



Nova-Star Supported Living Supported Living Framework Policy (Using the Outcomes Star Method)

1. Purpose

This policy provides guidance for Nova-Star Supported Living staff on implementing the Supported Living Framework using the Outcomes Star method. It outlines the process from referral to ongoing support, ensuring consistent, person-centred care that empowers residents to achieve their goals and live independently.

2. Scope

This policy applies to all Nova-Star Supported Living staff involved in assessing, supporting, and recording progress for residents across all properties. It provides guidance on conducting risk assessments, maintaining accurate records, and developing effective support plans.

3. The Outcomes Star Framework

The Outcomes Star is a person-centred, evidence-based tool used to measure and support progress across key life areas, including health, relationships, independence, and well-being. It enables residents and staff to work together towards agreed outcomes, with regular reviews to measure progress and identify support needs.

4. Referral and Initial Assessment

All referrals to Nova-Star Supported Living must be received from local authorities or approved referral partners. Upon receipt, the allocated support worker must complete a pre-admission risk assessment using the Nova-Star Supported Living Risk Assessment Form. The assessment must cover areas including safeguarding concerns, substance misuse, mental health, history of violence, and environmental risks. Any high-risk indicators must be escalated to the Service Manager before approval. Once completed, the referral and assessment are uploaded to the Room Match system.

5. Move-In and Induction

At move-in, the support worker conducts an induction meeting with the resident to explain property rules, emergency procedures, maintenance reporting, and confidentiality. The

support worker must complete a Move-In Checklist, signed by both the resident and staff member, and upload it to the Room Match system.

6. Initial Support Plan

Within 7 days of move-in, the support worker must complete a Support Plan based on the Outcomes Star method. The plan must identify goals and actions relating to areas such as health, budgeting, relationships, and independence. The plan must be reviewed and signed by both the resident and support worker before being uploaded to the Room Match system.

7. Ongoing Support and Keywork Sessions

Support workers must conduct weekly keywork sessions, or more frequently as needed based on assessed risk. Each session should review progress towards Outcomes Star goals, with detailed notes recorded in Room Match within 24 hours. All entries must include the date, time, staff involved, summary of discussion, actions agreed, and next review date.

8. Risk Assessment Procedure

All residents must have an individual risk assessment completed prior to admission, reviewed at move-in, and updated every 3 months or following any significant change or incident. The assessment must include:

- Environmental risks (fire safety, building condition, shared areas)
- Individual risks (mental health, substance misuse, violence, self-harm)
- Control measures (support frequency, multi-agency involvement, safety planning)

All risk assessments must be uploaded and stored in the Room Match system.

9. Support Notes and Record Keeping

All support notes must be factual, concise, and recorded within 24 hours of contact. Each note should include the nature of contact, resident feedback, and actions agreed. Records must be entered in the Room Match system and maintained in line with Nova-Star's Data Protection Policy. Support notes must avoid personal opinions, assumptions, or third-party confidential information.

10. Review Meetings and Outcomes Tracking

Support plans must be reviewed every 6 weeks using the Outcomes Star framework. Each review should update the resident's Star scores, capture feedback, and identify progress or emerging needs. Significant concerns or safeguarding issues identified during reviews must be escalated immediately to the Service Manager.

11. Confidentiality and Data Management

All resident information, including referrals, risk assessments, and support notes, must be securely stored within the Room Match system. Only authorised staff may access this

information. Information sharing must comply with data protection legislation and Nova-Star's Safeguarding Policy.

12. Training and Supervision

All staff will receive training on the Outcomes Star framework, risk assessment procedures, safeguarding, and the Room Match system. Supervisors will audit support plans and notes monthly to ensure accuracy, compliance, and quality of support delivery. Performance feedback will be provided during supervision meetings.

13. Escalation and Safeguarding

Any safeguarding concerns must be reported immediately to the Designated Safeguarding Lead. The DSL will assess the situation and liaise with local authority safeguarding teams as required under the Care Act 2014.

14. Monitoring and Review

The Head of Policy and Director of Operations are responsible for ensuring this framework remains up-to-date and aligned with regulatory standards. The policy will be reviewed annually or following any significant changes in best practice, legislation, or organisational procedures.

15. Policy Information

Author	Version	Date Approved	Review Date
Head of Policy	1	Dec 2024	Dec 2026