

Self-Employed Code of Practice

Responsibility towards Clients or colleagues or members of the public

- Act in the best interests of your clients and treat them with respect
- During an initial consultation with a client / patient an accurate description of Reflexology should be given.
- Carry out a full consultation that covers all the contraindications, this will ensure the treatment is safe and appropriate for the client.
- Modify a treatment or avoid body area if treating an area where a contraindication applies
- Prior to any physical assessment or treatment you must ensure the client has given consent to be assessed and treated.
- An agreement of fees should be made before commencement of any treatment.
- Full and accurate records of treatments given should be kept. The following details shall be included:
 - Name/DOB/mobile number
 - Relevant details of medical history
 - Dates and findings of treatments
- If practicing other therapies you shall make clear to the client that such therapies form no part of a Reflexology treatment.
- Show respect for confidential information obtained in the course of professional practice except where disclosure is required by law. No disclosure may be made to any third party, without the client's express consent unless it is required by due process of the law, whether by Statute, Statutory instrument, or court order.
- The treatment of a client shall be holistic.
- Always take responsibility for your actions.
- Respect other practitioners and health professionals.

- Always work in a spirit of cooperation and foster good relations with other therapists and healthcare professionals
- Any commercial competition between a yourself and other therapist/healthcare professional must be conducted in a fair and open way.

Assessing the client's needs

- You must take a client-centred approach when forming and implementing a treatment plan to ensure the client's needs/expectations are met
- If a client lacks capacity and is unable to give consent you **MUST** obtained from someone behalf of the client.
- If you treat children (persons aged under 16) and vulnerable adults you must ensure the treatment is safe/appropriate and you have a duty to of care safeguard the individual.
- Do not treat a child or vulnerable adult without written consent from an appropriate adult or individual who has the capacity to give consent.
- When treating a child or vulnerable adult have a parent/guardian present throughout the consultation and treatment
- Treatment or continued treatments can be refused on the grounds of discrimination.
- If treatment is refused it must be communicated in a professional/sensitive manner and the client given advise as to where to find an alternative therapist/healthcare professional.

Practice only within the limits of your competence

- Do not diagnose a medical condition
- Do not claim to cure

- Do not prescribe or administer remedies, herbs, supplements, essential oils or other products unless their training and qualifications entitle them to do so.
- Only practice only within the limits of his / her professional training and competency. No unqualified advice should be given.
- Do not give the impression of medical training or other qualifications unless they possess them
- If you suspect that a client is affected by any condition, medical or otherwise, you should advise the client to consult their medical practitioner.
- If you suspect that a client may be suffering from a communicable condition you shall not continue to treat clients until such time as this is shown not to be the case.
- Only use products and equipment you are qualified to use and received appropriate training for.

Conduct and Behaviour

- Make sure your behaviour does not damage your profession's reputation
- You must dress and behave in a manner that is a credit to the profession.
- Appropriate adaptations to dress may be made for religious and cultural purposes.
- You must act in a professional manner at all times
- You must be able to communicate clearly and effectively.
- Avoid inappropriate touch, dress or conversation
- Extra caution must be exercised when treating near an intimate area of the body
- You must not undermine the profession through poor conduct in their personal or professional life
- Excellent care must be taken at all times to maintain an appropriate and professional relationship with clients.

- Professional boundaries between the member and client must not be blurred
- You must not criticise other therapists or healthcare professionals to clients or other third parties

Observe confidentiality

- The therapist/client relationship is based on trust. You must protect personal information against improper disclosure or use.
- It is important that anyone accessing personal information about a client follows the appropriate protection procedures that are in place and that everyone who has access to personal and sensitive data about a client understands the importance of confidentiality.
- You must collect, store and erase any data is collected in line with the General Data Protection Regulation (EU)
- Client records must be kept up to date and safe and secure
- Clients must always be made aware of what data is being kept and how and made aware of their rights to access any data held about them.
- Records must be kept for a minimum of 10 years
- Always protect the clients modesty and dignity. Items of clothing must only be removed if necessary for the treatment. No pressure must be put on the client to remove any items of clothing if it is against their wish.
- Clients must be treated fairly and without discrimination. Always promote equality, human right and anti-discrimination legislation.

Safe Practice

- Everyone must follow and understand health and safety legislation.
- Regular health and safety checks must be carried out in line with Health and Safety Executive (HSE) requirements.

- Comply with COSHH (control of substances hazardous to health) if working with any potentially hazardous substances.
- All equipment and/or products must be checked and maintained in accordance to manufacturers guidelines.
- Therapists are required to have a level of first aid training and have first aid kits appropriate to their treatment/business needs
- Maintain high standards of hygiene at all times to protect themselves and clients from bacteria, viruses, fungal infections or infestations.
- Personal hygiene must be adhered to at all times. Washing hands, clean clothing, jewellery kept to a minimum, hair tied back, nails kept short, any cuts or abrasions safely covered up.
- Clients personal hygiene must be taken into consideration and dealt with sensitively. It is vital to address to avoid and cross contamination or risk of infection.
- Clean towels between every client wash minimum 60 degrees. Wash hands before and after each treatment. Wash and disinfect the bed and any surfaces touched when working on a new client. Always use a clean organised trolley for treatments. Never double dip and wear gloves where needed.

Practise within the law

- You must comply with all relevant laws and regulations and shall avoid any action that may discredit the profession
- You should make sure that you comply with the terms of disability discrimination legislation and ensure disabled access for your clients, where practicable.
- You must not seek to attract business unfairly or unprofessionally or in any way which would discredit the reputation of reflexology.
- Your promotional material must not breach copyright or contain material plagiarised or copied from others. This includes, but is not exclusive to, your website and printed material.

Continuing Professional Development (CPD)

- The mark of a professional is that they are willing to continually update and expand their knowledge and skills to give the best to their clients.

Insurance

- Ensure if you are working with the public that you have obtained the necessary insurance and agreed to your own countries laws regarding health care.
- You must inform your insurer of any changes in circumstances that may affect their cover/policy
- Always check with your insurer before embarking on any further training courses to make sure you are covered.
- All insurances documents must be kept safe and secure and made accessible to a client if asked for proof of insurance
- All therapists must have a written complaints procedure in place.
- Complaints must be dealt with fairly and promptly and your insurer must be advised in the event that a complaint leads to legal action.