



One-minute guide

Frequently asked questions for recording Outcome Stars online

Creating a family record

- When adding a new family you can choose the stars you want to use, if you are only going to work on 1 star, on the create engagement option for the star select the yes option. Change the drop-down field to 'no' for the star you are not using yet. We recommend workers do this as they cannot add additional stars later (Managers can do this at a later stage).
- Records can be created on paper and added to the Star online or you can add star scores directly when working with the family.
- When adding score online with the family present the worker must ensure they are not giving the family/child access to the system and that they cannot see any other service user record.
- You should save the scores as you go along, failure to do this could lose all the star data you have already added.
- Only when you have completed all star areas can you submit the star as a final record.

New engagement or existing engagement?

- When you create a new family record, you have set up a new engagement so choose 'use existing engagement' for the Star completion.
- Use the existing engagement option when creating a review star with the family. This allows the system map distance travelled.
- Create new engagement if the family left the service and has come back. These stars can still be linked.
- Create a new engagement when using a different star, if the timeframe is different.

Retrospective stars can be used when:

- Families have decided they would like to revisit the initial star as they felt they scored themselves incorrectly.
- When a family initially declined to complete the star, but has since agreed on it use.
- When the record was not saved and the worker needs to reinput online.
- Note: date of entry is the date you completed the star, there is an option to put the date the retrospective star refers to, later.



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Can't find a family record?

- If you have searched with the family name and user ID and still cannot find the record, ask your manager to check against the whole service. If the record is not visible it was either deleted by request or when initially inputted wasn't saved before the record or system was existed. The only option is to recreate the record, using the retrospective star.

Engagements Tab

- End button - use when the service user leaves, important this is completed.
- Edit button – use to change lead worker.

Adding additional star versions to a family record

- Only managers can do this, unless it added at the creation of a family record.
- Select the edit service user tab, you have the option to add an additional star, scroll down to stars and services and select the orange '+add' button, then choose the star e.g. My Star.

Deleting Stars

- Choose 'request to change' you will have 3 further options
- delete action, this will delete an action on the plan if you have created one
- delete engagement and associated stars. Be wary of this as if you have both My Star and Family Star Plus under the same engagement, they will all be deleted. Instead go into the individual star and request deletion from the button in the star
- delete service user, should only be used if there is no data or the service user has requested their data is deleted under right to be forgotten.
- A manager needs to approve the deletion, this can be the service manager.
- Deletions can be made for incorrect star entries, or incomplete stars. They shouldn't be used when the service user leaves, unless they have requested all their data is deleted.

Getting help

- The online system has a good help section, you can type your question and it will find the right guidance to answer it.
- There are helpful video guides for you to watch on how to input data
- If all else fails email outcomesstar@surreycc.gov.uk and we will try to help



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