

CNH1 Explore and establish the client's needs for complementary and natural healthcare

OVERVIEW

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 on-going 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. Users of this standard will need to ensure that practice reflects up to date information and policies. Version No 1

KNOWLEDGE AND UNDERSTANDING

You will need to know and understand:

- 1.The concept of health and well-being that is consistent with the practice, principles and theory underlying your discipline
- 2.The nature of the service provided and fee structures
- 3.How the client's previous and present care may affect their health and well-being in relation to your discipline
- 4.How the psychological and emotional balance, as well as diet and lifestyle of the individual, can affect their health and well being
- 5.How the context in which people live affects their health and well-being
- 6.The importance of a suitable environment and making clients feel welcome
- 7.How to select and use different methods for exploring clients' needs
- 8.How to establish valid and reliable information about the client, and determine the priority of need, in order to plan the service
- 9.The potential risks (relevant to your discipline) of various courses of action for the client
- 10.How to work with clients to determine the appropriate actions
- 11.The appropriate actions to take to suit identified needs
- 12.The conditions for which the discipline is appropriate and those where it must be used with caution
- 13.How to recognise conditions for which your discipline is unsuitable and for which the client should seek advice from other sources
- 14.How to judge whether self-care procedure(s) relevant to your discipline are appropriate for the client
- 15.The anatomy, physiology and pathology relevant to your discipline
- 16.The procedures for record keeping in accordance with legal and professional

requirements

PERFORMANCE CRITERIA

You must be able to do the following:

- 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.provide an appropriate and safe environment for the service
- 4.make clients feel welcome and ensure they are as comfortable as possible
- 5.discuss the client's needs and expectations, and ask relevant 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

ADDITIONAL INFORMATION

This National Occupational Standard was developed by Skills for Health. This standard links with the following dimension within the NHS Knowledge and Skills Framework (October 2004): Dimension: HWB6 Assessment and treatment planning This standard replaced CHH1, CHH2, CHH3, CHH4, CH H1 and CH H3 Related Functions Principles of Good Practice

CNH2 Develop and agree plans for complementary and natural healthcare with clients

OVERVIEW

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 standard is about developing and agreeing plans that meet the client's needs. Such plans may be subject to change as the service proceeds. Users of this standard will need to ensure that practice reflects up to date information and policies. Version No 1

KNOWLEDGE AND UNDERSTANDING

You will need to know and understand:

1. The range, purpose and limitations of different methods or approaches which may be used for clients' individual needs
2. How to determine the most appropriate method(s) for different clients and their particular needs
3. How to recognise those occasions when your discipline may complement other healthcare which the client is receiving
4. The alternative options available to clients for whom your discipline is inappropriate
5. The role which the client (and others) may take, and may need to take, if the approach is to be successful
6. How to support and advise the client to make informed choices
7. How to work with the client and relevant others to plan the approach
8. Why evaluation methods should be determined at the planning stage and what the client's role will be in the evaluation
9. The importance of encouraging and empowering the client to be as actively involved as possible
10. The relationship of the client's involvement to the promotion of their health and well-being
11. The procedures for record keeping in accordance with legal and professional requirements

PERFORMANCE CRITERIA

You must be able to do the following:

- 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 and evaluation with the client
- 5.check the client understands and support them to make informed choices
- 6.obtain the client's consent and complete records in accordance with professional and legal requirements

ADDITIONAL INFORMATION

This National Occupational Standard was developed by Skills for Health. This standard links with the following dimension within the NHS Knowledge and Skills Framework (October 2004): Dimension: HWB6 Assessment and treatment planning. This standard replaced CHH1, CHH2, CHH3, CHH4, CH H1 and CH H3 Related Functions Principles of Good Practice

CNH25 Provide Healing to clients

OVERVIEW

This standard is about providing Healing as a complementary therapy. The practice of Healing is non-invasive and is used holistically for the body, mind and spirit. Healing involves the transmission of a natural healing energy that works on every level, not just the physical, and is believed to promote the body's regenerative self healing ability. Users of this standard will need to ensure that practice reflects up to date information and policies. Version No 1

KNOWLEDGE AND UNDERSTANDING

You will need to know and understand:

- 1.the nature of healing – the part played by healers in the healing process:
 - 1.healing energy and its source
 - 2.holistic healing – body, mind and spirit
 - 3.levels of existence and spirituality
 - 4.healing the whole person
 - 5.the healer as a channel for healing energy flow
 - 6.the healer's individual contribution
 - 7.the energetic systems and their involvement in the healing process
- 2.the legal framework in which healers must operate:
 - 1.legislation affecting healing and healers
 - 2.legislation relating to vulnerable groups and animals
 - 3.position of trust/duty of care
 - 4.legislation and government policies relating to consent
 - 5.legislation relating to commercial practice
- 3.the healer/client relationship:
 - 1.respect for the client's dignity, privacy, autonomy, cultural differences, rights and beliefs
 - 2.the need to maintain confidentiality (subject to legislation)
 - 3.healing as a complementary therapy
 - 4.effective communication skills
 - 5.the importance of not diagnosing
 - 6.the nature of the service(s) provided
 - 7.the contractual relationships between healer, client and others
 - 8.informed and implied consent
- 4.the relationship with all other healthcare professionals:
 - 1.appearance and behaviour when visiting clients in hospital and other medical

- establishments
- 2.awareness of the appropriate approach required with other healthcare professionals
- 5.the power of thought and the importance of intent
- 6.relaxation, meditation and self awareness in the development of the healer's own potential:
 - 1.breathing techniques
 - 2.meditation
 - 3.maintaining the healer's own wellbeing
 - 4.personal development
 - 5.personal standards
- 7.attunement:
 - 1.the source of the healing energy
 - 2.the route the healing energy takes
 - 3.how to develop and improve the healer's own methods and ability
 - 4.how to recognise any consequences of attunement
- 8.healing preparation:
 - 1.how to recognise the presence of healing energy
 - 2.any effect the process may have on the healer
 - 3.how to sense the subtle energies
 - 4.ways of recognising that healing energies are flowing
- 9.healing with the client present:
 - 1.the healing environment
 - 2.how to prepare the client to receive healing – what to say and what not to say
 - 3.the healing act – what to do and what not to do
 - 4.healing styles – good practice
 - 5.healing options – hands on or off the body, seated or lying
 - 6.how to conclude the healing act
 - 7.how to elicit and respond to feedback from the client
- 10.distant (or absent) healing:
 - 1.the healing environment
 - 2.how to prepare the client to receive distant healing
 - 3.the healing act – what to do and what not to do
 - 4.how to conclude the healing act
 - 5.how to elicit and respond to feedback from the client
- 11.how to deal with situations that might arise prior to, during and after a healing session:
 - 1.when the healer is insufficiently experienced or a medical referral is essential
 - 2.when a healer or client should seek advice from other sources including healthcare professionals or other therapists
 - 3.the circumstances when a healer may choose not to accept a client
 - 4.when adequate supervision is necessary
 - 5.how to deal with special requests from clients
- 12.basic anatomy and physiology – knowledge of the basic systems, structures and functions relating to the physical body (including circulatory/digestive/nervous/muscular/skeletal/main organs)

PERFORMANCE CRITERIA

You must be able to do the following:

- 1.ensure that the healing environment and any equipment and materials meet professional codes of practice and legal requirements
- 2.present a professional appearance and be prepared and fit to carry out the healing
- 3.explain to the client what may happen during and after healing
- 4.obtain the appropriate consent
- 5.position the client for effective healing and to minimise risk of injury to, and give as much comfort as possible to, the client and self
- 6.reassure the client and encourage them to relax and interact as appropriate
- 7.carry out the healing safely and in the agreed manner
- 8.make appropriate adjustments to the healing to meet the client's changing needs
- 9.deal effectively with responses to the healing
- 10.check the client's wellbeing throughout the healing and give reassurance where needed
- 11.conclude the healing session appropriately and ensure the client is fit to travel
- 12.obtain feedback on the outcome of the healing in a manner, level and pace suited to the client
- 13.offer clear, accurate and appropriate aftercare advice and support to the client
- 14.record the outcomes of the healing accurately and in sufficient detail to evaluate efficacy and to meet professional and legal requirements

ADDITIONAL INFORMATION

This National Occupational Standard was developed by Skills for Health. This standard links with the following dimension within the NHS Knowledge and Skills Framework (October 2004): Dimension: HWB7 Interventions and treatments. This standard has replaced CHH5 and CHH6. Related Functions: Principles of Good Practice. CNH1 Explore and establish the client's needs for complementary and natural healthcare. CNH2 Develop and agree plans for complementary and natural healthcare with client.