

Introduction to St Mungo's, Recovery and the Outcomes Star

Liz Harper

Director of New Business

St Mungo's

Elizabeth.harper@mungos.org



Who are St Mungo's

Our vision is that:

- everyone should have a decent place to live
- Something meaningful to do
- Satisfying relationships with other people
- The good health to enjoy them



What we do

- We house 1400 people in our 90 projects
- Hostels, complex needs and Semi Independent housing, care homes
- Specialist teams Health SU MH
- We provide education training and employment opportunities



Client Involvement

- Sustained commitment
- Meaningful Partnership
- Outside In
- Trainee Scheme



Recovery

- Right to Recovery
- Duty of Care
- Client as Employer



Key elements

- Holistic
- Individual
- Clients involved in key decisions
- Recognizing the relationship circle
- Strength and aspirations

Definitions

- Outputs
- Outcomes
- Soft Outcomes



Our interest in Outcomes

Historically

- Focus on inputs and outputs
- Lack of service accountability
- Inability to demonstrate many of the effects of our work
 - clients
 - staff



Embrace the value of measuring the immeasurable

- Soft doesn't mean unimportant
- Shades of grey
- demonstrable

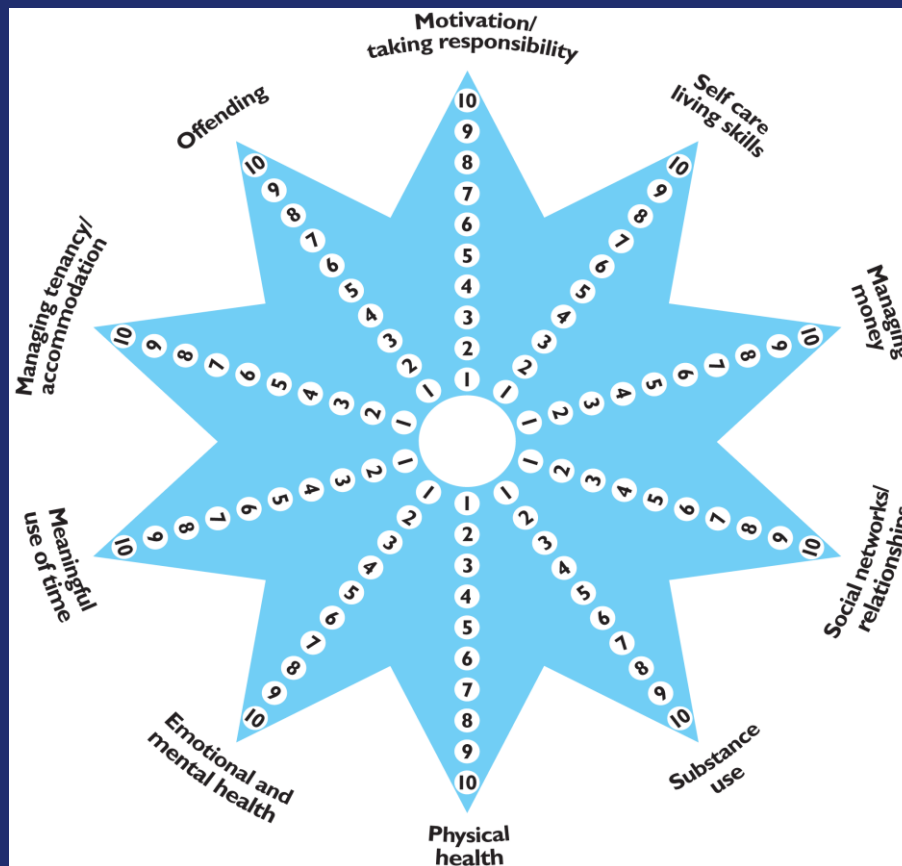


Development

- A tailor made outcomes tool
 - Sector relevant
 - Incorporate learning
- Clients in partnership
- Objective
- Visually appealing



The Outcomes Star



Using the Star

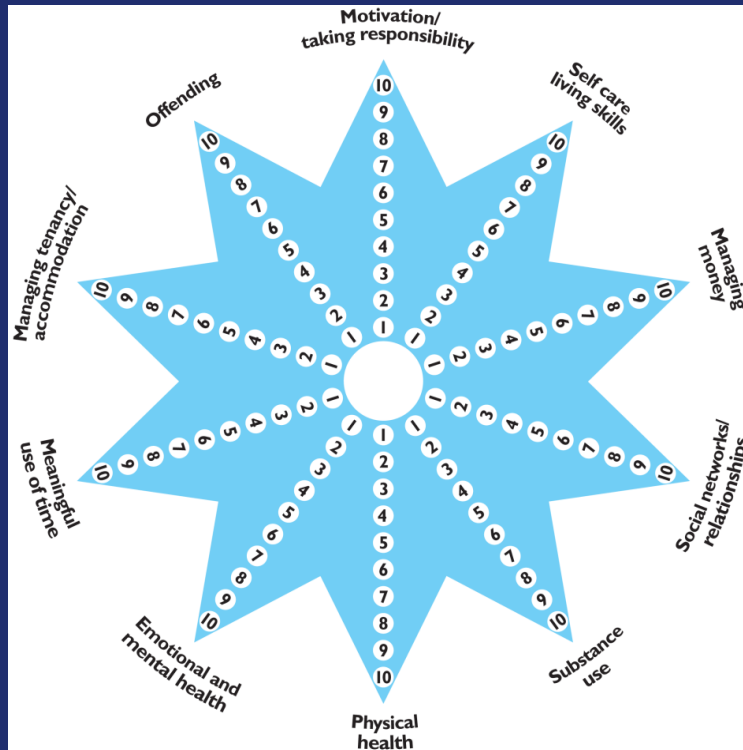
- Can measure a clients progress
- Plot this progress numerically
- Good for clients
- Good staff
- Good for organisations

Clients

- Shades of grey mean something
- Clients recovery journey
- Client is at the heart of the work



What are we learning?



- Aggregated can be useful – more later
- That the measurements on the Star have meaning for the ways that clients are worked with



Research project

- Tailored support brings best results
- Women in mixed hostels fare worst
- Positive outcomes peak at 6 – 12 months



Improvement actions: example 1 Women's services

Peer research project

- Identify issue
- Research
- Improvement suggestions
- implementation



Improvement actions:

Example 2 addressing decline at 6 – 12 months

- Raised internally as a concern
- We have developed internal pathways for clients
- Camden has used this model wholesale



Still learning....about performance management!

- Training issues
- Systems/IT issues
- Focus on the individual – support managers and staff to do this.



Outcomes for commissioners

- Extreme caution!!
- Ask yourselves
 - Can you correlate the Star data with the risk assessment and action plan?
 - What is your provider doing with the Star data?

And beware.....

- Its not using a measurement tool.....its how you use it
- Distance travelled is not an indicator of quality

