

CASE STUDY

Using the Well-being Star™ in health settings

How the Outcomes Star can support self-management, rehabilitation and person-centred approaches

The Star can work as a stand-alone tool, or as part of Personal Health Plan materials. The Well-being Star is designed to either be self-completed by a patient, or ideally completed by a patient and health professional together.

The Well-being Star and The Spring Centre, at The Hospice of St Francis, Berkhamsted

Supporting an integrated and holistic approach to health and wellbeing.



The Spring Centre provides an integrated and holistic approach to wellbeing, offering free support and opportunities for those recently diagnosed, living with or recovering from a potentially life-limiting illness, as well as their families, carers and friends and the wider community. Services include occupational therapy and physiotherapy, complementary therapy and psychological, wellbeing creative therapy and spiritual support.

For The Spring Centre at The Hospice of St Francis, the Well-being Star has provided its team with a multidisciplinary outcome measure focusing on goal-setting and collaborative action-planning with service users. Suzy Hudson, Spring Centre Manager, explains: "Before we started using the Star, we had no formal multidisciplinary outcome measure in place. The Well-being Star gives us a structured and consistent

way to embed collaborative goal-planning and regular reviews into our patients' pathway." Since the initial Star training took place in 2016, today over 98 per cent of patients complete a Star as part of their initial assessment at The Spring Centre.

Because the Well-being Star is not condition-specific (unlike many other measurement tools in the health sector), Suzy has found that "it can give members of our team who come from different professional backgrounds a shared framework to work with." For example, a series of 'I' statements and the use of considered, friendly language and design are key features of all the Outcomes Stars. For the Well-being Star, this can help to de-medicalise and demystify the impact of long-term conditions on a person's life.

The Well-being Star is designed for use with adults self-managing long term health conditions, to support and measure their progress in living as well as they can.



EXAMPLE 2

The Well-being Star and Community Pulmonary Rehabilitation team, part of Gateshead Health NHS Foundation Trust/QE Gateshead and South Tyneside Foundation Trust (STFT)

A good fit with Allied Health Professionals, Occupational Therapists and rehabilitation.



Led by an Occupational Therapist, the team help people with lung or respiratory complaints, such as COPD or asthma, manage and live well with their condition – improving their lives and reducing the demand for secondary care services. To do this they provide a six-week programme, including the Well-being Star, as well as working with an independent fitness trainer. Their innovative, OT-led approach won them the AbbVie Sustainable Healthcare 'Patients as Partners' Award in the 'Supporting individuals to take control of their care' category in 2016.

Team leader Sue Easthaugh, says "The Well-being Star helps us with the transition to always being person-centred and directed by the people we support."

Used as part of an initial conversation with someone referred to the service, the Star provides a consistent structure for that first interaction, and the information captured with the Journey of Change helps the team prioritise the right mix of interventions and personalise the programme so it can be as effective as possible.

The Star doesn't measure everything they need to capture, so alongside it the team also use a number of clinical measurement tools such as the CAT (COPD Assessment Test) and PRAISE (Pulmonary Rehabilitation Adapted Index of Self-Efficacy Tool).

Sue's top tip is to leave a copy of the Well-being Star with the service user after the initial conversation. "People like the Star because it helps people set their own goals, that are relevant and achievable for them." For the OT's, the Journey of Change fits in well with their own training and approach: "We start with a 'tell me about yourself' approach and then can explore and sometimes challenge what people say using the Star."

The data from completed Stars is entered into a simple spreadsheet and then analysed to look at the progress made by individuals, and identify any patterns in the change being shown in different outcome areas.

Looking ahead, Sue is positive about their continuing use of the Star, with plans to embed the Star as an accessible and multi-discipline tool as part of working more closely with the acute care team and across Gateshead NHS.

"The Well-being Star helps us to always be person centred and directed by the people we support. People like the Star because it helps them set their own goals." – Sue Easthaugh, Team Leader, Pulmonary Rehab Team



EXAMPLE 3

The Well-being Star and Ways to Wellness, Newcastle

An accessible outcomes tool that becomes part of the support a service provides.



Ways to Wellness is an innovative service for people whose daily lives are affected by certain long-term health conditions such as diabetes, epilepsy or heart disease. Following a referral from their GP or primary care team, people are supported by a Link Worker to improve their quality of life and reduce their use of mainstream health services by enabling them to better manage their conditions and lead healthier lives.

Chief Executive Tara Case explains that their use of the Well-being Star was specified in the outcomes-based funding contract for the programme, but that it has also brought additional benefits because “the Well-being Star in itself is a therapeutic tool, it becomes part of the relationships our service providers and Link Workers build with the people we support. It helps to open up conversations that might not always happen if you didn’t have a consistent, simple framework like the Star.”

Key to getting the most out of the Star is supporting services to use it well. Isobel Corby, team leader for the Ways to Wellness service at Changing Lives, explains that the Star “can’t be used in a robotic way. Our Link Workers are skilled in allowing the conversation to follow the patient, making notes and then using the information shared to complete the Star together.” Link Workers are also encouraged to use the patient summary from a GP to inform those initial conversations and make sure key areas are addressed.

A top tip from Isobel is to start with the “Your Lifestyle” scale and a simple question such as how people are sleeping to get conversations going; the “Feeling Positive” scale can then work well to wrap up conversations, reflect on the bigger picture and move into action planning.

Following their initial Star training in 2015, Tara explains that running informal sessions with service providers has been a useful way to ensure the Star is being used effectively – “it’s good to share examples of service users, their stories, condition and where they are on the scales. It helps us use the Star and scales consistently.” In 2017, Ways to Wellness also trained and licensed a number of staff to run Star training for their service providers.

Tara explains how the data collected through the Star “helps us know what conversations to start and where to dig deeper.” For example, by analysing their Well-being Star data, they know the domains where people make most progress (Lifestyle, Work, Feeling Positive and Managing Symptoms) and so are now exploring how they might offer support linked to other areas of the Star such as benefit advice and money.

For Isobel and her team of link workers, the Star works because “it fits with our active listening, trauma-informed and holistic approach, and helps us record the difference we are making to people with long-term conditions in Newcastle.”

“The Well-being Star in itself is a therapeutic tool, it becomes part of the relationships our service providers and Link Workers build with the people we support.” – Tara Case, Chief Executive, Ways to Wellness

The Well-being Star™ in overview

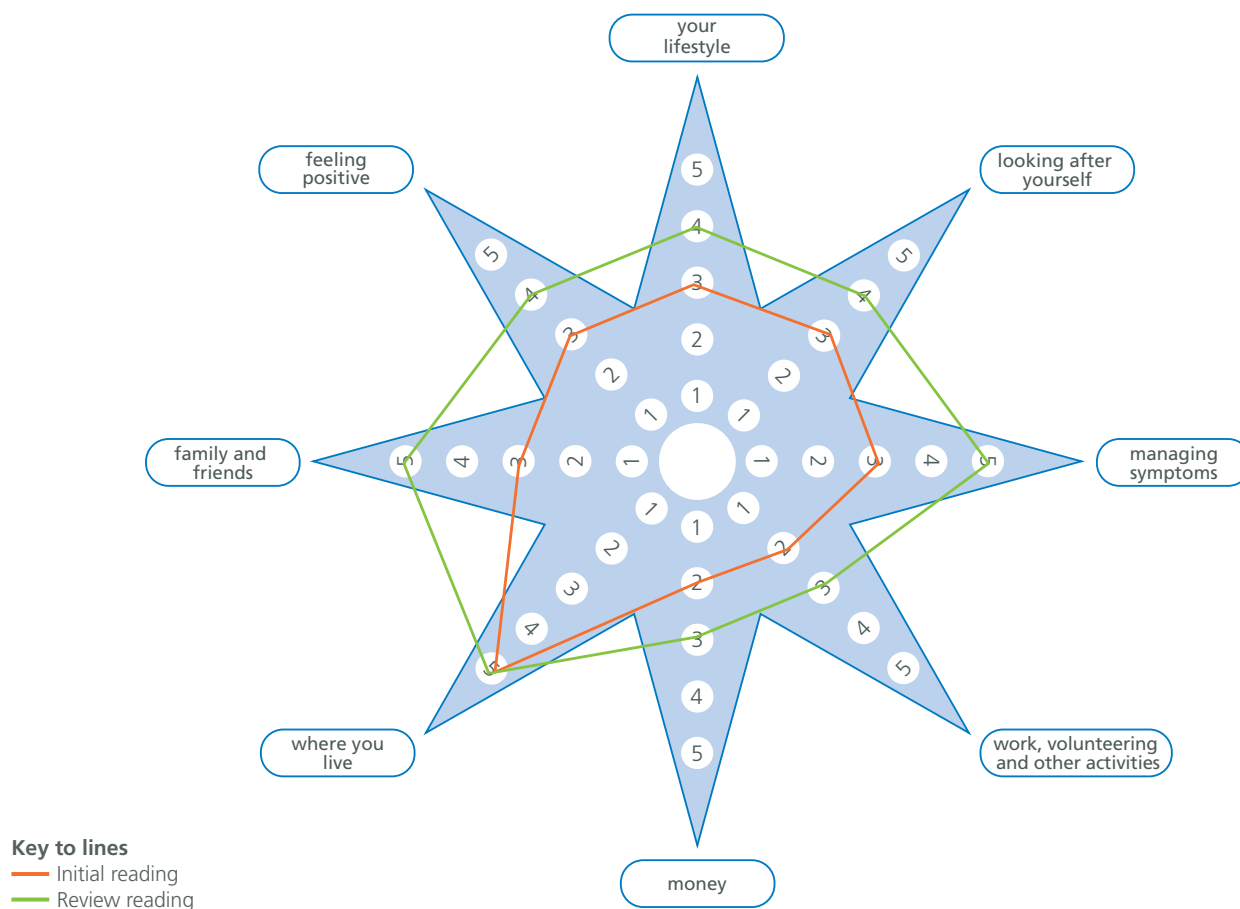
The Well-being Star is a holistic, person-centred, outcomes focused and strengths-based tool which supports self-management and measures engagement and not severity.

The Well-being Star was developed by Triangle in collaboration with North East Essex PCT and with funding from the Department of Health. The Star consists of eight outcome areas and scales.

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.

Each individual's distance-travelled data can be aggregated to caseload, service, organisation and sector.



More information and next steps

Visit our website for previews of the Star, guidance and information:
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.

Find out more

Call us: +44 (0)20 7272 8765

Email us: info@triangleconsulting.co.uk

Visit us: www.outcomesstar.org.uk

The Well-being 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.



Please recycle after use

Triangle is the trading name of Triangle Consulting Social Enterprise Ltd. Registered address (not for correspondence): Preston Park House, South Road, Brighton, East Sussex, BN1 6SB, United Kingdom. Registered in England and Wales, company registration number 07039452.