

How to use the Outcomes Stars™ as part of Making It Real

Top tips for organisations working with the Making It Real framework for personalised care and support

1 About this guide

Triangle are the social enterprise behind the Outcomes Stars, and we have produced this guide to kick start a conversation around the Star and the principles of the Making It Real framework. We welcome input and discussion from organisations or other parties with an interest in these areas to help us to understand and improve our guidance – contact details for Triangle can be found at the end of the document.

2 Context

Making it Real¹ is a framework to support good, citizen-focused personalised or person-centred care and support.

The framework was co-produced with people in the UK who have experience of accessing health, social care and housing services, and with Think Local Act Personal (TLAP) and the Coalition for Collaborative Care (C4CC).

Think Local Act Personal are a UK-wide partnership of more than 50 organisations (including central and local government, the NHS and service providers) who are all committed to transforming health and care through personalisation and community-based support. The Coalition for Collaborative Care is an alliance of a growing number of people and organisations committed to making person-centred, collaborative care the norm for people living with long term conditions.

The Making it Real framework consists of 6 themes describing what good support looks like – both from the citizens perspective using ‘I’ statements, and from the service providers perspective, with ‘We’ statements. It is underpinned by the values of meaningful co-production. It is designed to be used by a wide variety of organisations in the health, care and housing sectors. The framework documentation explains that “Making it Real is relevant to people with care, treatment and support needs, including people of all ages with long-term conditions. It also applies to families, carers and young people moving into adulthood (in service terms often referred to as transitions, to cover the process of moving from childrens to adult social care).”

As many of the organisations and service users who could benefit from the Making It Real framework may also be using one or more of the Outcomes Stars, this guidance has been developed to show the connections between the two approaches and support services to get the most out of both.

3 The benefits of using Making It Real

The documentation for Making it Real explains that it can help organisations to:

- look at current practice against the statements, identify areas for change, and develop plans for action, where organisations genuinely want to get better at personalisation
- achieve a more positive and productive relationship with people who use services
- meet the legal duties and contribute to raising standards.

¹ https://www.thinklocalactpersonal.org.uk/_assets/MakingItReal/TLAP-Making-it-Real-report.pdf

For organisations that do not directly provide services, it can guide them in how to support the spread of personalised care and support.

The next sections set out our thinking around the Outcomes Star and how they Stars are closely linked to both the ambition and the detail of the Making It Real framework, and why it could be beneficial for services to understand how these two approaches and tools can be used together.

4 Understanding the links between Making It Real and your use of the Outcomes Stars

Using the Making It Real framework will help to make your service more person-centred, and to build a culture of collaborative and empowering support to citizens. Fostering these values within your internal culture will help you get the most out of the Star and help your teams to use it better.

This is because the values underpinning the Making It Real framework closely align to those underpinning the Stars:

| Values of Making It Real and collaborative, personalised care and support (TLAP/C4CC) | Values and features of the Outcomes Stars (Triangle) |
|--|--|
| People are citizens first and foremost. People are treated equally and fairly and the diversity of individuals and their communities should be recognised and viewed as a strength. | Care is taken throughout the Star development process and the detailed writing of a Star, to ensure that the language and content is accessible, non-judgemental and not prejudicial to any group or individuals. |
| A sense of belonging, positive relationships and contributing to community life are important to people's health and wellbeing. | The Stars help services to take a holistic view of a citizen's life – looking at what is important to the person, not just their illness or diagnosis. |
| Conversations with people are based on what matters most to them. Support is built up around people's strengths, their own networks of support, and resources (assets) that can be mobilised from the local community. | The method for using the Star is founded on a belief in the power of reflective, supportive conversations between a professional practitioner and citizen. The Star doesn't dictate what support should be provided, they just provide a helpful frame for understanding what type of support is likely to be most effective at different stages of someone's journey. |
| People are at the centre. Support is available to enable people to have as much choice and control over their care and support as they wish. | For the Stars specifically designed for health and care settings, choice and control are core to the Journey of Change (the 5-stage model that underpins each scale) and this is explicitly set out in the text. |
| Co-production is key. People are involved as equal partners in designing their own care and support. | The Star embraces the values of co-production in two ways: 1) Stars are developed with input and feedback from citizens, with draft tools piloted for around 6 months. Triangle are actively exploring more opportunities to build co-production throughout Star development. 2) Collaboration and empowerment are core values of the Star. Collaborative Star readings and collaborative decisions are a focus of Star training and best practice guidance. |
| Feedback from people on their experience and outcomes is routinely sought and used to bring about improvement. | The Star helps to measure what matters and to capture the voices of citizens in a systematic and consistent way. Triangle support organisations to then use their Star data to drive service learning and improvement. |

Identifying and defining how the Star fits within the Making It Real framework can help you to make the case for ongoing investment in your use of both frameworks. By demonstrating how the Stars fit within a strategic direction or transformation towards best practice, this can help to embed the approaches within your internal culture and show a practical commitment to person centred assessment, outcomes focused support, and service learning and improvement through outcomes measurement.

5 How the Star can help services deliver against the specific themes of the Making It Real framework

In addition to the six principles set out on the previous page, the core of the Making It Real framework is built around six themes, each unpacked into a series of 'I' statements in the citizen voice and 'We' statements from a service provider's perspective.

Here we briefly summarise how the Star supports services and practitioners to put these statements into action within their one-to-one keywork:

| Making It Real framework | Relevant features of the Star |
|---|--|
| Living the life I want, keeping safe and well | <ul style="list-style-type: none"> The wishes of citizens are heard and recorded, through meaningful, supportive and two-sided conversations with practitioners, based around the Stars and Journey of Change Best Star practice recommends letting a citizen lead their Star completion conversation, such as choosing which outcome area to start with |
| Having the information I need, when I need it | <ul style="list-style-type: none"> All Stars are designed to be accessible with engaging design and friendly non-clinical language, and are designed to be a citizen's tool as opposed to just a professional one Triangle are committed to making resources as accessible possible and responding to accessibility needs, to help people understand how to use the Stars and to get as much out of using them as possible |
| Keeping family, friends and connections | <ul style="list-style-type: none"> Triangle recognise the importance of this aspect of the human experience and therefore social life, connections, family relationships, communities and meaningful activity are outcome areas included in all of the Stars in some way |
| My support, my own way | <ul style="list-style-type: none"> The Star's collaborative and empowering approach puts people in control of their own assessment and personal plan The Journey of Change can help people to reflect and be informed about their own individual process of change |
| Staying in control | <ul style="list-style-type: none"> The Stars are designed to be used over time to capture change |
| The people who support me | <ul style="list-style-type: none"> Star training for practitioners focuses on how to have conversations with people that explore what matters most to them, using the consistent and simple framework of the Star The accessible, non-clinical design and language mean that not only is the Star easy to understand for citizens, but also for their circle of support and other professionals |

6 Ideas for developing use of the Star and Making It Real through co-production

The spirit and principles of co-production underpin the Making It Real framework. Here are some ideas for how the framework and the Star could support co-production in organisations:

- Share and discuss the idea of Stars with citizens as a first step – Triangle can provide resources to help these conversations
- Design a small pilot with citizens and one or two practitioners, and get their feedback, perhaps using the Making it Real 'I' statements as a basis for discussion
- Develop guidance for your organisation together with citizens, setting out how the Star can be used well and examples of bad practice to avoid

7 Next steps

We would love to hear from, learn with and promote services who are using the Star and linking it to your work on the Making It Real framework. If you are interested in working with us on this, or if you have any other queries about any aspect of the Star, please contact us on info@triangleconsulting.co.uk or +44(0)207 272 8765.