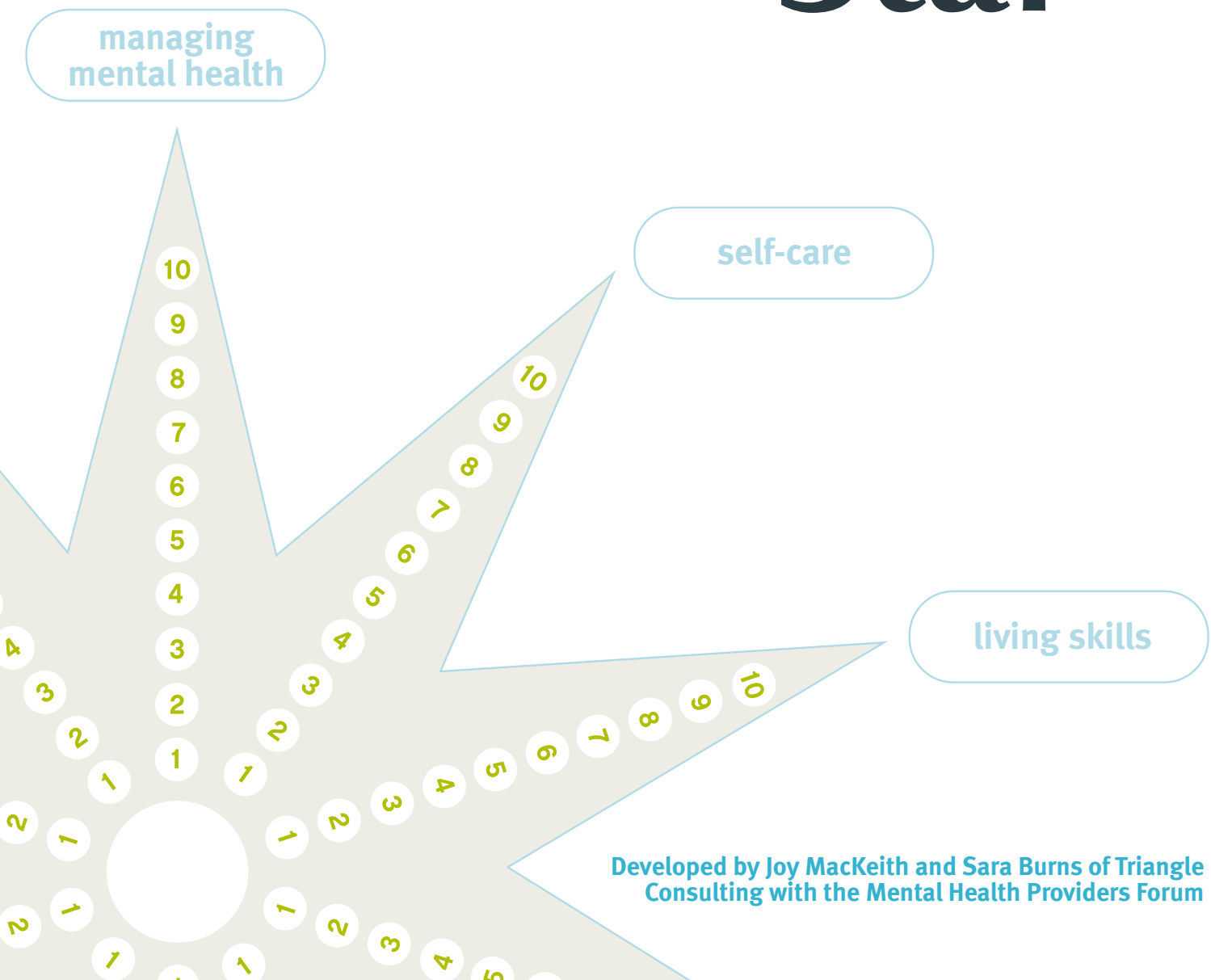
MENTAL HEALTH PROVIDERS FORUM

Voluntary Agencies Working Together to Improve Mental Health

User Guide

Mental Health Recovery Star



Developed by Joy MacKeith and Sara Burns of Triangle Consulting with the Mental Health Providers Forum

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Adapted from the Outcomes Star
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Secondly, SITRA and Making Space for the funding which made possible this work to transform the Outcomes Star into the mental health focused Recovery Star. And last, but by no means least, the managers, front-line workers and service users from Making Space, Second Step, St James's House, Tulip Mental Health Group, and Turning Point whose committed and enthusiastic participation in the development and piloting of the tool was invaluable to the process.

Foreword from the Mental Health Providers Forum

What could be as important as supporting the journey to recovery?

Nothing? This may be our initial answer but it is not enough to provide support. As twenty-first century service providers, we must have the means to ensure our support is effective and to capture the evidence that it is effective. And we must reflect on our effectiveness and learn from it.

Evidence helps us become better at what we do, helps service users become optimistic about what they can achieve, motivates staff and provides proof that our services work to commissioners and Government.

The Mental Health Recovery Star makes it possible to capture this evidence while enabling users and workers to discuss the important issues and to assess where they are now and where they are going. This exciting development exemplifies our values as we work for a society in which all people with mental health concerns have the right to get the support they need from a wide diversity of providers.

The Recovery Star:

- Values services user perspectives and enables empowerment and choice
- Supports recovery and social inclusion

The Mental Health Providers Forum (MHPF) brings together the leading voluntary sector providers who are focused on promoting recovery and working collaboratively to improve the lives of people with mental health problems. Working together, MHPF members can demonstrate their commitment to:

- Collaboration, sharing and partnership
- Service excellence, innovation, evidence-based practice and continuous improvement

This underpins the values of the MHPF. By working together to develop, implement and promote widespread use of the Mental Health Recovery Star, we are creating a common language and the opportunity to learn together to improve our practice.

From the enthusiastic response we have already received, we know that a wide range of voluntary, statutory and independent services will work with us in using the Recovery Star. We would value feedback from its users and look forward to hearing from you.

For more information about how we are progressing, go to our website: www.mhpf.org.uk.

Judy Weleminsky, Chief Executive of the Mental Health Providers Forum (April 2008)

Foreword from the London Housing Foundation and Triangle Consulting

We have been delighted and overwhelmed by the level of interest in the original Outcomes Star and are very pleased to be able to support the Mental Health Providers Forum in developing a version of the Star tailored to the needs of the mental health sector. We have already found the process of collaboration mutually beneficial and look forward to further joint working with MHPF and others.

We believe the Star has enormous potential to support change and develop evidence of effectiveness and are committed to its continued development and promotion for the benefit of the sector and ultimately the people who use its services.

Kevin Ireland, London Housing Foundation and Joy MacKeith and Sara Burns, Triangle Consulting

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Introducing the Recovery Star

Helping you in your recovery

We are here to help you in your recovery from mental illness. Recovery usually means changing things in a number of areas of your life so that things work better for you. Making changes isn't easy but understanding how change works can help.

Many people who are recovering from mental illness have found it useful to think about recovery as a journey with different stages. They find it helps to think about which stage they are in and to get a picture of where they are on their journey. We use the Recovery Star to help in this.

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

Everyone is different and it's important to understand each person's individual circumstances but the pattern of recovery is often similar. Consider the Ladder of Change.

At one end of the ladder is the feeling of being **stuck** – of not feeling able to face the problem or accept help.

From stuck we move to **accepting help**. At this stage we want to get away from the problem and we hope that someone else can sort it out for us.

Then we start **believing** – that we can make a difference ourselves in our life. We look ahead towards what we want as well as away from the things we don't want. We start to do things ourselves to achieve our goal as well as accepting help from others.

The next step is **learning** how to make our recovery a reality. It's a trial and error process. Some things we do work, and some things don't, so we need support through this process.

As we learn, we gradually become more **self-reliant** until we get to the point when we can manage without help from a project.

You can find more information about what the different stages are like in the detailed Ladder of Change on pages four and five.

Recovery isn't necessarily a case of moving from the first point, to the last. Different people will be at different points and may move forwards or backwards as their circumstances change. Wherever you are on this journey, placing yourself on the ladder can help you see where you have come from, what your next step is and how we can best help you.

Seeing the big picture – the Star

The Recovery Star looks at ten areas of your life:

- **Managing mental health**
- **Self-care**
- **Living skills**
- **Social networks**
- **Work**
- **Relationships**
- **Addictive behaviour**
- **Responsibilities**
- **Identity and self-esteem**
- **Trust and hope**

For each of these areas there is a ladder to help you work out where you are on your journey for that area of your life. Although all the ladders are different, they follow the same pattern with the same five stages. Have

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a brief look at all the ladders now. You will see that for each area there is the ladder and also a more detailed description of what each step is like.

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

Now have a look at the Star Chart on page seven. Each position on the ladder has a number so when we have agreed where you are on each ladder, we can mark the numbers on the Star Chart. We can then connect the points to create your own personal star – a picture of where you are at the moment in your journey.

The Star helps us 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 ladders again, agree where you are again, and plot a new Star Chart.

Over time this will help you to build a picture of your own personal journey. You can 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 a bigger picture.

Looking over your Star Charts and those of other service users also helps us to build up a picture of how we are doing as a project, where our service users make most changes and where we may need to provide more help or do things differently.

You may want to have your own copy of this book so that you can review your own progress when you want to.

What you need to do

To use the Recovery Star you need to:

1. Look at the Ladder of Change and 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 ladder.
2. Then talk over each of the ten areas with your keyworker and agree where you are on the ladder for each of the areas. You can decide which ladder to do first. You and your keyworker can record any important points on the Star Notes Sheet in the Star and Plan if you want to.
3. Plot your scores on the Star 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, what you are aiming to do between now and the next time you complete the Star and what needs to happen next. Record these in the Star Action Plan in the Star and Plan or in the Support Plan that your project uses.

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The Ladder of Change

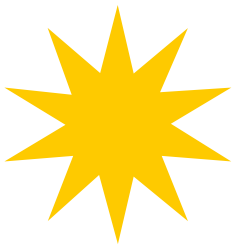
Think of an area of your life where you have made changes.

What was it like before you had decided to change?

Do you remember thinking about change and then deciding you would really do it?

What was the first thing that you did?

See if your experience fits with the Ladder of Change.



Self-Reliance 10

I can manage without help from the project

9

Learning 8

I'm learning how to do this

7

Believing

I can make a difference. It's up to me as well

5 6

Accepting Help 4

I want someone else to sort things out

3

Stuck

Leave me alone

1 2

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Detailed Ladder of Change

Self-Reliance

10	We have no issues in this area and behave in ways that work well for us and those around us. We don't need any outside help to maintain this way of doing things. We know when we need support and know how to get it.
9	Our new ways of doing things in this area of our life are now quite well-established and feel more natural or automatic. Most of the time we can maintain the changes on our own without support, but at times of crisis we are at risk of slipping back. It can be helpful to have someone who checks that all is well and helps us to recognise the danger signs and take action when necessary.

Learning

8	With support, we overcome some setbacks and learn more about what helps to keep us on course in difficult times. However, dealing with difficulties is quite challenging and sometimes it can be tempting to give up and go back to the old ways of doing things. It helps to have someone to talk to about how we are managing things to help us recognise what we have learnt.
7	This experimenting leads to learning and we start to get a sense of what helps us move towards our goal in this area of our life. This is really motivating and helps to strengthen our belief in ourselves and our ability to achieve our goals. For this reason we start to become more consistent in doing things that are helpful for our journey and get us closer to where we want to be. However we still need quite a lot of support to keep things going and without it setbacks can knock us off course.

Believing

6	We start to build on this belief by doing things differently in the world. We are experimenting, trying out new ways of doing things. Sometimes things work, sometimes they don't, so it's a difficult stage to be in and we need a lot of support to ride the highs and lows and keep the belief alive.
5	Now for the first time we start to really believe that things could be different in this area of our life. We get a sense of what it is we want – what we are moving towards, as well as what we are moving away from. We can see that change won't happen unless we help to make it happen. This is a change in the way we view things. There is a sense of taking part rather than just going along with other people's plans.

Accepting Help

4	Now we start to engage with help in a more consistent way, talking things through with workers and going along with the actions that are agreed. However, we do not take the lead and rely on others to make the change happen. Without workers driving the process we can slip back quickly and may feel critical of workers if things don't work out.
3	Now the feeling that we don't like how things are gets stronger and we really want things to be different. Change may seem impossible or frightening and we may not know what we want but we know we don't want to carry on living as we have been. At this point we will meet workers or others offering help and accept their help with pressing problems, though our willingness or ability to do this may come and go.

Stuck

2	The first sign of the possibility of change is present when we feel fed up with how things are. This may be fleeting and we probably won't engage with workers in any real or meaningful way.
1	At the beginning of the journey we are not interested in thinking about or discussing this aspect of our lives. Although we are far from achieving our full potential and may be causing harm to ourselves or others, we are cut off and not aware of problems, or unwilling to talk about them out of fear or mistrust. Because of this we are stuck.

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The ten areas of the Recovery Star

1. Managing mental health

This is about how you manage your mental health issues. This is not necessarily about not having any more symptoms or medication, though this may happen. It is about learning how to manage yourself and your symptoms and building a satisfying and meaningful life, which is not defined or limited by them.

2. Self-care

This is about how well you look after yourself – taking care of your physical health, keeping clean, how you present yourself, being able to deal with stress and knowing how to keep yourself feeling well.

3. Living skills

This is about the practical side of being able to live independently – shop and cook for yourself, deal with neighbours and people who visit, keep your place clean and tidy and look after your money.

4. Social networks

This is about your social networks and being part of your community. It includes taking part in activities within this project and, as your recovery progresses, getting involved in things outside the project. This can include volunteering or classes, being part of your neighbourhood, a club or society, school or faith organisation, or groups of friends.

5. Work

This is about you and work – whether you want to work, knowing what it is you would like to do, having the skills and qualifications to get the work you want and finding and keeping a job. For some people, paid work may not be appropriate but volunteering or other work-like activity may be a goal, in which case, point seven would effectively be the top of the scale.

6. Relationships

This is about the important relationships in your life. We suggest you chose one relationship where you would like things to be different and find where you are on the ladder for that. This could be a member of your family, a close friend, or an intimate relationship – one that you have, or finding a partner if you don't have one and would like one. It could be someone who is important to you but you are not in touch with at the moment. Whoever you chose, it is about having the amount of closeness that you want, which is something that you decide.

7. Addictive behaviour

This is about any addictive behaviour you may have, such as drug or alcohol use, or other addictions, like gambling, food or shopping. It is about how aware you are of any problems you have in this area and whether you are working to reduce the harm they may cause you or others. **If you do not have a problem with drugs, alcohol, gambling or other addictive behaviour, you do not need to discuss this area.**

8. Responsibilities

This is about meeting your responsibilities in relation to the place that you live at the moment – whether it's a hospital, supported housing or your own place. Responsibilities includes things like paying the rent, getting on with neighbours or fellow residents and, if you are living in your own place, taking responsibility for visitors. It also covers breaking the law or being in trouble with the police or courts. **If you do not have difficulties with responsibilities, you do not need to discuss this area**

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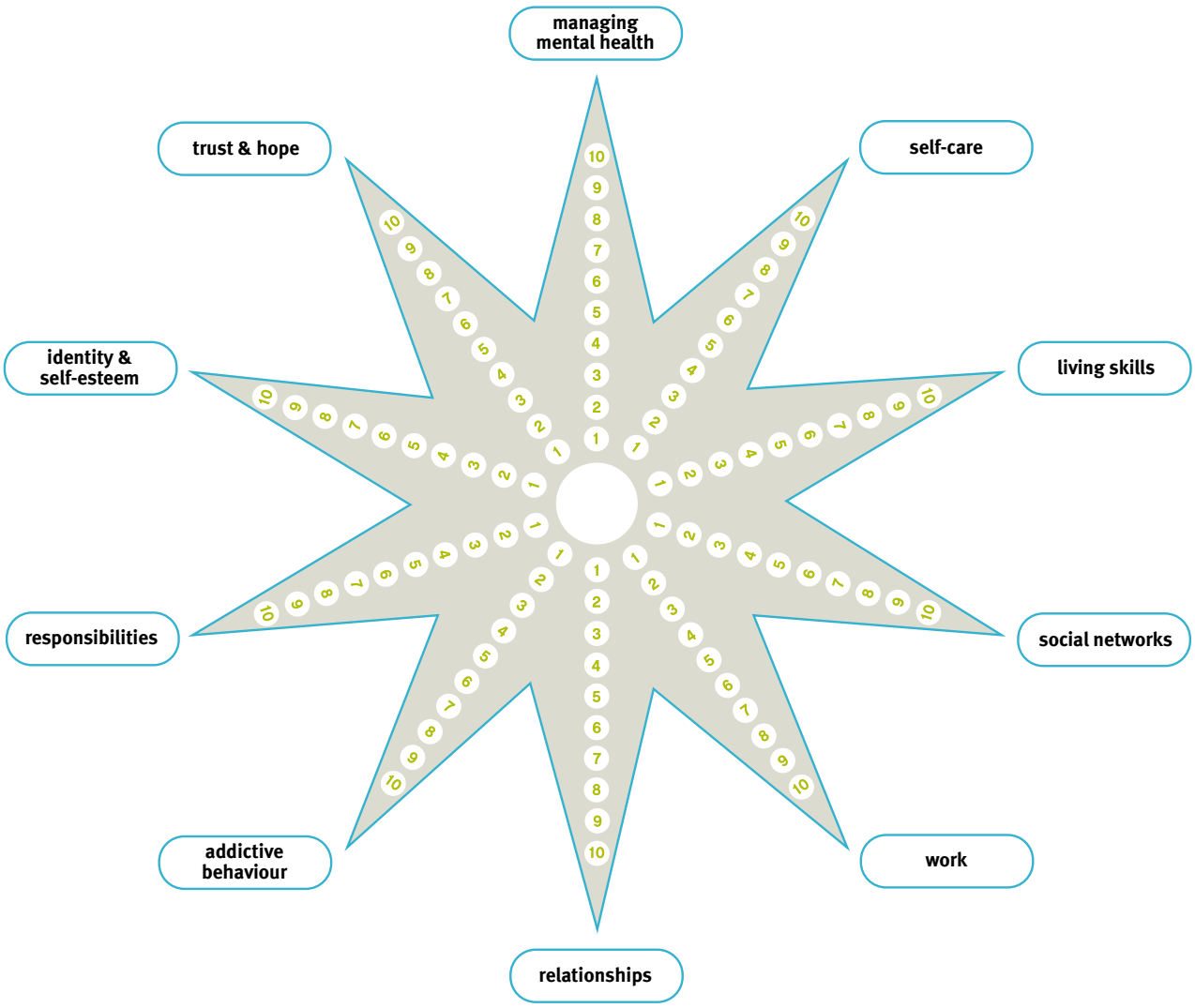
9. Identity and self-esteem

This is about how you feel about yourself and how you define who you are. It is about getting to the point where you have a sense of your own identity – your likes and dislikes, what you're good at and your weaknesses, and accepting and liking who you are. When looking at this scale it might help to ask yourself, what am I good at? What do I value in myself? And how would I introduce myself to someone new?

10. Trust and hope

This is about your sense that there are people you can trust and there is hope for your future. It is about trusting in others, trusting in yourself and ultimately having faith in life and trusting that things will work out somehow.

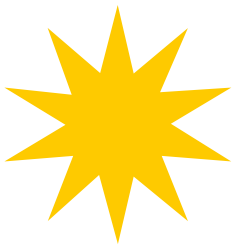
It might help to ask yourself who you trust when things get very tough? And do you have faith that, whatever happens, you or someone out there will find a way through?



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1. Managing mental health ladder

This ladder is about how you manage your mental health issues. This is not necessarily about not having any more symptoms or medication, though this may happen. It is about learning how to manage yourself and your symptoms and building a satisfying and meaningful life, which is not defined or limited by them.



Self-Reliance

10 — Self-reliant and I don't need services from specialist mental health organisation

9 — Self-reliant – I know how to use support if I need it

Learning

8 — I am feeling reasonably robust. Learning to effectively manage life's ups and downs

7 — I am re-building my life – learning to effectively manage my mental health

Believing

5 — I believe a different future is possible for me – it's scary but I want to make it happen

6 — I am feeling the fear and doing it anyway

Accepting Help

4 — I am engaging with treatment and support to help me manage

3 — Reaching out for help – sustained awareness things are not okay

Stuck

1 — Stuck. Feeling the full force of symptoms. No sense of control

2 — Feeling full force of symptoms but I have moments of awareness

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Managing mental health detail

10 **I am self-reliant and I don't need services from specialist mental health organisation**
- As 9 but you no longer need services provided by specialist mental health organisation; have networks in the community for on-going support and in case of mental health need
- May still have check-ups with GP or psychiatrist if on medication/with symptoms

9 **I am self-reliant – I know how to use support if I need it**
- Good awareness and tools for coping with what life throws up, including setbacks in mental health
- Mainly recognise early warning signs of deteriorating mental health and take appropriate action
- Still need low level of mental health service support for more difficult issues

8 **I am feeling reasonably robust. Learning to effectively manage life's ups and downs**
- Similar to 7 but more so. Increasing resilience and coping skills
- More able to deal with small difficulties without being knocked right back

7 **I am re-building my life – learning to effectively manage my mental health**
- Have awareness of your mental health issue and how to manage it to stay well
- Achieving some goals and thus have more belief in your ability to recover and a sense of what recovery means
- Able to effectively advocate for yourself within the service
- Understand your triggers and symptoms and how to manage them
- This brings a sense of efficacy and control which feeds motivation and confidence and helps with taking further risks

6 **I am feeling the fear and doing it anyway**
- Taking significant action – doing things differently, trying new things – including learning about what can be helpful in recovering from your particular mental illness
- Taking risks which can be scary and probably need lots of support
- May become more assertive in relationship with service as you become aware of your rights

5 **I believe a different future is possible for me – it's scary but I want to make it happen**
- Key turning point of looking ahead with vision and hope; not constant but sustained enough to effect behaviour
- Actively buying-in to recovery (responsibility awakening). May be actively learning more about the mental illness and rights of a mental health service user
- A big and difficult step. May experience excitement and fear or resistance
- May feel vulnerable, with low resilience

4 **I am engaging with treatment and support to help me manage**
- Engaged in services and setting and achieving small goals but initiative comes from workers
- No sense of what fosters inner well-being or the power to recover
- May be at the point of consciously becoming a mental health service user
- Can become stuck at this point, with a danger of dependency, becoming institutionalised or disempowered

3 **Reaching out for help – sustained awareness that things are not okay**
- Moments of awareness that things are not okay are now sustained
- Some sense that it might be possible for things to be different
- You seek or accept help to feel less bad or, if manic, to address manic behaviour
- Courage is needed to embrace and fully acknowledge that things are not okay

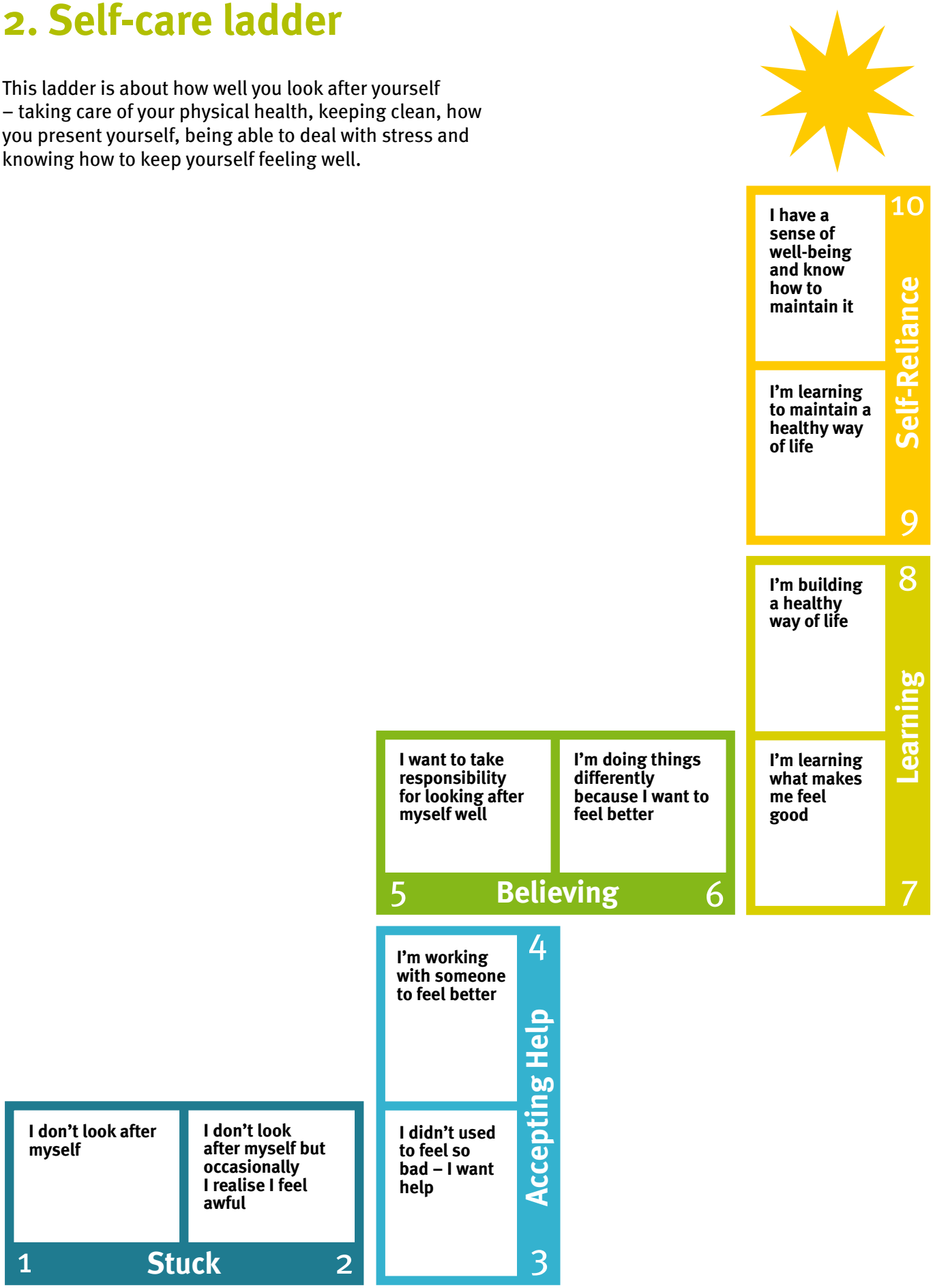
2 **Feeling full force of symptoms but I have moments of awareness**
- As 1 but with moments of awareness, e.g. it hasn't always been like this. Moments not sustained enough to be helpful in changing things

1 **Stuck. Feeling the full force of symptoms. No sense of control**
- May spend most the day in bed and/or self-harm. May be in manic phase
- See no possibility of change and no hope and are unlikely to really get involved in the project
- Likely to be withdrawn, maybe as a self-defence mechanism

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2. Self-care ladder

This ladder is about how well you look after yourself – taking care of your physical health, keeping clean, how you present yourself, being able to deal with stress and knowing how to keep yourself feeling well.



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Self-care detail

10 I have a sense of well-being and know how to maintain it
- Healthy living habits. You know what creates sense of physical well-being and put it into practice regularly. Understand impact of stress and how to manage it

9 I am learning to maintain a healthy way of life
- Learning how to deal with stress without getting knocked off course
- Still need occasional support when life is difficult

8 I am building a healthy way of life
- Forming new, healthier life-style habits
- Building awareness of stress, its impact and how to handle it
- Stressful circumstances can cause relapse to old ways so still need support to maintain healthy habits

7 I'm learning what makes me feel good
- Getting a sense of which things work in terms of self-care – sleeping and eating patterns, activities and exercise and presentation
- Starting to feel better because self-care is better

6 I'm doing things differently because I want to feel better
- Making lifestyle changes, such as, diet, sleep habits etc
- Trying new things, such as meditation, walks in countryside, art class, tennis, relaxation exercises. Perhaps returning to activities from before mental health issue
- May be trying out new clothes, image and presentation. Personal hygiene unlikely to be an issue
- Will need lots of support because doing new things is difficult

5 I want to take responsibility for looking after myself well
- Active engagement with health issues
- Exploring what gives a feeling of well-being and what disrupts well-being
- Exploring how and why sleeping, eating and exercise patterns become disrupted
- Addressing personal hygiene and presentation, if they were issues
- Resolving to make changes for the better

4 I'm working with someone to feel better
- Taking action on key areas of need, e.g. diet, sleep, exercise, personal hygiene, presentation, but the initiative comes from workers or professionals
- Very dependent on others to create and maintain healthy living patterns
- No inner sense of what creates own feeling of physical well-being

3 I didn't used to feel so bad – I want help
- Will discuss well-being and/or self-care and accept help with physical problems
- Recognise you need to change sleep patterns, eating habits and possibly state of hygiene and presentation but not able to sort it out without help

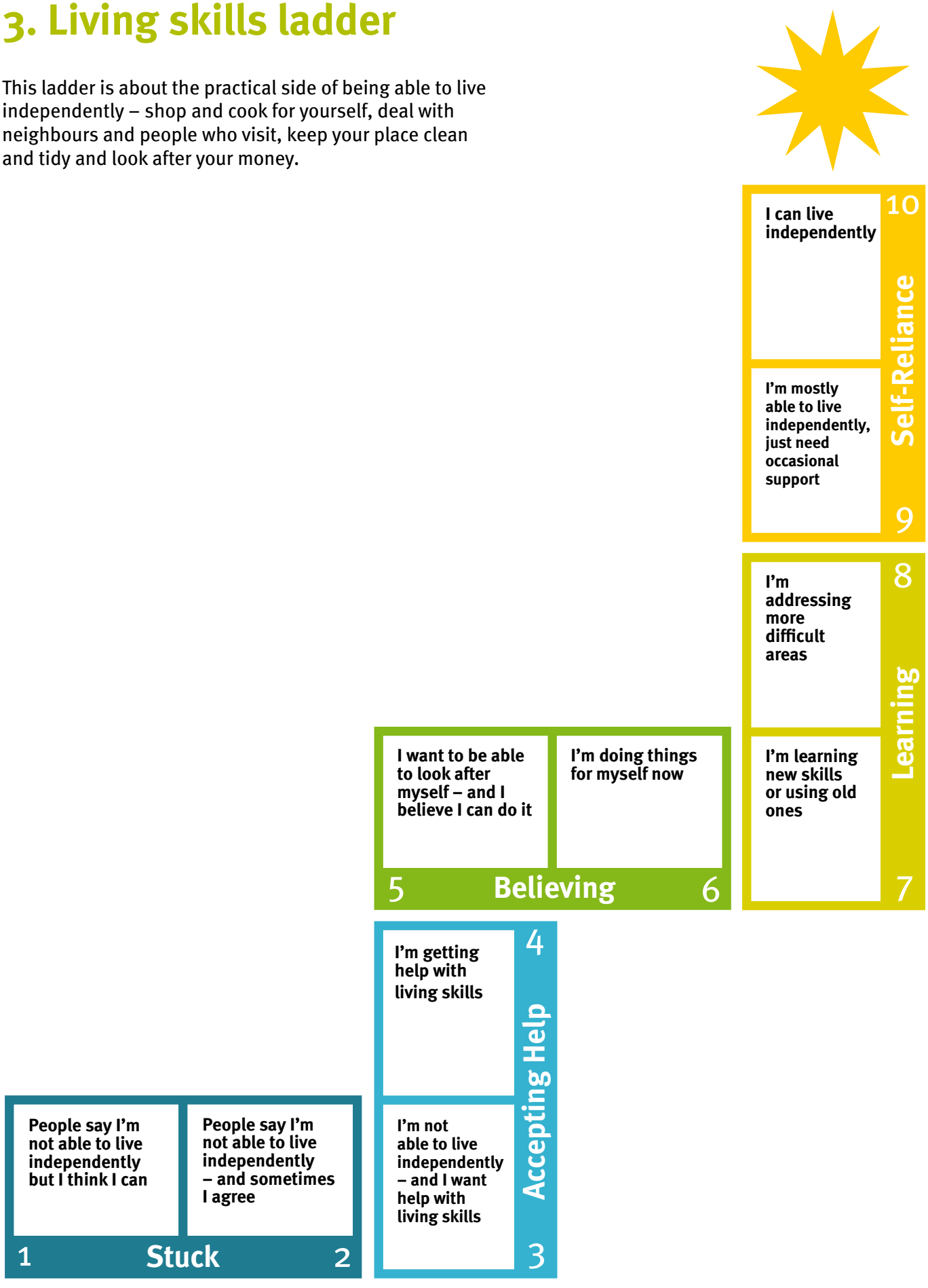
2 I don't look after myself but occasionally I realise I feel awful
- As in 1 below but occasional awareness that you don't like how things are
- Feeling not sustained for long enough to engage with service and accept help

1 I don't look after myself
- Not looking after yourself at all and out of touch with physical well-being
- If unsupported, sleep and eating patterns may be irregular, diet poor, have no healthy exercise pattern and may not be keeping clean or dressing appropriately
- May neglect to the point of self-harm
- Won't discuss health issues and refuse help
- Won't seek treatment for physical problems

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3. Living skills ladder

This ladder is about the practical side of being able to live independently – shop and cook for yourself, deal with neighbours and people who visit, keep your place clean and tidy and look after your money.



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Living skills detail

10 I can live independently
- Able to shop and prepare meals
- Able to keep accommodation clean
- Able to deal with neighbours and keep safe within accommodation
- Able to abide by terms of tenancy
- Able to budget and deal with bills etc. If debt was a problem then it is either paid off or you are following a realistic payment schedule without support
- Understand your rights and able to advocate for yourself

9 I'm mostly able to live independently, just need occasional support
- Able to live independently most of the time, but may need someone to keep an eye out, just in case there is a need for support with a difficulty

8 I'm addressing more difficult areas
- Tackling things that you find more difficult – this may include budgeting, dealing with bills and advocating for yourself in health care or benefit settings
- Doing the easier things without it feeling like such an effort

7 I'm learning new skills or using old ones
- Sense of making progress (e.g. can cook meals independently or do washing-up without support)
- Still a number of areas where help is needed

6 I'm doing things for myself now
- Starting to be able to do things independently (clean accommodation, cook a meal without help)
- Lots of trial and error, some things go well, some go wrong

5 I want to be able to look after myself – and I believe I can do it
- Motivation for independence
- Sense of being prepared to put in the work that is needed

4 I'm getting help with living skills
- If living in your own accommodation – accepting help where needed and, as a result, situation is improving (things are cleaner, bills are being paid etc)
- If living in residential service – going along with activities aimed at improving living skills but the initiative comes from workers

3 I'm not able to live independently – and I want help with living skills
- Not able to do things for yourself but prepared to accept help

2 People say I'm not able to live independently – and sometimes I agree
- As in 1 below, but some occasional awareness that you need help
- Not sustained for long enough to take any action and still refusing help

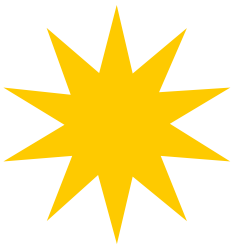
1 People say I'm not able to live independently but I think I can

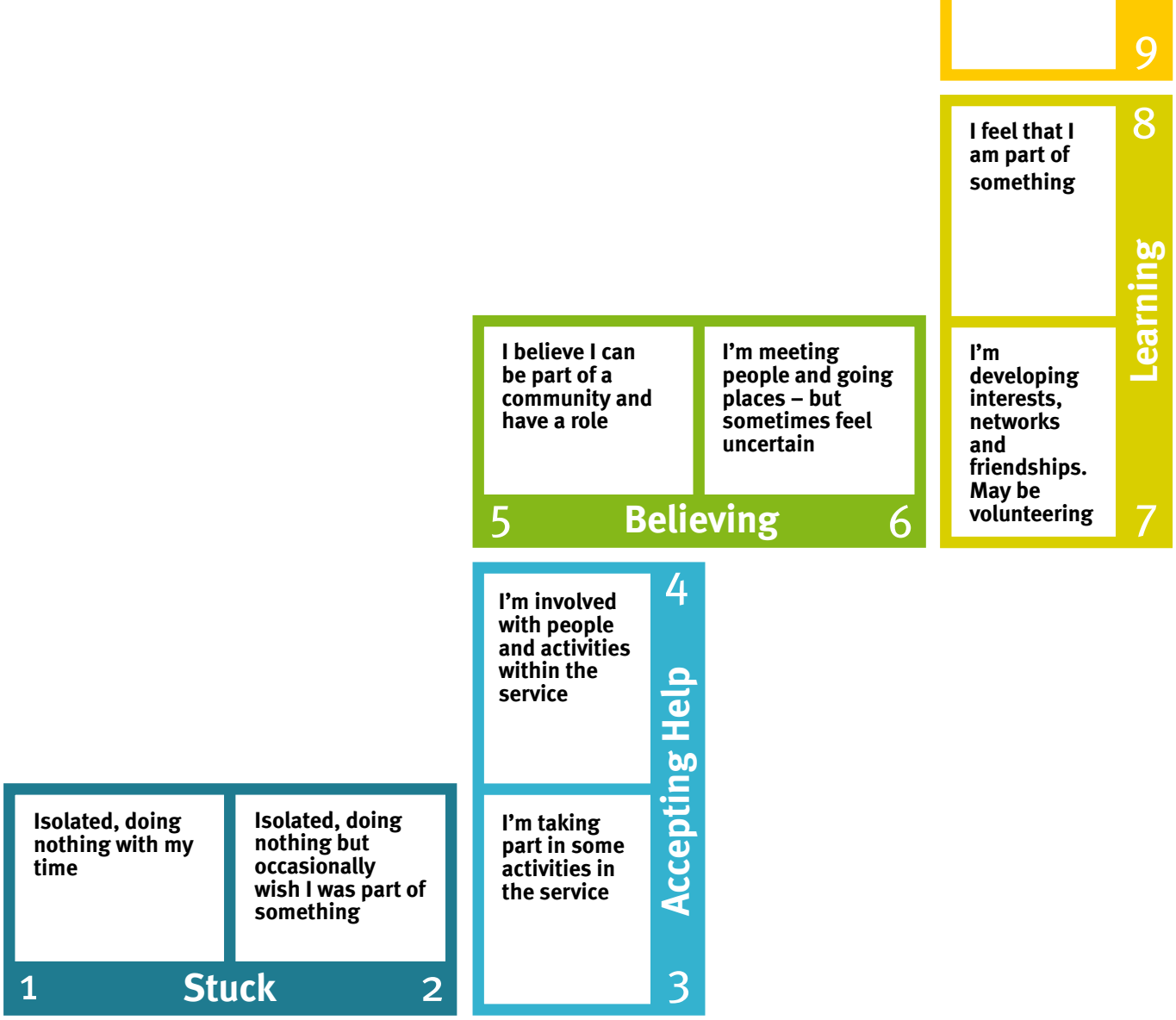
No ability to live independently but not aware of or won't discuss lack of skill or ability to cope. Includes some or all of the following:
- Not able to prepare meals
- Not able to keep accommodation clean
- Not able to budget, or deal with bills. If living independently, may be in debt and may be at risk of taking out loans you can't repay
- No understanding of rights or ability to self-advocate
- If living without support – not able to keep safe within accommodation (may leave door un-locked or let in people who are likely to do harm to you or your accommodation)
- If living without support, hygiene may pose threat to you and others
- If living in the community without support, may be at risk of losing accommodation

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4. Social networks ladder

This ladder is about your social networks and being part of your community. It includes taking part in activities within this project and, as your recovery progresses, getting involved in things outside the project. This can include volunteering or classes, being part of your neighbourhood, a club or society, school or faith organisation, or groups of friends. **Any activities you do as part of your journey back to paid work one day would go in the next scale which focuses on work.**





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Social networks detail

10 I'm an engaged, contributing member of the community
- An active member of one or more communities or groups – could be neighbourhood, interest groups or societies or informal friendship circles, and you no longer need services from a specialist mental health organisation to maintain this

9 I'm making a contribution but I need occasional support
- Socially included in the community – established activities and interests with others, just need occasional support from specialist mental health organisation in case of difficulties

8 I feel that I am part of something
- Fairly developed interests, networks and friendships. Feeling increasingly part of one or more communities – have a sense of belonging
- Social skills good enough to deal with most situations and networks you want to be in but you need support to maintain networks

7 I'm developing interests, networks and friendships. May be volunteering
- Spending more time engaged in activities outside the service – certainly a significant number of hours each week, such as courses, volunteering, club or social network or faith group: any social activity that is not directly geared to paid work
- Building a social network and/or friendships
- Benefiting from a positive feedback loop – enjoying activities and/or being appreciated which reinforces progress

6 I'm meeting people and going places – but sometimes feel uncertain
- The "feel the fear and do it anyway" stage, beginning new or re-establishing old involvement with activities or groups outside the service
- More sure of likes, dislikes and what you want and don't want from networks
- Actively addressing social skills or anger management, if this is an issue
- Feel vulnerable and need lots of support – an interesting but difficult place to be

5 I believe I can be part of a community and have a role
- Appetite for engaging in social networks outside the project but probably not clear exactly what form this should take or how to make it happen
- Actively involved in looking at options for networks outside the service, maybe alongside involvement with activities in the service
- This is likely to feel challenging and self-belief may waver

4 I'm involved with people and activities within the service
- Engaging fully with workers and probably also peers in a mental health service context but have little or no involvement in the wider community
- Have moments of awareness of personal interests but not sustained enough to act upon
- If anger management or other social skills are an issue, will discuss them

3 I'm taking part in some activities in the service
- Engaging with some activities in a mental health project
- Engaging a bit with one or a few trusted workers or peers
- Probably can't identify activities of personal interest or set autonomous goals

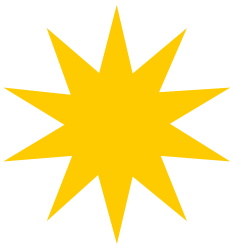
2 Isolated, doing nothing but occasionally wish I was part of something
- As 1 with glimmers of perspective and dissatisfaction with current lifestyle but no hope of any alternative

1 Isolated, doing nothing with my time
- Likely to spend most the day in bed or in unhelpful or harmful activities
- Not engaged with services or community at all. Stuck, no possibility of change
- May have limited social skills, be very shy or have difficulties with managing anger

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5. Work ladder

This ladder is about you and work – whether you want to work, knowing what it is you would like to do, having the skills and qualifications to get the work you want and finding and keeping a job. For some people, paid work may not be appropriate but volunteering or other work-like activity may be a goal, in which case, point seven would effectively be the top of the scale.



Self-Reliance

10 I'm working and can manage well without mental health services

9 I'm working and know how to use mental health services well if and when needed

Learning

8 I'm looking for work – and developing more skills (or I'm in a job and getting better at dealing with difficulties)

7 I'm (re) building skills or qualifications (or I'm in a job and benefiting from support)

Believing

5 I believe that it is possible for me to have a job

6 I'm actively exploring options (or I'm in a job but experiencing difficulties)

Accepting Help

4 I am doing something with my time

3 I can't realistically see a working future but I need to do something

Stuck

1 I'm not working. I don't believe I ever will be

2 I'm not working. I don't believe I ever will but sometimes wish I could

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Work detail

10 **I'm working and can manage well without mental health services**
- In paid work and no longer need a specialist mental health service

9 **I'm working and know how to use mental health services well if and when needed**
- In paid work but need on-going support from mental health service in case of difficulties

8 **I'm looking for work – and developing more skills (or I'm in a job and getting better at dealing with difficulties)**
- Actively engaged in seeking work, maybe alongside training, volunteering or work-like activity
- May need considerable support as there may be rejections to deal with
- If already in work then your ability to deal with difficulties at work is increasing

7 **I'm (re) building skills or qualifications (or I'm in a job and benefiting from support)**
- Likely to be involved in training, volunteering or other activity towards work for a significant number of hours each week
- If not going back to previous work then future work plans are becoming clearer
- May be engaged in work-like activity at this point as a long-term option (so not intending to move beyond this point)
- If already in work then starting to benefit from support to deal with difficulties at work

6 **I'm actively exploring options (or I'm in a job but experiencing difficulties)**
- Exploring or starting to engage in some form of training or volunteering out of the service
- Feel vulnerable doing that and need a lot of support
- May be exploring possibilities and starting to get clearer about what work you would like in the future, or may be clear about returning to previous work
- Or could be in paid work but not coping or feeling dissatisfied with type of work and in need of lots of support

5 **I believe that it is possible for me to have a job**
- See a working future as a realistic possibility
- This may feel challenging and you may still slip back at times, but overall have hope and motivation towards getting to [or back to] a working life in some form
- Probably not clear how to proceed or what form of work you want

4 **I am doing something with my time**
- Engaging with some activities that are loosely to do with future employability, usually in a sheltered environment, such as day centre groups to build social skills
- Building some skills but dependent on external help to maintain engagement

3 **I can't realistically see a working future but I need to do something**
- You want to start using time in a focussed way and engaging in conversations about this
- May have glimpses that future could include work but these are not sustained

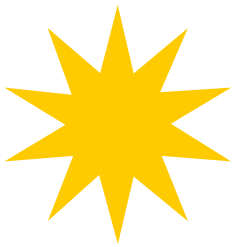
2 **I'm not working. I don't believe I ever will but sometimes wish I could**
- As 1 with glimmers of dissatisfaction about how things are
- Dissatisfaction not sustained, no sense of any alternative and no opening for a real conversation about it

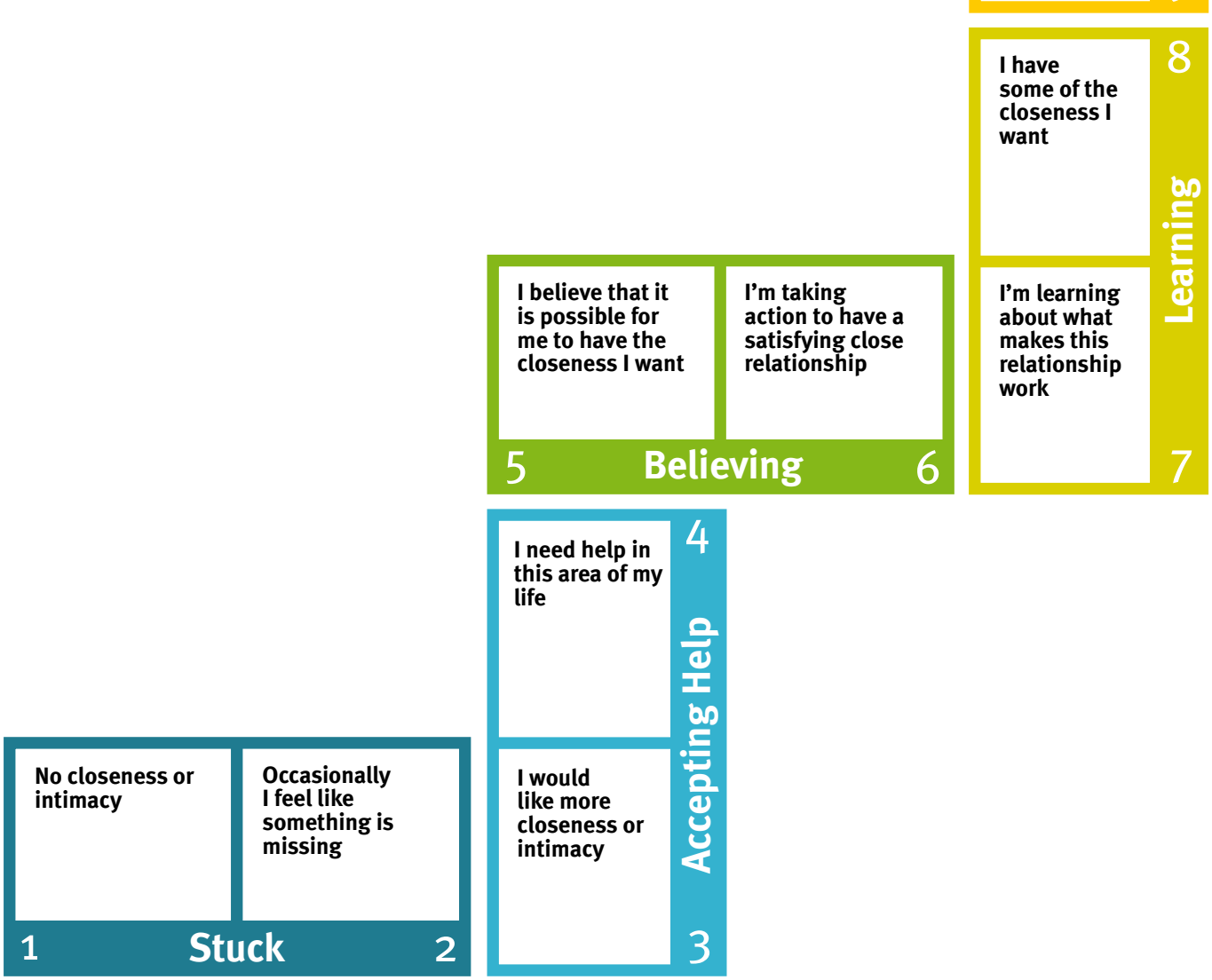
1 **I'm not working. I don't believe I ever will be**
- Stuck, no possibility of change, not actively engaged in services
- Likely to spend most the day in bed or in unhelpful or harmful activities

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6. Relationships ladder

This ladder is about the important relationships in your life. We suggest you chose one relationship where you would like things to be different and find where you are on the ladder for that. This could be a member of your family, a close friend, or an intimate relationship – one that you have, or finding a partner if you don't have one and would like one. It could be someone who is important to you but you are not in touch with at the moment. Whoever you chose, it is about having the amount of closeness that you want, which is something that you decide. **Please indicate on the Star Notes Sheet in the Star and Plan which relationship your score refers to.**





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Relationships detail

10 I have the closeness and intimacy that I want in this relationship
- As 9 but no support needed from specialist mental health service

9 I have a satisfying relationship but need occasional support
- Risk taking and learning is paying dividends – new relationship strengthening, existing relationship giving you more or you're feeling better for being out of a relationship you decided to end
- Know what you want and need in this relationship, know how to express needs and respond to others and have good sense of what is appropriate to ask and to give
- Occasionally need support in crisis

8 I have some of the closeness I want
- If improving existing relationship then still experimenting and learning a lot about how to make it work but getting more of what you want
- If ending a relationship that isn't working then you're starting to get a sense of yourself outside that relationship and building a new support system
- If building a new relationship then have started a relationship but it probably feels very new
- Still need support at this stage

7 I'm learning about what makes this relationship work
- Learning what works when initiating a new relationship or how to make the existing relationship with partner, family member or close friend more satisfying
- Learning about your priorities in this relationship, how to ask for things, how to say no, taking small risks and building trust
- Need lots of support when things go wrong in the relationship, or in ending a relationship that isn't working, or coping with rejection if an attempt to start a new relationship is unsuccessful, but learning a lot

6 I'm taking action to have satisfying close relationship
- Doing new things and taking risks – either by initiating meeting new people or by doing things differently in current relationship and 'rocking the boat'
- Need lots of support in both cases because entering uncharted territory
- If in an intimate relationship that isn't working, questioning if this is the right relationship

5 I believe that it is possible for me to have the closeness I want
- Exploring what you would like in this relationship – hopes and needs – what would a satisfying relationship be like?
- Thinking about the need to change to make the relationship work or thinking about issues such as anger management, assertiveness or other relationship skills

4 I need help in this area of my life
- Talking about what isn't working
- Will go along with help if offered (such as to make contact with someone or to meet a possible partner) but you don't feel able to take the initiative

3 I would like more closeness or intimacy
- Recognising that this relationship isn't working, but have no idea how to change it, or
- Recognising that you want a relationship but have no idea how to start
- Will talk about wanting something more but may blame others and not explore your part

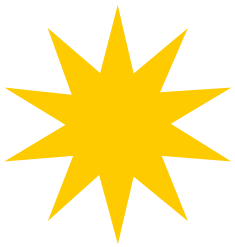
2 Occasionally I feel like something is missing
- Like 1 but have occasional glimpses of wanting things to be different

1 No closeness or intimacy
- Not in touch with need for closeness so probably don't want to talk about this area of life – may say there isn't a relationship to work on
- May have no relationship and want to develop one, or may be in an unhappy relationship
- No clear sense of what a satisfying relationship would be like
- No sense of what it's appropriate to expect from another or to ask of another and may have issues with anger management or assertiveness

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7. Addictive behaviour ladder

This ladder is about any addictive behaviour you may have, such as drug or alcohol use, or other addictions, like gambling, food or shopping. It is about how aware you are of any problems you have in this area and whether you are working to reduce the harm they may cause you or others. **If you do not have a problem with drugs, alcohol, gambling or other addictions, you do not need to discuss this area. Your keyworker will give you a ten to indicate that this area doesn't apply to you.**



Self-Reliance

10 — I don't have a problem with addictive behaviour and don't need support in this area

9 — Enjoying a lifestyle without drugs/ excessive drinking/other addictive behaviour

Learning

8 — Getting in control – I have choices about what I do and mostly choose well

7 — I understand why I have (or had) a problem and what I need to do

Believing

5 — I see that I need to make changes myself to tackle my addictive behaviour

6 — I am doing some things myself to address my addictive behaviour

Accepting Help

4 — I am going along with what people say but don't always do everything they suggest

3 — I accept that I need some help to do something about this

Stuck

1 — I don't have a problem with addictive behaviour but others think I do

2 — Occasionally I see that I may have an addiction problem but I can't or don't want to change it

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Addictive behaviour detail

10 **I don't have a problem with addictive behaviour and don't need support in this area**
- As 9 but no support needed from specialist mental health or addiction organisations

9 **Enjoying lifestyle without drugs/excessive drinking/other addictive behaviour**
- No illegal drug use and any alcohol or gambling under control and not at a level which is harmful to you or others
- Don't need support regularly but good to know it there in case of difficulties

8 **Getting in control – I have choices about what I do and mostly choose well**
- Have found new ways to deal with situations that used to lead to drug or alcohol misuse or other addictive behaviour and mostly choose those alternatives
- Feeling a sense of control and self-confidence

7 **I understand why I have (or had) a problem and what I need to do**
- If drugs or alcohol a problem then reducing use to levels compatible with well-being
- May have lapses but less frequent or severe and you learn from them
- Growing understanding of what triggers addictive behaviour
- Growing faith and motivation in your ability to live life free from addiction

6 **I am doing some things myself to address my addictive behaviour**
- Exploring alternative coping mechanisms and engaging effectively with services
- May reduce the level of drug or alcohol use (or other addictive behaviour) if this is high or abstain for periods
- Addictive behaviour still having an impact on your life but not so severe

5 **I see that I need to make changes myself to tackle my addictive behaviour**
- Committing to change and resolving to take initiative in this area
- Starting the conversation about your addictive behaviours because you really want to sort it out

4 **I am going along with what people say, but don't always do everything they suggest**
- Taking action on addictive behaviour but need others to take the initiative
- Agree to make changes but then commitment wavers so end up not following through unless someone else makes it happen

3 **I accept that I need some help to do something about this**
- Fed up with the negative consequences of addiction
- Want change but may not believe it is possible
- Will agree measures to reduce harm and make appointments but then lose motivation

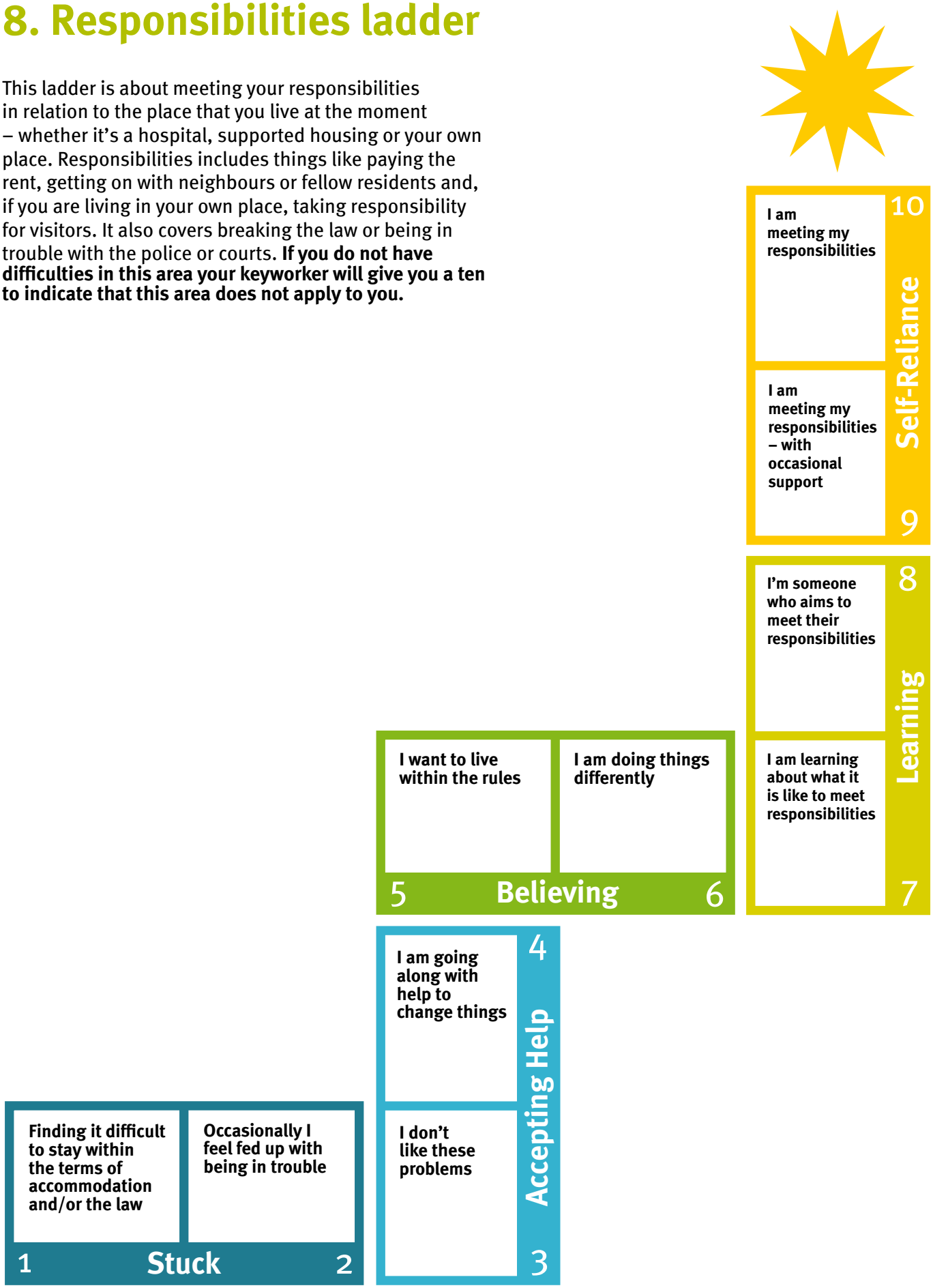
2 **Occasionally I see that I may have an addiction problem but can't or don't want to change it**
- As in 1 below but occasionally feel that there is a problem here

1 **I don't have a problem with addictive behaviour such as taking drugs or drinking a lot – but others think I do**
- Others want to talk to you about what they call 'addictive behaviours' but you don't want to discuss it and may react defensively or with anger to questions
- Alcohol or drug use or other addictive behaviour probably causing harm to you and maybe others
- Life may be organised around alcohol or drug use or other addiction

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8. Responsibilities ladder

This ladder is about meeting your responsibilities in relation to the place that you live at the moment – whether it's a hospital, supported housing or your own place. Responsibilities includes things like paying the rent, getting on with neighbours or fellow residents and, if you are living in your own place, taking responsibility for visitors. It also covers breaking the law or being in trouble with the police or courts. **If you do not have difficulties in this area your keyworker will give you a ten to indicate that this area does not apply to you.**



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Responsibilities detail

10 **I am meeting my responsibilities**
- Able to live within terms of accommodation (and the law) without help

9 **I am meeting my responsibilities – with occasional support**
- Haven't broken rules (or the law) for sometime
- Some situations still difficult so still need some low-level, on-going support

8 **I'm someone who aims to meet their responsibilities**
- Abiding by terms of accommodation (and the law) most of the time
- May have new identity forming as rule-abiding person
- You may slip back sometimes, so still need support

7 **I'm learning about what it is like to meet responsibilities**
- Recognising the gains of doing things differently, for example, it feels better not to be at risk of eviction/in trouble with police or courts/getting red bills
- Increasing awareness of impact of behaviour on yourself and others
- Benefiting from gains and thus motivation and change increasing

6 **I'm doing things differently**
- Exploring why difficulties arise and what support you will need to change
- Mostly comply with terms of accommodation (or court) and/or not much offending but still difficulties in this area

5 **I want to live within the rules**
- Recognition that not living by the rules is harming you and/or others and you can do something to change it
- Genuine resolution to make changes though this may not yet translate into action
- Recognition that rights and responsibilities go hand-in-hand

4 **I'm going along with help to change things**
- Doing things initiated by others to tackle problems in this area, but don't always manage to follow through
- Still dependent on others to provide initiative for change

3 **I don't like these problems**
- Unhappy with negative consequences of behaviour so will discuss issues
- If issues relate to accommodation – realising the risk of eviction and agree to accept help to address the problems (e.g. get a claim running to pay rent or set up debt repayment plan or deal with unwanted and disruptive visitors)
- If breaking the law then will talk about it but not necessarily change behaviour at this stage

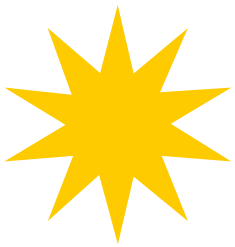
2 **Occasionally I feel fed up with being in trouble**
- As in 1 below but occasionally may see that there are problems in this area
- This is very short lived and will still refuse to discuss fully

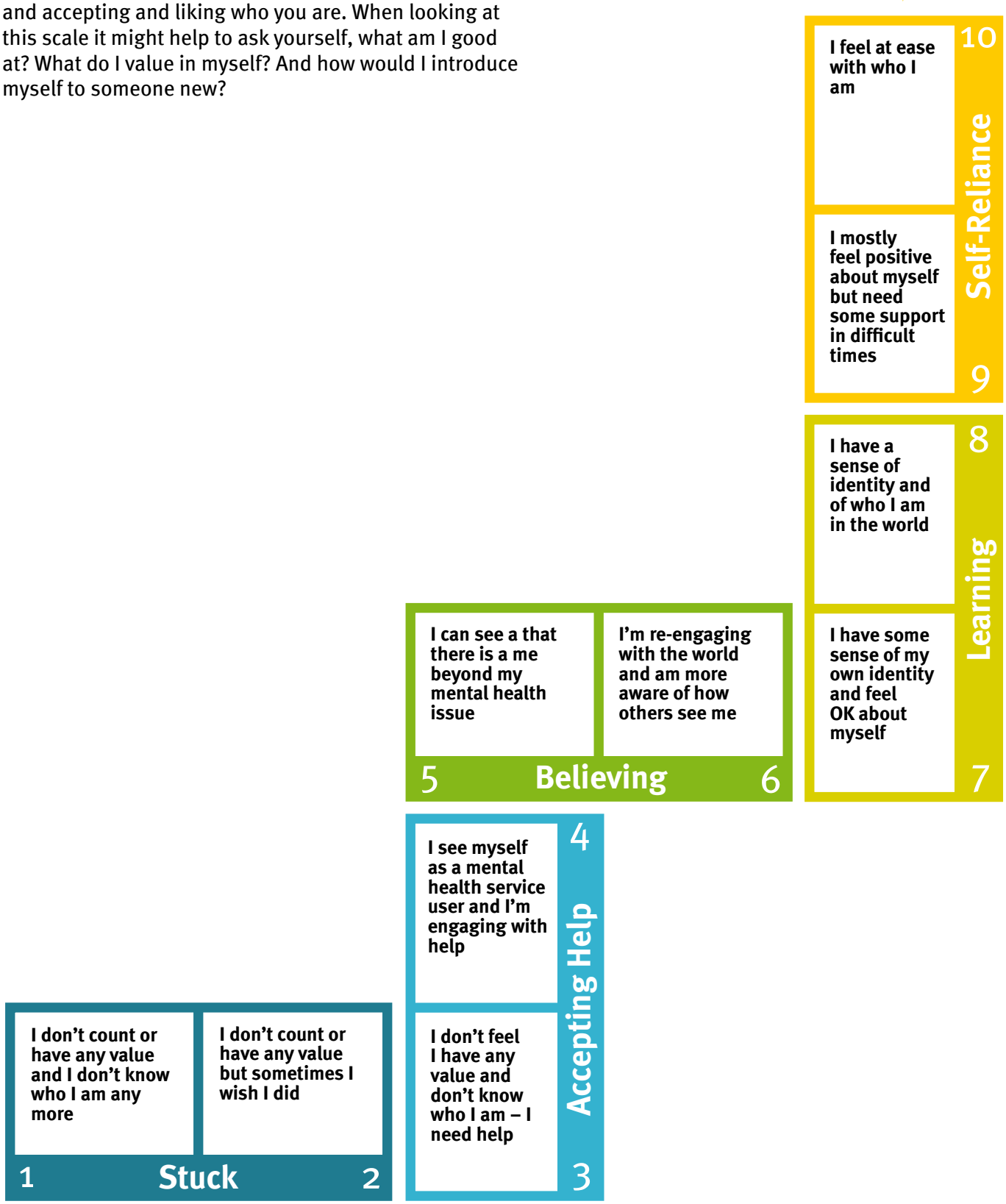
1 **Finding it difficult to stay within terms of accommodation and/or the law**
- If in hospital or hostel then not complying with rules and not willing to talk about it
- If in your own flat then may refuse access and/or be at risk of eviction, for instance due to non payment of rent or complaints from neighbours
- If issues with the law, then may have committed a crime, such as theft, or failed to keep to the terms of a court order but won't discuss this

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9. Identity and self-esteem ladder

This ladder is about how you feel about yourself and how you define who you are. It is about getting to the point where you have a sense of your own identity – your likes and dislikes, what you're good at and your weaknesses, and accepting and liking who you are. When looking at this scale it might help to ask yourself, what am I good at? What do I value in myself? And how would I introduce myself to someone new?





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Identity and self-esteem detail

10 I feel at ease with who I am
- Comfortable with your sense of self
- Some may see themself as a better/wiser person than before the mental health issue and feel stronger sense of identity than before their illness

9 I mostly feel positive about myself but need some support in difficult times
- Mostly fine in this area but will need support from mental health service in difficult times

8 I have a sense of identity and of who I am in the world
- May have integrated having or having had a mental health issue into identity (but are not defined by it)
- Not as vulnerable to perceptions of others, though still need to build self-esteem more
- Sense of your identity is strengthening with increasing participation in the world

7 I have some sense of my own identity and feel OK about myself
- Positive affirmation from others for progress helps to reinforce steps forward
- Confidence in ability to achieve certain goals growing and maybe also your innate self-worth as a human being, not linked to goals
- Getting a sense of strengths and weaknesses, likes and dislikes which contributes to your sense of identity – at this stage will still feel fragile

6 I am re-engaging with the world and am more aware of how others see me
- Moving out more in the world, setting and working towards personal goals which can be both scary and motivating – involves taking risks and moving out of comfort zone
- Can be a difficult time as you have to deal with the perceptions of others (real and imagined) before having a robust sense of self
- Self-esteem can take another dip when comparing yourself with others and with your vision of who you want to be, so lots of support needed

5 I can see that there is a me beyond my mental health issue
- Self-esteem fluctuating but you believe in ability to move forward
- Have a sense of self which is beyond the mental health issue
- May not be the same identity as before the mental health issue and probably not be clearly formed

4 I see myself as a mental health service user and I'm engaging with help
- Self-esteem building within the mental health project, though little or no confidence outside the service or with unknown individuals
- Achieve small goals but benefit to self-esteem tends to be small and short lived – probably due to internal critic
- May get stuck here because of adopting the label of mental health service user and not seeking any other possible identity – or may reject label of mental health service user and move quickly either forward or back

3 I don't feel I have any value and don't know who I am – I need help
- Self confidence may be at an all-time low due to being more conscious of yourself and your lack of identity than that at 1 or 2
- Real sense of identity crisis

2 I don't count or have any value but I sometimes I wish I did
- Same as 1, but will occasionally feel aware that there is a problem here
- Occasional recognition of mental health issue but not sustained and you don't want to take on identity as mental health service user

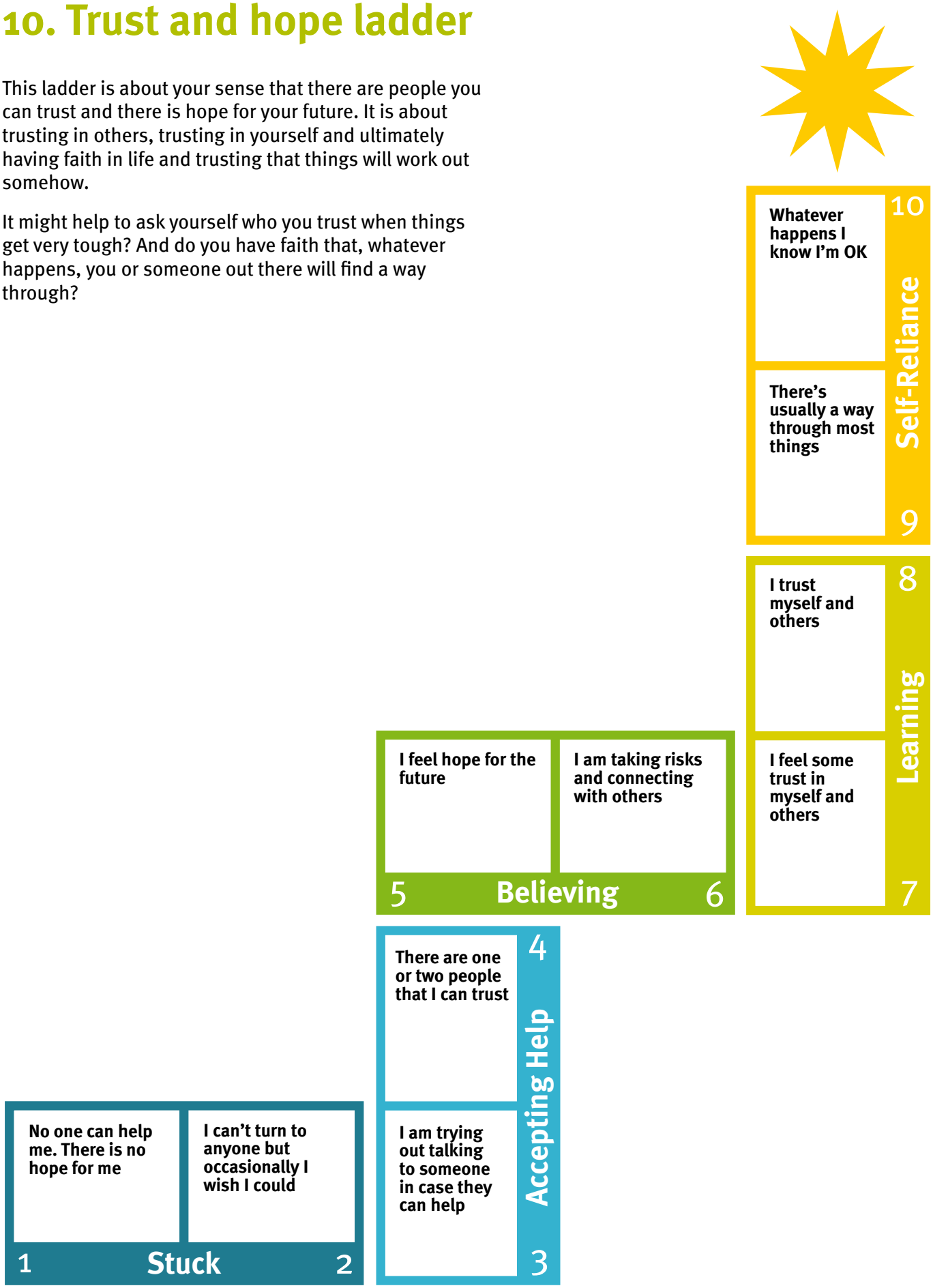
1 I don't count or have any value and I don't know who I am any more
- Very low self-esteem. Totally lacking confidence to engage with anyone, though may appear confident due to a manic phase or other lack of contact with reality
- Identity may be lost completely or not an issue due to lack of awareness of mental health issue

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10. Trust and hope ladder

This ladder is about your sense that there are people you can trust and there is hope for your future. It is about trusting in others, trusting in yourself and ultimately having faith in life and trusting that things will work out somehow.

It might help to ask yourself who you trust when things get very tough? And do you have faith that, whatever happens, you or someone out there will find a way through?



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Trust and hope detail

10 Whatever happens I know I'm OK
- Sense of security that comes from trusting in yourself and believing that no matter what happens, there is the possibility of change and growth
- May have a sense of having grown as a person through the experience of mental health issues

9 There's usually a way through most things
- Increasing sense that no matter what happens, there is a solutions and your are more resilient in the face of difficulties as a result
- A growing sense of faith in life
- May be thinking about how to "give back" and help others

8 I trust myself and others
- Feel a strong connection to others which helps enormously in building sense of self and recognising shared experience
- Having got through various setbacks, increasingly trust your abilities and that others will be there to help
- Still some fear of what lies ahead – "What might life throw at me?"

7 I feel some trust in myself and others
- Feel some connection to others which helps a little in building sense of self and recognising shared experience
- Connection with others who have been through or are going through recovery very important
- Faith in yourself can be shaken at times and need support in dealing with setbacks

6 I'm taking risks and connecting with others
- Taking some risks. Engaging with people who are trustworthy so not completely isolated and mostly not trusting inappropriately
- May question or challenge the people who are giving support
- Waver between self-belief and self-doubt so still need lots of support to feel safe

5 I feel hope for the future
- Feeling that life could change, could be meaningful and rewarding again
- Some sense of self-belief – "I count and I have power in my own life"
- Could be sparked by the support of another person or by inner re-awakening
- Still very dependent on one or two others

4 There are one or two people that I can trust
- Feel that you can trust one or two people you have opened up to
- Sense that others can help, but don't trust your abilities, may be very self-critical
- Probably feel very dependent on these one or two people as this is your only connection and still don't have a sense of trusting in yourself

3 I am trying out talking to someone in case they can help
- First glimmer of hope that things could be different, that someone could help
- Will engage with someone and have a sustained conversation about how things are
- Taking a risk in opening up a little to someone (probably mental health professional)

2 I can't turn to anyone but occasionally I wish I could
- Still not trusting or connecting with anyone but occasionally feel that you would like to be reached
- May have snatches of conversation about situation but quickly withdraw

1 No one can help me. There is no hope for me
- Despair, confusion and possibly anger – no sense that things could ever be different
- No internal anchor, may be lots of self-judgement
- Can't make a connection with anyone – isolated and alone

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Using the Recovery Star

All workers should have training before completing the Recovery Star with service users. In particular, it is essential that anyone using the tool is clear about the Ladder of Change and has a chance to familiarise themselves with the Star and practice using it. To facilitate this, Mental Health Providers Forum (MHPF) provide training in the Recovery Star. The Recovery Star Training Guide, which will support you in delivering a one-day training course is also available and can be downloaded free from the MHPF website at www.mhpf.org.uk.

Using the Recovery Star will become quicker and easier with practice. This is particularly true in relation to familiarity with the Ladder of Change and people's confidence introducing the tool, which will in turn have an effect on how service users respond to it. We recommend the following to build on initial training and ensure that workers are confident using the tool:

- The Recovery Star is used regularly in team meetings, with groups of people completing the Recovery Star together for service users they know. This will help identify where workers are confused about how to apply the ladders or making different interpretations
- Completed Recovery Star Charts for service users are a regular and integral part of supervision between front-line workers and their managers

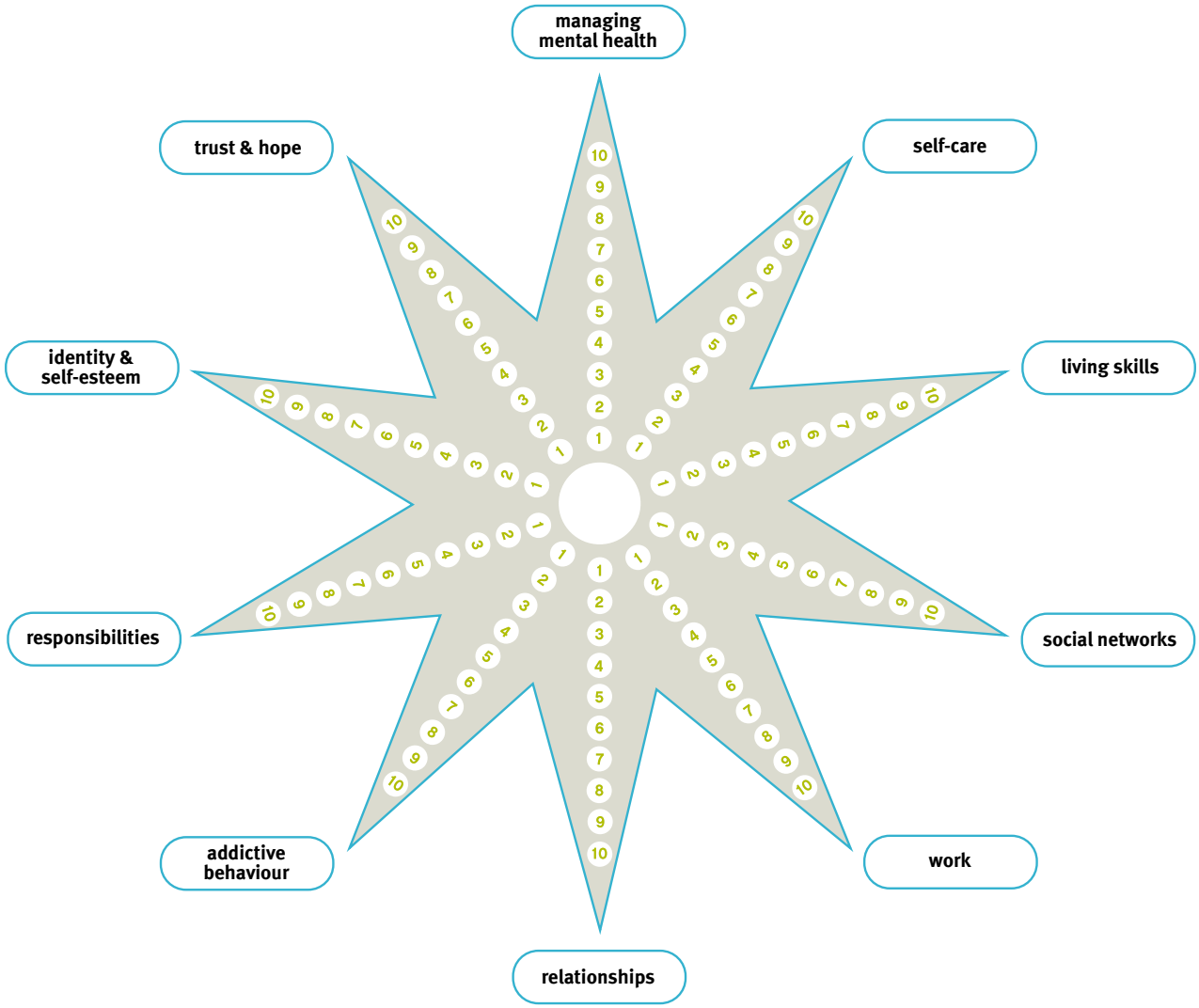
There are a number of approaches you can take to equipping your staff to use the Recovery Star:

1. Managers attend external training and then use the one-day course and materials to train their staff internally
2. An organisation buys in training for all staff to be delivered in-house by a recognised Recovery Star trainer
3. Managers train themselves internally using the downloaded course materials and then train others

For information on the latest training courses run by Mental Health Providers Forum and costs for in-house training visit www.mhpf.org.uk.

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Mental Health Recovery Star



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An official version of

the outcomes star

Triangle Consulting

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