



## CHR1: Evaluate and process requests for Reiki

**Status:** National Occupational Standards (NOS) **Suite:** Complementary Medicine

### About this workforce competence

This workforce competence covers evaluating the suitability of Reiki for the client. You need to be able to relate to each person as someone with his or her own particular reasons for requesting Reiki and clarify their expectations of undergoing Reiki. You also need to make clear your legal and professional boundaries for providing Reiki. This competence depends on your being able to communicate effectively to develop an understanding of the client's requirements and how these can be met.

Users of this competence will need to ensure that practice reflects up to date information and policies.

### Links

This workforce competence has indicative links with the following dimension and level within the NHS Knowledge and Skills Framework (October 2004):

**Core 1:** Communication

**Level 2:** Communicate with a range of people on a range of matters

### Origin

This workforce competence has been developed for Reiki by Skills for Health

### Scope

This section provides guidance on possible areas to be covered in this competence.

#### Communicate

Includes:

- orally
- non-verbally

- in writing

### **Particular requirements**

Includes:

- the client's personal beliefs and preferences
- the client's age, gender and physical condition
- communication differences
- physical support and access
- emotional and psychological support

### **Requests for services**

Includes:

- potential or current clients
- someone acting on behalf of the client (e.g. a parent, carer or appointed person)
- other healthcare practitioners

## **Performance Criteria**

*You need to:*

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

## **Knowledge and understanding**

*You need to apply:*

### **A Professional standards and codes of practice**

K1 a working knowledge of the professional standards and code of conduct for your discipline

K2 a factual knowledge of the role of the professional body setting the rules and ethics of your discipline

K3 an in-depth understanding of the rules, ethics and codes of conduct of your profession and how they apply to your own practice

K4 a working knowledge of why it is important to keep your understanding of professional rules and codes of conduct up to date

K5 a working knowledge of how to balance your own responsibilities as a professional with any contractual or other requirements of any organisation within which you work

### **B Legislation**

K6 a factual knowledge of current relevant health and safety legislation and how it applies to your own work role

K7 a factual knowledge of legislation relating to obtaining, storing and using information and supplying services and how it applies to your own work role

K8 a factual knowledge of the importance of keeping your understanding of legislation up to date

K9 a factual knowledge of how relevant legislation impacts on your own work

### **C Employment and organisational policies and practices**

K10 a factual knowledge of the roles and functions of the principal agencies with whom you work

K11 a factual knowledge of how to obtain information from the principal agencies with whom you may be working

K12 a working knowledge of why it is important to respect the rights of clients

K13 an in-depth understanding of the extent of your own remit as a practitioner and the limits of your responsibilities

K14 a factual knowledge of how your own role relates to that of other professionals within the principal agencies

K15 a factual knowledge of the organisational requirements and restrictions relating to the use of resources

K16 a factual knowledge of the range of resources and options available to meet the client's needs

## **D Communication and the professional relationship**

K17 a working knowledge of how to achieve effective communication through observation, sensitive questioning and listening

K18 a working knowledge of how to adapt vocabulary, pace and tone of speaking to meet the needs of the client

K19 a working knowledge of what forms of verbal and non-verbal communication are available and how to use these positively

K20 a working knowledge of what signals can be used to check the understanding of the client and how to interpret them

K21 a working knowledge of how to position self and client to encourage communication

K22 a working knowledge of how to recognise and overcome barriers to communication

K23 a working knowledge of how certain environments can inhibit communication and how to minimise this

K24 a working knowledge of why it is important to encourage the client (and any companion(s)) to ask questions, seek advice and express any concerns

K25 an in-depth understanding of the nature of a professional relationship and how to develop it with clients

K26 a working knowledge of how to respond to conflicting advice which clients may receive from different practitioners

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

K27 a working knowledge of why it is important to reflect on your own practice and identify any development needs

K28 a working knowledge of how to evaluate the effectiveness of your own actions and learn from experience

K29 a working knowledge of the information available on effective complementary healthcare and

how to evaluate and use this information within your own practice

K30 a factual knowledge of 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

K31 a factual knowledge of how to develop links with other healthcare providers and the protocols for doing this

K32 a working knowledge of how to acknowledge the limits of your own knowledge and competence and the importance of not exceeding these

## **F Confidentiality**

K33 a factual knowledge of the importance of recognising and maintaining the client's right to confidentiality

K34 a working knowledge of how to balance the client's rights against your responsibility to others

K35 a working knowledge of what to take into account if passing on information about clients and why this is important

K36 a factual knowledge of 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

K37 a factual knowledge of the ways in which confidentiality may be breached and how to prevent their occurrence

## **G Consent**

K38 a factual knowledge of what is meant by informal and formal consent and the circumstances in which these may arise

K39 a factual knowledge of the guidance given by your professional body on informal and formal consent and when written consent should be obtained

K40 a factual knowledge of why it is important to ensure that clients have been given sufficient information to give or refuse consent

K41 a factual knowledge of who holds responsibility for gaining consent and when this should be done

K42 a factual knowledge of how formal consent may be obtained for clients who are unable to give the consent themselves and who has the right to give this consent

K43 a factual knowledge of 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**

K44 a factual knowledge of why it is important to protect client confidentiality

K45 a factual knowledge of how to keep records to protect confidentiality and security of information

K46 a factual knowledge of how to keep records so that an audit can be undertaken

K47 a factual knowledge of why it is important to record all the necessary information in a format suitable for further use

K48 a factual knowledge of who has the right of access to information held on records

K49 a working knowledge of why it is important to acknowledge and respect an individual's rights and dignity and ways of doing this

K50 a factual knowledge of what circumstances may indicate a need for the presence of a third party

K51 a factual knowledge of who may act as a companion for the client and how to interact with them

K52 a working knowledge of what your legal and ethical responsibilities are in relation to the client's health and safety

K53 a factual knowledge of how to maintain your practice in line with health and safety legislation

K54 a working knowledge of how to be supportive to the client (and any companion(s)) whilst managing time effectively

K55 a factual knowledge of how to obtain information to support your practice

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

K56 an in-depth understanding of the concept of physical, emotional, mental and spiritual health, and well-being that is consistent with the practice, principles and theory underlying Reiki

K57 a working knowledge of why it is important to recognise that the client's previous and present care may affect their physical, emotional, mental and spiritual health, and well-being

K58 a factual knowledge of how the psychological and emotional balance of the client may affect their physical, emotional, mental and spiritual health, and well-being

K59 a working knowledge of how to recognise when the body is in physical, emotional, mental and spiritual health balance

K60 a factual knowledge of how signs and symptoms may be affected by other factors such as medication, exercise, diet

K61 a factual knowledge of how the client's lifestyle and emotional state can affect their physical, emotional, mental and spiritual health, and well-being

K62 a factual knowledge of how the physical, social, emotional and economic context in which people live affects their health, effective functioning and well-being

K63 a factual knowledge of how personal beliefs and preferences affect how clients live and the choices they make

K64 a factual knowledge of that resources are available to clients to make changes to the context in which they live and make choices about their lifestyles

K65 a factual knowledge of the impact that illness may have on a client's physical, emotional, mental and spiritual health, and well-being

K66 a factual knowledge of 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

K67 a working knowledge of the nature of disability and your role in working with those who have disabilities

K68 a working knowledge of 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 Reiki principles, scope, methods and techniques**

K69 a factual knowledge of the reasons for having received person to person attunement / initiation for your Reiki style, prior to practising in a professional context.

K70 a working knowledge of the principles behind; Reiki systems (the context); and Reiki energy (the flow)

- K71 a working knowledge of the use of external energy vs. internal energy in providing Reiki and the implications of not doing so.
- K72 a working knowledge of the importance of using self-treatment and the implications for not doing so
- K73 an in-depth understanding of how to apply your Reiki style/ systems/ teachings
- K74 a working knowledge of how to choose the most appropriate 'way' to meet the needs of the client
- K75 a factual knowledge of a history of your style(s) of Reiki
- K76 a factual knowledge of your teachers lineage to mikao usui
- K77 a working knowledge of the range of possible recipients for your Reiki style (e.g. animals/ humans/ plants) and any restrictions to practice (e.g. veterinary/ legal)
- K78 a factual knowledge of a history, principles and development of the Reiki and its relationship to other healthcare
- K79 a factual knowledge of how to recognise conditions for which Reiki is incomplete in itself and for which the client should seek advice from other sources (discipline specific)
- K80 a factual knowledge of the circumstances when you may choose not to accept a client:
- the client does not want Reiki
  - you do not wish to provide Reiki
  - the client has an urgent medical need
- K81 a factual knowledge of the circumstances when you must not accept a client:
- you do not have the requisite experience or expertise
  - the circumstances where medical referral is essential
- K82 a factual knowledge of the range, purpose and limitations of different methods, which may be used for different clients with different needs
- K83 a working knowledge of how to determine the most appropriate method(s) for different clients and their particular needs
- K84 a working knowledge of how to tailor Reiki appropriately for each individual
- K85 a working knowledge of how to judge whether self-treatment procedure(s) is/are appropriate

for the client

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

K86 a factual knowledge of how to provide an appropriate assessment environment for the client and the importance of doing so

K87 a factual knowledge of how to select, prepare and use a range of equipment and materials that are needed to assess the client

K88 a factual knowledge of how to prepare and present yourself correctly to carry out assessment

K89 a factual knowledge of why it is important to introduce everyone present and confirm their role within the assessment process

K90 a factual knowledge of how to clarify and confirm the client's (and any companion's) understanding of the assessment process

K91 a working knowledge of how to interpret the client's initial approach and manner and identify their needs

K92 a working knowledge of how to select and use different assessment methods effectively

K93 a factual knowledge of the amount of time which each assessment method is likely to take to establish the client's needs

K94 a working knowledge of the importance of respecting the client's privacy and dignity and affording them as much comfort as possible during assessment

K95 a working knowledge of how to establish valid and reliable information about the client, determine the priority of need and to formulate your initial assessment

K96 a factual knowledge of 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

K97 a working knowledge of 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

K98 a factual knowledge of why it is important to explain the reasons for any delay between requests and assessment

K99 a working knowledge of the appropriate actions to take on the basis of the assessment to suit the client's condition and identified needs.

**L Planning and Providing Reiki**

K100 a factual knowledge of the importance of explaining Reiki and self-treatment options and methods to meet the needs of the client and the potential consequences of not explaining these

K101 a working knowledge of the role which the client (and others) may take, and may need to take, if the Reiki or self-treatment is to be successful and how to explain and agree them with the client (and any companion)

K102 a working knowledge of how to support the client to make informed choices

K103 a factual knowledge of the importance of agreeing the location and timing of Reiki with the client, and the factors which may intervene and alter plans

K104 a factual knowledge of why evaluation methods should be determined at the planning stage and what the client's role will be in the evaluation

K105 a working knowledge of the importance of encouraging the client to be as actively involved as possible and the relationship of this to the promotion of their physical, emotional, mental and spiritual health, and well-being

K106 a working knowledge of how to monitor and evaluate changes in the client, assess which changes are related to Reiki and use this information to inform future practice

K107 a working knowledge of 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

K108 a factual knowledge of methods and processes for evaluating information as Reiki proceeds and using this to inform future practice

K109 a factual knowledge of the importance of giving clear guidance on self-treatment

K110 a factual knowledge of the possible outcomes associated with client self-treatment and the extent of your responsibilities

**M Evaluating and reviewing the effectiveness of Reiki**

K111 a working knowledge of what information is needed for the review to be carried out effectively

K112 a working knowledge of how to review the effectiveness of Reiki with the client and evaluate the extent to which their needs have been met

K113 a working knowledge of the importance of evaluating the broader effects of Reiki

K114 a working knowledge of 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

K115 a factual knowledge of how the client (and any companion) may indicate concerns in the process without making their concerns clear and explicit

K116 a factual knowledge of the importance of active listening in evaluating Reiki with the client

K117 a working knowledge of the range of different ways in which Reiki can be altered to meet the needs of the client and the ways in which their needs may have changed

K118 a working knowledge of why it is necessary to help and support the client to consider the implications of any changes made to their programme of care

K119 a factual knowledge of how to record the content and outcomes of the review process and what information should be included

K120 a working knowledge of the variety of reasons there may be for discontinuing Reiki with the client

## **N Anatomy, physiology and pathology**

K121 a basic awareness of the skeletal structure and the functions/location of the major organs

K122 a basic awareness of physical conditions in sufficient detail to

- identify whether Reiki:
- is appropriate
- must be used with caution
- is contra-indicated
- is inappropriate
- communicate effectively with the client and/or other stakeholders

K123 a factual knowledge of red flag symptoms (i.e. symptoms of conditions requiring immediate medical aid and/or notifiable diseases)

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