

## **UNIT**

### **CH-H2     Treat the client**

#### **Elements of competence**

CH-H2.1 Plan the hypnotherapy treatment programme with the client

CH-H2.2 Provide treatment

CH-H2.3 Evaluate the effectiveness of the treatment

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#### **Information about this unit**

##### *Summary*

This unit 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.

##### *Who this unit is aimed at*

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.

##### *Principles of good practice*

This unit 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.

##### *Relationship to other units*

This unit links with unit CH-H1 and is similar in content to unit 11.2 in the National Occupational Standards for Professional Activity in Health Promotion and Care but has been put into the specific context of hypnotherapy.

*Note: where “client” is referred to, read also “patient”, “customer”, “pupil” and “learner”,*

*where “companion” is referred to, read also “representative”, “partner”, “relative”, “friend of the client”, “another healthcare practitioner” and “appointed chaperone”.*

**Element CH-H2.1 Plan the hypnotherapy treatment programme with the client**

**Performance criteria**

You will need to:

- (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

## **Element CH-H2.2 Provide treatment**

### **Performance criteria**

You will need to:

- (1) ensure that the hypnotherapy treatment environment is appropriate for the client and their needs
- (2) present a *professional appearance* and be prepared and fit to carry out the hypnotherapy treatment
- (3) ensure that the equipment, materials, and the surrounding hypnotherapy *treatment area* meet professional codes of practice, legal and organisational requirements
- (4) position the client for effective interaction and to minimise risk of injury to self and discomfort to the client
- (5) reassure the client and encourage them to relax and interact as they wish
- (6) carry out the hypnotherapy *treatment* safely and appropriately
- (7) make appropriate adjustments to the hypnotherapy treatment to meet the client's changing needs
- (8) respond effectively to deal with *reactions to the hypnotherapy treatment*
- (9) check the client's well-being throughout the hypnotherapy treatment and give reassurance where needed
- (10) offer clear and accurate aftercare advice and support to the client where needed
- (11) allow the client sufficient time to recover fully before leaving the premises

### **Scope:**

- 1 *Professional appearance:*
  - a) own presentation including appropriate dress/uniform/adornment
  - b) personal hygiene
- 2 *Treatment area is suitable in terms of:*
  - a) ventilation
  - b) lighting
  - c) heating
  - d) level and nature of noise
  - e) privacy
  - f) accessibility
  - g) space
  - h) cleanliness and orderliness

3 *Treatment:*

- a) formal and informal trance
- b) direct
- c) indirect
- d) permissive
- e) authoritative
- f) mechanistic

4 *Reactions to the treatment:*

- a) abreactions
- b) spontaneous regression
- c) spontaneous breach of trance
- d) not coming out of trance when instructed
- e) dealing with obstacles in trance and out of trance e.g. non response

## **Element CH-H2.3 Evaluate the effectiveness of the treatment**

### **Performance criteria**

You will need to:

- (1) discuss the *outcomes* of the hypnotherapy treatment and its effectiveness in a manner, level and pace suited to the client
- (2) encourage the client to *evaluate* their hypnotherapy programme and suggest possible modifications
- (3) agree future hypnotherapy treatment with the client
- (4) encourage clients to take responsibility for their own health, effective functioning and well-being
- (5) advise the client where hypnotherapy is unsuitable and support them to seek other healthcare where appropriate
- (6) obtain the client's written consent to pass on confidential information
- (7) record the outcomes of the treatment accurately and in sufficient detail to meet professional requirements
- (8) store the records securely
- (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) evaluate the experience you have gained from treating the client to inform future practice

### **Scope:**

#### *1 Outcomes:*

- a) improvement of the client's health, effective functioning and well-being
- b) maintenance and stability
- c) palliative
- d) deterioration in the client's health, effective functioning and well-being

#### *2 Evaluation includes:*

- a) client's experience of the programme
- b) extent to which the programme has met the needs of the client
- c) the client's broader needs
- d) other factors which may have affected the programme's effectiveness

## **Description of knowledge and understanding**

### ***You should know and understand:-***

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

- 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

#### **B Legislation**

- 1 current relevant health and safety legislation and how it applies to your own work role
- 2 legislation relating to obtaining, storing and using information and supplying services
- 3 the importance of keeping your understanding of legislation up to date
- 4 how relevant legislation impacts on your own work

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

- 1 the roles and functions of the principal agencies within the health and social care sector
- 2 sources of information within the health and social care sector and how to access them
- 3 why it is important to respect the rights of clients
- 4 the extent of your own remit as a practitioner and the limits of your responsibilities
- 5 how your own role relates to other health and social care practitioners
- 6 the organisational requirements and restrictions relating to the use of resources
- 7 the range of resources and options available to meet the client's needs

**D Communication and the professional relationship**

- 1 how to achieve effective communication through observation, sensitive questioning and listening
- 2 how to adapt vocabulary, pace and tone of speaking to meet the needs of the client
- 3 what forms of verbal and non-verbal communication are available and how to use these positively
- 4 how to check understanding with the client by reading and using a variety of signals
- 5 how to position self and client to encourage communication
- 6 how to recognise and overcome barriers to communication
- 7 why certain environments can inhibit communication and how to minimise this
- 8 why it is important to encourage the client (and any companion(s)) to ask questions, seek advice and express any concerns
- 9 the nature of a professional therapeutic relationship and how to develop it with clients
- 10 how to respond to conflicting advice which clients may receive from different practitioners

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

- 1 why it is important to reflect on your own practice and identify any development needs
- 2 how to evaluate the effectiveness of your own actions and learn from experience
- 3 the information available on effective complementary healthcare and how to evaluate and use this information within your own practice
- 4 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
- 5 how to develop links with other healthcare providers and the protocols for doing this
- 6 the extent of your own knowledge and competence and how and when to refer the client to another practitioner

## **F Confidentiality**

- 1 the importance of recognising and maintaining the client's right to confidentiality
- 2 how to balance the client's rights against your responsibility to others
- 3 what to take into account when passing on information about clients
- 4 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
- 5 ways in which confidentiality may be breached and how to prevent this occurrence

## **G Consent**

- 1 what is meant by "implied" and "informed" consent and the circumstances in which these may arise
- 2 the guidance given by your professional body on implied and informed consent and when written consent should be obtained
- 3 why it is important to ensure that clients have been given sufficient information to give or refuse consent
- 4 who holds responsibility for gaining consent and when this should be done
- 5 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
- 6 how to confirm that the agreements reached are likely to be in the clients' best interest
- 7 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

## **H Practice management**

- 1 why it important to protect client confidentiality
- 2 how to keep records to protect confidentiality and security of information
- 3 how to keep records so that clinical audit can be undertaken
- 4 why it is important to record all the necessary information in a format suitable for further use
- 5 who has the right of access to information held of records



- 6 why it is important to acknowledge and respect an individual's rights and dignity and ways of doing this
- 7 what circumstances may indicate a need for an escort/presence of a third party
- 8 who may act as a companion for the client and how to interact with them
- 9 what your legal and ethical responsibilities are in relation to the client's health and safety
- 10 how to maintain your practice in line with health and safety legislation
- 11 how to be supportive to the client (and any companion(s)) whilst managing time effectively

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

- 1 the concept of health, effective functioning and well-being
- 2 why it is important to recognise that the client's previous and present care may affect their health, effective functioning and well-being
- 3 how the psychological and emotional balance of the client may affect their health, effective functioning and well-being
- 4 the nature of illness and the impact this may have on a client's health, effective functioning and well-being
- 5 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
- 6 how the diet, lifestyle, physical, social, emotional and economic context in which people live affects their health, effective functioning and well-being
- 7 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
- 8 how personal beliefs and preferences affect how clients live and the choices they make
- 10 the nature of disability and your role in working with those who have disabilities
- 11 how an individual's abilities and disabilities may affect the nature and form of support needed

**J The scope and methods of complementary healthcare**

- 1 the history, principles and development of hypnotherapy and its relationship to other healthcare

- 2 how to recognise those occasions when hypnotherapy may complement other treatments which the client is receiving
- 3 the circumstances when you may choose not to accept a client:
  - hypnotherapy is unlikely to succeed
  - the client does not want to continue with treatment
  - you do not wish to provide the treatment
- 4 the circumstances when you must not treat a client:
  - hypnotherapy is contra-indicated
  - other healthcare should be sought
  - you do not have the requisite experience or expertise
- 5 the range, purpose and limitations of different methods which may be used for different clients with different needs
- 6 how to determine the most appropriate method(s) for different clients and their particular needs
- 7 how to recognise conditions for which hypnotherapy is incomplete in itself and for which the client should seek advice from other sources
- 8 how to tailor treatment appropriately for each individual
- 9 how to judge whether self-care is appropriate for the client
- 10 the importance of giving clear and accurate instructions on self-care

## **K Hypnotherapy science**

### **1 Anatomy & Physiology**

#### *a) Conscious and unconscious process*

- the functions of the conscious and unconscious process
- the basic neural operation of the brain
- the difference between the analytical and creative functions of the mind
- short and long term memory – how this is stored
- false memory
- the impact of emotion on memory
- how memory corrupts

#### *b) Stress response*

- fight or flight
- the endocrine system and how this interacts with the brain
- how psychological response creates physical reaction and vice versa

#### *c) Breathing*

- characteristics of breathing
- how to recognise changes in breathing
- utilising breathing as part of the psychological response

*d) Psychosis*

- functional and organic psychosis
- how to recognise psychosis and the appropriate action to take
- appropriate referral action to take if confronted by psychosis

## **2 Induction, deepening and reviving techniques**

*a) Techniques*

- direct, indirect, confusion, eye fixation, fractionalisation, trigger, metaphoric, physical induction techniques
- how to select appropriate technique(s) to suit the client
- how to recognise when not to use certain techniques and the possible consequences of using an inappropriate technique

## **3 Psychology**

*a) Theories of psychology*

- the main theories of psychology e.g. psychodynamic, humanistic/existential, cognitive and behavioural
- how these influence your own practice
- the importance of keeping your own knowledge up to date

*b) The therapeutic process*

- how key theories and approaches to treatment can be utilised in therapy
- the difference between hypnosis and hypnotherapy
- how to be aware of and manage transference and counter-transference
- how to develop a working alliance with your client

## **4 Intervention methods**

*a) Methods*

- 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)
- the correct use of the different methods

*b) Contra-indications*

- how to recognise conditions that you cannot treat
- when and how to refer clients who are outside the scope of your competence

*c) Abreactions*

- induced and spontaneous abreactions
- how to manage appropriately both types of abreactions
- how to recognise the potential for hysteria
- how to respond to unexpected reactions

**5 Ethical practice**

a) Why advertising should be accurate and truthful

b) The importance of holding appropriate professional indemnity insurance

*c) Client welfare*

- The importance of ensuring the welfare of the client
- 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

*d) Continuing professional development*

- The importance of maintaining your own development and keeping up to date with current practice in your profession

**6 Interview and assessment techniques**

a) The importance of recording client information accurately and in sufficient detail to use for assessment purposes

b) Why certain information should be obtained before treatment e.g. family history, medical history, personal details

c) How to keep records securely

d) The importance of fostering a rapport with your client

e) How to utilise appropriate self-disclosure

- f) The different questioning techniques which may be used – open questioning and closed questioning, direct and non-direct
- g) The range of assessment methods which may be used:
  - suggestability tests
  - guided interview
  - questionnaire
  - subjective unit of distress (SUDS)
  - observation
  - personality profiles
  - depth scales
- h) How to select the appropriate assessment method for your client

**M Providing treatment**

- 1 the importance of agreeing aims and staged goals to meet those aims with the client
- 2 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))
- 3 how to support the client to make informed choices
- 4 the importance of agreeing the location and timing of the hypnotherapy treatments with the client and the factors which may intervene and alter plans
- 5 why evaluation methods should be determined at the planning stage and what the client's role will be in the evaluation
- 6 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
- 7 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
- 8 how to evaluate the efficacy and suitability of hypnotherapy for the client and decide when it should be halted and/or discontinued
- 9 methods and processes for evaluating information as treatment proceeds and using this to inform future practice
- 10 the potential risks associated with client self-care and the extent of your responsibilities
- 11 the importance of giving accurate and clear advice on self-care and the consequences of not doing so

**N Evaluating and reviewing the effectiveness of treatment(s)**

- 1 what information is needed for the review to be carried out effectively
- 2 what methods exist for reviewing the effectiveness of the hypnotherapy with the client and evaluating to what extent their needs have been met
- 3 how to evaluate the effectiveness of the hypnotherapy treatments as a whole and the importance of doing so
- 4 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
- 5 how the client (and any companion(s)) may indicate concerns in the process without making their concerns clear and explicit
- 6 the importance of active listening in evaluating the hypnotherapy treatment with the client
- 7 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
- 8 why it is necessary to help and support the client to consider the implications of any changes made to their programme of care
- 9 how to record the content and outcomes of the review process and what information should be included
- 10 the variety of reasons there may be for discontinuing the hypnotherapy treatment programme with the client