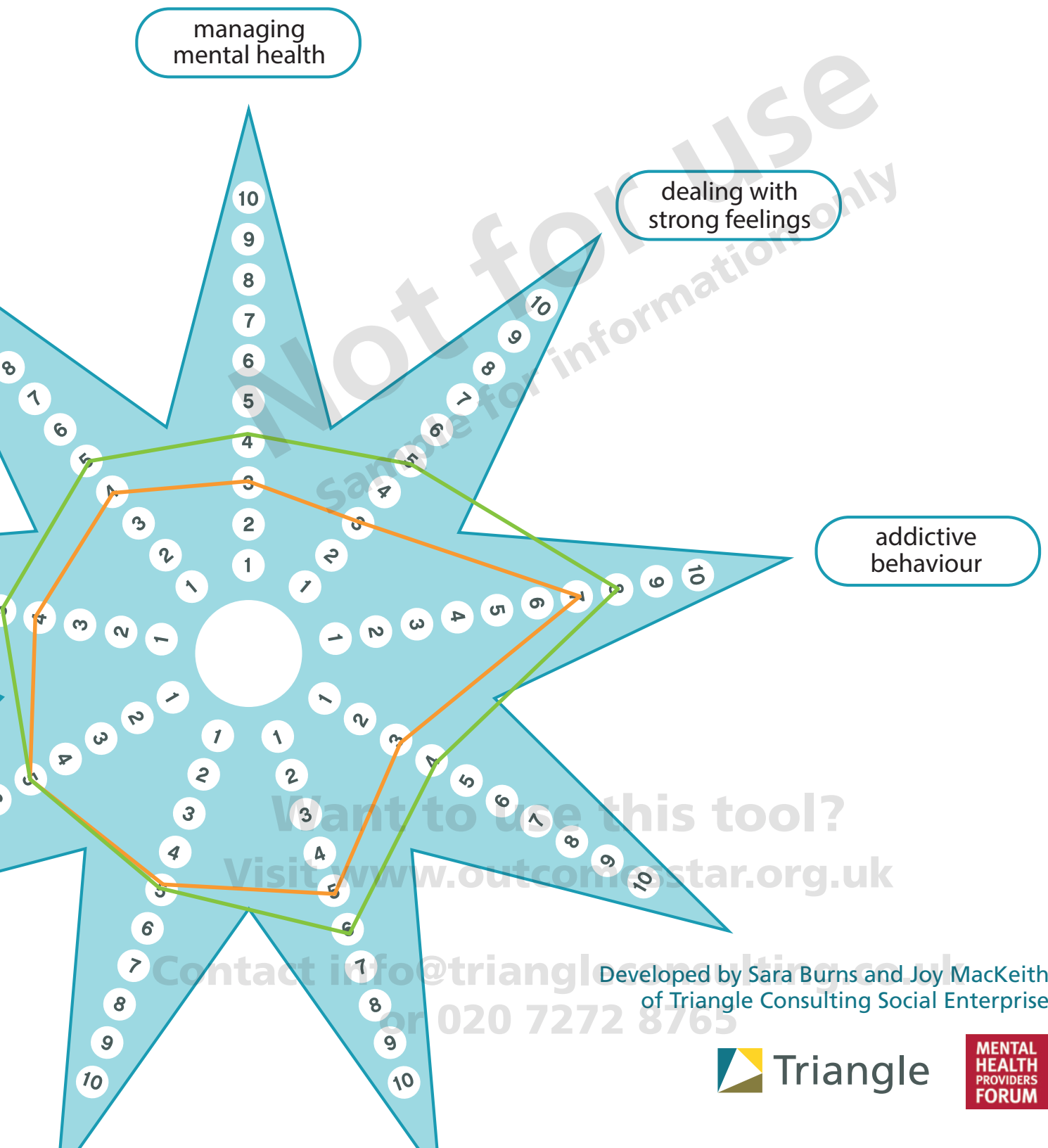




Recovery Star Secure™

The Outcomes Star for people in a secure mental health setting



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

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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).

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

- All the collaborators who worked with us to develop the original Recovery Star in 2008: SITRA, Making Space, Second Step, St James' House, Tulip, and Turning Point
- Northumberland Tyne and Wear NHS Foundation Trust (NTW), Mersey Care NHS Trust, Norfolk and Suffolk NHS Foundation Trust (NSFT), St Andrew's Healthcare and InMind Healthcare, our collaborators in the development and testing of this variant of the Recovery Star for use in secure settings
- St Andrew's Healthcare, NHS North Yorkshire and York PCT and InMind Healthcare for earlier development work with MHPF in 2011
- Yetunde Onifade for her role within the development process and contributions to the Organisation Guide
- Sian Harris for statistical evaluation of the Recovery Star Secure using the pilot data.

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The Recovery Star Secure™

The Outcomes Star for people in a secure mental health setting

Helping you in your recovery

We are here to help you gain new skills, understanding and ways of responding to things you find difficult so that you can move on from this secure setting and have more freedom, choice and control in your life. The Recovery Star Secure helps us to do this by looking at nine areas of your life in this secure setting:

1. Managing mental health
2. Dealing with strong feelings
3. Addictive behaviour
4. Risk to others
5. Physical health
6. Social skills
7. Relationships
8. Meaningful activities
9. Trust and hope.

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

Making changes can be difficult but it helps to have a picture of the steps on the path towards your end goal – we call these steps the Journey of Change. You take this journey with the support of the service. To be successful we will need to work together, learn from each other, and, at times, try new things that aren't easy.

At the beginning of the journey you are **stuck** in the secure setting because you don't recognise the need for or possibility of change, and are not prepared or able to work with the service.

You then move on to **accepting help** – you may not see the need to change or you may not believe that change is possible, but you start to work with the people in the service to some extent.

The next important step is for you to start **believing** that things can be different, taking responsibility for your behaviour and working more meaningfully with the service. It is important that the service also believes in you and can see that you are able to change.

You then begin **learning** new ways of managing yourself, and you need opportunities to put that learning into action.

You reach the point where your **self-management** is established enough that you are ready to move on from this secure setting¹. There may still be risks to you or to others, but they can be managed without this

¹ In this document 'secure setting' is used to refer to high, medium and low security mental health services, high-care services and community rehabilitation services, which have lower levels of procedural and environmental security.

level of security and it is time for you to move to a less secure setting where you can have more freedom, choice and control.

You can find more information about each of the different stages in the detailed description of the Journey of Change on pages 6–7.

Recovery isn't necessarily a case of moving from the first stage to the last. Different people will be at different stages and may move forwards or backwards as their circumstances change. There may also be external factors that affect your recovery but are beyond your control or that of the service. Wherever you are on this journey, placing yourself on the Journey of Change can help you and your worker to see where you have come from, what your next step is and how we can best work together to help you.

Seeing the big picture – the Star™

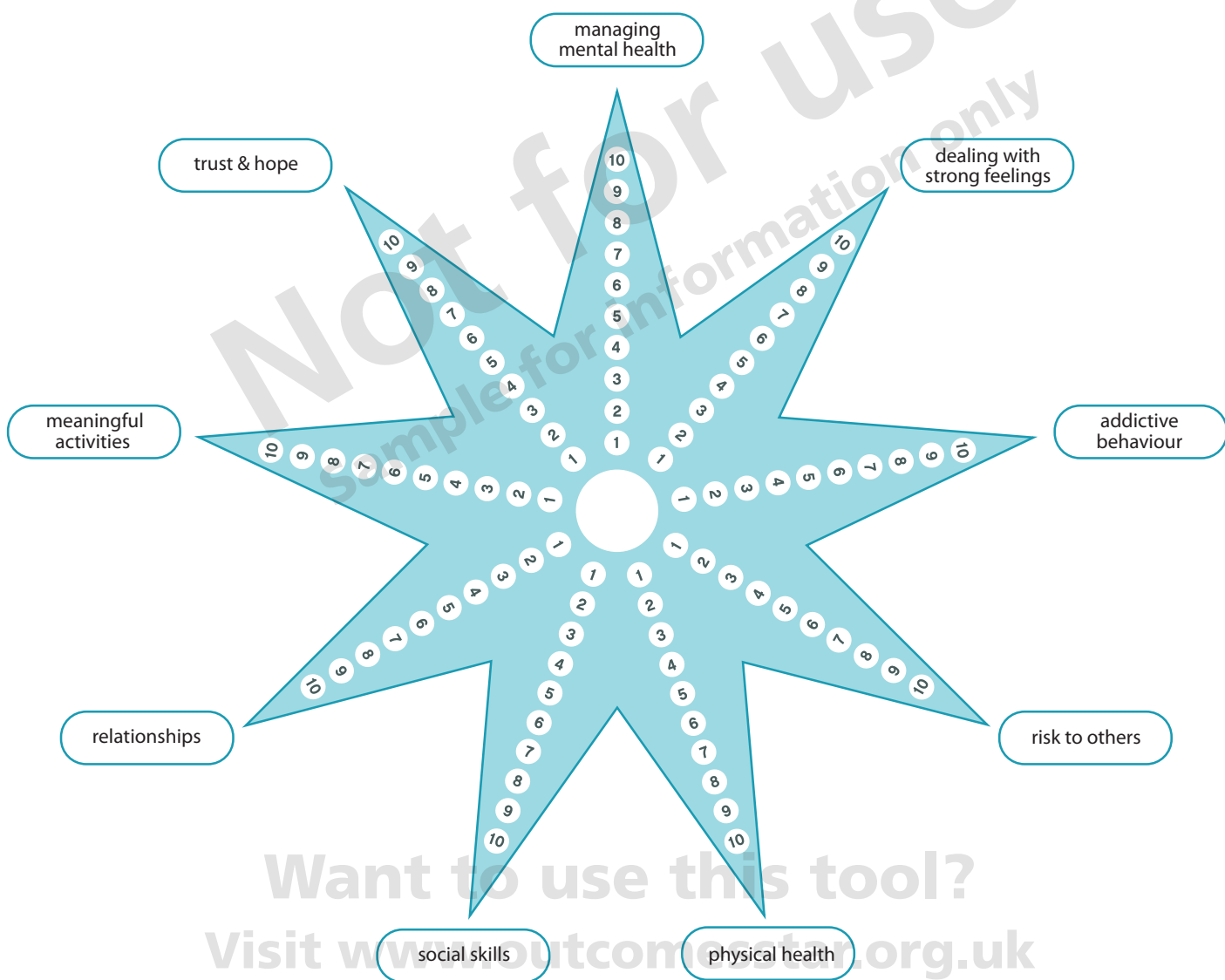


Figure 1: The Recovery Star Secure

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The Recovery Star Secure helps us to take a snapshot of where you are now and to see how things are changing.

For each of the areas on the Star there is a scale to help you work out where you are on your journey for that area of your life. Although all the scales are different, they follow the same pattern with the same ten steps. Have a quick look at all the scales now. You will see that for each scale there is also a detailed description of the steps.

Together we will look at each of the nine areas of your life one by one and agree where we both feel you are at the moment and what your next step might be.

Have a look at the Star Chart on the previous page. Each position on the scale has a number, and we will talk about and agree where you are on each of the scales. Then we will mark the agreed numbers on the Star Chart and connect the points to create your own personal Star – a visual representation of where you are at the moment in your journey.

The Star allows us to see the big picture – the areas of your life that are working well and the areas that are causing difficulties. This picture helps us agree what we need to work on now. From there we can start thinking about the actions you want to take and the support that would help you.

Your own personal journey

We will come back to the Star at regular intervals during your time with us. We will look at the scales again, and agree where you are on a new Star Chart.

Over time this will help you to build a map of your own personal journey. You will see where you have come from and how things have changed for you. This can help you to see things in a new way – to put the ups and downs of each week into perspective.

The information from the Star also helps staff to see how we are doing as a project, where our patients make most changes and where we may need to provide more help or do things differently.

How we will use the Star™

To use the Recovery Star Secure we will need to:

1. Look at the Journey of Change together. You will need to get a feeling for how it works. Perhaps think about an area of your life where you have made changes and see how that fits with the five stages on the Journey of Change.
2. Next, talk over each of the nine areas on the Star with your keyworker and agree where you are on your journey for each area. You can decide which area to talk about first. You and your keyworker can record any important points on the Star notes page in the Star Chart and Action Plan, if that's helpful.
3. Plot your scale points on the Star Chart to get the big picture. Take a look at what your own personal Star looks like and what it says about how things are for you now.
4. Agree which areas you want to work on and what you are aiming to do between now and the next time you complete the Star. Record these in your action plan or support plan.

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The Journey of Change

Stuck (1-2): Not working together

Patient perspective: You are a risk to others and/or to yourself but you are not co-operating with the treatment that is being offered. You don't trust the staff. You probably don't feel they are on your side. You may resent being in a secure setting and the lack of freedom and control, and you may not see the need for it. You don't agree with what people are saying about the need for you to change or you may be feeling a lot of fear or be unable to think clearly. For any of these or other reasons, you won't discuss change, so things are **stuck**.

Service perspective: It is difficult for you to go beyond the role of caretaker and guard because there is no opening for working with this person. There may be frequent incidents and a high level of supervision may be required. Your aim is to build trust and find an opening to work constructively with them. If they are new you may also be focused on understanding them better and assessing their needs. If they have been with you for a long time it may be hard to keep believing that change is possible.

Choose 1 on the scale if the patient will not engage and rejects all input. Choose 2 if there are moments when they open up a little to one member of staff, or go along with some things that staff suggest, but these moments are short-lived and the patient quickly goes back to rejecting input.

Accepting help (3-4): Starting to work together

Patient perspective: You are co-operating with treatment to some extent and will listen to what others have to say about the need for change. You don't really believe change is possible and can't imagine things being different. You may not feel that it is down to you to change because you don't feel responsible for the difficulties that led to you being in this setting, or you may not feel you are capable of change. However, you are beginning to trust some of the staff and are prepared to go along with some of the things they suggest. Perhaps you have accepted that you are in this setting for now and are trying to make the best of it. Or perhaps you have noticed that people who are co-operating with treatment and **accepting help** receive more privileges.

Service perspective: There are more openings for conversation with this person but they still rely on you to make things happen rather than taking responsibility for change. If there have been a lot of incidents, these have decreased and you may be able to reduce supervision. Your main goal is to help this person get to the point where they realise they need to take responsibility for their behaviour.

Choose 3 on the scale if the patient is going along with treatment and suggestions some of the time. Choose 4 if they more consistently go along with treatment and things that staff suggest.

Believing (5-6): taking responsibility and working together

Patient perspective: You recognise that in order to have fewer restrictions, you must change, take responsibility for your behaviour, and learn new skills. You recognise that part of the role of the service is to protect others and possibly yourself, and you may have some recognition of the impact your behaviour has had on others. You begin **believing** that you can learn to do things differently and to hope that you will be able to move on from this secure setting in the future. This belief may be inspired by the changes you have seen others make. You start to see staff as a resource that can help you achieve that change yourself.

You and the service can now begin working together towards the shared goal of enabling you to manage your own behaviour so that you are no longer a risk to others or yourself.

Service perspective: There is now an opening for you to support this person to change, and to learn the self-management skills that they will need to move to a service with a lower level of security. It is important that you, too, believe in the possibility of change, that you build on this opening and make the most of the person's motivation by offering opportunities for them to learn and apply new skills.

Choose 5 on the scale if the patient is beginning to take some responsibility and have some belief in the possibility of change. Choose 6 if they are also starting to take some action.

Learning (7-8): having opportunities and learning to manage yourself

Patient perspective: You engage in treatment and other activities consistently, and in a much more active way than before. You are more independent and need less day-to-day support. You are **learning** to manage your behaviour and applying that learning in a range of situations. You are trying new things and moving out of your comfort zone. Some things will go well but it is likely that there will be difficulties too, and you will need support from the service to reflect on the ups and downs, and turn difficulties into opportunities for learning.

Service perspective: Like this person, you are also learning. You are **learning** about which situations and stresses present the most challenges to this person and how to help them with these so they can manage a wider range of settings and have more freedom. Like them, you need to move out of your comfort zone and take managed risks to enable them to apply and widen their learning, and demonstrate that positive changes are happening.

Choose 7 on the scale if the patient is starting to manage their own behaviour in a few contexts. Choose 8 if you are giving them opportunities to try out their skills in a wider range of situations.

Self-management (9-10): self-managing well enough not to need this level of security

Patient perspective: You are able to manage your own behaviour well enough that you do not require this level of secure setting. There may still be risks to yourself or others but you can manage these with a lower level of security, or, if you are stepping down from a low-security setting, then in a non-secure setting. You are aware of which situations and stresses can be difficult for you and have coping strategies for them. You are aware that there is a possibility that things will go downhill and you ask for support before difficulties occur.

Service perspective: Supervision is at the lowest level for this setting. Your main focus at this stage is on preparing this person to move on from this setting and on finding a suitable onward placement.

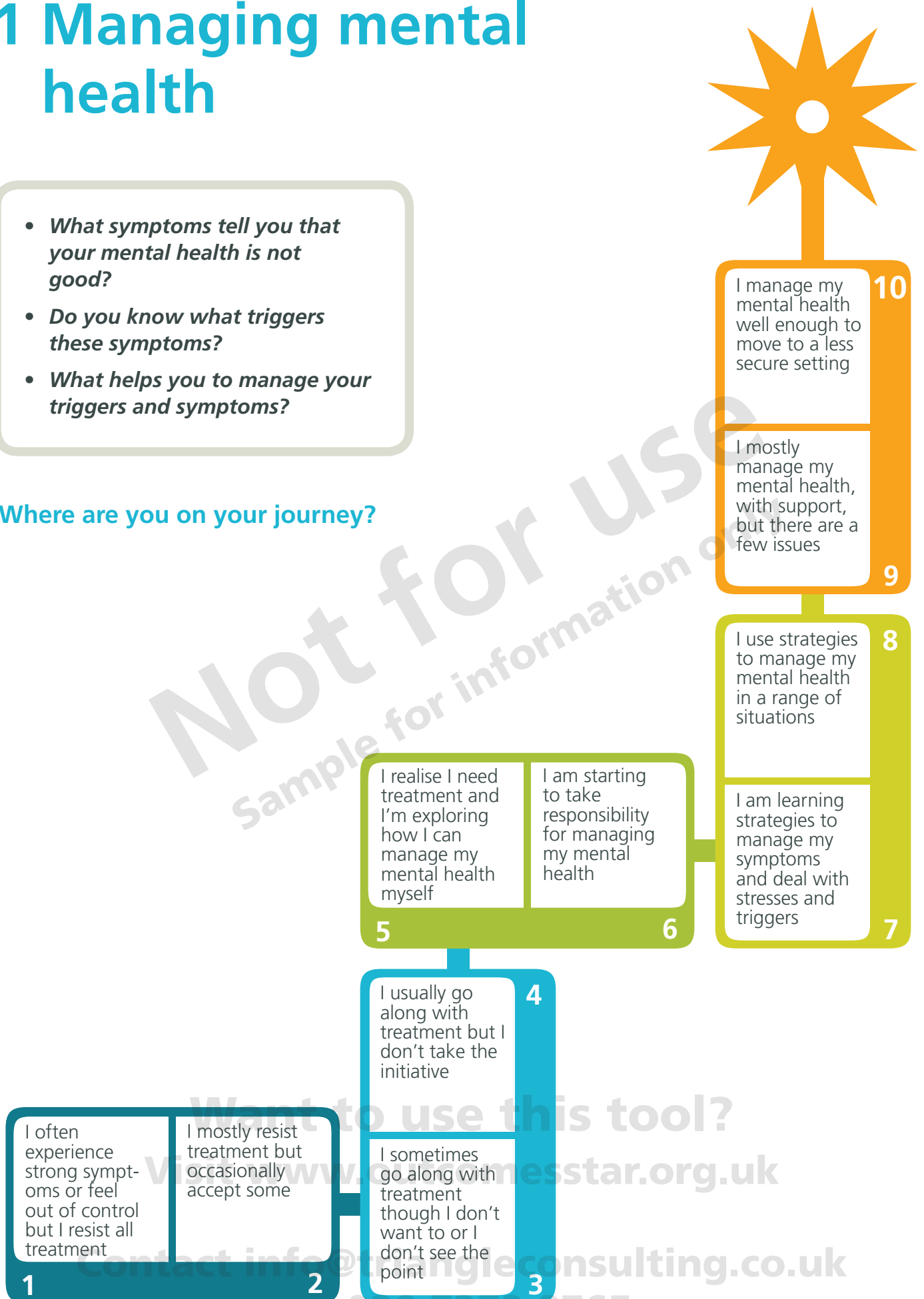
Choose 9 if there are still a few situations or stresses that present problems and prevent this person being discharged into a less secure setting, and you are therefore working with the person on these difficulties while actively looking at options for them to move on. Choose 10 if they no longer require this level of security to manage their behaviour.

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1 Managing mental health

- *What symptoms tell you that your mental health is not good?*
- *Do you know what triggers these symptoms?*
- *What helps you to manage your triggers and symptoms?*

Where are you on your journey?



1 Managing mental health (detail)

This area is about how you manage your mental health issues. This doesn't necessarily mean you no longer have symptoms, take medication or receive treatment. It is about learning how to manage your symptoms and build a satisfying and meaningful life that is not defined or limited by them.

9 - 10 Self-management

- You are managing your mental health well in this secure environment. You initiate discussions about treatment, recognise the early warning signs of deterioration and take action
- You use strategies to deal with symptoms and can handle challenges and stresses that would in the past have triggered harmful behaviour
- If you have been prescribed medication, you feel that you and your psychiatrist have found the balance, or you have found an effective alternative
- Choose 9 if there are some situations that still cause problems and you are working with staff on managing them better. Choose 10 if you are managing your mental health well enough to move to a less secure setting

7 - 8 Learning

- You are developing strategies to manage your symptoms, including in situations that cause you stress
- You are becoming aware of early warning signs, finding out what situations you can cope with and reflecting with staff on what goes well and what doesn't
- If you take medication, you may be working with your psychiatrist to alter it in order to reduce or eliminate the side effects
- Choose 7 if you are starting to manage your symptoms and behaviour better in some situations. Choose 8 if you are able to do this in more challenging situations

5 - 6 Believing

- You recognise the need for treatment for your mental health issues and realise the impact your illness has had on you and others
- You believe you can change. You are talking with staff about the idea of recovery and how you can take some responsibility for managing your treatment
- You are starting to appreciate how medication, therapy or other treatments help control your symptoms
- Choose 5 if you are beginning to talk about how to take responsibility for managing your treatment. Choose 6 if you are starting to be proactive but it is early days

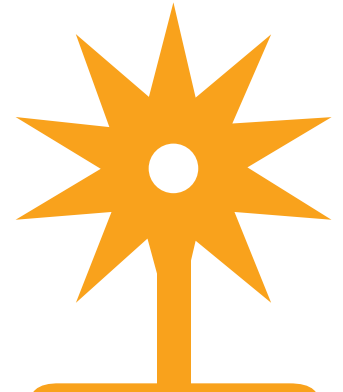
3 - 4 Accepting help

- You are willing to go along with treatment for mental health problems but you may not like it or believe that it will help. You don't see much possibility of change
- You may be beginning to trust one or two members of staff and accept help from them
- Choose 3 if you occasionally comply with treatment. Choose 4 if you often comply

1 - 2 Stuck

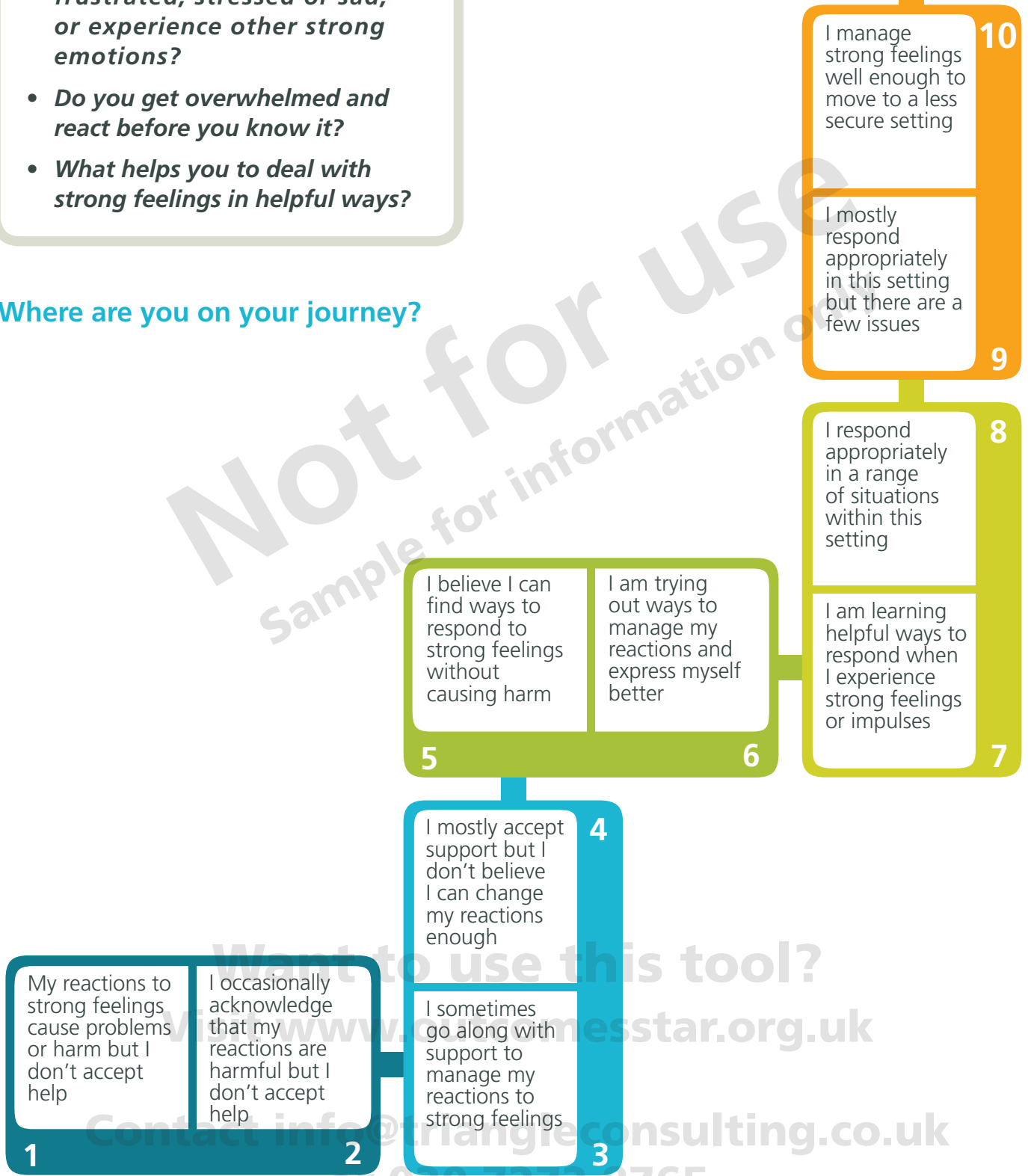
- You often experience strong symptoms or feel out of control or overwhelmed, but you do not want or accept treatment and you don't believe you can change
- You may have problems with alcohol or drugs that make your symptoms worse
- Perhaps you don't think you need to be in a secure setting at all, or you distrust the staff
- You may be given medication against your will
- Choose 1 if you always resist medication or other treatment. Choose 2 if you occasionally accept some treatment

2 Dealing with strong feelings



- *Do you often feel very angry, frustrated, stressed or sad, or experience other strong emotions?*
- *Do you get overwhelmed and react before you know it?*
- *What helps you to deal with strong feelings in helpful ways?*

Where are you on your journey?



2 Dealing with strong feelings (detail)

This area deals with how you manage strong feelings such as anger and fear, as well as sexual feelings and stress. Strong feelings are part of being human so it's not about suppressing them; it is about avoiding aggression, addiction, withdrawal and self-harm, and finding positive ways to express feelings rather than letting them control you.

9 - 10 Self-management

- You recognise strong feelings when they arise and have positive ways of responding, including strategies for situations that you find particularly difficult or stressful
- Within this secure setting you control your responses and do not resort to aggression, addictive behaviour, withdrawal or self-harm
- Choose 9 if some situations or stresses still cause problems for you in this setting. Choose 10 if you respond well enough to strong feelings to be able to move to a less secure setting

7 - 8 Learning

- You are learning to recognise strong feelings when they arise and manage your responses, including expressing these feelings in positive ways such as talking, writing, art, music, sport or other physical activity or techniques
- You may be talking to other people about their feelings and how they manage them
- Choose 7 if this is new and you still avoid or have difficulties with certain situations or stresses. Choose 8 if you are able to use what you are learning in a wider range of situations

5 - 6 Believing

- You recognise that your reactions to strong feelings have caused problems for you or others and are beginning to believe that you can learn to manage them better
- You may be talking to staff about your feelings and benefiting from this – perhaps it is helping you recognise your feelings more often
- Choose 5 if you are just starting to take responsibility for making these changes. Choose 6 if you are taking more responsibility and starting to take the initiative sometimes

3 - 4 Accepting help

- Your reactions when you experience strong feelings cause harm to yourself, others or property
- You are going along with support to help you react in less harmful ways but you are relying on staff to lead this
- Although you are going along with support, you don't really believe you can change. Perhaps you don't recognise your feelings or see the point of talking about them
- Choose 3 if you engage with support sporadically. Choose 4 if you engage more consistently

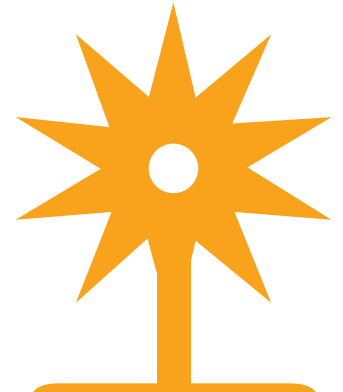
1 - 2 Stuck

- Your way of dealing with strong feelings such as fear, anger, sexual feelings or stress causes harm to yourself, others or property
- You may react with violence, aggression, self-harm, withdrawal, depression, addictive or compulsive behaviours
- You do not talk to staff about your feelings or accept support. You may be unaware of your feelings or the harm caused by your reactions to them
- Choose 1 if you refuse all help. Choose 2 if there are moments when you will discuss these issues, but these do not last long and you refuse help

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3 Addictive behaviour

- *Do you have a problem with illegal drugs, alcohol, food or other addictions?*
- *What impact has this had on you and others?*
- *Have you explored the triggers and how to make changes?*
- *How would things be if you weren't in a secure setting?*



I have no addiction problems, or manage well enough to move to a less secure setting	10
I mostly have no problems with addictive behaviour, but there are a few small issues	9

I am learning to use strategies in a wider range of situations	8
I understand my triggers and am learning ways to cope with them	7

I recognise that it is down to me to make changes and want to find out how	5
I am working with staff to tackle my addiction and starting to take action myself	6

I mostly go along with help with my addiction but rely on staff to take the lead	4
I sometimes discuss my addictive behaviours and go along with advice	3

Addiction is a problem, or would be outside this setting, but I refuse help	1
I occasionally acknowledge problems with addiction but I don't accept help	2

Where are you on your journey?

Not for use
Sample for information only

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3 Addictive behaviour (detail)

This scale looks at how you are working with drug or alcohol misuse or other addictions including gambling, food or shopping. If you are in a secure setting where you can't access drugs, alcohol, gambling or shopping, it is about managing any addictions when you leave this setting. This scale is also about misusing substances that you can access, for example, caffeine, sugar, energy drinks, analgesics and prescribed drugs.

9 - 10 Self-management

- You have no issues with addiction or are mostly able to manage any issues within this setting
- Choose 9 if there are one or two small issues that still need to be addressed. Choose 10 if addiction issues are not a barrier to you stepping down to a lower level of security

7 - 8 Learning

- You are exploring the reasons for your addictive behaviour with staff, understanding what can trigger it and developing ways to cope
- You may still have occasional lapses but you learn from them
- Choose 7 if this is new and you still avoid or have difficulty with certain situations or stresses. Choose 8 if you are able to use what you are learning in a wider range of situations

5 - 6 Believing

- You recognise that your addiction causes problems for you, or has in the past
- You see that it is down to you to make changes. You begin to take control rather than relying on restrictions imposed by others
- You have not yet learnt how to manage your addiction and may still engage in addictive behaviour if you have the opportunity or access
- Choose 5 if you are exploring how to address your addiction. Choose 6 if you are starting to take action yourself

3 - 4 Accepting help

- You misuse substances, or would if you had access to them, but you talk about your behaviour and accept some help
- However, you do not believe you can change and you don't take the initiative. You may try to find ways around restrictions in order to continue your addictive behaviour
- Choose 3 if you sometimes acknowledge that there is a problem and discuss it. Choose 4 if you are engaging more consistently and accepting help

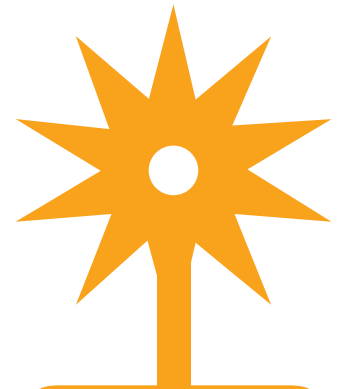
1 - 2 Stuck

- You use substances such as drugs or alcohol, or behaviour such as gambling, as a way of coping with boredom or difficult feelings – or you would if you could. You may use substances that are available, such as caffeine and sugar, in an addictive way instead
- You engage in addictive behaviour, whether it is a physical addiction or otherwise. The behaviour is central to your life – a lot of your time is spent planning your next 'hit'
- You do not recognise that you have an addiction and will not discuss the issue
- Choose 1 if you don't ever acknowledge your addiction. Choose 2 if you occasionally talk about the problem but not for long and won't accept help

4 Risk to others

- *Are you a risk to others, or have you been in the past?*
- *Do you stick to the rules of the setting you are in?*
- *Are you exploring how to have more freedom and fewer restrictions?*
- *If you have never presented a risk to others, choose 10.*

Where are you on your journey?



I am not a risk to others or manage well enough to move to a less secure setting **10**

I mostly manage risks well but there are a few areas of difficulty **9**

I am finding ways to manage risks in a wider range of situations **8**

I have some freedom and opportunities to learn to manage selected situations **7**

I take responsibility for my behaviour and want to change it 5	I am exploring with staff how I can have fewer restrictions within this setting 6
---	--

I mostly accept support with my behaviour but don't take the initiative **4**

I sometimes accept support to manage risks but don't stick with it **3**

My behaviour presents risks to others or property but I don't accept help 1	I occasionally acknowledge the risks but don't accept support to change 2
--	--

Not for use
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4 Risk to others (detail)

This area examines the extent to which your behaviour presents a risk to others. It is about understanding how you have harmed or could harm others, taking responsibility for your actions and making changes so you do not cause harm in the future. As you learn to manage your behaviour better, you will have greater freedom and more opportunities to choose what you do and where you go.

9 - 10 Self-management

- You manage your own behaviour and keep to the rules within this service
- You spot early warning signs of difficulties and seek help when this happens
- Choose 9 if a few situations or triggers cause problems for you, so you still need this level of secure setting. Choose 10 if you are able to manage your behaviour well enough to step down to a lower level of security

7 - 8 Learning

- You are learning to manage your behaviour in a range of situations. If staying within the rules of the setting has been an issue, you now mostly keep to the rules without prompting
- You may be exploring with staff what triggers difficulties and finding ways to cope
- You discuss with staff the implications of your behaviour for your level of freedom and opportunities
- Choose 7 if you are learning to manage your behaviour in selected situations. Choose 8 if you have more freedom and opportunities to learn to manage your behaviour for yourself in a wider range of situations

5 - 6 Believing

- You understand that your behaviour can cause harm and you recognise that you are responsible for controlling it so you no longer put others at risk
- You know that it is up to you to make these changes and you engage with support to help you manage your behaviour and keep to the rules. In response, staff are reviewing supervision arrangements and discussing with you where you can have more opportunities and freedom
- Choose 5 if you are beginning to take responsibility and actively engage with support. Choose 6 if you are starting to be proactive in managing your behaviour

3 - 4 Accepting help

- Your behaviour puts people or property at risk – or would do outside of a secure setting. You discuss your behaviour and treatment, and you follow the rules of the service at least some of the time but you rely on staff to take the lead
- You may not understand the harm that you have caused or could cause, or may not think you can change
- Choose 3 if you go along with some support but not consistently. Choose 4 if you accept support and go along with the rules a lot of the time and need less supervision

1 - 2 Stuck

- Your behaviour frequently puts people or property at risk – or would do outside of a secure setting. You may not comply with the rules and may repeat the behaviour that led to you being in a secure setting
- Choose 1 if you never discuss your behaviour with staff. Choose 2 if you occasionally discuss your behaviour but withdraw again quickly

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