

## SFHCHHM2

### Provide a treatment and management plan to meet the needs of the client



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#### Overview

This standard is based on the premise that for effective treatment planning and implementation to take place, you need to understand the context of the client and the holistic nature of health, effective functioning and well-being. You must be able to communicate effectively with clients and any companion(s) of the client and integrate your 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 you using, as far as is possible, interventions which are sustainable by the client in their own context. Element one involves negotiating and formulating a treatment and management plan with the client. This includes giving dietary and lifestyle advice and explaining how to handle positive and adverse outcomes of the treatment. Element two is about evaluating the effectiveness of the herbal medicine treatment, it includes making any adjustments to the treatment to accommodate any changes in the needs of the client and agreeing future treatment sessions. Element three is concerned with completing post-consultation activities such as recording the outcomes of the consultation, writing the prescription and dealing with between consultation communications from clients. It is also concerned with evaluating the effectiveness of the herbal dispensary, which you may or may not run yourself.

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

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#### Performance criteria

*You must be able to:*

- P1 ensure information about the client is sufficient to plan the treatment
- P2 explain the outcomes of the consultation clearly and in a manner that is understandable by the client
- P3 discuss your initial diagnosis and potential outcomes with the client, check their understanding and support them to make informed choices
- P4 explain the available treatment options and methods which meet the client's circumstances, identified needs and their personal beliefs and preferences
- P5 obtain the consent of the client to proceed with formulating the treatment and management plan and determine any issues of confidentiality with the client and confirm their agreement
- P6 balance potential outcomes with any inherent risks and the legal duty of care to
- P7 advise the client when herbal medicine is unsuitable and enable them to seek other healthcare where appropriate
- P8 devise and provide dietary and lifestyle advice in consultation with the client
- P9 discuss with the client the content, level of risk, duration, frequency of visits and projected costs of the proposed action and explain how the treatment will be evaluated and reviewed
- P10 finalise the treatment and management plan and explain any restrictions to the use of herbal medicines and advise on realistic expectations
- P11 offer clear and accurate aftercare advice and support to the client where needed
- P12 interact with any companion(s) of the client in ways that are appropriate to the needs of the client and to your needs
- P13 discuss the outcomes of the overall treatment and management plan and its effectiveness in a manner, level and pace suited to the client
- P14 encourage the client to evaluate their herbal medicine treatment and suggest possible modifications
- P15 encourage clients to take responsibility for their own health, effective functioning and well-being
- P16 advise the client where herbal medicine is unsuitable and enable them to seek other healthcare where appropriate
- P17 make appropriate adjustments to the treatment to meet the client's changing needs
- P18 obtain the client's consent to pass on confidential information where appropriate
- P19 negotiate the duration and frequency of subsequent treatment sessions with the
- P20 interact with any companion(s) of the client in ways that are appropriate

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- to the needs of the client and to your needs
- P21 record the outcomes of the consultation accurately and in sufficient detail to meet professional requirements
- P22 write the prescription in a form suitable for dispensing
- P23 provide written advice for the client, where necessary
- P24 respond to requests for aftercare advice and support from clients
- P25 store the records securely
- P26 evaluate the experience you have gained from treating the client to inform future
- P27 evaluate the effectiveness of Standard Operating Procedures and legal and ethical procedures carried out by the herbal dispensary

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### Knowledge and understanding

*You need to know and understand:*

- K1 structure and functions of the cells and their components
- K2 structure and functions of tissues: epithelium, connective tissue, membranes
- K3 structure and functions of bio-molecules: carbohydrates, lipids, proteins, co-factors, enzymes
- K4 the metabolism of carbohydrates, lipids and proteins including control and integration
- K5 structure and functions of the musculoskeletal system: bones, joints, muscles, ligaments
- K6 structure and functions of the nervous system: central and peripheral systems, autonomic nervous system, sense organs
- K7 structure and functions of the endocrine system: hypothalamus and the pituitary gland, thyroid gland and adrenal glands, feedback control
- K8 structure and functions of the lymphatic system: the lymphoid tissues and lymphatic circulation, natural (innate) resistance to disease, immunity
- K9 structure and functions of the cardiovascular system and components of blood and blood clotting
- K10 structure and functions of the respiratory system
- K11 structure and functions of the digestive system
- K12 structure and functions of the genito-urinary system and prenatal and post natal growth and development
- K13 how to recognise conditions:
  - K13.1 for which herbal medicine is appropriate
  - K13.2 where herbal medicine must be used with caution
  - K13.3 for which herbal medicine is contra-indicated
  - K13.4 for which herbal medicine is inappropriate
- K14 the structural characteristics and function of key macronutrients and micronutrients
- K15 the processes involved in the catabolism of food components
- K16 terms used in Western dietetics to include RDA, RDI, DRV, EAR, LRNI, RNI, safe intakes, BMR, BMI, PAL and bioavailability
- K17 the effects of food additives, processing and drugs on nutrition
- K18 how to evaluate dietary assessment methodologies such as weighed dietary and portion records, questionnaires and surveys, food tables
- K19 the similarities and differences between different dietary approaches
- K20 dietary needs at different stages of development
- K21 the relationships between diet and disease
- K22 diets for individual specific cases
- K23 the relationship between herbal medicines and diet
- K24 the diagnostic techniques and clinical applications in orthodox medical

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- practice and how to compare and contrast them with your traditional herbal medicine
- K25 the distribution of disease in the community and the approach to prevention from the orthodox and holistic points of view
  - K26 how normal cell and tissue structure and function can change to produce genetic changes, abnormal cell growths, tissue injury, inflammation and repair
  - K27 the general nervous, endocrine and metabolic responses to ageing, stress and tissue injury
  - K28 the principles of infection and the ways in which alterations in natural and acquired defences (immunity) can lead to disease
  - K29 the consequences of changes in the circulation, resulting from vascular narrowing and obstruction, fluid excess and loss and organ failure
  - K30 diseases leading to the differential diagnosis of common symptoms and signs affecting the covering and support systems of the body (skin, joints and bone), control systems (nervous and endocrine systems) and maintenance systems (cardiovascular, respiratory, gastro-intestinal and urinary systems)
  - K31 how to take effective case histories
  - K32 how to perform a clinical examination of the major body systems
  - K33 how to interpret basic pathology laboratory data and results of investigative procedures
  - K34 the major actions and side effects of the major classes of orthodox drugs and how to access drug information (use of National Formularies etc)
  - K35 how to recognise potentially serious signs and symptoms and when to refer clients to orthodox medical practitioners
  - K36 the nature and properties of plant substances
  - K37 the procedures for chemical identification tests
  - K38 the value and uses of chemical identification tests and separation techniques
  - K39 the pharmacological effects of the major groups of plant compounds
  - K40 the mode of action of common medicinal plants
  - K41 the limitations of plant biochemistry as an explanatory model for herb actions
  - K42 how to carry out information searches and evaluate current information on plant biochemistry and phytopharmacognosy
  - K43 the processes and issues of quality assurance in relation to herbal medicines
  - K44 the identifying characteristics of commonly used herbs
  - K45 the botanical terms used to describe herbs, including Latin terms and/or tradition specific names where relevant, for parts of plants
  - K46 the legal requirements relating to the storage, labelling and dispensing of herbal medicine
  - K47 the different forms of administering herbs and how to select the most

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- appropriate form
- K48 the procedures for interacting with pharmacists, licensing authorities, the medical profession and toxicologists
  - K49 the taxonomy and morphology of medicinal plants. How to recognise and identify a wide range of medicinal plants both growing and dried. How to use botanical reference material
  - K50 how to classify plants according to their actions e.g. as stimulants, astringents etc. How to relate the action of an individual herb to its indications in treatment
  - K51 the pharmacological actions of medicinal plants on the body in health and disease and which specific tissues, organs and physiological systems are affected by the administration of a given medicinal plant. The influence of plant remedies on the psycho-social and spiritual aspects of a client's being
  - K52 the relative merits of whole plant preparations, standardised extracts and isolated plant constituents for application in holistic treatment
  - K53 the dosage range for a wide range of medicinal plants
  - K54 the contraindications and incompatibilities of a wide range of medicinal plants
  - K55 the role of rationality, intuition and experience in prescribing treatment
  - K56 the relative merits of simple and/or complex herbal prescriptions
  - K57 the debate concerning the use of native versus foreign herbal remedies
  - K58 conservation issues as they relate to herbal medicine. The merits of organic and wildcrafted herbs
  - K59 the history and fundamental characteristics of Chinese medicine including the stages of development and literary landmarks; holism – seeing patterns of disharmony and the relationship between Traditional Chinese Medicine and Western Medicine in modern China
  - K60 the concept of Yin-Yang, the basic aspects of the Yin-Yang relationship and the medical applications of Yin-Yang
  - K61 the concept of the Five Phases, the Five Phase relationships of engendering(sheng), restraining (ke), rebellion (wu) and overwhelming (chang) and the medical applications of the Five Phase concept
  - K62 the fundamental substances in Traditional Chinese Medicine i.e.
    - K62.1 qi – as a central concept in Chinese philosophy and medicine; the sources, functions and forms of Qi
    - K62.2 blood (xue) – the sources and functions of blood and the relationship to Qi and to the Zang Fu
    - K62.3 essence (jing) – the characteristics and functions of essence
    - K62.4 spirit (shen) – the characteristics and manifestations of spirit
    - K62.5 body Fluids – the characteristics and functions of thinner fluids (jin) and thicker fluids (ye)
  - K63 the function of the internal organs including:
    - K63.1 differences between the Zang Fu in Chinese Medicine and the

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- anatomical organs of Western medicine
- K63.2 the Five Yin organs (wu zang): the functions of the heart (xin)/pericardium(xin bao); the liver (gan); the spleen (pi); the lungs (fei); the kidneys (shen)and the relationships between the Zang
  - K63.3 the Six Yang organs (liu fu): the functions of the gall bladder (dan); stomach(wei); small intestine (xiao chang); large intestine (da chang); bladder (pangguang); triple burner (san jiao) and their relationships with the Zang
  - K63.4 the Extraordinary organs (qi heng zhi fu): the functions of the brain (nao); the marrow (sui); bone (gu); vessels (mai); the uterus (zi gong) and the gallbladder (dan)
- K64 the function of the channels (jing) and network vessels (luo mai) i.e.
- K64.1 the distinction between channels (jing) and network vessels (luo mai)
  - K64.2 the channel system: the twelve regular channels (shi er jing mai); the eight extraordinary channels (qi jing ba mai); the channel divergences (jing bie);the channel sinews (jing jin); the cutaneous regions (pi bu); the relationship between the channels and the Zang Fu
- K65 the causes of diseases (aetiology):
- K65.1 external causes: the six pathogenic factors (liu xie): wind (feng), cold (han),heat (re) or fire (huo), dampness (shi), dryness (zao), (summer-) heat (shu)and the relationship between the normal or upright (zheng) Qi and pathogenic or evil (xie) Qi
  - K65.2 internal causes: the seven emotions (qi qing): joy (xi), anger (nu), worry(you), pensiveness (si), sadness (bei), fear (kong), fright (jing)
  - K65.3 not external and not internal causes (bu nei wai yin): diet, imbalances of work and rest, sexual excesses
  - K65.4 miscellaneous factors including trauma, burns, bites, parasites
- K66 how to identify patterns (bian zheng) of disharmony (pathology) according to:
- K66.1 the eight principles (ba gang): patterns of the interior (li) and exterior (biao);cold (han) and heat (re); deficiency (xu) and excess (shi); yin and yang
  - K66.2 qi, blood and body fluids: Qi deficiency (qi xu), Qi sinking (qi xian), Qistagnation (qi yu), Qi counterflow (qi ni); blood deficiency (xue xu), bloodstasis (xue yu), blood heat (xue re); oedema (shui zhong), dictinctionbetween thin mucus (yin) and phlegm (tan); phlegm patterns (tan zheng)including phlegm heat (tan re), damp phlegm (shi tan), cold phlegm (hantan), wind phlegm (feng tan), Qi phlegm
  - K66.3 pathogenic factors: wind patterns (feng zheng): wind cold (feng

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- han), wind heat (feng re), wind dampness (feng shi); damp patterns (shi zheng): cold dampness (han shi), damp heat (shi re); cold patterns (han zheng): excess cold (shi han), deficiency cold (xu han); heat/fire patterns (re-/huo zheng): excess heat (shi re), deficiency heat (xu re); summer heat patterns (shuzheng); dryness patterns (zao zheng)
- K66.4 the internal organs: patterns of the heart/pericardium, lung, liver, spleen, kidney; patterns of the stomach, small intestine, large intestine, gall bladder, bladder, triple burner
- K66.5 the six stages (liu-jing): in accordance with the theory of injury by cold: greater yang (tai yang), yang brightness (yang ming), lesser yang (shaoyang), greater yin (tai yin), lesser yin (shao yin), absolute yin (jue yin)
- K66.6 the four levels: in accordance with the theory of warm diseases: defence aspect (wei fen), Qi aspect (qi fen), nutritive aspect (ying fen), blood aspect (xue fen)
- K67 methods used to examine clients:
- K67.1 looking – the shen, physical shape and movement, facial colour, tongue, other external manifestations: eyes, nose, ears, mouth/lips/teeth/gums, throat, limbs, skin
- K67.2 listening and smelling – sound of the voice; breathing cough; body odours
- K67.3 asking about – sensations of cold and hot; sweating; headaches and dizziness; pain/aching/numbness in whole body, in joints, in back, in limbs; chest and abdomen: including epigastric and lower abdominal fullness and pain, oppression of the chest, palpitations, shortness of breath, hypochondriac pain; stools and urine; thirst, appetite and diet, tastes in the mouth, nausea/vomiting; ears and eyes: including tinnitus, hearing loss, pain or pressure in the eyes, blurred vision, floaters; sleep; vitality; mental-emotional state; gynaecological: cycle, periods, discharges; paediatric: including special events during pregnancy, traumas at birth, breast-feeding and weaning, vaccinations; medical history; medication
- K67.4 touching – the pulse: method of palpation; levels of pressure; pulse-positions; pulse qualities including: floating (fu), sinking or deep (chen), slow (chi), rapid (shuo), empty (xu), full (shi), thin or thready (xi), wiry or stringlike (xian), slippery (hua), tight (jin), flooding (hong), soggy (ru) or soft (ruan), choppy (se), knotted (jie), interrupted (dai), and hurried (cu); integration of positions and qualities; palpating the skin, the hands and feet, the epigastrium and abdomen
- K68 the principles (zhi ze) and methods (zhi fa) of treatment i.e.
- K68.1 treating in accordance with the season, the locality, and the individual



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- K68.2 supporting the upright (zheng) Qi and expelling the evil (xie) Qi
- K68.3 treating the manifestation (biao) and the root (ben)
- K68.4 straightforward treatment (zheng-zhi) and paradoxical treatment (fan-zhi)
- K68.5 the eight methods (ba fa) of treatment: sweating (han), vomiting (tu), draining downward (xia), harmonising (he), warming (wen), clearing (qing), reducing(xiao), tonifying (bu), applications, variations, contraindications
- K69 the differentiation and treatment of common diseases (refer to the list provided by the Regulatory Authority)
- K70 the identification, harvesting and storage of Chinese herbs
- K71 the preparation and treatment of Chinese herbs
- K72 the natures and properties of Chinese herbs i.e.
  - K72.1 four Qi and five tastes
  - K72.2 ascending, descending, floating and sinking
  - K72.3 repairing and draining
  - K72.4 targeting of channels
  - K72.5 categories
- K73 the utilisation of Chinese herbs including:
  - K73.1 combining herbs
  - K73.2 contraindications: symptomatic contraindications, contraindicated combinations, contraindications for pregnant women, contraindicated food and drink
  - K73.3 dosage: as determined by the nature of the herbs, as determined by the combination and the type of prescription, as determined by the disease situation, the constitution and age of the client
  - K73.4 administration
- K74 the name, category, properties (four Qi and five tastes), actions and indications, dosage, contraindications, main combinations, differences between members of the same category and appropriate methods of preparations of the Essential Chinese herbs (refer to the list provided by the Regulatory Authority)
- K75 the name, category, main actions and indications and differences between members of the same category of the Useful Chinese herbs (refer to the list provided by the Regulatory Authority)
- K76 the general principles of composing and modifying formulae:
  - K76.1 internal structure of Chinese herbal formulae – the principles of formula building and of herb construction
  - K76.2 adjustment of formulae to fit the individual case – adding and deleting herbs and flavours, altering herb combinations and altering dose ratios
  - K76.3 categories of formula – pre-modern and modern categorisations
  - K76.4 types of formulation – decoctions, powders, pills, soft extracts, special pills, tinctures

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- K76.5 preparation and administration
- K77 the category, ingredients and dosage, indications of dosage, contraindications, major modifications, differences in properties and usage between formulae in the same category of the Essential Model Formulae (refer to the list provided by the Regulatory Authority)
- K78 the category, main ingredients, indications of usage, differences in properties and usage between formulae in the same category of the Useful Model Formulae (refer to the list provided by the Regulatory Authority)
- K79 the elemental nature of the universe and the five elements i.e. earth, water, fire, air and space
- K80 the Fourfold Treatise, the relationship between the individual and the environment, mutual dependence and interaction and its use in determining the timing and suitability of treatments
- K81 the root treatise
  - K81.1 normal physical condition viewed as the basis of illness
  - K81.2 the diagnosis and symptoms of disorders
  - K81.3 treatment, as diet, behaviour, medication and other therapies
  - K81.4 the tree metaphor – three roots, nine stems, 47 branches and 224 leaves
- K82 the explanatory treatise
  - K82.1 the object of treatment i.e. (i) the body - formation of the body (embryology); metaphors for the body; nature of the body (quantitative anatomy dealing with the proportion of bodily constituents, nerves and blood vessels and other important channels in the body); characteristics (physiology) of the body; types of physical constitutions; signs of death (ii) illness - causes of illness; contributing factors of illness; mode of inception of illness; characteristics of illness; classification of diseases
  - K82.2 the treatment i.e. (i) lifestyle – behaviour including usual, seasonal and occasional behaviour (ii) diet - survey of foods and their nutritional value; dietary restrictions; the right amount of food and drink to ingest (iii) medicines - 'taste' and 'post-digestive taste'; six basic tastes and eight fundamental 'potencies' which give each substance its own properties. What the basis is for compounding medicines, in order to achieve the desired curative effect, and the principles involved in compounding medicines (iv) instruments used in external treatments - surgical and medical instruments
  - K82.3 the means of treatment i.e. (i) health preservation - remaining healthy (preventive medicine) (ii) diagnosis - diagnosing the actual condition of the client diagnosing by indirect questioning: gaining the client's confidence; four criteria and their use to investigate whether a disease can be treated or not (iii) treatment

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- of illness - general method of treatment; specific methods of treatment; common and specific means of treatment
- K82.4 the one who treats i.e. (i) the qualities and ethical standards required of a doctor
- K83 the instruction treatise
- K83.1 `disruption of the three Nyes pa' – diagnosis and treatment of Rlung disorders; Mkhri pa disorders; Bad kan disorders and the combination of all three in diagnosis and treatment
- K83.2 `cold' diseases (`consumptive' disorders) – digestive problems; tumours;
- K83.3 t, 2nd and advanced stage oedemas; chronic metabolic disorder resulting in wasting of bodily constituents
- K83.4 `hot' disorders (fevers, inflammations, infectious diseases) – hot disorders in general; clarification of possible errors about hot and cold diseases; `borderline situations' (`Nyes pa' reactions following the treatment of a fever); immature fever; fully-developed fever; empty fever; hidden or latent fever; old (chronic) fever; `turbid' fever; post-traumatic fever; `disturbing' fever; contagious diseases; pox-type diseases; infectious disease of intestines; infectious disease of throat and of muscle tissues; common cold and influenza
- K83.5 diseases of the upper part of the body – head; eyes; ears; nose; mouth; goitre and throat diseases
- K83.6 visceral diseases – heart; lungs; liver; spleen; kidneys; stomach; small intestine; large intestine
- K83.7 sexual diseases – male genital disorders; female genital disorders
- K83.8 miscellaneous diseases – problems of voice production; loss of appetite; intense chronic thirst; hiccups; breathing difficulties; sharp abdominal pains of infectious origin; infections/inflammations; vomiting; diarrhoea; constipation; urinary retention (12 different sorts of disorders); polyuria (20 sorts of disorders); infectious diarrhoea; gout; rheumatic diseases (osteoarthritis); `Chu-Ser' disorders (skin affections of various sorts); neurological disorders; dermatological diseases; miscellaneous minor disorders
- K83.9 `endogenous sores/swellings' – swellings, tumours, cysts, growths; haemorrhoids; `fire heat' (burn-like blisters); `Surya' swellings (bloodclots); swelling of glands; swelling of scrotum and testicles; swelling of lower limbs; anal fistula
- K83.10 children's diseases (paediatrics) – child care; children's diseases; disturbances in children caused by negative influences in their environment
- K83.11 women's diseases (gynaecology) – general, specific and common disorders

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- K83.12 disorders due to 'Severe Mental Disturbance' (Neurology and Psychiatry)disruptive influence of negative emotional states such as hatred and jealousy and their roots in the ultimate demon 'ego fixation' – 'elementals' influence; various patterns of mental disturbance accompanied by physiological manifestations and erratic behaviour; 'insanity makers' – physical signs and disturbed behaviour akin to bipolar affective disorders; 'making one forget' – neurological disorder possibly akin to dementia; 'planetary influence' – neurological disorders including strokes leading to hemiplegia and/or epilepsy; 'naga influence' relating mostly to leprosy
- K83.13 wounds and injuries – general, head wounds; neck wounds; abdominal wounds; limb wounds
- K83.14 poisons – specially formulated poisons; food poisoning; natural poisons
- K83.15 geriatrics – revitalisation treatment
- K83.16 virility/fertility treatment – virility; women's fertility treatment
- K84 the final treatise
  - K84.1 diagnosis through examination of pulse and urine
  - K84.2 'calming' medicinal treatment – decoctions; powders; pills; pastes; medicinal butters 'calcinates'; extracts; medicinal brews; preparations based on precious stones or substances; herbal preparations
  - K84.3 'cleansing' medicinal treatment – lubrication (oil therapy); the five works: purgatives; emetics; cleansing via the nose; gentle enema; forceful enema; 'channel' cleansing as a supplement to the five works; five gentle and forceful external treatments: bloodletting; moxibustion; hot/cold applications; baths/steam baths; ointments; minor surgery as a supplement to the five external treatments; conclusion and entrustment
- K85 how to determine a specific treatment strategy, to select appropriate herbal prescriptions and dietary plans for a wide range of conditions and having regard to the pattern of disharmony particular to the individual concerned
- K86 how to select for any particular scenario or condition a range of possible herbal formulae, and the difference of approach in each case
- K87 how to adapt a prescription appropriately to respond to changing circumstances in the progress of an individual treatment
- K88 how to recognise and deal with adverse reactions
- K89 the factors involved in prognosis
- K90 the factors involved in selecting appropriate dosages of herbs and treatments for particular individuals and conditions, including dosages for the elderly, children and infants. Schedule III herbs and the contraindications in pregnancy

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- K91 the history, principles and development of herbal medicine and its relationship to other healthcare modalities
- K92 how to recognise those occasions when herbal medicine may complement other healthcare which the client is receiving
- K93 how to recognise conditions for which herbal medicine is incomplete in itself and for which the client should seek advice from other sources (discipline specific)
- K94 the circumstances when you may choose not to accept a client:
  - K94.1 herbal medicine is unlikely to succeed
  - K94.2 the client does not want herbal medicine
  - K94.3 you do not wish to provide herbal medicine
- K95 the circumstances when you must not accept a client:
  - K95.1 your specific complementary healthcare discipline is contra-indicated
  - K95.2 you do not have the requisite experience or expertise
- K96 the range, purpose and limitations of different methods, which may be used for different clients with different needs
- K97 how to determine the most appropriate method(s) for different clients and their particular needs
- K98 how to tailor herbal medicine appropriately for each individual
- K99 how to judge whether self-care procedure(s) is/are appropriate for the client
- K100 how to provide an appropriate assessment environment for the client and the importance of doing so
- K101 how to select, prepare and use a range of equipment and materials that are needed to assess the client
- K102 how to prepare and present yourself correctly to carry out assessment
- K103 why it is important to introduce everyone present and confirm their role within the assessment process
- K104 how to clarify and confirm the client's (and any companion's) understanding of the assessment process
- K105 how to interpret the client's initial approach and manner and identify their needs
- K106 how to select and use different assessment methods effectively
- K107 the amount of time which each assessment method is likely to take to establish the client's needs
- K108 the importance of respecting the client's privacy and dignity and affording them as much comfort as possible during assessment
- K109 how to establish valid and reliable information about the client, determine the priority of need and to formulate your initial hypothesis
- K110 the information which would confirm or deny initial hypothesis and the reasons for this in particular cases
- K111 the likely causes of particular conditions and the possibility of changing these

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- K112 the potential risks of various courses of action for the client and how to assess these realistically
- K113 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
- K114 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
- K115 why it is important to explain the reasons for any delay between requests and assessment
- K116 the appropriate actions to take on the basis of the assessment to suit the client's condition and identified needs
- K117 the importance of explaining treatment/self-care options and methods to meet the needs of the client and what the potential consequences of not doing so may be
- K118 the role which the client (and others) may take, and may need to take, if the treatment or self-care is to be successful and how to explain and agree them with the client (and any companion)
- K119 how to support the client to make informed choices
- K120 the importance of agreeing the location and timing of the herbal medicine sessions with the client, and the factors which may intervene and alter plans
- K121 why evaluation methods should be determined at the planning stage and what the client's role will be in the evaluation
- K122 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
- K123 how to monitor and evaluate changes in the client, assess which changes are related to herbal medicine and use this information to inform future practice
- K124 how to evaluate efficacy and suitability of herbal medicine for a client and how to decide when it should be halted and/or discontinued
- K125 methods and processes for evaluating information as treatment proceeds and using this to inform future practice
- K126 the potential risks associated with client self-care and the extent of your responsibilities
- K127 the importance of giving clear and accurate instructions on self-care and the consequences of not doing so
- K128 what information is needed for the review to be carried out effectively
- K129 how to review the effectiveness of the herbal medicine treatment and management plan with the client and evaluate the extent to which their needs have been met
- K130 the importance of evaluating the herbal medicine treatment and management plan as a whole
- K131 how and why you should encourage the client (and any companion) to

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- take a full and active part in the review process and offer their views
- K132 how the client (and any companion) may indicate concerns in the process without making their concerns clear and explicit
- K133 the importance of active listening in evaluating the herbal medicine treatment and management plan with the client
- K134 the range of different ways in which the herbal medicine treatment and management plan can be altered to meet the needs of the client and the ways in which their needs may have changed
- K135 why it is necessary to help and support the client to consider the implications of any changes made to their herbal medicine treatment and management plan
- K136 how to record the content and outcomes of the review process and what information should be included
- K137 the variety of reasons there may be for discontinuing the herbal medicine treatment and management plan with the client
- K138 the professional standards and code of conduct for your discipline
- K139 the role of the professional body setting the rules and ethics of your discipline
- K140 the rules, ethics and codes of conduct of your profession and how they apply to your own practice
- K141 why it is important to keep your understanding of professional rules and codes of conduct up to date
- K142 how to balance your own responsibilities as a professional with any contractual or other requirements of any organisation within which you work
- K143 current relevant health and safety legislation and how it applies to your own work role
- K144 legislation relating to obtaining, storing and using information and supplying services
- K145 the importance of keeping your understanding of legislation up to date including legislation on banned and restricted herbs and medicinal products
- K146 the roles and functions of the principal agencies with whom you work
- K147 how to obtain information from the principal agencies with whom you may be working
- K148 why it is important to respect the rights of clients
- K149 the extent of your own remit as a practitioner and the limits of your responsibilities
- K150 how your own role relates to that of other professionals within the principal agencies
- K151 the organisational requirements and restrictions relating to the use of resources
- K152 the range of resources and options available to meet the client's needs
- K153 how to achieve effective communication through observation, sensitive



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- questioning and listening
- K154 how to adapt vocabulary, pace and tone of speaking to meet the needs of the client
- K155 what forms of verbal and non-verbal communication are available and how to use these positively
- K156 what signals can be used to check the understanding of the client and how to interpret them
- K157 how to position self and client to encourage communication
- K158 how to recognise and overcome barriers to communication
- K159 why certain environments can inhibit communication and how to minimise this
- K160 why it is important to encourage the client (and any companion(s)) to ask questions, seek advice and express any concerns
- K161 the nature of a professional relationship and how to develop it with clients
- K162 how to respond to conflicting advice which clients may receive from different practitioners
- K163 why it is important to reflect on your own practice and identify any development needs
- K164 how to evaluate the effectiveness of your own actions and learn from experience
- K165 the information available on effective complementary healthcare and how to evaluate and use this information within your own practice
- K166 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
- K167 how to develop links with other healthcare providers and the protocols for doing this
- K168 how to acknowledge the limits of your own knowledge and competence and the importance of not exceeding these
- K169 the importance of recognising and maintaining the client's right to confidentiality
- K170 how to balance the client's rights against your responsibility to others
- K171 what to take into account when passing on information about clients
- K172 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
- K173 the ways in which confidentiality may be breached and how to prevent their occurrence
- K174 what is meant by "implied" and "informed" consent and the circumstances in which these may arise
- K175 the guidance given by your professional body on implied and informed consent and when written consent should be obtained
- K176 why it is important to ensure that clients have been given sufficient



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- information to give or refuse consent
- K177 who holds responsibility for gaining consent and when this should be done
- K178 how informed consent may be obtained for clients who are unable to give the consent themselves and who has the right to give this consent
- K179 how to confirm that the agreements reached are likely to be in the clients' best interest
- K180 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
- K181 why it is important to protect client confidentiality
- K182 how to keep records to protect confidentiality and security of information
- K183 how to keep records so that an audit can be undertaken
- K184 why it is important to record all the necessary information in a format suitable for further use
- K185 who has the right of access to information held on records
- K186 why it is important to acknowledge and respect an individual's rights and dignity and ways of doing this
- K187 what circumstances may indicate a need for the presence of a third party
- K188 who may act as a companion for the client and how to interact with them
- K189 what your legal and ethical responsibilities are in relation to the client's health and safety
- K190 how to maintain your practice in line with health and safety legislation
- K191 how to be supportive to the client (and any companion(s)) whilst managing time effectively
- K192 how to obtain information on commonly encountered diseases, drugs and their side effects
- K193 the concept of health, effective functioning and well-being that is consistent with the practice, principles and theory underlying your discipline
- K194 why it is important to recognise that the client's previous and present care may affect their health, effective functioning and well-being
- K195 how the psychological and emotional balance of the client may affect their health, effective functioning and well-being
- K196 how to recognise when the body is in health balance and when it is not functioning as it should
- K197 how signs and symptoms may be suppressed or altered by other factors such as medication, exercise, diet
- K198 how the client's diet, lifestyle and emotional state can affect their health, effective functioning and well-being
- K199 how the physical, social, emotional and economic context in which people live affects their health, effective functioning and well-being
- K200 how personal beliefs and preferences affect how clients live and the choices they make

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K201 what resources are available to clients to make changes to the context in which they live and make choices about their lifestyles

K202 the nature of illness and the impact this may have on a client's health, effective functioning and well-being

K203 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

K204 the nature of disability and your role in working with those who have disabilities

K205 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

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### Additional Information

#### External Links

This standard links with the following dimension within the NHS Knowledge and Skills Framework (October 2004):

Dimension: HWB2 Assessment and care planning to meet people's health and wellbeing needs

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