

## Complementary and Alternative Healthcare

### Listing of Units and Elements

Unit		Elements of Competence	
CH1	Assess the needs of the client	CH1.1	Evaluate and process requests for complementary healthcare
		CH1.2	Prepare to assess the client
		CH1.3	Assess the client
		CH1.4	Agree action with the client
CH2	Treat the client	CH2.1	Plan the treatment
		CH2.2	Provide treatment
		CH2.3	Evaluate the effectiveness of the treatment
CH3	Educate the client to adopt self-care procedure(s)	CH3.1	Prepare to educate the client
		CH3.2	Enable the client to practice and use the self-care procedure(s)
		CH3.3	Evaluate the effectiveness and use of the self-care procedure(s)
CH4	Treat the client and give guidance on self-care	CH4.1	Plan the treatment with the client
		CH4.2	Provide treatment
		CH4.3	Advise the client on self-care
		CH4.4	Evaluate the effectiveness of the treatment and self-care

## **UNIT**

### **CH1 Assess the needs of the client**

#### **Elements of competence**

CH1.1 Evaluate and process requests for complementary healthcare

CH1.2 Prepare to assess the client

CH1.3 Assess the client

CH1.4 Agree action with the client

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#### **Information about this unit**

##### *Summary*

This unit describes the role of the practitioner in assessing clients' needs which affect their health, effective functioning and well-being. This involves evaluating requests for complementary healthcare and the initial information received on the client, whether it is provided by the client him/herself or comes from another source, such as a referral. In doing this the practitioner needs to consider whether it is appropriate to work with the client or not. The evaluation will include determining the urgency of the client's needs and the overall caseload of the practitioner, together with making the necessary arrangements for the assessment to take place. If the decision is made to see the client, the nature and purpose of the assessment is agreed with them and their needs identified. Some clients may be accompanied by a companion(s). Where this occurs the practitioner is expected to interact with the companion(s) in ways that are appropriate to the needs of the client and the needs of the practitioner. The subsequent assessment aims to determine the nature and extent of the client's needs and to agree a course of action with them. This may be to develop a complementary healthcare programme for the client, refer the client to another healthcare practitioner or to decide that complementary healthcare is not appropriate for the client.

##### *Who this unit is aimed at*

This unit applies to any practitioner whose work aims to enable clients to improve and maintain their health, effective functioning and well-being through complementary and alternative healthcare wherever they practise.

The clients may be seeking to improve and maintain their health, effective functioning and well-being. Equally, they may have no particular health needs or may have acute or chronic conditions, or be terminally ill. They may be new to the complementary healthcare discipline, new to the practitioner, established in that the practitioner has been working with them for some while or returning to the practitioner after a period of absence.

##### *Principles of good practice*

This unit is based on the premise that for effective assessment to take place, the practitioner needs to understand the clients' personal, cultural and social situation and the holistic nature of health, effective functioning and well-being. The practitioner must be able to communicate effectively with clients and any companion(s) and balance the information obtained initially with information gained during the assessment. As the assessment process often acts as a gateway to services, there is also a particular requirement for practitioners to monitor clients and evaluate the extent to which services are meeting the needs of the broad community. Where particular issues or incidents cause concern the practitioner is expected to alert their professional body, their employing organisation or other relevant organisation.

##### *Relationship to other units*

This unit focuses on the assessment of clients' needs which affect their health, effective functioning and well-being and the evaluation of how the complementary healthcare might meet those needs. It is similar in content to unit 11.1 in the National Occupational Standards for Professional Activity in Health Promotion and Care but has been put into the specific context of complementary healthcare. It links with Units CH2, CH3 and CH4 in terms of

implementing a complementary healthcare programme, educating the client on self-care procedures or a combination of both approaches.

*Note: where “client” is referred to, read also “patient”, “customer”, “pupil” and “learner”.*

*where “companion” is referred to, read also “representative”, “partner”, “relative”, “friend of client”, “another healthcare practitioner” and “appointed chaperone”.*

## **Element CH1.1 Evaluate and process requests for complementary healthcare**

### **Performance criteria**

You will need to:

- (1) evaluate *requests for services* for their appropriateness
- (2) direct clients to alternative service providers where appropriate
- (3) communicate verbally or in writing in a manner, and at a level and pace appropriate to the individual
- (4) establish the client's *particular requirements* through sensitive questioning
- (5) determine the severity of the client's needs or the risk of their condition deteriorating
- (6) ensure that any fee structures, charges and different methods of payment are clearly understood
- (7) explain possible outcomes, charges and duration of services to the client
- (8) arrange a suitable time and location for the assessment and agree those who should be present
- (9) explain clearly the reasons for any delay between requests and assessment
- (10) record arrangements made for the assessment fully and accurately

### **Scope:**

- 1 *Requests for services from:*
  - a) potential or current clients
  - b) someone acting on behalf of the client (e.g. a parent, carer or appointed person)
  - c) other healthcare practitioners
  
- 2 *Particular requirements in relation to:*
  - a) the client's personal beliefs and preferences
  - b) the client's age, sex and physical condition
  - c) communication differences
  - d) physical support and access
  - e) emotional and psychological support

## Element CH1.2 Prepare to assess the client

### Performance criteria

You will need to:

- (1) ensure that the assessment environment is appropriate for the client and their needs
- (2) present a *professional appearance* and be prepared and fit to carry out the assessment
- (3) ensure that any equipment, materials, and surrounding *work area* are prepared and meet professional codes of practice, legal and organisational requirements
- (4) evaluate the client's *initial approach and manner* to assess their needs
- (5) introduce the client and any companion to those present and *confirm individual roles*
- (6) *communicate* effectively and in a manner which maintains client goodwill, trust and confidentiality
- (7) explain the nature, scope and duration of the assessment and any related interventions
- (8) inform the client of the records to be made and their right of access to these
- (9) encourage the client to ask questions, seek advice and express any concerns about the assessment
- (10) confirm the consent of the client or their companion to the assessment
- (11) interact with any companion(s) of the client in ways that are appropriate to the needs of the client and to your needs

### Scope:

- 1 *Professional appearance:*
  - a) own presentation including appropriate dress/uniform/adornment
  - b) personal hygiene
- 2 *Work area is suitable in terms of:*
  - a) ventilation
  - b) lighting
  - c) heating
  - d) level of noise
  - e) privacy
  - f) space
  - g) cleanliness and orderliness
- 3 *Initial approach and manner:*
  - a) appearance
  - b) body language
  - c) behaviour
  - d) posture and gait

- 4 *Confirm individual roles in relation to:*
- a) the client's identity
  - b) the companion's identity
  - c) the role which the client wishes their companion to have and the information the companion should receive
  - d) the identity and roles of any practitioners present
- 5 *Communicate using:*
- a) speech
  - b) actions, gestures and body language
  - c) space and position
  - d) the written word or illustrations
  - e) specialised professional hand contact

## Element CH1.3 Assess the client

### Performance criteria

You will need to:

- (1) respect the client's privacy and dignity throughout the assessment and ensure they are as comfortable as possible
- (2) position the client for effective access and to minimise risk of injury to self and discomfort to the client
- (3) conduct the assessment in a manner which encourages the effective participation of the client and meets their *particular requirements*
- (4) support the client to identify significant *aspects of their lives* and use this to inform the assessment
- (5) where possible determine any *contra-indications or restrictions* to assessment and take appropriate action
- (6) use *assessment methods* which are safe, appropriate to the *client's presenting condition* and comply with professional and legal requirements
- (7) systematically establish the client's needs and draw valid *conclusions*
- (8) seek advice and support from an appropriate source when the needs of the client and the complexity of the case are beyond your own remit or capability
- (9) halt the assessment at the request of the client or when the information obtained means that it is unsafe to proceed
- (10) inform the client when additional information is required and obtain their consent to obtain the information
- (11) evaluate the information obtained for and during the assessment and determine appropriate action
- (12) ensure records are signed, dated and include all relevant details and any supporting information

### Scope:

- 1 *Particular requirements in relation to:*
  - a) the client's personal beliefs and preferences
  - b) the client's age, sex and physical condition
  - c) communication differences
  - d) physical support and access
  - e) emotional and psychological support

- 2 *Aspects of the client's life to explore:*
  - a) history of the client's health, effective functioning and well-being (physical, emotional, psychological) including any particular conditions and treatments
  - b) lifestyle including diet, exercise and attitude
  - c) work history
  - d) social, educational and family history
  - e) environmental factors
  
- 3 *Contra-indications or restrictions*  
DISCIPLINE SPECIFIC
  
- 4 *Assessment methods:*  
DISCIPLINE SPECIFIC
  
- 5 *Client's presenting condition:*  
DISCIPLINE SPECIFIC
  
- 6 *Conclusions in relation to:*
  - a) balance across physical, mental, emotional, social and spiritual condition
  - b) all the client's signs and symptoms
  - c) relief and/or alleviation of symptoms
  - d) symptoms for which treatment is to be provided with caution
  - e) habits that predispose to or that aggravate the symptoms

## **Element CH1.4 Agree action with the client**

### **Performance criteria**

You will need to:

- (1) explain the outcomes of the assessment clearly and in a manner, level and pace *appropriate* to the client
- (2) balance possible successful outcomes with any inherent benefits and risks and the legal duty of care to the client
- (3) inform the client of the content, level of risk, duration and projected costs of the proposed action
- (4) explain any restrictions to the use of the complementary healthcare and advise on realistic expectations
- (5) advise the client when the complementary healthcare is unsuitable and enable them to seek other healthcare where appropriate
- (6) recommend and agree action to suit the client's condition and identified needs
- (7) record the outcomes of the assessment accurately and in sufficient detail to meet professional requirements
- (8) store the records securely

### **Scope:**

- 1 *Appropriate explanation in terms of the client's*
  - a) current state of health, effective functioning and well-being
  - b) personal beliefs and preferences
  - c) age and level of understanding
  - d) cultural and social background
  - e) awareness and understanding of their condition

## UNIT

### CH2 Treat the client

#### Elements of competence

CH2.1 Plan the treatment

CH2.2 Provide treatment

CH2.3 Evaluate the effectiveness of the treatment

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#### Information about this unit

##### *Summary*

This unit describes standards for planning, implementing, monitoring and reviewing programmes of complementary healthcare for clients. The actions which the practitioner takes should be planned and evaluated with the clients concerned.

##### *Who this unit is aimed at*

This unit applies to any practitioner whose work aims to enable clients to improve and maintain their health, effective functioning and well-being through complementary and alternative healthcare wherever they practise.

The clients may be seeking to improve and maintain their health, effective functioning and well-being. Equally, they may have no particular health needs or may have acute or chronic conditions, or be terminally ill. They may be new to the complementary healthcare discipline, new to the practitioner, established in that the practitioner has been working with them for some while or returning to the practitioner after a period of absence.

##### *Principles of good practice*

This unit is based on the premise that for effective treatment planning and implementation to take place, the practitioner needs to understand the context of the client and the holistic nature of health, effective functioning and well-being. The practitioner must be able to communicate effectively with clients and any companion(s) of the client and integrate their work with that of other practitioners. Throughout the process, clients and any companion(s) of the client are encouraged and supported to take an active part and this is enhanced by the practitioner using, as far as is possible, interventions which are sustainable by the client in their own context.

##### *Relationship to other units*

This unit links with unit CH1 and is similar in content to unit 11.2 in the National Occupational Standards for Professional Activity in Health Promotion and Care but has been put into the specific context of complementary healthcare.

*Note:* where "client" is referred to, read also "patient", "customer", "pupil" and "learner".

where "companion" is referred to, read also "representative", "partner", "relative", "friend of client", "another healthcare practitioner" and "appointed chaperone".

## **Element CH2.1 Plan the programme of complementary healthcare with the client**

### **Performance criteria**

You will need to:

- (1) ensure information about the client is sufficient to plan the treatment
- (2) explain the available treatment *options and methods* which meet the client's circumstances, identified needs and their personal beliefs and preferences
- (3) discuss the treatment and potential outcomes with the client, check their understanding and support them to make informed choices
- (4) agree the location and timing of the treatment and make the necessary arrangements
- (5) explain how the treatment will be evaluated and reviewed
- (6) determine issues of confidentiality with the client and confirm their agreement
- (7) record the agreed treatment accurately, and in sufficient detail to meet professional requirements
- (8) obtain the consent of the client or their companion to proceed
- (9) interact with any companion(s) of the client in ways that are appropriate to the needs of the client and to your needs

### **Scope:**

- 1 *Options and methods*  
DISCIPLINE SPECIFIC

## Element CH2.2 Provide treatment

### Performance criteria

You will need to:

- (1) ensure that the treatment environment is appropriate for the client and their needs
- (2) present a *professional appearance* and be prepared and fit to carry out the treatment
- (3) ensure that any equipment, materials, and the surrounding *work area* meet professional codes of practice, legal and organisational requirements
- (4) position the client for effective access and to minimise risk of injury to self and to give as much comfort as possible to the client
- (5) reassure the client and encourage them to relax and interact as they wish
- (6) carry out the *treatment* safely and correctly
- (7) make appropriate adjustments to the treatment to meet the client's changing needs
- (8) explain the treatment, if appropriate, as it is carried out
- (9) respond effectively to deal with *reactions to the treatment*
- (10) check the client's well-being throughout the treatment and give reassurance where needed
- (11) offer clear and accurate *aftercare advice and support* to the client
- (12) ensure the client is fit to travel before they leave the premises

### Scope:

- 1 *Professional appearance*
  - a) own presentation including appropriate dress/uniform/adornment
  - b) personal hygiene
- 2 *Work area is suitable in terms of:*
  - a) ventilation
  - b) lighting
  - c) heating
  - d) level and nature of noise
  - e) privacy
  - f) space
  - g) cleanliness and orderliness
- 3 *Treatment*  
DISCIPLINE SPECIFIC

4     *Reactions to the treatment*  
DISCIPLINE SPECIFIC

5     *Aftercare advice and support*  
DISCIPLINE SPECIFIC

## **Element CH2.3 Evaluate the effectiveness of the complementary healthcare**

### **Performance criteria**

You will need to:

- (1) discuss the *outcomes* of the complementary healthcare and its effectiveness in a manner, level and pace suited to the client
- (2) encourage the client to *evaluate* their complementary healthcare and suggest possible modifications
- (3) agree future complementary healthcare sessions with the client
- (4) encourage clients to take responsibility for their own health, effective functioning and well-being
- (5) advise the client where your complementary healthcare discipline is unsuitable and support them to seek other healthcare where appropriate
- (6) obtain the client's consent to pass on confidential information
- (7) record the outcomes of the complementary healthcare accurately and in sufficient detail to meet professional requirements
- (8) store the records securely
- (9) interact with any companion(s) of the client in ways that are appropriate to the needs of the client and to your needs
- (10) evaluate the experience you have gained from treating the client to inform future practice

### **Scope:**

- 1 *Outcomes*
  - a) improvement of the client's health, effective functioning and well-being
  - b) maintenance and stability
  - c) palliative
  - d) deterioration in the client's health, effective functioning and well-being
- 2 *Evaluation includes*
  - a) client's experience of the programme
  - b) extent to which the programme has met the needs of the client
  - c) the client's broader needs
  - d) other factors which may have affected the programme's effectiveness

## UNIT

### CH3 Educate the client to adopt self-care procedure(s)

#### Elements of competence

CH3.1 Prepare to educate the client

CH3.2 Enable the client to practice and use the self-care procedure(s)

CH3.3 Evaluate the effectiveness and use of the self-care procedure(s)

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#### Information about this unit

##### *Summary*

This unit describes standards for planning, implementing and evaluating sessions designed to enable the client to adopt self-care procedure(s).

##### *Who this unit is aimed at*

This unit applies to any practitioner whose work aims to enable clients to improve and maintain their health, effective functioning and well-being through educating them towards a self-care procedure. This could include teaching beneficial movement, posture and relaxation, teaching a mental and/or practical method for self-management and care, or enabling clients to select and maintain an appropriate diet.

The clients may be seeking to improve and maintain their health, effective functioning and well-being. Equally, they may have no particular health needs or may have acute or chronic conditions, or be terminally ill. Clients may be new to the complementary healthcare discipline, new to the practitioner, established in that the practitioner has been working with them for some while or returning to the practitioner after a period of absence.

##### *Principles of good practice*

This unit is based on the premise that to provide effective complementary healthcare the practitioner needs to understand the context of the client and the holistic nature of health, effective functioning and well-being. The practitioner must be able to communicate effectively with clients and any companion(s) of the client and integrate their work with that of other practitioners. The emphasis is on encouraging the client to take responsibility for their own health, effective functioning and well-being through a process of education and training.

##### *Relationship to other units*

This unit links with unit CH1 and is similar in content to unit 11.2 in the National Occupational Standards for Professional Activity in Health Promotion and Care but has been put into the specific context of complementary healthcare.

*Note:* where “client” is referred to, read also “patient”, “customer”, “pupil” and “learner”.

where “companion” is referred to, read also “representative”, “partner”, “relative”, “friend of client”, “another healthcare practitioner” and “appointed chaperone”.

### **Element CH3.1 Prepare to educate the client**

#### **Performance criteria**

You will need to:

- (1) ensure that information is sufficient to advise and educate the client
- (2) explain the recommended self-care procedure(s) and tailor this to meet the client's identified needs and preferences
- (3) clarify the potential outcomes of the use of the self-care procedure(s) with the client, check their understanding and support them to make informed choices
- (4) discuss and agree the role of the client and any companion(s) in achieving the identified aims
- (5) explain how the outcomes of learning and adopting the self-care procedure(s) will be evaluated and reviewed
- (6) determine issues of confidentiality with the client and confirm their agreement
- (7) obtain the consent of the client or their companion to proceed

## **Element CH3.2 Enable the client to practice and use the self-care procedure(s)**

### **Performance criteria**

You will need to:

- (1) ensure that the *work area* is appropriate for the client and their needs
- (2) present a *professional appearance* and be prepared and fit to advise and educate the client
- (3) clarify and agree the client's understanding of their role and responsibilities in relation to learning the self-care procedure(s)
- (4) advise and teach the client the appropriate *self-care procedure(s)*
- (5) check the client's well-being throughout the self-care procedure(s) and give reassurance when needed
- (6) respond effectively to deal with *reactions to the self-care procedure(s)*
- (7) check the client's understanding of the recommended self-care procedure(s) and their use of it/them
- (8) respond to questions and concerns of the client and offer appropriate advice
- (9) advise the client on appropriate action to take if they have concerns whilst using the self-care procedure(s)
- (10) acknowledge the rights of the client not to adopt your recommendations
- (11) encourage the client to note any *effects of using the self-care procedure(s)* in sufficient detail for use in any review
- (12) ensure the client is fit to travel before they leave the premises.
- (13) interact with any companion(s) of the client in ways that are appropriate to the needs of the client and to your needs

### **Scope:**

- 1 *Work area is suitable in terms of:*
  - a) ventilation
  - b) lighting
  - c) heating
  - d) level and nature of noise
  - e) privacy
  - f) space
  - g) cleanliness and orderliness
- 2 *Professional appearance*
  - a) own presentation including appropriate dress/uniform/adornment
  - b) personal hygiene

- 3     *Self-care procedure(s):*  
DISCIPLINE SPECIFIC
  
- 4     *Reactions to the self-care procedure(s)*  
DISCIPLINE SPECIFIC
  
- 5     *Effects of using the self-care procedure(s)*  
DISCIPLINE SPECIFIC

### **Element CH3.3 Evaluate the effectiveness and use of the self-care procedure(s)**

#### **Performance criteria**

You will need to:

- (1) discuss the *outcomes* of the use of self-care in a manner, level and pace suited to the client
- (2) encourage the client to *evaluate* their use of the self-care procedure(s) and suggest possible modifications
- (3) make appropriate adjustments to the self-care procedure(s) to meet the client's changing needs
- (4) advise on and agree further self-care education with the client
- (5) advise the client where further education in self-care is inappropriate and support the client to seek other relevant healthcare
- (6) obtain the client's consent to pass on confidential information
- (7) record the outcomes of the review process accurately and in sufficient detail to meet professional requirements
- (8) store the records securely
- (9) interact with any companion(s) of the client in ways that are appropriate to the needs of the client and to your needs
- (10) evaluate the experience you have gained from working with the client to inform future practice

#### **Scope:**

- 1 *Outcomes:*
  - a) improvement in the client's health, effective functioning and well-being
  - b) maintenance and stability
  - c) palliative
  - d) deterioration in the client's health, effective functioning and well-being
- 2 *Evaluation includes:*
  - a) client's experience of the programme
  - b) extent to which the programme has met the needs of the client
  - c) the client's broader needs
  - e) other factors which may have affected the programme's effectiveness

## UNIT

### CH4 Treat the client and give guidance on self-care

#### Elements of competence

CH4.1 Plan the treatment with the client

CH4.2 Provide treatment

CH4.3 Advise the client on self-care

CH4.4 Evaluate the effectiveness of the treatment and self-care

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#### Information about this unit

##### *Summary*

This unit describes standards for planning, implementing, monitoring and reviewing programmes of complementary healthcare for clients. It includes giving guidance on methods of self-care to supplement or succeed treatment. The actions which the practitioner takes should be planned and evaluated with the clients concerned.

##### *Who this unit is aimed at*

This unit applies to any practitioner whose work aims to enable clients to improve and maintain their health, effective functioning and well-being through complementary and alternative healthcare and through educating them towards a self-care procedure. This could include teaching beneficial movement, posture and relaxation, teaching a mental and/or practical method for self-management and care, or enabling clients to select and maintain an appropriate diet. It covers treatment and guidance given by the practitioner wherever they practice.

The clients may be seeking to improve and maintain their health, effective functioning and well-being. Equally they may have no particular health needs or may have acute or chronic conditions, or be terminally ill. They may be new to the complementary healthcare discipline, new to the practitioner, established in that the practitioner has been working with them for some while or returning to the practitioner after a period of absence.

##### *Principles of good practice*

This unit is based on the premise that for effective treatment and for advice on self-care to take place, the practitioner needs to understand the context of the client and the holistic nature of health, effective functioning and well-being. The practitioner must be able to communicate effectively with clients and any companion(s) of the client and integrate their work with that of other practitioners. Practitioners should actively encourage their client to take responsibility for their own health, effective functioning and well-being, particularly through use of self-care either to supplement or to succeed the complementary healthcare given.

##### *Relationship to other units*

This unit links with unit CH1 and is similar in content to unit 11.2 in the National Occupational Standards for Professional Activity in Health Promotion and Care but has been put into the specific context of complementary healthcare.

*Note: where “client” is referred to, read also “patient”, “customer”, “pupil” and “learner”.*

*where “companion” is referred to, read also “representative”, “partner”, “relative”, “friend of client”, “another healthcare practitioner” and “appointed chaperone”.*

## **Element CH4.1 Plan the treatment with the client**

### **Performance criteria**

You will need to:

- (1) ensure that information about the client is sufficient to plan the treatment
- (2) explain the available treatment *options and methods* which meet the client's circumstances, identified needs and their personal beliefs and preferences
- (3) encourage the client to take responsibility for their own health, effective functioning and well-being
- (4) discuss the treatment and potential outcomes with the client, check their understanding and support them to make informed choices
- (5) agree the location and timing of the treatment and make the necessary arrangements
- (6) explain how the treatment and self-care programme will be evaluated and reviewed
- (7) determine issues of confidentiality with the client and confirm their agreement
- (8) record the agreed treatment and self care accurately and in sufficient detail to meet professional requirements
- (9) obtain the consent of the client or their companion to proceed
- (10) interact with any companion(s) of the client in ways that are appropriate to the needs of the client and to your needs

### **Scope:**

- 1 *Options and methods*  
DISCIPLINE SPECIFIC

## Element CH4.2 Provide treatment

### Performance criteria

You will need to:

- (1) ensure that the complementary healthcare environment is appropriate for the client and their needs
- (2) present a *professional appearance* and be prepared and fit to carry out the complementary healthcare
- (3) ensure that any equipment, materials, and surrounding *work area* meet professional codes of practice, legal and organisational requirements
- (4) position the client for effective access and to minimise risk of injury to self and to give as much comfort as possible to the client
- (5) reassure the client and encourage them to relax and interact as they wish
- (6) carry out the *treatment* safely and correctly
- (7) make appropriate adjustments to the treatment to meet the client's changing needs
- (8) explain the treatment, if appropriate, as it is carried out
- (9) respond effectively to deal with *reactions to the treatment*
- (10) check the client's well-being throughout the treatment and give reassurance where needed
- (11) offer clear and accurate *aftercare advice and support* to the client
- (12) ensure the client is fit to travel before they leave the premises

### Scope:

- 1 *Professional appearance*
  - a) own presentation including appropriate dress/uniform/adornment
  - b) personal hygiene
- 2 *Work area is suitable in terms of:*
  - a) ventilation
  - b) lighting
  - c) heating
  - d) level and nature of noise
  - e) privacy
  - f) space
  - g) cleanliness and orderliness
- 3 *Treatment*  
DISCIPLINE SPECIFIC

4     *Reactions to the treatment*  
DISCIPLINE SPECIFIC

5     *Aftercare advice and support*  
DISCIPLINE SPECIFIC

### **Element CH4.3 Advise the client on self-care**

#### **Performance criteria**

You will need to:

- (1) ensure that the *work area* is appropriate for the client and their needs
- (2) present a *professional appearance* and be prepared and fit to advise and educate the client
- (3) clarify and agree the client's understanding of their role and responsibilities in relation to learning the self-care procedure(s)
- (4) explain the recommended *self-care procedure(s)* and actions to be taken by the client and the *potential consequences of not following the advice*
- (5) check the client's understanding of the recommended self-care procedure(s) and their use of it/them
- (6) inform the client of the range of *reactions to using the self-care procedure(s)* and the appropriate actions to take if these occur
- (7) respond to questions and concerns of the client and offer appropriate advice
- (8) encourage the client to seek further advice if they have concerns whilst using the self-care procedure(s)
- (9) acknowledge the rights of the client not to adopt your recommendations
- (10) encourage the client to note any *effects of using the self-care procedure(s)* in sufficient detail for use in any review

#### **Scope:**

- 1 *Work area is suitable in terms of:*
  - a) ventilation
  - b) lighting
  - c) heating
  - d) level and nature of noise
  - e) privacy
  - f) space
  - g) cleanliness and orderliness
- 2 *Professional appearance*
  - a) own presentation including appropriate dress/uniform/adornment
  - b) personal hygiene
- 3 *Self-care procedure(s)*  
DISCIPLINE SPECIFIC

- 4 *Potential consequences of not following advice*  
DISCIPLINE SPECIFIC
- 5 *Reactions to using the self-care procedure(s)*  
DISCIPLINE SPECIFIC
- 6 *Effects of using the self-care procedure(s)*  
DISCIPLINE SPECIFIC

## Element CH4.4 Evaluate the effectiveness of the treatment and self-care

### Performance criteria

You will need to:

- (1) discuss the *outcomes* of the treatment and the self-care actions in a manner, level and pace suited to the client and any companion(s)
- (2) encourage the client to *evaluate* the effectiveness of the treatment and self-care actions and suggest possible modifications
- (3) make appropriate adjustments to the treatment and self-care actions to meet the client's changing needs
- (4) agree future treatment and self-care actions with the client
- (5) encourage the client to take responsibility for their own health, effective functioning and well-being
- (6) advise the client where your complementary healthcare discipline is unsuitable and support them to seek other healthcare where appropriate
- (7) obtain the client's consent to pass on confidential information
- (8) record the outcomes of the review process accurately and in sufficient detail to meet professional requirements
- (9) store the records securely
- (10) interact with any companion(s) of the client in ways that are appropriate to the needs of the client and to your needs
- (11) evaluate the experience you have gained from working with the client to inform future practice

### Scope:

- 1 *Outcomes*
  - a) improvement in the client's health, effective functioning and well-being
  - b) maintenance and stability
  - c) palliative
  - d) deterioration in the client's health, effective functioning and well-being
- 2 *Evaluation includes:*
  - a) client's experience of the programme
  - b) extent to which the programme has met the needs of the client
  - c) the client's broader needs
  - d) other factors which may have affected the programme's effectiveness

## **Knowledge and Understanding**

The knowledge and understanding needed to support competent performance of the standards of competence is presented under a number of headings. The headings are as follows:

- A Professional standards and codes of practice
- B Legislation
- C Employment and organisational policies and practices
- D Communication and the professional relationship
- E Work role and practice - reflecting and developing
- F Confidentiality
- G Consent
- H Practice management
- I Health, effective functioning and well-being
- J The scope and methods of complementary healthcare
- K Assessing the client's needs and the appropriateness of the complementary healthcare
- L Providing the complementary healthcare
- M Evaluating and reviewing the effectiveness of your complementary healthcare
- N Anatomy, physiology and pathology

**Description of knowledge and understanding needed for the standards in units CH1, CH2, CH3, and CH4**

***You should know and understand: -***

**A Professional standards and codes of practice**

- 1 the professional standards and code of conduct for your discipline
- 2 the role of the professional body setting the rules and ethics of your discipline
- 3 the rules, ethics and codes of conduct of your profession and how they apply to your own practice
- 4 why it is important to keep your understanding of professional rules and codes of conduct up to date
- 5 how to balance your own responsibilities as a professional with any contractual or other requirements of any organisation within which you work

**B Legislation**

- 1 current relevant health and safety legislation and how it applies to your own work role
- 2 legislation relating to obtaining, storing and using information and supplying services
- 3 the importance of keeping your understanding of legislation up to date
- 4 how relevant legislation impacts on your own work

**C Employment and organisational policies and practices**

- 1 the roles and functions of the principal agencies with whom you work
- 2 how to obtain information from the principal agencies with whom you may be working
- 3 why it is important to respect the rights of clients
- 4 the extent of your own remit as a practitioner and the limits of your responsibilities
- 5 how your own role relates to that of other professionals within the principal agencies
- 6 the organisational requirements and restrictions relating to the use of resources
- 7 the range of resources and options available to meet the client's needs

**D Communication and the professional relationship**

- 1 how to achieve effective communication through observation, sensitive questioning and listening
- 2 how to adapt vocabulary, pace and tone of speaking to meet the needs of the client

- 3 what forms of verbal and non-verbal communication are available and how to use these positively
- 4 what signals can be used to check the understanding of the client and how to interpret them
- 5 how to position self and client to encourage communication
- 6 how to recognise and overcome barriers to communication
- 7 why certain environments can inhibit communication and how to minimise this
- 8 why it is important to encourage the client (and any companion(s)) to ask questions, seek advice and express any concerns
- 9 the nature of a professional relationship and how to develop it with clients
- 10 how to respond to conflicting advice which clients may receive from different practitioners

**E Work role and practice - reflecting and developing**

- 1 why it is important to reflect on your own practice and identify any development needs
- 2 how to evaluate the effectiveness of your own actions and learn from experience
- 3 the information available on effective complementary healthcare and how to evaluate and use this information within your own practice
- 4 how the models and concepts in your area of practice have evolved and developed, how they tend to change with time and the similarities and differences between different versions
- 5 how to develop links with other healthcare providers and the protocols for doing this
- 6 how to acknowledge the limits of your own knowledge and competence and the importance of not exceeding these

**F Confidentiality**

- 1 the importance of recognising and maintaining the client's right to confidentiality
- 2 how to balance the client's rights against your responsibility to others
- 3 what to take into account when passing on information about clients
- 4 what the procedures and requirements on confidentiality, security and transmission of information are for your organisation and for any other organisation that you may need to contact regarding a client
- 5 the ways in which confidentiality may be breached and how to prevent their occurrence

## **G Consent**

- 1 what is meant by “implied” and “informed” consent and the circumstances in which these may arise
- 2 the guidance given by your professional body on implied and informed consent and when written consent should be obtained
- 3 why it is important to ensure that clients have been given sufficient information to give or refuse consent
- 4 who holds responsibility for gaining consent and when this should be done
- 5 how informed consent may be obtained for clients who are unable to give the consent themselves and who has the right to give this consent
- 6 how to confirm that the agreements reached are likely to be in the clients’ best interest
- 7 what the policies on consent, including any specific requirements under contractual agreements are for your organisation and for any other organisation that you may need to contact regarding a client

## **H Practice management**

- 1 why it is important to protect client confidentiality
- 2 how to keep records to protect confidentiality and security of information
- 3 how to keep records so that an audit can be undertaken
- 4 why it is important to record all the necessary information in a format suitable for further use
- 5 who has the right of access to information held on records
- 6 why it is important to acknowledge and respect an individual’s rights and dignity and ways of doing this
- 7 what circumstances may indicate a need for the presence of a third party
- 8 who may act as a companion for the client and how to interact with them
- 9 what your legal and ethical responsibilities are in relation to the client’s health and safety
- 10 how to maintain your practice in line with health and safety legislation
- 11 how to be supportive to the client (and any companion(s)) whilst managing time effectively
- 12 how to obtain information on commonly encountered diseases, drugs and their side effects

**I Health, effective functioning and well-being**

- 1 the concept of health, effective functioning and well-being that is consistent with the practice, principles and theory underlying your discipline
- 2 why it is important to recognise that the client's previous and present care may affect their health, effective functioning and well-being
- 3 how the psychological and emotional balance of the client may affect their health, effective functioning and well-being
- 4 how to recognise when the body is in health balance and when it is not functioning as it should
- 5 how signs and symptoms may be suppressed or altered by other factors such as medication, exercise, diet
- 6 how the client's diet, lifestyle and emotional state can affect their health, effective functioning and well-being
- 7 how the physical, social, emotional and economic context in which people live affects their health, effective functioning and well-being
- 8 how personal beliefs and preferences affect how clients live and the choices they make
- 9 what resources are available to clients to make changes to the context in which they live and make choices about their lifestyles
- 10 the nature of illness and the impact this may have on a client's health, effective functioning and well-being
- 11 why it is important to recognise conditions which may pose a serious risk to the client and when to seek immediate help or advice from other professional sources
- 12 the nature of disability and your role in working with those who have disabilities
- 13 how an individual's abilities and disabilities may affect the nature and form of help and support and the manner in which you provide it

**J The scope and methods of complementary healthcare**

- 1 the history, principles and development of the complementary healthcare and its relationship to other healthcare
- 2 how to recognise those occasions when the complementary healthcare may complement other healthcare which the client is receiving
- 3 how to recognise conditions for which the discipline is incomplete in itself and for which the client should seek advice from other sources (discipline specific)

- 4 the circumstances when you may choose not to accept a client:
  - the complementary healthcare is unlikely to succeed
  - the client does not want the complementary healthcare
  - you do not wish to provide the complementary healthcare
- 5 the circumstances when you must not accept a client:
  - your specific complementary healthcare discipline is contra-indicated
  - you do not have the requisite experience or expertise
- 6 the range, purpose and limitations of different methods, which may be used for different clients with different needs
- 7 how to determine the most appropriate method(s) for different clients and their particular needs
- 8 how to tailor complementary healthcare appropriately for each individual
- 9 how to judge whether self-care procedure(s) is/are appropriate for the client

**Description of knowledge and understanding needed for the standards in Unit CH1**

**K Assessing the client's needs and the appropriateness of the complementary healthcare**

- 1 how to provide an appropriate assessment environment for the client and the importance of doing so
- 2 how to select, prepare and use a range of equipment and materials that are needed to assess the client
- 3 how to prepare and present yourself correctly to carry out assessment
- 4 why it is important to introduce everyone present and confirm their role within the assessment process
- 5 how to clarify and confirm the client's (and any companion's) understanding of the assessment process
- 6 how to interpret the client's initial approach and manner and identify their needs
- 7 how to select and use different assessment methods effectively
- 8 the amount of time which each assessment method is likely to take to establish the client's needs
- 9 the importance of respecting the client's privacy and dignity and affording them as much comfort as possible during assessment
- 10 how to establish valid and reliable information about the client, determine the priority of need and to formulate your initial hypothesis
- 11 the information which would confirm or deny initial hypothesis and the reasons for this in particular cases

- 12 the likely causes of particular conditions and the possibility of changing these
- 13 the potential risks of various courses of action for the client and how to assess these realistically
- 14 how to determine the meaning and significance of the information given by the client and how to deal with any inconsistent information gained during assessment
- 15 why it is important to acknowledge your own limitations and when there may be a need to refer the client on to other healthcare practitioners
- 16 why it is important to explain the reasons for any delay between requests and assessment
- 17 the appropriate actions to take on the basis of the assessment to suit the client's condition and identified needs.

**Description of knowledge and understanding needed for the standards in Units CH2, CH3 and CH4**

**L Providing the complementary healthcare**

- 1 the importance of explaining treatment/self-care options and methods to meet the needs of the client and what the potential consequences of not doing so may be
- 2 the role which the client (and others) may take, and may need to take, if the treatment or self-care is to be successful and how to explain and agree them with the client (and any companion)
- 3 how to support the client to make informed choices
- 4 the importance of agreeing the location and timing of the complementary healthcare sessions with the client, and the factors which may intervene and alter plans
- 5 why evaluation methods should be determined at the planning stage and what the client's role will be in the evaluation
- 6 the importance of encouraging the client to be as actively involved as possible and the relationship of this to the promotion of their health, effective functioning and well-being
- 7 how to monitor and evaluate changes in the client, assess which changes are related to the complementary healthcare and use this information to inform future practice
- 8 how to evaluate efficacy and suitability of the complementary healthcare for a client and how to decide when it should be halted and/or discontinued
- 9 methods and processes for evaluating information as the complementary healthcare proceeds and using this to inform future practice
- 10 the potential risks associated with client self-care and the extent of your responsibilities
- 11 the importance of giving clear and accurate instructions on self-care and the consequences of not doing so

**M Evaluating and reviewing the effectiveness of your complementary healthcare**

- 1 what information is needed for the review to be carried out effectively
- 2 how to review the effectiveness of the complementary healthcare with the client and evaluate the extent to which their needs have been met
- 3 the importance of evaluating the complementary healthcare as a whole
- 4 how and why you should encourage the client (and any companion) to take a full and active part in the review process and offer their views
- 5 how the client (and any companion) may indicate concerns in the process without making their concerns clear and explicit
- 6 the importance of active listening in evaluating the complementary healthcare with the client
- 7 the range of different ways in which the complementary healthcare can be altered to meet the needs of the client and the ways in which their needs may have changed
- 8 why it is necessary to help and support the client to consider the implications of any changes made to their programme of care
- 9 how to record the content and outcomes of the review process and what information should be included
- 10 the variety of reasons there may be for discontinuing the complementary healthcare programme with the client

**N Anatomy, physiology and pathology**

- 1 DISCIPLINE SPECIFIC
- 2 relevant anatomy, physiology and pathology (discipline specific) in order to recognise conditions:
  - for which the discipline is appropriate
  - where discipline must be used with caution
  - for which the discipline is contra-indicated
  - for which the discipline is inappropriate