

Complementary and Natural Healthcare National Occupational Standards

Review Project

Draft Principles of Good Practice	Page 2
1 Explore and establish the client's needs for complementary and natural healthcare	Page 3
2 Develop and agree plans for complementary and natural healthcare with clients	Page 5
3 Provide complementary and natural healthcare to clients	Page 7

Principles of Good Practice

These Principles of Good Practice underpin the National Occupational Standards and describe the ways in which practitioners should demonstrate good practice across all of their work.

Practitioners working in complementary and natural healthcare should demonstrate:

1. an understanding of the philosophy and principles underpinning their discipline
2. an understanding of current legislation and policy as it applies to their discipline
3. respect for clients' dignity, privacy, autonomy, cultural differences and rights
4. regard for the safety of the client and themselves
5. that they learn from others, including clients and colleagues and continually develop their own knowledge and skills through reflective practice and research findings
6. an awareness of their own and others emotional state and responses, incorporating such awareness into their own practice
7. that they communicate clearly, concisely and in a professional manner
8. that they work with confidence, independence and sensitivity
9. that they undertake systematic, critical evaluation of their professional knowledge
10. that they work within their scope of practice at all times

1 Explore and establish the client's needs for complementary and natural healthcare

Introduction

All forms of complementary and natural healthcare rely on exploring and establishing the client's needs and expectations. This may take place at the outset, but also during the delivery of complementary and natural healthcare. This allows the practitioner to consider whether it is appropriate to offer the service to the client, the type of service that should be offered and any required modifications to that service.

Performance Criteria

- 1 evaluate requests for complementary and natural healthcare and take the appropriate action
- 2 explain the nature of the service and fee structures to the client
- 3 make clients feel welcome and ensure they are as comfortable as possible
- 4 provide an appropriate environment for the service
- 5 discuss the client's needs and ask suitable questions
- 6 encourage the client to ask questions, seek advice and express any concerns
- 7 establish the client's needs in a manner which encourages the effective participation of the client and meets their particular requirements
- 8 determine any contra-indications or restrictions that may be present and take the appropriate action
- 9 evaluate the information obtained and determine the appropriate action with the client
- 10 complete and maintain records in accordance with professional and legal requirements

Knowledge and Understanding

- K1 the concept of health and well-being that is consistent with the practice, principles and theory underlying your discipline
- K2 why it is important to recognise that the client's previous and present care may affect their health and well-being
- K3 how the psychological and emotional balance of the individual may affect their health and well-being
- K4 how the client's diet, lifestyle and emotional state can affect their health and well-being

- K5 how the physical, social, emotional and economic context in which people live affects their health and well-being
- K6 how to select and use different methods for exploring clients needs
- K7 how to establish valid and reliable information about the client, determine the priority of need and plan the service
- K8 the potential risks (relevant to your discipline) of various courses of action for the client
- K9 the appropriate actions to take to suit the client's identified needs
- K10 the conditions for which the discipline is appropriate and those where it must be used with caution
- K11 how to recognise conditions for which your discipline is unsuitable and for which the client should seek advice from other sources
- K12 how to judge whether self-care procedure(s) relevant to your discipline are appropriate for the client
- K13 the anatomy, physiology and pathology relevant to your discipline
- K14 the procedures for record keeping

2 Develop and agree plans for complementary and natural healthcare with clients

Introduction

It is important that the planning of complementary and natural healthcare takes place through discussion and agreement with the client and relevant others (e.g. carers). This competence is about developing and agreeing plans that meet the client's needs. Such plans may be subject to change as the service proceeds.

Performance criteria

- 1 explain the available option(s) which meet the client's identified needs and circumstances
- 2 explain any restrictions, possible responses and advise on realistic expectations
- 3 advise the client when your discipline is inappropriate and help them to consider other options
- 4 discuss the approach to be taken, the level of commitment required and the potential outcomes with the client
- 5 check the clients understanding and support them to make informed choices
- 6 obtain the client's consent and complete records in accordance with professional and legal requirements

Knowledge and Understanding

- K1 the range, purpose and limitations of different methods or approaches which may be used for clients individual needs
- K2 how to determine the most appropriate method(s) for different clients and their particular needs
- K3 how to recognise those occasions when your discipline may complement other healthcare which the client is receiving
- K4 the alternative options available to clients for whom your discipline is inappropriate
- K5 how to adapt your approach to suit the client's needs
- K6 the role which the client (and others) may take, and may need to take, if the approach is to be successful
- K7 how to support and advise the client to make informed choices
- K8 how to work with the client and relevant others to plan the approach
- K9 why evaluation methods should be determined at the planning stage and what the client's role will be in the evaluation

- K10 the importance of encouraging the client to be as actively involved as possible
- K11 the relationship of the client's involvement to the promotion of their health and well-being
- K12 the procedures for record keeping

3 Provide complementary and natural healthcare to clients

Introduction

This competence is about providing complementary and natural healthcare to clients in a safe and appropriate manner, ensuring the safety and comfort of both the client and yourself throughout.

Performance Criteria

- 1 ensure the environment is appropriate for the client and their needs
- 2 ensure that any equipment and materials are ready for use and meet professional codes of practice, legal and organisational requirements
- 3 position the client for effective complementary and natural healthcare and to give as much comfort as possible
- 4 implement the complementary and natural healthcare approach safely and correctly
- 5 make appropriate adjustments to the complementary and natural healthcare approach to meet any changing needs
- 6 deal effectively with the client's response to the complementary and natural healthcare approach you are using
- 7 check the client's well-being throughout and give reassurance where needed
- 8 provide clear and accurate advice with regard to any relevant aftercare and self-care
- 9 evaluate the outcomes and effectiveness of the complementary and natural healthcare to inform future plans and actions
- 10 complete and maintain records in accordance with professional and legal requirements

Knowledge and Understanding

- K1 the concept of health and well-being that is consistent with the practice, principles and theory underlying your discipline
- K2 the professional standards and code of conduct for your discipline
- K3 the importance of explaining the approach being taken according to the client's needs
- K4 the range, purpose and limitations of different methods which may be used for different clients and their particular needs
- K5 the role which the client and relevant others may take, and may need to take, if the treatment or self-care is to be successful

- K6 how to support the client to make informed decisions
- K7 how to encourage the client to be as actively involved as possible and the relationship of this to the promotion of their health and well-being
- K8 how to monitor and evaluate changes in the client and assess which changes are related to the complementary and natural healthcare using this information to inform future practice
- K9 how to evaluate efficacy and suitability of the complementary and natural healthcare for a client and how to decide when it should be discontinued
- K10 the equipment and materials required for your discipline
- K11 anatomy and physiology relevant to your discipline
- K12 the procedures for record keeping