

## Monitor and provide wet spa services

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### Overview

This standard coexists alongside, **Implement and maintain safe, hygienic and effective working practices**. This standard is about monitoring and providing wet spa services. Wet spa facilities include a showers, mineral showers, steam room, thalassotherapy pool, hydrotherapy, floatation therapy, plunge pool, hot tubs, bathing experiences and ice bar/snow cabin. You will also be required to do a post service evaluation and reflection for improved service. Users of this standard will need to ensure that their practices reflect up-to-date information, policies, procedures and best practice guidance. It is advisable users of this standard are aware of, and comply with first aid requirements in accordance with legislation and organisational policies and procedures, to include carry out emergency first aid response in the event of an adverse incident.

Monitor and provide wet spa services

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## Performance criteria

## You must be able to:

1. maintain your responsibilities for health and safety in accordance with legislation, regulations, directives and guidelines, to include:
  - 1.1 preparation and maintenance of the **wet spa facilities** in accordance with manufacturer instructions
  - 1.2 instructing spa attendants on the cleaning and replenishing of resources to maintain optimum efficiency
2. carry out a concise and comprehensive consultation with the individual to determine suitability for the wet spa facilities
3. carry out an induction with the individual for the wet spa facilities in accordance with the **wet spa service protocol**, to include:
  - 3.1 the benefits, uses and restrictions
  4. confirm and agree with the individual, they have understood the proposed spa service, to include:
    - 4.1 expected outcomes
    - 4.2 contra-actions
    - 4.3 **adverse reactions**
    - 4.4 physical sensation
5. obtain and record the individual's informed consent for the wet spa service
6. provide **instructions** and advice to the individual, pre and post the wet spa service
7. instruct the individual to shower, prior to using the wet spa facility
8. direct the individual to the wet spa facility, to include:
  - 8.1 signposting to the instructions and associated risks
9. monitor the individual's health, wellbeing throughout the wet spa service

Monitor and provide wet spa services

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10. implement the correct course of action in the event of an adverse reaction
11. complete the individual's spa service record and store in accordance with data legislation
12. use reflective practice to evaluate the spa service and take appropriate action
13. conclude the spa service by shutting down and disinfecting the spa facility in accordance with the wet spa service protocol

## Monitor and provide wet spa services

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### Knowledge and understanding

#### You need to know and understand:

1. your role and responsibilities in monitoring and providing wet spa facilities and the importance of working within your competence
2. why you must comply with ethical practice and work within the legislative requirements, to include:
  - 2.1 the responsibilities under local authority licensing regulations
3. the importance to engage in, and document continuous professional development, to include, up-to-date information policies, procedures and best practice guidance
4. the **anatomy and physiology** relevant to this standard
5. the relative and absolute contraindications relevant to wet spa services, to include:
  - 5.1 the legislative and insurance requirements for obtaining medical diagnosis and referral
6. the types, purpose, use and limitations of wet spa facilities in relation to:
  - 6.1 recent activities or treatments that may restrict the service
  - 6.2 past and current medical history
  - 6.3 relevant lifestyle factors
  - 6.4 medication and medical conditions
  - 6.5 cultural background and history
7. the adverse reactions associated with wet spa services and how to respond
8. the health and safety responsibilities in line with legislation before, during and after the wet spa service
9. the importance of cleaning and replenishing resources within wet spa facilities, to include:

## Monitor and provide wet spa services

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### 9.1 how, when and why cleaning duties can be delegated to spa attendants

10. how to prepare, maintain and shut down wet spa facilities in accordance with manufacturer instructions and organisational and legislative requirements to include:

#### 10.1 disinfection

#### 10.2 humidity testing

#### 10.3 water testing

#### 10.4 setting recommended operating temperatures

11. how to carry out and interpret tests with your level of expertise and how to respond
12. the importance of knowing who to report problems to outside your scope of expertise
13. why it is important to discuss and establish the individual's objectives, concerns, expectations, desired outcomes and agree the spa service plan
14. the fee structures and service options
15. the legislative and indemnity requirements of gaining signed, informed consent for the spa service
16. the importance of adhering to the wet spa service protocol
17. the reasons why the individual should shower, prior to a wet spa service
18. why it is important to carry out an induction with the individual, prior to using the wet spa facilities
19. the recommended durations for wet spa services, in accordance with the spa service protocol and manufacturer instructions, to include:

#### 19.1 the associated risks from excessive usage

20. the importance of monitoring the health and wellbeing of the individual during, and post the wet spa service
21. the legislative and regulatory requirements of completing and

Monitor and provide wet spa services

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- storing the individual's wet spa service record
- 22. the expected outcomes of wet spa services
- 23. the purpose of reflective practice and evaluation to improve service provision
- 24. the instructions and advice, pre and post the wet spa service

## Monitor and provide wet spa services

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**Scope/range****Wet spa facilities**

1. showers
2. mineral showers
3. steam room
4. thalassotherapy pool
5. hydrotherapy
6. floatation therapy
7. plunge pool
8. ice bars
9. ice bars/ snow cabins
10. bathing Experiences
11. hot tubs

**Wet spa service protocol**

1. working environment
2. health and safety
3. infection prevention and control
4. service plan
5. informed consent
6. test outcomes
7. manufacturer instructions
8. data management
9. audit and accountability
10. instructions and advice
11. sustainability
12. waste management
13. evidence-based practice
14. reflective practice

**Adverse reactions**

1. feeling faint
2. nauseous
3. skin irritation
4. headaches
5. allergies
6. anaphylaxis
7. anxiety response
8. vasodilation
9. dehydration

**Instructions**

1. the individual and practitioner's legal rights and responsibilities
2. pre and post service instructions and care
3. restrictions and associated risks

Monitor and provide wet spa services

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4. future services

**Anatomy and physiology**

1. the structure and function of the body systems and their interdependence on each other
2. the relative and absolute contraindications and related pathologies
3. the physical, psychological and physiological effects of wet spa facilities



## Glossary

**Absolute contraindication**

An absolute contraindication is a condition that prevents the service from being carried out and may require referral.

**Adverse reaction**

An adverse reaction is an 'unexpected' reaction or outcome following a service, i.e. fainting

**Anatomy and Physiology**

How the skeletal, muscular, circulatory, lymphatic, respiratory, excretory, digestive, endocrine and nervous systems interact with each other and how they impact the individual, service and outcomes.

**Contra action**

A contra-action is an 'expected' reaction or outcome following a service, i.e. erythema

**Evidence-based practice**

Evidence-based practice is based on the best available, current, valid and relevant evidence.

**First aid**

First aid can refer to first aid at work qualifications or equivalent and first aid mental health awareness.

**Protocol**

A protocol is a standard procedure to ensure best practice and compliance when providing services, i.e. follow manufacturer instructions.

**Relative contraindication**

A relative contraindication is a condition that requires an assessment of suitability for the service and/or if adaptations are required.

## [Links to other NOS](#)

SKAHDBRBNST1, SKAHDBRBNS1, SKAS2, SKAS3, SKABS1, SKABBR2, SKAB4, SKABS1, SKABS2, SKABS4, SKABS5, SKABS6, SKABS7,  
SKAHDBRBNS2, SKAHDBRBNS3, SKAHDBRBNST2, SKAHDBRBNST3

## Monitor and provide wet spa services

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