

## CASE STUDY

# Exploring Carers Star™ data across four Carers Trust network partners

Carers Trust and the Carers Star™

For the Carers Trust, measuring outcomes is critical in their mission to improve support for unpaid carers. Triangle worked alongside them to explore what could be learnt from Star data gathered across a number of network partners.

### What did we do and why?

To showcase what can be learnt using Star data and how to identify the implications for your service delivery. Triangle's Research analyst, Dr Anna Good, worked with Carers Trust to explore Carers Star data aggregated from four network partners.

### What data was included?

- Almost two thousand 1st Carers Star readings and one thousand 2nd readings were included
- Around three-quarters of the carers were female
- Around three-quarters of 1st and 2nd readings were more than four months apart

### What were the main findings?

#### Summary findings

The highest level of need was in the 'How you feel' and 'Time for yourself' outcome areas – a high level of need in these areas was strongly related to also having a high need in additional outcome areas.

Female carers tend to have a more significant level of need and were less likely to progress to things being 'Mostly ok', than male carers.

Young carers tend to have the most issues with their finances – finances tended to also be problematic for those over 55 and pre-retirement and were least problematic for those aged 75+.

### Detailed findings

#### 1. Level of need

- a. 69% of carers had significant needs (Making changes or lower) in three or more outcome areas (Figure 1)
- b. Carers were most likely to have a high level of need in 'Time for yourself' and 'How you feel'
- c. Female carers tended to have a higher level of need, particularly in How you feel. Areas with the most significant differences are shown in Figure 2
- d. Finances were more of an issue for younger carers (Figure 3)

**CARERS  
TRUST**

**"Having the Carers Star is a really good way of demonstrating that we understand the needs of carers. It's based on lots of research, evidence and testing, as well as engagement for the carers themselves."** – Dr Richard McManus

People with high needs in the 'How you feel' and 'Time for yourself' were most likely to have a high level of need in other areas – (e.g., 70% of those with high need in 'Time for yourself' had high need in at least three of the other six outcome areas).

## 2. Progression

- Across all carers, progression from things not being ok (1-3) to being 'Mostly ok' (4-5) occurred most often in the 'Managing at home' area (53%) and least often in 'Health' (33%).
- The progression to things being 'Mostly ok' was more likely

for male than female carers, particularly in the Health and Work areas (Figure 4).

Figure 1

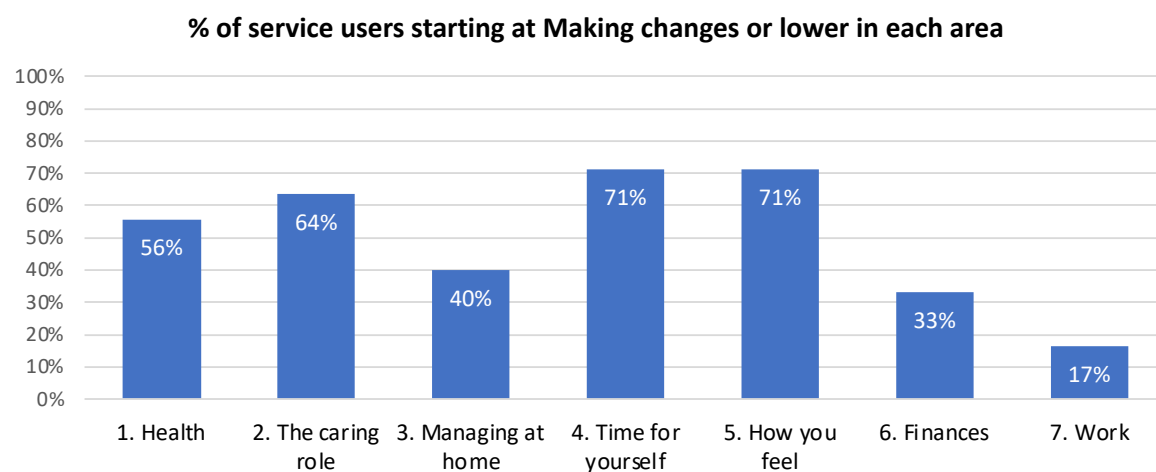


Figure 2

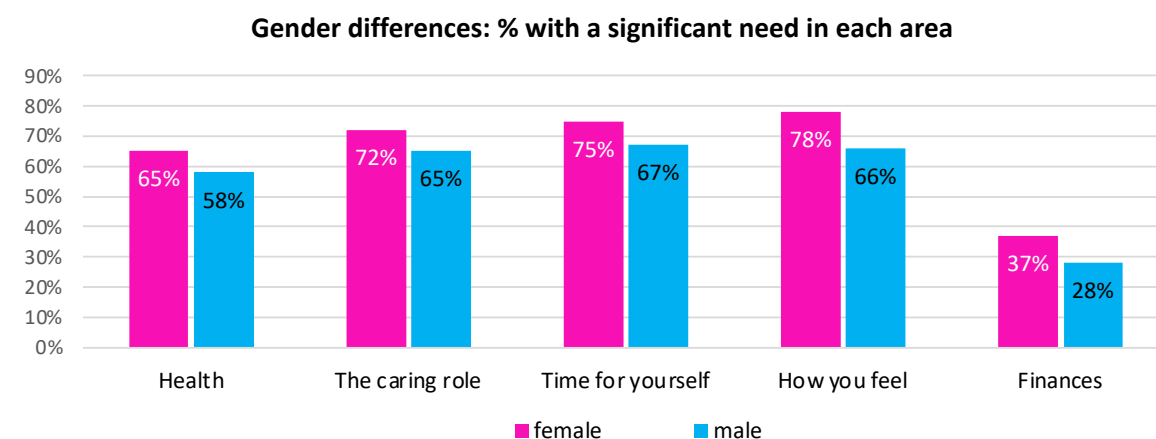


Figure 3

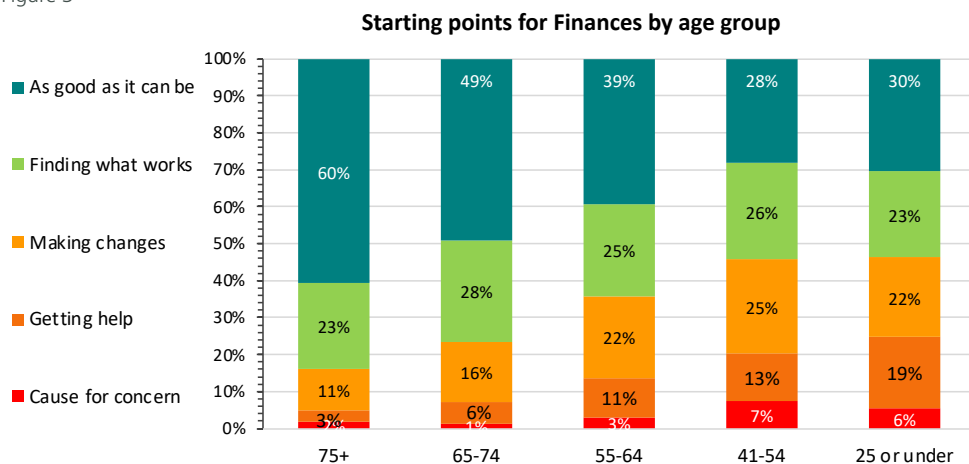
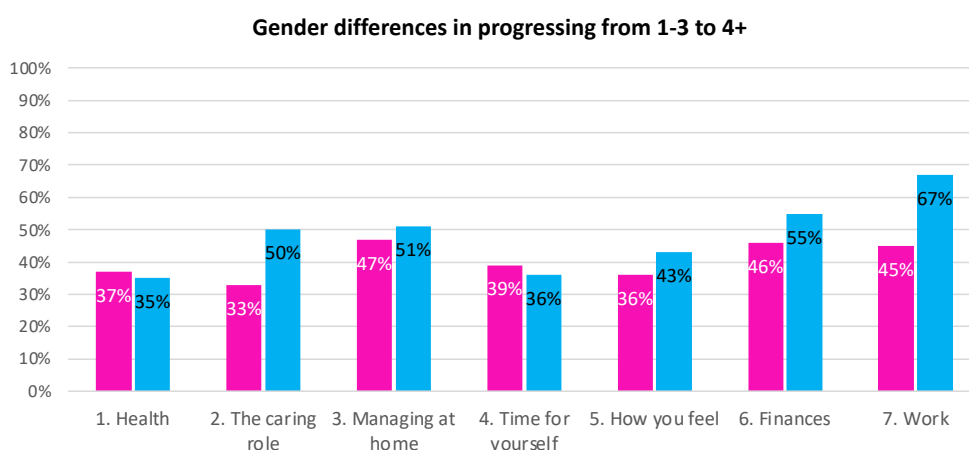


Figure 4



## Conclusions & possible implications

These analyses aggregated across four services suggest that carers services should focus on supporting carers with 'How they feel' and helping them to carve out Time for themselves. More resources may be needed to support progression in both these areas and the 'Health' area.

Female carers tend to have a slightly higher level of need and less progression to things being 'Mostly ok' – especially in 'The caring role' and 'Work' areas.

It would be worth exploring what additional support offer would help female carers.

## Limitations

The greatest benefits from Star data can generally be gained at a service level, coupled with practitioner insights guiding interpretation of the data.

Each service is delivered differently, and factors such as the level of need upon service entry and the length of time between Star readings can affect the amount of change shown. Therefore, caution is needed in generalising the findings or comparing your data reports to those shown here.

In addition, it's notable that gender was often not recorded, therefore the sample was small in some cases. A larger sample with complete demographic data may have produced slightly different results.

## Would you like more support on how to learn from your Star data?

Triangle has created several guidance documents about interpreting and analysing Star data, which you can find here

**[www.outcomesstar.org.uk](http://www.outcomesstar.org.uk)**

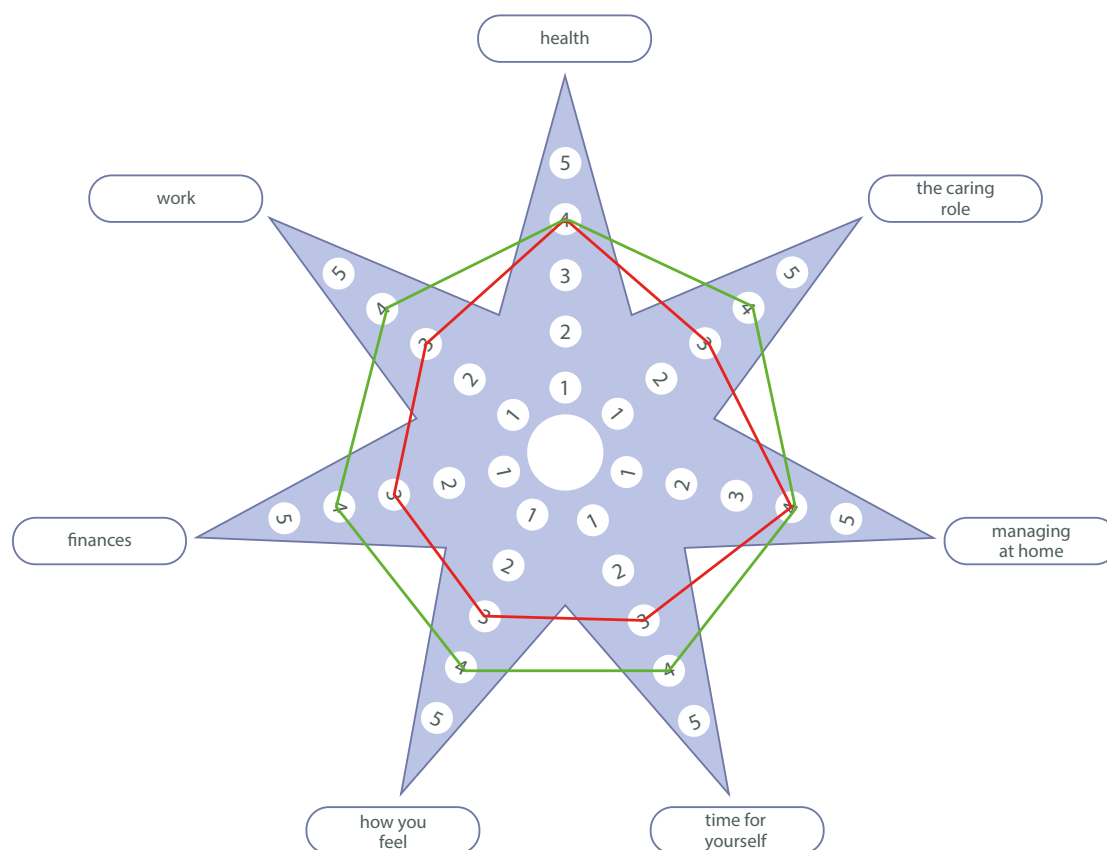
For more tailored support, please don't hesitate to get in touch with your Implementation lead at Triangle or **[info@triangleconsulting.co.uk](mailto:info@triangleconsulting.co.uk)**

## The Carers Star™ in overview

The Carers Star is a holistic, person-centred, outcomes focused and strengths-based tool which supports self-management and measures engagement.

The Carers Star was developed by Triangle in collaboration with the Carers Trust and SEEL (Social Enterprise of East Lothian) with part-funding through the Scottish Government Change Fund.

Each scale has five stages, with each stage described with 'I' statements and supporting definitions – the Journey of Change. It is to be completed collaboratively at assessment and review to inform support plans.



### Key to lines

- Initial reading
- Review reading



### More information and next steps

Visit our website for previews of the Star, guidance and information:  
[www.outcomesstar.org.uk](http://www.outcomesstar.org.uk).

Triangle are the social enterprise behind the Outcomes Star, based in the UK. If you are not based in the UK, please visit our website for the contact details of organisations supporting the Outcomes Star internationally.



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### Find out more

**Call us:** +44 (0)20 7272 8765

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**Visit us:** [www.outcomesstar.org.uk](http://www.outcomesstar.org.uk)

The Carers Star is a version of the Outcomes Star, a family of tools copyrighted and developed by Triangle for supporting and measuring change when working with people.