

# HOW TO...

## Link the Outcomes Star™ for drugs and alcohol, the Recovery Outcomes Web and the DAISy system

This document is designed to provide guidance for Drug and Alcohol services in Scotland and to support frontline services managing their use of the Outcomes Star given the introduction of the DAISy system and Recovery Outcomes Web. If you would like further information or support, please contact Triangle.

### 1 Context

Triangle published the Drug & Alcohol Star in 2011/2012. It is now widely used across Alcohol and Drug Partnership (ADP) services in Scotland because of the variety of benefits it can bring – such as empowering service users, supporting person-centred and consistent keywork, and capturing meaningful outcomes data. Commissioned by the Scottish Government, the Information Services Division (ISD) of NHS Scotland has developed a new database - Drug and Alcohol Information System (DAISy) - to collect Scottish Drug and Alcohol Treatment, Outcomes and Waiting Times data from staff delivering specialist drug and alcohol interventions. As part of DAISy, a new Star-like tool called the Recovery Outcomes Web (ROW) has also been developed with the aim of “providing a consistent and comparable picture of recovery for drug and alcohol services users across Scotland.”

### 2 How the Drug and Alcohol Star™ supports Recovery Orientated Systems of Care (ROSC)

The Quality Principles: Standard Expectations of Care and Support in Drug and Alcohol Services<sup>1</sup> state that the concept of recovery and a belief that people can and do recover from drug and/or alcohol dependency is at the heart of the Scottish Government's strategies on drugs and alcohol.

A service can use the Outcomes Star to demonstrate a commitment to this approach because it is a person-centred tool that looks holistically at the whole of someone's life. It is underpinned by the assumption that positive growth is a possible and realistic goal for all service users. The Star is designed to support as well as measure this growth by focusing on people's potential rather than their problems.

In addition, because it is designed to be completed collaboratively with service users, and because this is supported by formal training and guidance, the process of using the Star is empowering for service users and equips keyworkers to consistently deliver person-centred practice. For example, the detailed scales in the Star as written as service-user facing 'I statements' in natural and intuitive language and the materials are designed in a visual, accessible and engaging way.

1. <http://www.gov.scot/Publications/2014/08/1726/4>

### 3 Linking data collected by the Drug and Alcohol Star™ to DAISy and the Recovery Outcomes Web

The Drug & Alcohol Star will not collect all the information required by DAISy. Generally, the Drug and Alcohol Star measures the change in a client's attitude and behaviours. It does not provide specific information such as a client's living situation, work status, family context, the exact frequency or type of offending, or the exact frequency or quantity of drugs or alcohol consumed so this information has always needed to be and will still need to be gathered by services in their assessment.

For example, services may already be using the UK Government's Treatment Outcomes Profile (TOP) form to gather this information – often the Star is used as the client-facing tool with information also gathered to then complete the TOP as a back-office tool.

For the Recovery Outcomes Web, the current guidance says that, as a minimum, "every service provider involved with an individual should complete and submit ROW Tool scores at initial assessment, 12, 26, 52 weeks, and transfer/discharge."

For services already using the Drug & Alcohol Star, we do not believe that it is possible to collect data using the Star and then enter it into DAISy as ROW data. This is because although the outcome areas and scales are very similar, there are nuances in the definitions of each step/score that mean we cannot recommend this as a course of action. This is unpacked in detail for each area in the table on the following page. In general, it is too risky because the scales in the Drug & Alcohol Star provide much more granular information and examples for each step/score than is provided in the ROW. We believe that completing the both tools with a service user could result in different readings because this extra guidance and 'texture' would result in a different conversation with the service user and a better

understanding of their situation.

For example:

#### Accommodation Step 5

Drug and Alcohol Star User Guide, Page 19 © Triangle Consulting Social Enterprise Ltd:

- "I can see that I need to take control of getting my accommodation sorted out"
- Your accommodation may be a source of great stress on you
- You want to feel secure where you live You attend housing-related appointment and engage with services as necessary but don't yet have a sense of what is possible or how to achieve it

#### Housing and independent living, Step 5

Recovery Outcomes Web, Page 8 <http://www.ssks.org.uk/topics/drugs-and-alcohol/recovery-outcomes.aspx>

- Identifying problems areas in relation to accommodation and housing

However, there is so much similarity between the two tools that Outcomes Star readings, notes and action plans can be used to inform ROW data for an individual. For example, if services can submit a set of 'worker only' ROW scores, then a completed Star could be used to inform those scores, using the guidance on the next page.

Outcome areas from the Drug & Alcohol Star	Outcome areas from the Recovery Outcomes Web	Notes on how the data correlates
Drug use	Substance use	<ul style="list-style-type: none"> <li>• Overall scales are very similar</li> <li>• Note: Difference at 9 – ROW 9 would include rare drug/alcohol use, D&amp;A Star 9 would not include any drug/alcohol use</li> </ul>
Alcohol use		
Physical health	Physical health and well-being	<ul style="list-style-type: none"> <li>• Overall scales are similar but note the issue with ‘Self-care and nutrition’ – D&amp;A Star includes general physical well-being in this scale</li> <li>• Note: D&amp;A Star includes ‘sleep’ here. ROW includes ‘sleep’ in Mental health and emotional well-being</li> <li>• Difference at 9 – ROW 9 stresses service user managing independently, D&amp;A Star 9 stresses occasional support</li> </ul>
	Self-care and nutrition	<ul style="list-style-type: none"> <li>• D&amp;A Star does not measure this specifically. D&amp;A Star readings would provide insight on this scale as significant overlap between factors of physical well-being and self-care</li> </ul>
Emotional health	Mental health and emotional well-being	<ul style="list-style-type: none"> <li>• Overall scales are very similar</li> <li>• Note: D&amp;A Star includes a factor that ROW doesn’t – whether the service user connects their mental health to their drug-use which may or may not affect readings</li> </ul>
Meaningful use of time	Occupying time and achieving goals	<ul style="list-style-type: none"> <li>• Overall scales are very similar</li> <li>• Note: Difference at 9 – ROW 9 stresses service user managing independently, D&amp;A Star 9 stresses occasional support</li> </ul>
Accommodation	Housing and independent living	<ul style="list-style-type: none"> <li>• Overall scales are similar</li> <li>• Note: significant differences in wording and level of detail for step 5</li> <li>• Note: Difference at 9 - ROW 9 stresses service user managing independently, D&amp;A Star 9 stresses occasional support</li> </ul>
Money	Money Matters	<ul style="list-style-type: none"> <li>• Overall scales are similar</li> <li>• Note: Difference at 4 – ROW 4 stresses service is just ‘ready to accept help’, D&amp;A Star 4 stresses service user is going along with help</li> <li>• Note: Difference at 9 - ROW 9 stresses service user managing independently, D&amp;A Star 9 stresses occasional support</li> </ul>
Offending	Offending	<ul style="list-style-type: none"> <li>• Overall scales are similar</li> <li>• Note: Difference at 9 - ROW 9 stresses service user managing independently and would include infrequent offending, D&amp;A Star 9 stresses occasional support and no instances of offending</li> <li>• Note: Difference at 8 – ROW 8 would include instances of offending, D&amp;A Star 8 would not include any offending</li> </ul>
Family and relationships	Children	<ul style="list-style-type: none"> <li>• D&amp;A Star does not measure this specifically</li> <li>• D&amp;A Star readings would provide some insight on this scale but not the full picture. Factors not covered by D&amp;A Star are if children themselves are thriving at 10, or level of social work involvement at 8 and 9</li> </ul>
Community	Relationships	<ul style="list-style-type: none"> <li>• D&amp;A Star: <ul style="list-style-type: none"> <li>• Community scale measures wider social and support networks</li> <li>• Family and relationships scale measures partners and wider family (and children – see above)</li> </ul> </li> <li>• ROW: <ul style="list-style-type: none"> <li>• Relationships scale measures both of the above</li> <li>• Care needed to use readings from both scales to inform the ROW score for Relationships.</li> </ul> </li> </ul>

## Next steps

If you would like to discuss any of the suggestions set out in the document or if you would like to get more support from Triangle, please get in touch with us by either contacting the account manager supporting your organisation or contact Triangle through our website: [www.outcomesstar.org.uk](http://www.outcomesstar.org.uk) or emailing, [info@triangleconsulting.co.uk](mailto:info@triangleconsulting.co.uk) or calling us 0207 272 8765.



### The social enterprise behind the Star

Triangle Consulting Social Enterprise is an innovative, mission-led organisation that exists to help people reach their highest potential and live meaningful and fulfilling lives, often in the context of social disadvantage, trauma, disability or illness.

We do this by creating and supporting the Outcomes Star and other tools to unlock the potential of both individuals and the workers and organisations who support them. We believe that by balancing clear thinking, human connection and action – using the head, heart and hands – we can make a real difference in the world.

### Find out more

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If you are not in the UK, contact the licensed Outcomes Star service provider in your country. Contact details can be found on the Outcomes Star website.



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