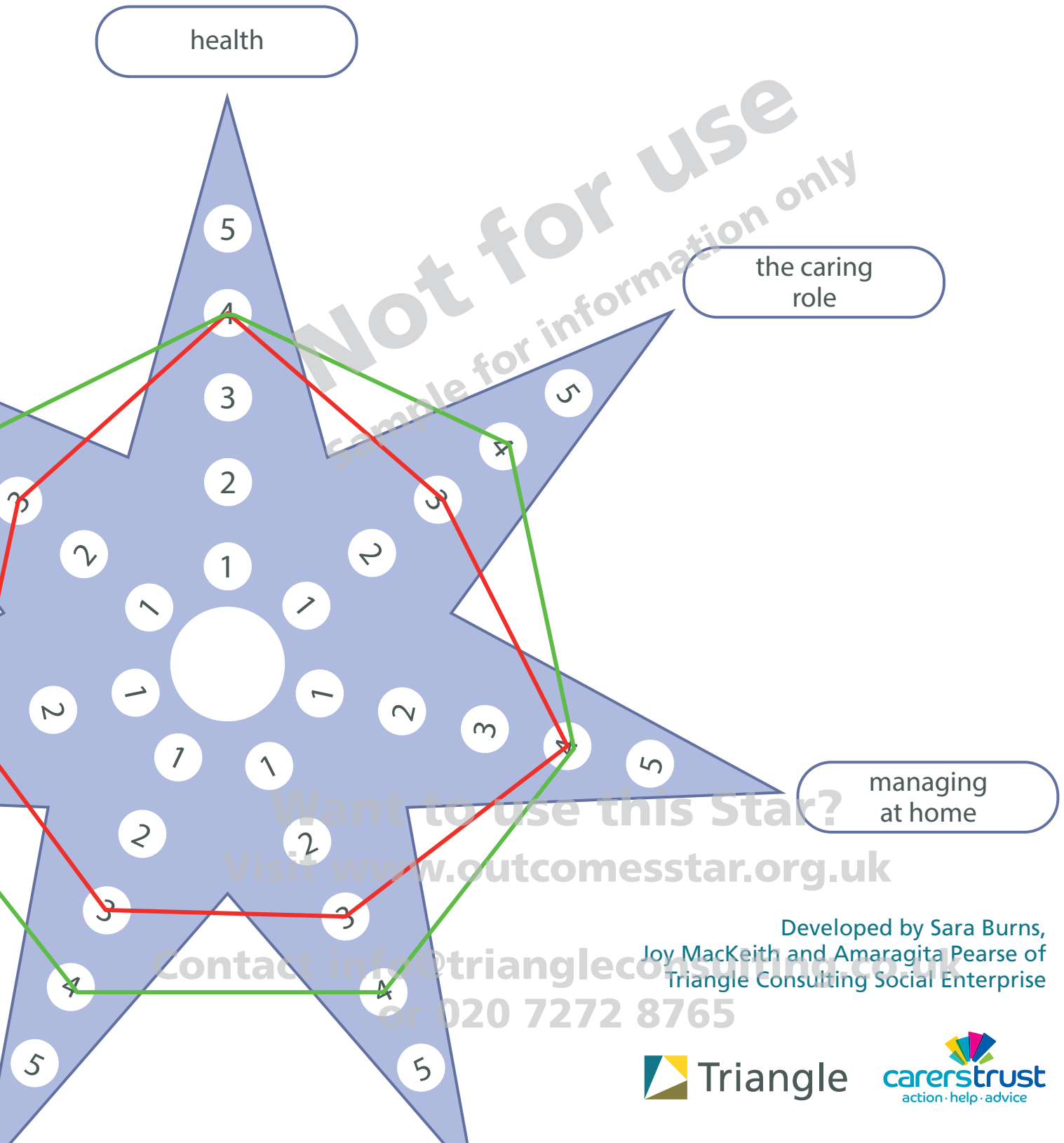




Careers Star™

The Outcomes Star for people caring for others



Published by

Triangle Consulting Social Enterprise Ltd
The Dock Hub
Wilbury Villas
Hove
BN3 6AH
United Kingdom

Copyright © 2014 Triangle Consulting Social Enterprise

All rights reserved

Authors

Developed by Sara Burns, Joy MacKeith
and Amaragita Pearse
Triangle Consulting Social Enterprise Ltd
www.outcomesstar.org.uk

Designed and edited by Jellymould Creative
www.jellymouldcreative.com

Edition 1.1 published April 2017

Triangle Consulting Social Enterprise is the copyright holder of the Carers Star including all the materials in this document. In order to support consistency of use and effective implementation, the creation of derivative works is strictly prohibited and users are required to buy a licence and train all workers using the materials with service users. Licence holders receive access to up-to-date documentation for all relevant Stars including Star Charts, User Guides, Organisation Guides, Scales and Quizzes. Those with licences to use the Star Online system also receive access to online completion, action planning and a range of outcomes reporting options.

Please contact info@triangleconsulting.co.uk to enquire about buying a licence and training.

Licences are also available for those wishing to translate the document into other languages.

The Outcomes Star™

This Star is part of a family of Outcomes Star tools. Each tool includes a Star Chart, User Guide or Quiz and guidance on implementation and some have visual and other resources. For other versions of the Outcomes Star, good practice and further information see www.outcomesstar.org.uk.

Acknowledgements

Many people have contributed to the development of the Outcomes Star over its long evolution and we would like to thank all the clients, workers, managers, funders, academics and commissioners who have generously given their time and expertise.

The original commission for an outcome measurement system came from St Mungo's, with financial support from the London Housing Foundation, and Triangle recognises their vital roles in the development of the Outcomes Star. We would also like to acknowledge Kate Graham's important contribution to the development of the suite of Stars, both as a founding partner of Triangle and as co-author of the original Outcomes Star (now called the Outcomes Star for Homelessness).

We would particularly like to thank the following people and organisations for their contribution to this version of the Star:

- Social Enterprise in East Lothian (SEEL) and Haldane Associates, for initiating the Carers Star and collaborating on the pilot version
- Carers Trust, for collaborating with Triangle to pilot, revise, finalise and publish the Carers Star and for supporting their members to use it effectively
- The Scottish government, for providing SEEL with support from the Change Fund to collaborate on developing the pilot version of the Carers Star; and the Big Lottery Fund, for support associated with Carers Trust collaboration.
- All the Carers Trust network partners that participated in piloting the Carers Star and provided feedback, including Blackburn with Darwen Carers Centre, Care for the Carers, Carers of East Lothian, Carers First, Carers Support Centre Bristol and South Gloucestershire, Carers Trust Cambridgeshire, Cheshire Carers Centre, Crossroads Care Bury, Herefordshire Carers Support, Lifecraft, Manchester Carers Centre, South Lakeland Carers, St Helens Carers Centre, Swindon Carers Centre, West Lancashire Carers Centre, Worcestershire Association of Carers, York Carers Centre.

Contact info@triangleconsulting.co.uk
or 020 7272 8765

Introduction to the Carers Star™

Supporting you to care

We are here to help you to optimise your quality of life and well-being and to continue to be effective in your role as a carer for as long as that is right for you. The Carers Star helps us to do this by looking at seven areas of your life:

1. Health
2. The caring role
3. Managing at home
4. Time for yourself
5. How you feel
6. Finances
7. Work.

Caring is often difficult and it can take some time to get the balance right. It can help to have a picture of what improvement looks like. The scales within the Carers Star follow five stages. For most of the outcomes areas these stages are:

1. Cause for concern
2. Getting help
3. Making changes
4. Finding what works
5. As good as it can be.

Not for use
Sample for information only

Want to use this Star?
Visit www.outcomesstar.org.uk

Contact info@triangleconsulting.co.uk
or 020 7272 8765

How we change things that aren't working for us – the Journey of Change

1. At the start there is **cause for concern** because your caring situation could put you or the person you care for at risk. Perhaps the situation could break down soon, or you are finding it hard to manage but no one is offering the support you need or you don't trust or accept it. Perhaps you don't see a problem or are worried about what might happen if you acknowledge how hard things have become.
2. The first step forward happens when you start **getting help** – perhaps because you start asking for or accepting help, or because support is now available. Things may be very difficult but any severe and immediate risks are being addressed and you may be talking about how to make life more manageable. You may feel anxious and upset about needing help, or lack confidence that it will do any good, but at this stage you are not facing the future alone.
3. The next stage is when you start **making changes**. Things are often still difficult – perhaps you sometimes feel exhausted or unable to carry on, and a lot of improvements are needed. The support you have might not feel right or be what you need but you are exploring what the options are and trying things out.
4. At this stage you are **finding what works**. More needs to change for you to stay as well as possible or to improve your quality of life while continuing to be an effective carer, but you have made some important changes, are getting much of the support you need and are finding what works for you.
5. The end of the Carers Star Journey of Change is when the situation **is as good as it can be**. You have the support you need in place and you are maintaining or even improving your own well-being while caring effectively for the person you look after. People have different experiences of caring for someone, so perhaps life still feels hard and you wish you were not in this situation, or perhaps you mostly feel content.

Want to use this Star?
Visit www.outcomesstar.org.uk

Contact info@triangleconsulting.co.uk
or 020 7272 8765

When we talk about your health and managing at home, the focus is a little different. These areas are less about you making changes and more about the severity of any problems you face, so follow these five stages:

1. At the start there is **cause for concern** and you do not have help – as above
2. The first step forward is **getting help** – as above
3. At the third stage, there are **no pressing concerns** for your safety, health or well-being, but lots of improvements are needed
4. Things are **mostly OK** but there are still a few things to improve to really optimise how things are for you
5. The top of the scale is when life is mostly **as good as it can be** under the circumstances – as above.

Not everyone will start at the beginning in each of the areas, and the top of the scale may not be the end of the journey – things change and there may be ways you can improve things further – but at 5, you and the people supporting you can be confident that for now you and they are doing what is needed.

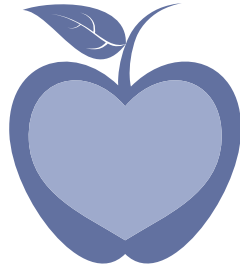
What to do now

In each of the seven Carers Star areas, choose the point on the journey that best fits your current situation, then mark these on the Star Chart and join the points to create a shape. You can add any notes you want.

Then discuss your completed Star Chart with someone who is supporting you. Together you can agree the next steps for you and any support you may need.

Want to use this Star?
Visit www.outcomesstar.org.uk

Contact info@triangleconsulting.co.uk
or 020 7272 8765



1 Health

Managing physical and mental health; healthy lifestyle; doctors and other health services

- 5 I am healthy enough and look after my health well
- 4 My health and lifestyle are mostly OK but there are a few changes needed
- 3 There are no immediate concerns but I need to look after my health a lot better
- 2 My health is poor or at risk. I have some support with this
- 1 My health is poor or at risk. There is no support available or it wouldn't help

Contact info@triangleconsulting.co.uk
or 020 7272 8765

1 Health (detail)

This scale is about your physical and mental health and any risks to you or the person you care for as a result of your health and fitness. It is also about staying well – getting regular check-ups, eating well, taking regular exercise, not drinking too much alcohol, avoiding smoking and making sure you get enough sleep.

5 As good as it can be

I am healthy enough and look after my health well

- Your health and fitness are good enough for you to carry on in your caring role for the foreseeable future
- If you have health problems, for instance diabetes, depression, heart disease, the early stages of dementia or high blood pressure, you take medication, follow treatment and do what your doctor recommends
- Your lifestyle is healthy enough. You mostly eat healthily and sleep well enough, take enough exercise, do not smoke and mostly keep any alcohol within safe limits

4 Mostly OK

My health and lifestyle are mostly OK but there are a few changes needed

- If you have a health issue you mostly follow any recommended treatment
- Your health is mostly OK but there are things that could change which would make you feel better
- Your lifestyle is healthy in some ways but improvements are needed, for instance healthier eating, more exercise or better sleep, drinking and/or smoking less

3 No pressing concerns

There are no immediate concerns but I need to look after my health a lot better

- There are no immediate concerns and your health does not currently put you or the person you care for at risk
- However, you are not doing what you can to maintain your health. Perhaps you are neglecting a less serious health problem, have a condition that is likely to deteriorate in the future, or aspects of your lifestyle or fitness need to be substantially improved

2 Getting help

My health is poor or at risk. I have some support with this

- Your health is a cause of concern but you are starting to get treatment or accepting help, so any immediate risk to your health that might prevent you being able to carry on caring is being addressed

1 Cause for concern

My health is poor or at risk. There is no support available or it wouldn't help

- Your health is at risk of breaking down to the point that you will no longer be able to carry out your caring role
- You are unable or unwilling to visit the doctor or other health professional(s)
- If you have a health condition such as heart disease, depression, diabetes or high blood pressure, or have dementia or another mental health issue, you are not taking medication as prescribed, following treatment or doing what doctors recommend

Want to use this Star?
Visit www.outcomesstar.org.uk

Contact info@triangleconsulting.co.uk

or 020 7272 8765



2 The caring role

Skills; understanding; practical caring; legal issues; planning ahead; communicating with professionals

- 5 I mostly have the skills, understanding and information I need and can plan ahead
- 4 I have a good idea about my caring role, but still would like to learn more
- 3 Things are difficult but I'm starting to get to grips with my role
- 2 I'm finding it hard to cope. I get some support but am not confident it'll really help
- 1 It's hard. I don't know if I can carry on as things are or how anyone could help

Want to use this Star?
Visit www.outcomesstar.org.uk
Contact info@triangleconsulting.co.uk
or 020 7272 8765

2 The caring role (detail)

This scale is about your role as a carer. It is about having the skills, understanding, support and equipment you need to manage now and information about your options when things change. It includes legal issues such as guardianship and perhaps advocating on behalf of the person you care for and communicating effectively with professionals.

5 As good as it can be

I mostly have the skills, understanding and information I need and can plan ahead

- You understand the condition of the person you are caring for, have the key skills and equipment you need and feel comfortable with the tasks involved
- You understand the options for further care if it is needed and the relevant legal issues, or are confident that you can find them out. You have guardianship if necessary
- You can advocate on behalf of the person you care for as needed and communicate with doctors and other professionals

4 Finding what works

I have a good idea about my caring role, but still would like to learn more

- The role of carer does not feel overwhelming but there are aspects that need to be addressed for you to feel really confident in your role
- You have some understanding of legal matters or of the options open to you if the situation changes, or are gaining confidence that you can find out about them if the time comes

3 Making changes

Things are difficult but I'm starting to get to grips with my role

- You may be new to the role of carer, or the needs of the person you care for have recently changed and there seems a lot to take on
- There may be more to learn about their condition, either now or as their condition changes
- You may be having to learn new skills, which can feel difficult, but you are trying new approaches and trying to find the information you need

2 Getting help

I'm finding it hard to cope. I get some support but am not confident it'll really help

- You feel overwhelmed by how much there is to do
- You don't think you will be able to carry on for much longer
- You don't understand the condition of the person you are caring for very well
- However, you go along with support, even though you are unsure whether it is relevant for your needs, so any immediate risks are being addressed

1 Cause for concern

It's hard. I don't know if I can carry on as things are or how anyone could help

- The situation is putting you or the person you care for at risk and/or you don't feel you can continue in your role. Perhaps the needs of the person you care for have recently changed, or you are exhausted or lack confidence in your role
- You do not have the information you need about your legal position or your options and don't know how to find out

Want to use this Star?

Visit www.outcomesstar.org.uk

or email info@triangleconsulting.co.uk

or 020 7272 8765



3 Managing at home

Day-to-day tasks and the suitability of your home – or that of the person you care for if you don't live with them

- 5 Our/their home is suitable and we can manage day-to-day tasks well enough
- 4 Mostly we can manage day-to-day tasks at home but some areas need to be addressed
- 3 We're getting by but it's hard to stay on top of day-to-day tasks or changes are needed to our/their home
- 2 We're not coping with many of the day-to-day tasks or our/their home isn't suitable. I'm getting help to sort this out
- 1 We're not coping with many of the day-to-day tasks or our/their home isn't suitable. There's no support available or it wouldn't help

Contact info@triangleconsulting.co.uk
or 020 7272 8765

3 Managing at home (detail)

This scale is about day-to-day tasks such as shopping, cooking, cleaning, hygiene and checking sell-by dates on food. It includes the suitability of your home – or that of the person you care for if you don't live with them – and whether this supports you in your role as carer. Perhaps there are aids and adaptations needed or safety concerns.

5 As good as it can be

Our/their home is suitable and we can manage day-to-day tasks well enough

- Your/their home is suitable with any safety features, aids or adaptations you/they need
- You are providing meals for the person you care for and for yourself
- You have the support you need to maintain this and it is working well

4 Mostly OK

Mostly we can manage day-to-day tasks at home but some areas need to be addressed

- You are able to deal with most day-to-day tasks most of the time but some areas need to be addressed
- Your/their home is mostly suitable but there may be minor adaptations or aids needed
- Difficulties could be for many reasons. Perhaps you have very little time, are getting to grips with things you have not had to manage before or find some tasks challenging physically

3 No pressing concerns

We're getting by but it's hard to stay on top of day-to-day tasks or changes are needed to our/their home

- Cleaning and maintenance are not getting done well enough. You may be living with more mess and less cleanliness than you would like or than is good for you
- Perhaps it is hard to get to the shops or you are not used to tasks such as cleaning and cooking

2 Getting help

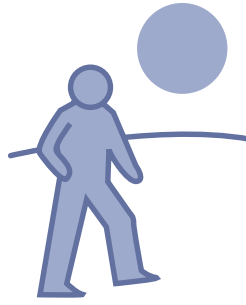
We're not coping with many of the day-to-day tasks or our/their home isn't suitable. I'm getting help to sort this out

- The problems are similar to those in 'cause for concern' below, but you are now accepting help to sort them out so any immediate risk of the situation breaking down is being addressed
- You may have ordered adaptations or equipment but they have not yet arrived or you have found out that you are not eligible for them

1 Cause for concern

We're not coping with many of the day-to-day tasks or our/their home isn't suitable. There's no support available or it wouldn't help

- The situation is putting you or the person you care for at risk. Perhaps you cannot shop or provide food well enough or there are other risks
- Your/their home may not be safe or suitable for you or the person you care for, making it harder to manage or increasing the risk of accidents. Perhaps modifications could help but you are not receiving help or think changes would be too expensive or aren't possible
- You find it hard to tell anyone how difficult the situation has become. Maybe you are unsure how anyone could help, are afraid of what would happen if people knew you were finding it hard to cope or no one is offering help



4 Time for yourself

Social life; activities; breaks from hands-on caring

- 5 Things are as good as they can be. I have breaks and balance caring with other things
- 4 I have some time for myself, and some activities or social life outside my caring role, but things could be better
- 3 I'm trying to get some time for myself, and some activities or social life outside my caring role, but it's difficult and often doesn't work out
- 2 Caring has taken over my life but I'm getting some help to see if I can change this
- 1 Caring is my whole life. I can't see how it could be any other way

Want to use this Star?
visit www.outcomesstar.org.uk
Contact info@triangleconsulting.co.uk
or 020 7272 8765

4 Time for yourself (detail)

This scale is about you having breaks and some time for yourself rather than being completely defined by your caring role. The form this takes and the amount of time you spend with other people or engaged in other activities will depend on your individual needs and wishes.

5 As good as it can be

Things are as good as they can be. I have breaks and balance caring with other things

- Your caring role is not the only thing in your life
- You have breaks from hands-on caring
- You have about the right level of things you enjoy doing and people you enjoy seeing in your life at the moment

4 Finding what works

I have some time for myself, and some activities or social life outside my caring role, but things could be better

- You are increasingly confident that it's possible for you to have a good-enough balance between caring and a life of your own, but there is more that needs to be in place for this to work
- Perhaps you have some breaks from your caring role and some social life and/or activities you enjoy, but things are not as good as they could be

3 Making changes

I'm trying to get some time for myself, and some activities or social life outside my caring role, but it's difficult and often doesn't work out

- You are finding out what's available and trying new activities or approaches
- You are beginning to make changes and to get the support in place to allow you to have more of a life of your own

2 Getting help

Caring has taken over my life but I'm getting some help to see if I can change this

- Caring has taken over your life but you would like to have more breaks, a better social life or time for hobbies or other activities and are accepting support with this

1 Cause for concern

Caring is my whole life. I can't see how it could be any other way

- Caring has taken over your life and left no space for anything else
- You have little or no social life or activities you are involved with outside caring
- You do not have or do not accept support to change this. Perhaps the need to provide care is recent or short term and you don't feel you want a life outside it. Or perhaps you want a life of your own but don't believe it's an option

Want to use this Star?

Visit www.outcomesstar.org.uk

Contact info@triangleconsulting.co.uk

or 020 7272 8765