A guide to monitoring the implementation of the Outcomes Star

1   Introduction

This guidance aims to provide a quality assessment framework for organisations using the Outcomes Star to ensure:
- The Star is used consistently across services
- Star readings are completed accurately
- The Star is used within organisational service guidelines
- Star data is accurate allowing for robust reporting

This guide is designed to support any organisation who uses the Outcomes Star, whether they use the Star Online or record their Star data in their own or 3rd party software system, to manage the implementation of the Outcomes Star and to enable managers to identify where practitioners require further training or support.

Licences and Training

Organisations need to ensure that any practitioners or managers involved in using the Outcomes Star have appropriate licences in place and have attended Core Training via Triangle or an approved Licensed Trainer.

If your organisation is using Star Online, all practitioners and managers should receive Star Online orientation training to enable them to undertake the tasks they need to on Star Online. Triangle can provide webinars and support, and Licensed Trainers can provide training and access to a training site.

Organisational Guidelines

Triangle recommends that any organisation using the Outcomes Star creates some internal guidance about how the Star should be used. This guidance will allow the Star to be used consistently across the organisation so that practitioners, managers, administrators and data support all share a common understanding of how the Star should be used. This guidance may include:

- Why the Outcomes Star is being implemented
- Who the Outcomes Star Account Lead is, what their role is and how they can be contacted
- How practitioners and managers are inducted and trained in the use of the Outcomes Star
- Identification of timeframes for practice reviews/ refresher training to support CPD
- How practitioners access Outcomes Star materials and resources
- Who the Star should be used with
- When Star readings should be completed
- How the Star will be used in supervision
- How the Star fits with other internal process
- How Outcomes Star data will be used in reporting
- For Star Online users: Guidance on optional fields e.g. using service ID, completing service user profile data and definitions for engagement start dates.

For help with writing internal guidance please contact Triangle.

Outcomes Star Quality Assurance Framework
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2 Quality Assuring Individual Stars

The following guidance can be used by managers when quality assuring individual Stars, either in the context of general case management, supervision or case auditing within an organisation. This is also a useful checklist for practitioners, to ensure they complete accurate Stars.

Outcome Star Readings

- Is the Star being completed collaboratively? If not, are the reasons documented and does this fit with organisational expectations?
- Is the Star dated?
- Has the (collaborative) Star been signed by the service user (if required) and is there evidence that the service user has been fully involved in the Star conversation?
- Have Star readings been completed within the timeframes set out in the organisational guidelines? (time from joining the service or time from last Star)
- Are the readings accurate?
    - Are practitioners recording detailed notes of their conversations with service users, so that it is clear why the specific reading has been decided - is their enough evidence in the notes that describe the relevant step/stage of the Journey of Change?
    - Are practitioners recording any differences in perspective/ disagreements between practitioner and service user by recording a different reading in any outcome area and noting the reasons for each perspective in the notes?
    - Do the readings match other information known about the service user and their current experience?
- Are the notes written in a way that makes them accessible to the service user (i.e. clear, an accurate summary of what has been discussed with them, jargon-free) and suitable to be shared with them
- If the Star is being shared with other key professionals, either internally or externally to ensure a multi – agency/ cross- service approach, or with a circle of support around the service user, is this documented in the notes, with contributions noted from the relevant parties?

Action Plans
- Are action plans being completed in the format required by your organisation?
- Do the individual actions reflect where the service user is now on the Journey of Change?
- Do the individual actions relate to the outcome areas?
- Do action plans reflect collaborative conversation between the practitioner and service user?
- Are the actions timely – i.e. can they be realistically achieved before the next Star review?
- When successfully completed, will the actions help the service user demonstrate they are moving to the next step of the Journey of Change?

Recording Star Data
- Are Star readings being recorded in Star Online/ case management systems in accordance with organisational guidance?
- Are all appropriate dates, Star information and Star readings being recorded accurately?
- Is it clearly recorded when Stars are completed retrospectively?

3 Reviewing Star data at service level

It is strongly advised that Star data at service or organisational level is reviewed at regular intervals looking both at implementation data and Star readings data (please see Triangle's document on Star data for further details)

Things to look for across your service(s) include:
- What % of Stars are completed within expected timeframes?
- What % of service users have review Star readings? Do the Journey of Change start readings reflect your expected referral service user profile?
- Do the Journey of Change end readings reflect where service users exit your service?
- Does progress on the Star match organisational expectation? If not, why might this be?

4 Suggested internal processes to support good Star use

- Are Stars reviewed as an integral part of supervision/ case supervision sessions or do practitioners have other opportunities to discuss Stars readings and Star practice with managers and peers?
- Is Star practice included on team meeting agendas?
- Is Star Guidance reviewed to ensure it is sufficient and up to date and meets service needs?
- Have practitioners been observed completing Stars with service users and are User Guides and Star Scales being used properly?
- Do managers/ supervisors understand the Journey of Change and can the recognise and support good Star use?
- Is Star data reviewed at regular intervals and discussed with staff?
- Has your organisation completed the Implementation Tracker, and if so, has this been reviewed?
- Have all staff completed the Outcomes Star Core Course?
- Does your organisation have a process in place for refresher training?

For further help with implementing and monitoring the use of the Outcomes Star please see the 'Resources' section of Star Online.

5 Next steps and support

For more information and support with using the Outcomes Star please contact Triangle on **info@triangleconsulting.co.uk** or **+44(0)207 272 8765.**
More information can also be found on our **website www.outcomesstar.org.uk**