

The value added in having a Licenced Trainer!

A personal view

It's very rewarding to have implemented the Outcomes Star into the organisation. Firstly, it's a 'concept' that empowers both service users and key workers and is fairly unique. To see how much a service user engages with the Star and how they can make improvements to areas of their lives that concern them the most, with support, is so rewarding. Whilst working on a Star a key worker can feedback instantly to a service user, using discussion and the Journey of Change, to reflect on an area and it also provides evidence of the organisation's ability to support the service user. Service users certainly engage with the process of discussion and open up about hopes and concerns, ensuring everyone involved is fully aware of changing requirements. Presenting a completed star at review time shows in an instant the journey someone has taken over the last year and the actions which have supported the change.

Training to suit the service needs

As a trainer, implementing a Star should suit the needs of a service provider. Training managers from the outset is key in championing the Star in its infancy. Management 'buy in' paves the way for effective staff training and ultimately a service provider gains from, accurate data reporting, a flexible and holistic approach to key working.

Ensuring best practice

After training, a staff member can be invited to Star workshops with a service user. The sessions are usually small and enable the trainer to encourage good working practices. Also, regular audits and monitoring are integral in maintaining consistency.

Communication & Outcomes Star

To help implement the Star into everyday work, introducing new mentoring and coaching workshop sessions are vital. Key workers can be regularly invited to a half-hour session, along with the person being supported, to learn about using the Star together.

Star Champion

Star Champions within each service offer valuable support to the licenced trainer often reassuring and supporting key workers with any queries. Star Champions can be the lifeline between the Licenced Trainer and actual working Stars.

Newsletters...

The Life Star So Far!

New mentoring sessions

To help you implement the Life Star into your everyday work, I'm putting in place new mentoring and coaching sessions for Key Workers.

You are invited to a half-hour session, along with the person you support, to learn about using the Life Star together.

Please come along with your questions or ideas – it's very informal, no need to book.

- **Wednesdays: 28 June and 5, 19 July** from 4:30pm- 5pm in the conservatory
- **Thursdays: 29 June and 13, 27 July** from 4:30pm- 5pm in the conservatory

First Life Stars used in reviews

The Life Star is gradually being implemented at The Grange and the first completed Stars have been used in reviews. The Star really does show a holistic picture of the person concerned and the steps we are taking to support them.

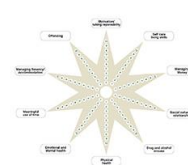
The Life Star allows us to create an 'enablement journey' which maximises freedom of choice and independence. The emphasis is on the person we support doing as much for themselves as possible. It also focuses on our ability to support change.

Communication & Life Star Morning

Sue and I hosted a half-day Life Star & Communication drop-in session in May. Communication is an important area of the Life Star and the morning was used to show the different types of communication we can use at The Grange. People we support brought along their aids or came to see what there is on offer. There were:

- Games
- Displays
- Demonstrations & a competition
- Communication tree

Picture of Matt with the Life Star



Example picture

Matt has enjoyed using the Life Star.

Life Star progress at The Grange

- 55 staff members have completed their training.
- 12 Key Workers are ready to use The Life Star Online
- 2 Life Star Champions – New champion Amanda in Residential Care and Rachel in Supported Living

Star Online...

The Star Online is a convenient way to log scores and enables the person we support to enter their scores following discussion. The Star Online can be used in conjunction with the paper version if required.

To use the Star Online, please pick up a tablet from me, Vikki Schadenberg... it's all set to go.

I am available to answer any questions or for 1:1 support.

Please feel free to email.
Vikki.schadenberg@grangecentre.org.uk