

## CH H2 Treat the client (Hypnotherapy)

### OVERVIEW

This standard describes standards for planning, implementing, monitoring and reviewing hypnotherapy treatment programmes for clients. The actions which the practitioner takes should be planned and evaluated with the clients concerned. This unit applies to any practitioner whose work aims to enable clients to improve and maintain their health, effective functioning and well-being through hypnotherapy 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 hypnotherapy, 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. This standard 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) 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. 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 professional standards and code of conduct for your therapy
2. the role of the professional body setting the rules and ethics of your therapy
3. how the rules and ethics of professional practice and codes of conduct 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 organisational and contractual requirements

6. current relevant health and safety legislation and how it applies to your own work role
7. legislation relating to obtaining, storing and using information and supplying services
8. the importance of keeping your understanding of legislation up to date
9. how relevant legislation impacts on your own work
10. the roles and functions of the principal agencies within the health and social care sector
11. sources of information within the health and social care sector and how to access them
12. why it is important to respect the rights of clients
13. the extent of your own remit as a practitioner and the limits of your responsibilities
14. how your own role relates to other health and social care practitioners
15. the organisational requirements and restrictions relating to the use of resources
16. the range of resources and options available to meet the client's needs
17. how to achieve effective communication through observation, sensitive questioning and listening
18. how to adapt vocabulary, pace and tone of speaking to meet the needs of the client
19. what forms of verbal and non-verbal communication are available and how to use these positively
20. how to check understanding with the client by reading and using a variety of signals
21. how to position self and client to encourage communication
22. how to recognise and overcome barriers to communication
23. why certain environments can inhibit communication and how to minimise this
24. why it is important to encourage the client (and any companion(s)) to ask questions, seek advice and express any concerns
25. the nature of a professional therapeutic relationship and how to develop it with clients
26. how to respond to conflicting advice which clients may receive from different practitioners
27. why it is important to reflect on your own practice and identify any development needs
28. how to evaluate the effectiveness of your own actions and learn from experience
29. the information available on effective complementary healthcare and how to evaluate and use this information within your own practice

30. how the models and concepts in your area of practice have evolved and developed, how these tend to change with time and the similarities and differences between different versions
31. how to develop links with other healthcare providers and the protocols for doing this
32. the extent of your own knowledge and competence and how and when to refer the client to another practitioner
33. the importance of recognising and maintaining the client's right to confidentiality
34. how to balance the client's rights against your responsibility to others
35. what to take into account when passing on information about clients
36. what the procedures and requirements on confidentiality, security and transmission of information are for your organisation and for any organisation that you may need to contact regarding a client
37. ways in which confidentiality may be breached and how to prevent this occurrence
38. what is meant by "implied" and "informed" consent and the circumstances in which these may arise
39. the guidance given by your professional body on implied and informed consent and when written consent should be obtained
40. why it is important to ensure that clients have been given sufficient information to give or refuse consent
41. who holds responsibility for gaining consent and when this should be done
42. how informed consent may be obtained from clients who are unable to give the consent themselves and who has the right to give this consent
43. how to confirm that the agreements reached are likely to be in the clients' best interest
44. what the policies on consent, including any specific requirements under contractual agreements are for your organisation and for any organisation that you may need to contact regarding a client
45. why it important to protect client confidentiality
46. how to keep records to protect confidentiality and security of information
47. how to keep records so that clinical audit can be undertaken
48. why it is important to record all the necessary information in a format suitable for further use
49. who has the right of access to information held of records

50. why it is important to acknowledge and respect an individual's rights and dignity and ways of doing this
51. what circumstances may indicate a need for an escort/presence of a third party
52. who may act as a companion for the client and how to interact with them
53. what your legal and ethical responsibilities are in relation to the client's health and safety
54. how to maintain your practice in line with health and safety legislation
55. how to be supportive to the client (and any companion(s)) whilst managing time effectively
56. the concept of health, effective functioning and well-being
57. why it is important to recognise that the client's previous and present care may affect their health, effective functioning and well-being
58. how the psychological and emotional balance of the client may affect their health, effective functioning and well-being
59. the nature of illness and the impact this may have on a client's health, effective functioning and well-being
60. how signs and symptoms may be suppressed or altered by other factors such as medication, exercise, diet, drugs and how to obtain information on these
61. how the diet, lifestyle, physical, social, emotional and economic context in which people live affects their health, effective functioning and well-being
62. the importance of recognising conditions which may pose a serious risk to the client and when to seek immediate help or advice from other professional sources
63. how personal beliefs and preferences affect how clients live and the choices they make
64. the nature of disability and your role in working with those who have disabilities
65. how an individual's abilities and disabilities may affect the nature and form of support needed
66. the history, principles and development of hypnotherapy and its relationship to other healthcare
67. how to recognise those occasions when hypnotherapy may complement other treatments which the client is receiving
68. the circumstances when you may choose not to accept a client:
  - a) hypnotherapy is unlikely to succeed
  - b) the client does not want to continue with treatment

- c) you do not wish to provide the treatment
- 69. the circumstances when you must not treat a client:
  - a) hypnotherapy is contra-indicated
  - b) other healthcare should be sought
  - c) you do not have the requisite experience or expertise
- 70. the range, purpose and limitations of different methods which may be used for different clients with different needs
- 71. how to determine the most appropriate method(s) for different clients and their particular needs
- 72. how to recognise conditions for which hypnotherapy is incomplete in itself and for which the client should seek advice from other sources
- 73. how to tailor treatment appropriately for each individual
- 74. how to judge whether self-care is appropriate for the client
- 75. the importance of giving clear and accurate instructions on self-care
- 76. Conscious and unconscious process
  - a) the functions of the conscious and unconscious process
  - b) the basic neural operation of the brain
  - c) the difference between the analytical and creative functions of the mind
  - d) short and long term memory – how this is stored
  - e) false memory
  - f) the impact of emotion on memory
  - g) how memory corrupts
- 77. Stress response
  - a) fight or flight
  - b) the endocrine system and how this interacts with the brain
  - c) how psychological response creates physical reaction and vice versa
- 78. Breathing
  - a) characteristics of breathing

- b) how to recognise changes in breathing
  - c) utilising breathing as part of the psychological response
79. Psychosis
- a) functional and organic psychosis
  - b) how to recognise psychosis and the appropriate action to take
  - c) appropriate referral action to take if confronted by psychosis
80. Techniques
- a) direct, indirect, confusion, eye fixation, fractionalisation, trigger, metaphoric, physical induction techniques
  - b) how to select appropriate technique(s) to suit the client
  - c) how to recognise when not to use certain techniques and the possible consequences of using an inappropriate technique
81. Theories of psychology
- a) the main theories of psychology e.g. psychodynamic, humanistic/existential, cognitive and behavioural
  - b) how these influence your own practice
  - c) the importance of keeping your own knowledge up to date
82. The therapeutic process
- a) how key theories and approaches to treatment can be utilised in therapy
  - b) the difference between hypnosis and hypnotherapy
  - c) how to be aware of and manage transference and counter-transference
  - d) how to develop a working alliance with your client
83. Methods
- a) the range of intervention methods which may be used, for example
    - direct suggestion
    - indirect suggestion
    - metaphor
    - neuro linguistic programming

- eriksonian
  - analytical
  - cognitive behavioural
  - regression
  - mechanistic
  - self help (including self-hypnosis and tasking)
- b) the correct use of the different methods
84. Contra-indications
- a) how to recognise conditions that you cannot treat
  - b) when and how to refer clients who are outside the scope of your competence
85. Abreactions
- a) induced and spontaneous abreactions
  - b) how to manage appropriately both types of abreactions
  - c) how to recognise the potential for hysteria
  - d) how to respond to unexpected reactions
86. Why advertising should be accurate and truthful
87. The importance of holding appropriate professional indemnity insurance
88. Client welfare
- a) The importance of ensuring the welfare of the client
  - b) How to recognise and guard against client exploitation through improper use of information gained, extending the treatment unnecessarily, overstepping the boundary in the professional relationship
89. Continuing professional development
- a) The importance of maintaining your own development and keeping up to date with current practice in your profession
90. The importance of recording client information accurately and in sufficient detail to use for assessment purposes
91. Why certain information should be obtained before treatment e.g. family history, medical history, personal details

92. How to keep records securely
93. The importance of fostering a rapport with your client
94. How to utilise appropriate self-disclosure
95. The different questioning techniques which may be used – open questioning and closed questioning, direct and non-direct
96. The range of assessment methods which may be used:
  - a) suggestability tests
  - b) guided interview
  - c) questionnaire
  - d) subjective unit of distress (SUDS)
  - e) observation
  - f) personality profiles
  - g) depth scales
97. the importance of agreeing aims and staged goals to meet those aims with the client
98. the role which the client (and others) may take, and may need to take, if the hypnotherapy treatment is to be successful and how to explain and agree them with the client (and any companion(s))
99. how to support the client to make informed choices
100. the importance of agreeing the location and timing of the hypnotherapy treatments with the client and the factors which may intervene and alter plans
101. why evaluation methods should be determined at the planning stage and what the client's role will be in the evaluation
102. 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
103. how to monitor and evaluate changes in the client, assess which changes are related to the hypnotherapy and use this information to inform future practice
104. how to evaluate the efficacy and suitability of hypnotherapy for the client and decide when it should be halted and/or discontinued
105. methods and processes for evaluating information as treatment proceeds and using this to inform future practice
106. the potential risks associated with client self-care and the extent of your responsibilities



107. the importance of giving accurate and clear advice on self-care and the consequences of not doing so
  108. what information is needed for the review to be carried out effectively
  109. what methods exist for reviewing the effectiveness of the hypnotherapy with the client and evaluating to what extent their needs have been met
  110. how to evaluate the effectiveness of the hypnotherapy treatments as a whole and the importance of doing so
  111. how and why you should encourage the client (and any companion(s)) to take a full and active part in the review process and to offer their views
  112. how the client (and any companion(s)) may indicate concerns in the process without making their concerns clear and explicit
  113. the importance of active listening in evaluating the hypnotherapy treatment with the client
  114. the range of different ways in which hypnotherapy treatments can be altered to meet the needs of the client and the ways in which their needs may have changed
  115. why it is necessary to help and support the client to consider the implications of any changes made to their programme of care
  116. how to record the content and outcomes of the review process and what information should be included
- the variety of reasons there may be for discontinuing the hypnotherapy treatment programme with the client

## PERFORMANCE CRITERIA

You must be able to do the following:

1. ensure information about the client is sufficient to plan the treatment
2. explain the treatment options available 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 (where appropriate) 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
10. ensure that the hypnotherapy treatment environment is appropriate for the client and their needs
11. present a professional appearance and be prepared and fit to carry out the hypnotherapy treatment
12. ensure that the equipment, materials, and the surrounding hypnotherapy treatment area meet professional codes of practice, legal and organisational requirements
13. position the client for effective interaction and to minimise risk of injury to self and discomfort to the client
14. reassure the client and encourage them to relax and interact as they wish
15. carry out the hypnotherapy treatment safely and appropriately
16. make appropriate adjustments to the hypnotherapy treatment to meet the client's changing needs
17. respond effectively to deal with reactions to the hypnotherapy treatment
18. check the client's well-being throughout the hypnotherapy treatment and give reassurance where needed
19. offer clear and accurate aftercare advice and support to the client where needed
20. allow the client sufficient time to recover fully before leaving the premises
21. discuss the outcomes of the hypnotherapy treatment and its effectiveness in a manner, level and pace suited to the client
22. encourage the client to evaluate their hypnotherapy programme and suggest possible modifications
23. agree future hypnotherapy treatment with the client
24. encourage clients to take responsibility for their own health, effective functioning and well-being
25. advise the client where hypnotherapy is unsuitable and support them to seek other healthcare where appropriate
26. obtain the client's written consent to pass on confidential information

27. record the outcomes of the treatment accurately and in sufficient detail to meet professional requirements
28. store the records securely
29. interact with any companion(s) of the client in ways that are appropriate to the needs of the client and to your needs
30. evaluate the experience you have gained from treating the client to inform future practice

### **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: HWB5 Provision of care to meet health and wellbeing needs