-work makes measurement relevant to both service users and key-workers

Benefits

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Provides outcomes data for a project or group of projects for internal learning and external accountability

Promotes service user change

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Data at different levels

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• Star can picture individual outcomes

• And outcomes for a whole project

• And outcomes for a group of projects

• And provide national benchmarks

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Meaningful and easy to interpret

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Score	Interpretation
Mean score on entry to the service = 3.5	entering the service at the 'Accepting help' stage Will attend appointments but need high level of encouragement, supervision and monitoring
Mean score on exit = 6	Leaving the service at the 'Believing' stage. Clients are driving change and taking the initiative but still need high support

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Outcomes data: St Mungos

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- 73% of clients benefit (11% staying stable & 62% progressing)
- Most progress seen in accommodation and substance misuse, least in living skills and mental health
- Only 46% of women make progress
- Best outcomes among a minority group with specialist workers – 86%
- Positive outcomes correlate with participation in activities in the project and outings

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Improved key-work: Research

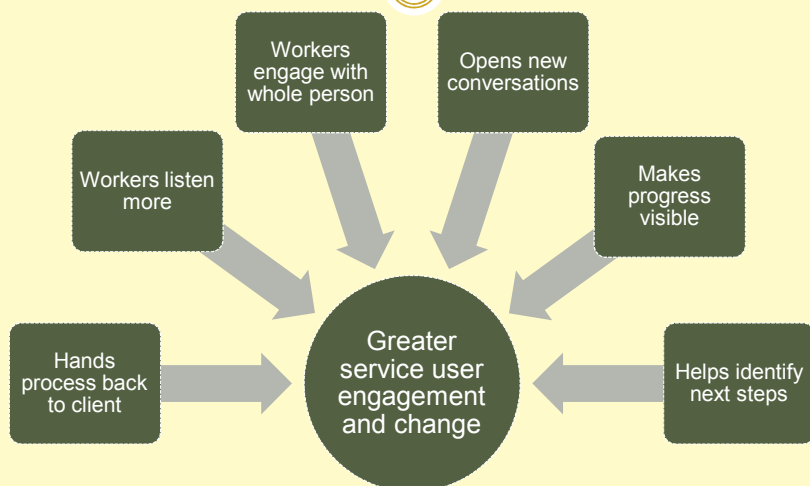
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- Interviews carried out with twenty-five service providers using the Star.
- 100% who had fully implemented the Star said it improved key-work

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Impact on service user

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A service user's comments

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"I felt fully involved; it was clear and easy to understand and focused on me as a whole person, not just as a problem. It felt like a conversation; felt like the first time someone had really listened to me..."

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A manager's comments

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"The services are more client-focussed because the Star makes us think about the client and what is changing for each individual.....

It has helped staff to start thinking creatively about how to get greater improvements as well.

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Developments

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- Brief version for day centre settings
- In-patient version
- Translation into other languages