



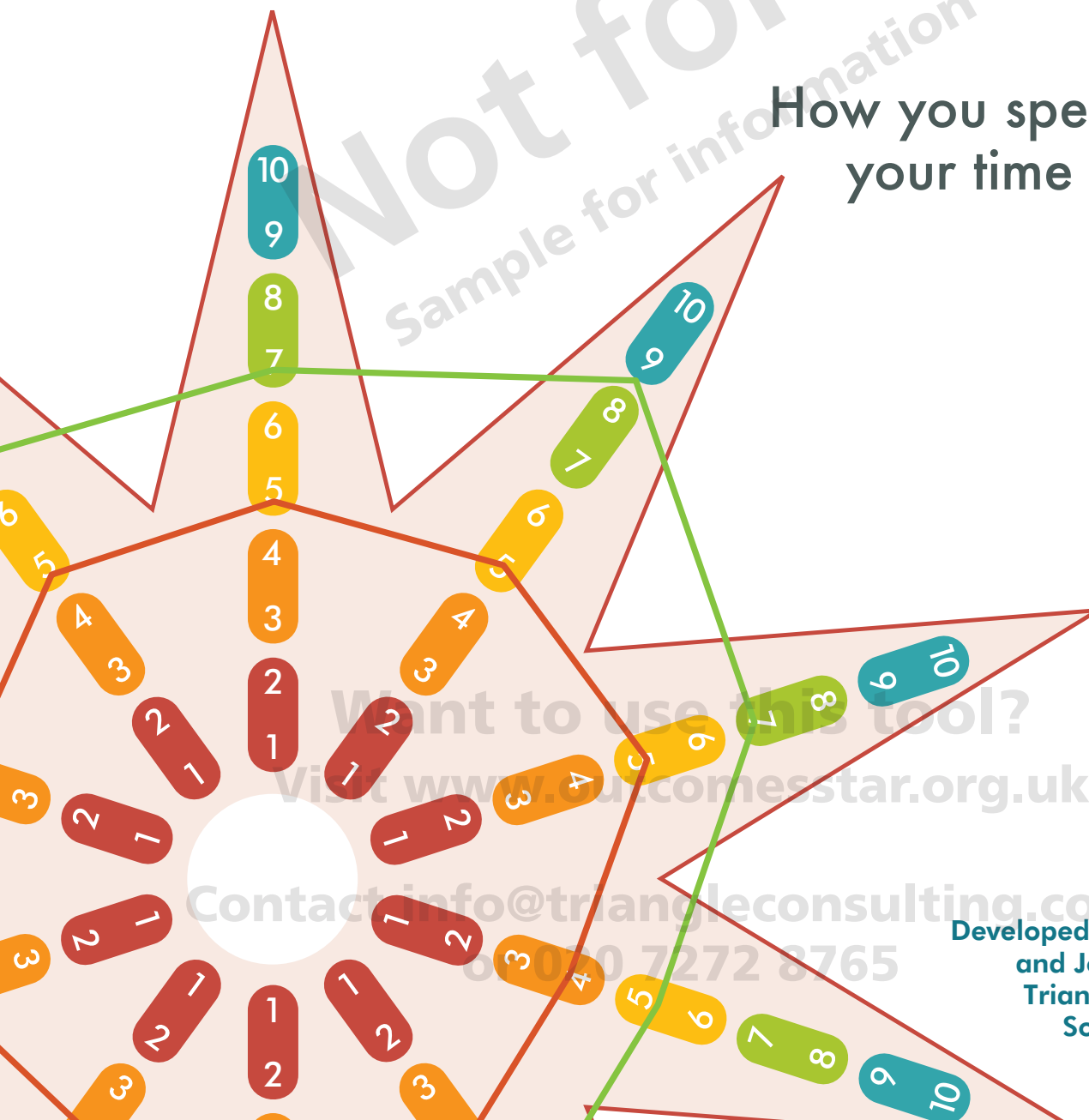
# Life Star™

The Outcomes Star for your life

Your health

How you spend your time

Being safe



Want to use this tool?

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Contact [info@triangleconsulting.co.uk](mailto:info@triangleconsulting.co.uk)

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Please contact [info@triangleconsulting.co.uk](mailto: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](http://www.outcomesstar.org.uk).

## Acknowledgements

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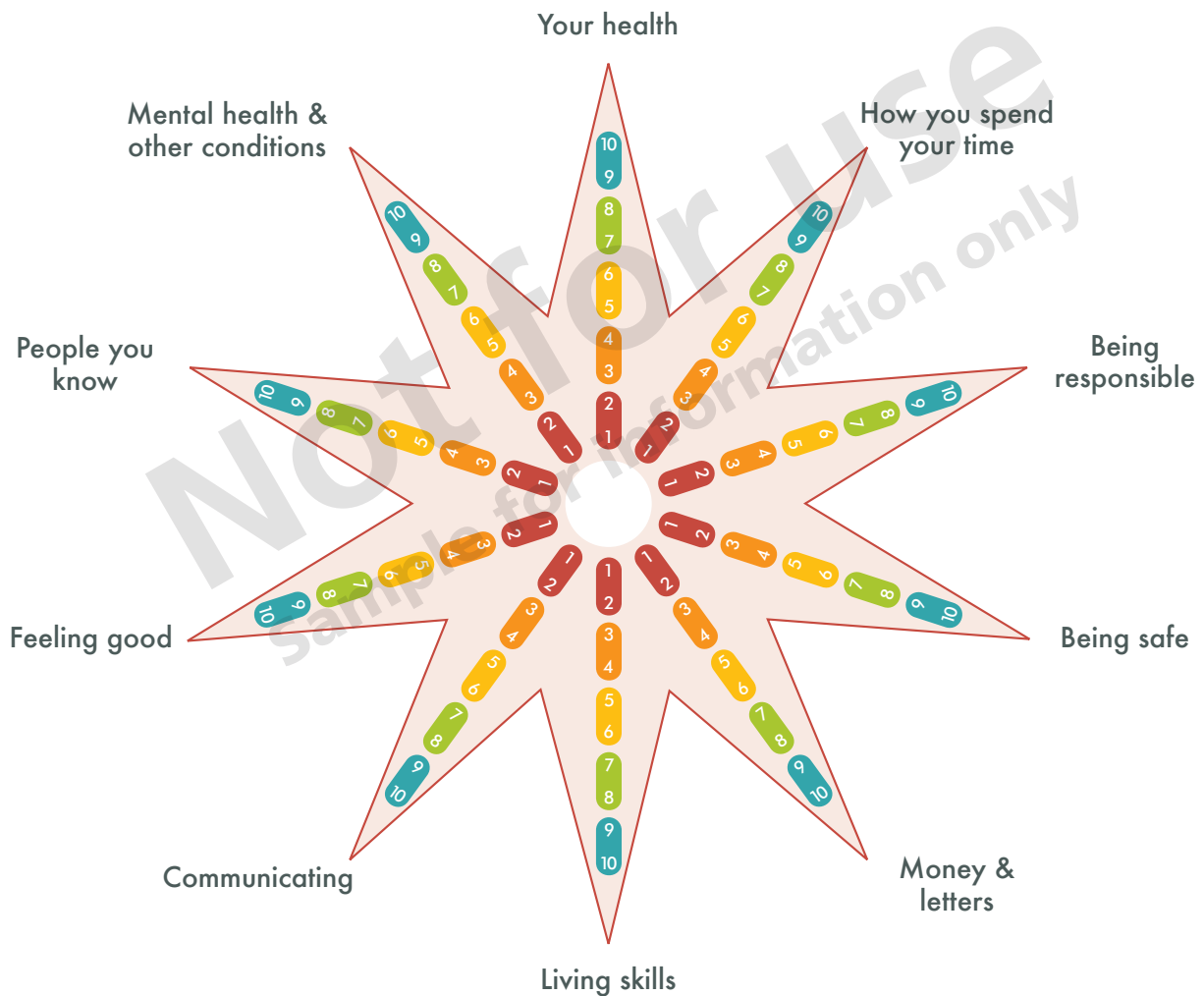
# What is the Life Star™?

The Life Star helps you to look at different areas of your life, like your health, what you do during the daytime and being safe.

We fill in the Star together.

First, we talk about how things are in each area.

Then we use the colours on the next page to fill in the Star.



## Why do we use the Life Star™?

The Star shows us what is going well and what needs to get better.

That helps us work together to make your life better.

Contact [info@triangleconsulting.co.uk](mailto:info@triangleconsulting.co.uk)

or 020 7272 8765

# The Life Star™ colours

On this page you will find out what the different colours on the Life Star mean.

It is best to start reading from the bottom of the page, as if you were climbing a ladder.

## 9 - 10 Blue means things are right for you

- You are doing as much as you can for yourself
- You have the support that is right for you
- You are safe, well and as independent as you can be



## 7 - 8 Green means things are more how you like them

- People are listening to you and learning how you like things
- If you can, you are learning to do more for yourself



## 5 - 6 Yellow means things are OK

- You are safe. You have what you need. You like the people helping you
- But you are not choosing how things are in your life
- People are thinking about how you can have more choice and do more for yourself



## 3 - 4 Orange means things are difficult but you are getting support

- The support is right for you sometimes and you have some of the things you need
- You like some of the people supporting you and you sometimes get on well with them
- You may feel sad, scared or angry – but not all the time



## 1 - 2 Red means things are not working at the moment

- Life is difficult. Maybe there has been a big change
- Maybe you feel sad, scared or angry a lot
- Either no one is supporting you or you don't want their help



# The Journey of Change

## 9 - 10 Blue means things are right for you

- You have as much choice, freedom and independence as possible. This means you are managing as much as you can for yourself and the things you can't manage are being dealt with for you in a way that is sensitive to your preferences
- The people supporting you are **maintaining** things at this level so that you can continue to learn and fulfil more of your potential
- At 9 there is a little more that could be done. At 10 you have as much freedom, choice and independence as possible

## 7 - 8 Green means things are more how you like them

- You and the people supporting you are trying new things to give you more choice, freedom and independence. They are **enabling** you to achieve your full potential
- Choose 7 if this learning is still new. At 8, you or others have learnt a lot already and are putting it into practice

## 5 - 6 Yellow means things are OK

- You feel settled where you are and trust the people around you. Things are **stable and managed** but you could be more independent than you are and improve your well-being
- The people supporting you are now starting to think about how to enable you to reach your full potential for independence, well-being and choice
- At 5 things are OK but are not yet focused on increasing your independence, well-being and choice. At 6, you or others are looking at how to do things so that you can do more for yourself or have more choice

## 3 - 4 Orange means things are difficult but you are getting support

- The people supporting you are starting to understand what you need and how to help you. You accept their support some of the time, so some of your needs are met
- You still need a lot of specialist input to create and put in place support that meets your needs. Things are **stabilising** but there are still a lot of ups and downs
- At 3, you often resist support. At 4, you mostly accept support

## 1 - 2 Red means things are not working at the moment

- You are not receiving adequate support and are at risk of harm, or your needs are not well understood by staff. You do not go along with the support that is offered – this may be because it is not right for you
- You may be distressed, or violent, or verbally aggressive, or you may be passive and apathetic due to a lack of control or opportunities for stimulation or support that works for you
- From the service's point of view, the priority is **assessing** your needs. You probably need a lot of specialist input for them to do this
- At 1 on the scale you reject all help that is offered. At 2 you accept some help occasionally

# 1 Your health

- Health staff, medicines or treatment
- Health checks and tests
- Healthy lifestyle
- Support with physical and sensory differences or impairments, if you have any
- The right accommodation for you

## 9 - 10 It is right for me

- You do as much as you can to look after your health for yourself
- You have a healthy lifestyle

## 7 - 8 It is more how I like it

- You are learning to look after your own health more, if you can
- You are learning about good health and making some healthy choices for yourself
- Or, others are learning how to support you to lead a healthy life

## 5 - 6 It is OK

- Other people make sure your health is looked after well enough
- You have most of the treatment and support you need
- You might be able to do more for yourself to look after your health
- Or you might be able to have a healthier lifestyle

## 3 - 4 It is difficult but I am getting help

- You sometimes let people know when you are ill
- Or, if you can't, other people notice sometimes
- You let doctors examine you and you take medicines sometimes
- People don't understand all your health needs yet

## 1 - 2 It is not working

- No one is supporting you to look after your health
- Or, when people offer support, you don't accept
- You don't have health checks or access to the therapies you need



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# 1 Your health (detail)

This scale is about all aspects of your physical health. It includes letting people know when you are ill, letting doctors and other health staff support you, taking medicine and having health tests. It is also about doing as much as you can for yourself to stay healthy, including healthy food, exercise and good sleep habits. If you need support with this, this scale is about other people understanding your health needs and supporting you to have a healthy lifestyle. This may include special help with eating, drinking, posture or walking, and making sure that your accommodation is right for you.

## 9 - 10 It is right for me (maintaining)

- You are doing as much as you can to manage your health for yourself and the things you can't manage are being looked after by others and they know how you like things to be done
- You are a healthy weight and are actively addressing any unhealthy habits you still have such as smoking, drinking too much alcohol, having an unhealthy diet or not exercising
- Choose 9 if there is a little more that could be done. Choose 10 if you and others are doing as much as possible

## 7 - 8 It is more how I like it (enabling)

- You are learning how to manage your physical health issues by yourself as much as you can
- You might be learning what is good or bad for your health and making some healthier choices for yourself
- Or the people around you listen to you and are learning about you, and they provide the type of exercise and other support with healthy living that works for you
- Choose 7 if you or others are just beginning to learn how to look after your health. Choose 8 if you or others have learnt a lot already and are putting it into practice

## 5 - 6 It is OK (stable and managing)

- Any health issues you have are stable and well managed by others. You usually comply with treatment
- Any special health needs have been addressed, including making sure your accommodation is right for you
- But your lifestyle could be healthier
- Or you might be able to do more to look after your health for yourself
- Choose 5 if the focus is not yet on finding out how you can be as healthy as possible and do as much as you can for yourself. Choose 6 if you or the service, or both, are looking at how you can have a healthier lifestyle and do more to manage your own health

## 3 - 4 It is difficult but I am getting help (stabilising)

- Your health is not good but people understand some of your health issues and you are getting some treatment
- If you used to dislike seeing doctors or other people who support you to look after your health, this has changed a little. You let people know when you are ill or if you can't do that then people notice you are unwell at least some of the time
- If you have special health needs or an unhealthy lifestyle, you are getting some support but there is more to do
- Choose 3 if you still prefer not to be supported sometimes. Choose 4 if you usually allow doctors and others examine you and go along with treatment

## 1 - 2 It is not working (assessing)

- Your health is not good but people do not know what is wrong or how to help, or they are not doing as much as they can
- You refuse examinations, medication or treatment. You may not understand what is happening and may get scared, upset or angry with doctors or in hospital. People do not know how to support you to understand more
- Your lifestyle is not healthy and your weight may be seriously over or under the right weight for you
- If you have special health needs – for example, difficulty swallowing, physical or sensory differences or a visual impairment – these are not understood or you are not being supported with these things, or both. You might not have access to the therapies you need and your accommodation might be unsuitable
- Choose 1 if your health issues are not yet being treated at all. Choose 2 if people are just starting to find out what you need

## 2 How you spend your time

- Learning new skills
- Having a routine to your day and week
- Doing things that are important to you
- Feeling part of something
- Working or volunteering if it is right for you

### 9 - 10 It is right for me

- You decide how to spend your day and do the things that are important to you
- You feel part of something and this feels good
- You may be doing voluntary work or paid work or helping people in other ways

### 7 - 8 It is more how I like it

- You are making some choices about how to spend your day
- If you need support with this, people are learning what activities you like and are good at, and they help you to do more of these things
- You may be learning skills that could help you volunteer or to get a job one day or become more independent
- You feel good about most of the activities you do

### 5 - 6 It is OK

- You have regular activities in your day and week
- These include activities that help you to learn things
- But you mostly don't get to choose what you do

### 3 - 4 It is difficult but I am getting help

- You take part in some activities that people choose for you
- But a lot of the time there is nothing to do or you don't like the things people choose for you

### 1 - 2 It is not working

- You do little or nothing with your time
- You are not learning or doing anything important to you
- Perhaps there is nothing to do that is right for you or perhaps activities are available but you won't or can't take part



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## 2 How you spend your time (detail)

This scale is about how you spend your days and weeks and covers learning new skills, developing in the things that interest you, as much as possible, and moving towards working in the future, if this is right for you. It can also cover helping other people. Activities that you do just for fun are important, too, but they are covered in the Feeling Good scale later in this book.

### 9 - 10 It is right for me (maintaining)

- You feel part of something important and you regularly take part in varied activities that are meaningful to you
- This may include paid work, volunteering or formal education, if that is right for you. It may also include doing things to help other people
- You are doing as much as you can and choosing as many of the activities as you can
- Choose 9 if there is still more that could be done to support you and to structure how you spend your time
- Choose 10 if you are reaching your full potential and have the right level of support with how you spend your time

### 7 - 8 It is more how I like it (enabling)

- You are doing more of the things you like and that are meaningful to you
- You may be finding out what interests you, what you are good at and what you like doing
- You may be thinking about volunteering or working in the future
- Or people around you are trying to find out what is important to you by watching what you do and enjoy, or asking you about your interests, and supporting you to do more of these things
- You may be doing some things to help in the service or in your community, or both
- Choose 7 if you or others are just starting to learn how to support you to get more from your time. Choose 8 if you or they know how to support you and are building on this

### 5 - 6 It is OK (stable and managing)

- You have activities during the day and week that other people plan for you and help you attend
- But you are not choosing how you spend much of your time. Maybe you do not know what your interests are or you are not being given opportunities to try different things
- Choose 5 if the focus is not yet on you choosing how you spend your time. Choose 6 if you or others are looking at how you can have more choice and do more to build your skills

### 3 - 4 It is difficult but I am getting help (stabilising)

- You sometimes take part in some activities when these are organised for you and you have one or more regular activities in your week
- But a lot of the time you have nothing to do or you do not want to do the things that are available for you
- Choose 3 if you have recently started taking part in activities or only take part sometimes. Choose 4 if you are taking part in things more regularly

### 1 - 2 It is not working (assessing)

- You are not taking part in any regular activities that you like or that help you to get skills or build on them
- Perhaps there are no activities that are right for you or perhaps they are available but you do not take part
- When someone tries to support you to take part in activities, you might become upset or angry, or you might become very quiet and not want to talk about it
- Or, no one is trying to find ways to support you to take part in activities that are right for you
- Choose 1 if you never do any activities. Choose 2 if you occasionally take part in an activity but won't go back

# 3 Being responsible

- Being able to control what you do if you don't like things
- Staying within the law and following the rules where you live
- Thinking about the consequences of what you do
- Managing risk

## 9 - 10 It is right for me

- The way you behave causes no problems for you or others
- Or you are doing as much as you can for yourself to manage your behaviour
- Other people support you with the things you find hard in a way that gives you as much freedom as possible
- Rules and boundaries take into account your preferences, as far as possible

## 7 - 8 It is more how I like it

- You are learning how to manage your actions for yourself
- Or others are learning how to support you to have more freedom
- You are able to take part in a range of activities where you live, and in your community, if that is right for you

## 5 - 6 It is OK

- The way people support you when you find things hard works for you
- You keep within the rules and boundaries and feel OK most of the time but you do not have much freedom or choice
- People are thinking about how to support you manage your actions more or to have more freedom

## 3 - 4 It is difficult but I am getting help

- People are trying out different ways of supporting you when you find things hard and your behaviour becomes a problem
- People do not understand you well so the support you get with being responsible isn't always right for you

## 1 - 2 It is not working

- Your behaviour causes problems for you or for others, or both
- People do not yet understand how to support you well when you get upset or angry



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## 3 Being responsible (detail)

This scale is about managing the way you behave, especially when you are upset or angry, understanding the consequences of your behaviour and dealing with your feelings well, if you are able to do this. It covers staying within the law and following the rules where you live. If you are not able to do this, it is about others understanding you and supporting you well, so that you need as little restriction and supervision as possible and can take part in activities where you live and within your community.

### 9 - 10 It is right for me (maintaining)

- Your behaviour doesn't interfere with your daily life or you are doing as much as you can for yourself to manage your behaviour
- If there are times when you are not able to manage your actions, the service is supporting you effectively with the least amount of restriction and supervision needed
- Choose 9 if there is still room to improve this area. Choose 10 if it is as good as it can be

### 7 - 8 It is more how I like it (enabling)

- You are learning how to control any strong impulses that you feel and understand the consequences of your actions
- Or others are learning how to support you when you find things difficult with fewer restrictions or less support
- People are starting to find ways to support you to avoid acting in ways that cause problems for you or others, or both, and to understand and manage triggers
- Choose 7 if you or others have just started learning. Choose 8 if you or others have learnt a lot already and are putting it into practice

### 5 - 6 It is OK (stable and managing)

- The support you get is good enough so that things are stable. You rarely or never break the rules or you do not need lots of restrictions, support and supervision to avoid conflict
- Choose 5 if the focus is not yet on giving you more freedom and control. Choose 6 if others are looking at how you can have fewer restrictions and less supervision or do more to manage your own behaviour

### 3 - 4 It is difficult but I am getting help (stabilising)

- People are starting to understand how to support you when your behaviour prevents you from doing things or when others find it difficult
- People are putting in place a positive behaviour support plan
- People don't understand you well yet and you may often be upset or angry
- Things are becoming more stable but there are still ups and downs
- Choose 3 if there are lots of ups and downs. Choose 4 if things are stable quite a bit of the time

### 1 - 2 It is not working (assessing)

- The way you behave can cause you problems or others find it difficult, or both
- People don't yet understand how to support you with your behaviour. As a result, there are often difficulties and conflicts or you have very high levels of supervision and restriction
- Choose 1 if things are completely stuck like this. Choose 2 if someone is beginning to understand a little about how to support you to manage your behaviour

# 4 Being safe

- Being safe at home and in your community
- Knowing who you can trust
- Not drinking too much alcohol or taking drugs
- Not harming yourself
- Managing your worries and fears

## 9 - 10 It is right for me

- You are doing as much as you can for yourself to keep yourself safe
- You feel safe
- You have as much freedom as possible

## 7 - 8 It is more how I like it

- You are learning how to keep yourself safe and to feel safe
- Or people are learning how to keep you safe in a wider range of situations so you can do more things and have a fuller life

## 5 - 6 It is OK

- You are safe but your activities are limited
- You do not choose the way things are most of the time
- People may be thinking about how to give you more freedom and choices

## 3 - 4 It is difficult but I am getting help

- You are not safe
- People are trying to support you to be safe
- You go along with their support some of the time – the support may not be right for you yet

## 1 - 2 It is not working

- You are not safe
- You are not getting support to be safe or you do not want the support that is offered



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## 4 Being safe (detail)

This scale is about being safe but it is also about making sure that unnecessary concerns about safety do not get in the way of you having the life that is right for you. It covers having the right accommodation, being able to travel safely and knowing whom you can and cannot trust so that you are not at risk of people abusing you. If you are unsafe in other ways, for instance, if you are drinking too much alcohol, taking drugs or harming yourself, this scale is about changing your behaviour to be safe. If you do not feel safe often, even when there is no danger, this scale is about learning how to manage your feelings in these situations so that they do not limit you too much, or endanger you.

### 9 - 10 It is right for me (maintaining)

- You do as much as you can for yourself to keep yourself safe
- You feel safe
- You have as much freedom as possible and unnecessary concerns about safety do not stop you enjoying a wide range of experiences and situations
- You have the amount of support that is right for you
- Choose 9 if there is still room for improvement in this area. Choose 10 if you have as much freedom and independence as possible

### 7 - 8 It is more how I like it (enabling)

- You are learning how to look after your own safety more or people around you are learning more about your safety needs so that they can support you in a wider range of situations
- This may include learning to make safety checks for yourself, avoiding people who you can't trust, managing your anxiety when you don't feel safe but there is no real danger, or learning to manage things differently so you don't drink too much, use drugs or harm yourself
- Choose 7 if this learning is still new. Choose 8 if you (or others) have learnt a lot and are putting it into practice

### 5 - 6 It is OK (stable and managing)

- People have addressed your safety issues, your accommodation is suitable and you have enough support to stay safe
- But you are not choosing how things are in your life. Maybe your life is more restricted than necessary or perhaps you do not feel safe even when others say you are
- Maybe you could do more to keep yourself safe but people are not helping you to do that
- Choose 5 if the focus is not yet on how to reduce restrictions and, if appropriate, give you more freedom and independence. Choose 6 if others are thinking about how to reduce restrictions or enable you to do more to keep yourself safe

### 3 - 4 It is difficult but I am getting help (stabilising)

- You are not safe but you are accepting help with safety
- People are making changes to address the ways in which you are unsafe
- Choose 3 if you often resist help. Choose 4 if you usually accept help with staying safe

### 1 - 2 It is not working (assessing)

- You are not safe for one or more reasons:
  - Your accommodation is unsuitable or you are at risk of eviction, or both
  - You do not know how to judge whether a person can be trusted or not and this means you put yourself at risk of exploitation or abuse
  - You are not safe travelling and this means you are at risk of a road traffic or other accident
  - You are harming yourself, using drugs, or you are unsafe when you drink alcohol
- Choose 1 if you do not have any help, or do not want help. Choose 2 if you occasionally accept help but not enough to make a difference

# 5 Money and letters

- **Managing your money**
- **Choosing how your money is spent**
- **Dealing with letters and filling in forms**
- **Managing a tenancy**
- **Choosing and managing your carers**

## 9 - 10 It is right for me

- You do as much as you can for yourself with money, letters, forms, managing your home and choosing carers
- Other people deal with these things when you are not able to
- They listen to what you want, deal with things as you like them dealt with, and you have some say over how your money is spent

## 7 - 8 It is more how I like it

- You are learning for yourself about dealing with money, forms and letters, managing your home and choosing carers.
- You have more choice about how your money is spent
- Or other people are learning how you want these things dealt with and how you want to spend your money

## 5 - 6 It is OK

- Your money, letters and home are well looked after by other people
- But they do not ask you what you want or how you want things to be done
- People might be thinking about how to help you to do more for yourself or how you can have more choice about how things are done for you and how your money is spent

## 3 - 4 It is difficult but I am getting help

- People are starting to sort out your problems with money, letters or forms
- They are making sure you do not lose your home and that you get the money you should get
- But you have very little control over how your money is spent

## 1 - 2 It is not working

- You have problems with money, letters or filling in forms
- You do not have any support or you do not want any
- Or other people are taking your money or managing it badly
- Your home may be at risk and you do not have the support you need



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## 5 Money and letters (detail)

This scale is about knowing how much money you have, having a say in how it is spent and budgeting so that you do not get into debt. It also covers dealing with letters, filling in forms, managing your tenancy and choosing the people who take care of you, if that is right for you. It is about doing as much as you can for yourself and being supported to make choices about your money, tenancy, carers and other matters that need organisation.

### 9 - 10 It is right for me (maintaining)

- You are doing as much as you can for yourself in relation to money, letters and forms
- Where you are not able to handle these things by yourself, or you need someone else to deal with some aspects, they are effectively managing things on your behalf. They know how you like things to be done and respect your choices, including how your money is spent
- Your bills are paid properly and repairs are managed well or you are able to do them yourself
- Choose 9 if there is still room for improvement in this area. Choose 10 if you are doing, or choosing, as much as you can for yourself

### 7 - 8 It is more how I like it (enabling)

- You are learning about how to manage your money, budget and deal with letters and choose carers, where you are able to
- In areas where you are not able to manage things for yourself other people are finding out what matters most to you so that they can make good decisions on your behalf and spend your money according to your preferences
- Choose 7 if this learning is still new. Choose 8 if you, or others, have learnt a lot and are putting it into practice

### 5 - 6 It is OK (stable and managing)

- Your money being managed safely and any letters or forms are in reasonable order
- It is being managed by other people and they are making choices for you rather than finding out how you want things done
- Choose 5 if things are OK but the focus is not yet on you having more choice about how your money and letters are managed. Choose 6 if others are thinking about how you can have more choice or do more yourself

### 3 - 4 It is difficult but I am getting help (stabilising)

- You are not managing your money or dealing with letters and forms very well but people around you are sorting this out for you
- If you are living in the community, people have dealt with any serious issues so that your home is not at risk and you have the money you should have
- People are not finding out what you want, how you want to spend your money or how much you could do for yourself. You might not be aware that you have the right to choose these things for yourself
- Choose 3 if there is still quite a lot to sort out. Choose 4 if a lot of things have been sorted out

### 1 - 2 It is not working (assessing)

- Your finances letters and forms are in a mess. You might not have the right benefits or have been getting into a lot of debt. You might not know how much money you have or someone might be taking your money or managing it very badly
- If you live in the community, your home may be at risk because you have not paid your rent or responded to letters
- Choose 1 if you are not getting any help to improve things or you reject all help. Choose 2 if someone is looking into things for you

# 6 Living skills

- Getting dressed
- Cleaning your teeth
- Washing yourself
- Cleaning your home
- Shopping and cooking
- Laundry
- Getting around

## 9 - 10 It is right for me

- You look after yourself as much as you can, including keeping clean, shopping, cooking or getting around
- When you need support with these things, you like the way that these things are dealt with

## 7 - 8 It is more how I like it

- You are choosing how things are done some of the time and the support is mostly right for you
- You are getting the skills you need to look after yourself as much as possible, including keeping clean, shopping, cooking or getting around

## 5 - 6 It is OK

- You have the support you need and things usually run smoothly
- But perhaps you could do more for yourself
- Or you could have more choice about how things are done

## 3 - 4 It is difficult but I am getting help

- You are getting support with keeping clean, shopping, cooking or getting around but not in the ways you like
- You go along with this support some of the time but there are still difficulties

## 1 - 2 It is not working

- You do not get the support you need with keeping clean, shopping, cooking or getting around
- Or people are trying to support you but the support they give is not right for you or you are unhappy with it, so things are hard



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## 6 Living skills (detail)

This is about doing as much as you can to look after yourself and, when you need support, that this is provided in a way that is right for you. It is about keeping yourself clean and well presented, keeping where you live clean, shopping, preparing meals and being able to get to the places you want to go to. You will probably need more help with some things than others so choose the point on the scale that fits best for most of these things. The people supporting you may have ways to help you look at the different aspects of looking after yourself in more detail than this scale.

### 9 - 10 It is right for me (maintaining)

- You do as much for yourself as you can to look after yourself
- People supporting you understand your needs and what you like and do not like. They do things in a way that works for you and gives you as much autonomy and dignity as possible
- Choose 9 if this applies to most areas and choose 10 if it applies to all areas of daily living

### 7 - 8 It is more how I like it (enabling)

- If you could do more for yourself, you are learning new skills and doing new tasks
- Or, you are indicating how you want your support to be given and people around you are learning how best to support you by listening or observing
- Choose 7 if this applies to some areas and choose 8 if this applies to most areas

### 5 - 6 It is OK (stable and managing)

- You have enough help with daily living tasks and you accept the support that is offered so daily tasks get done reasonably smoothly
- You do not have as much independence or choice as you could have
- Choose 5 if the focus is not yet on helping you to do more for yourself or to have more choice. Choose 6 if others are looking at how you can do more for yourself or have more choice in how things are done for you

### 3 - 4 It is difficult but I am getting help (stabilising)

- You are not able to look after yourself but you are getting help with this area of your life
- You are going along with some of the support you get but there are still difficulties
- If you are living in the community, people have dealt with any critical issues and there are no serious risks to you, for instance poor personal care or nutrition
- Choose 3 if you are accepting help in some areas some of the time and choose 4 if you accept help most of the time

### 1 - 2 It is not working (assessing)

- You are not able to look after yourself
- You need help but you do not accept the support that is offered. This might be because it is not right for you. This makes this aspect of your life difficult for you and others, or both
- Or, because you are not receiving all the help you need, your hygiene and nutrition are at risk
- Choose 1 if you are not receiving or do not accept any help. Choose 2 if you occasionally receive or accept help