

CNH1 – Learning Outcomes

Explore and establish the client's needs for complementary and natural healthcare

OVERVIEW

Practitioners must show their understanding that all forms of complementary and natural healthcare rely on exploring and establishing the client's needs and expectations.

They recognize that this may take place at the outset, but also during the delivery of complementary and natural healthcare.

Identifying this allows the practitioner to consider whether it is appropriate to offer the service to the client, the type of service that should be offered and any required modifications to that service.

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

PERFORMANCE OUTCOMES

Practitioners must be able to do the following:

1. Evaluate requests for complementary and natural healthcare and take the appropriate action

Explain the nature of the service and fee structures to the client

- Defining the nature of the service provided and fee structures
- Describing the potential risks (relevant to their discipline) of various courses of action for the client

2. Provide an appropriate and safe environment for the service

Understand how to make clients feel welcome and ensure they are as comfortable as possible

- Explaining the concept of health and well-being that is consistent with the practice, principles and theory underlying their discipline.
- Explaining the importance of a suitable environment and making clients feel welcome
- Having knowledge of the anatomy, physiology and pathology relevant to your discipline

3. Discuss the client's needs and expectations, and ask relevant questions

Encourage the client to ask questions, seek advice and express any concerns

- Recognising how the client's previous and present care may affect their health and well-being in relation to their discipline
- Illustrating how the psychological and emotional balance, as well as diet and lifestyle of the individual, can affect their health and well being
- Identifying how the context in which people live affects their health and well-being

- Evaluating the conditions for which the discipline is appropriate and those where it must be used with caution
- Understanding the anatomy, physiology and pathology relevant to your discipline

4. Establish the client's needs in a manner which encourages the effective participation of the client and meets their particular requirements

Determine any contra-indications or restrictions that may be present and take the appropriate action.

- Discussing how to establish valid and reliable information about the client, and determine the priority of need, in order to plan the service.
- Explaining how to work with clients to determine the appropriate actions.
- Defining the appropriate actions to take to match identified needs
- Understanding the anatomy, physiology and pathology relevant to your discipline

5. Evaluate the information obtained and determine the appropriate action with the client

Complete and maintain records in accordance with professional and legal requirements

- Demonstrating how to select and use different methods for exploring clients' needs
- Explaining how to recognise conditions for which your discipline is unsuitable and for which the client should seek advice from other sources
- Recognising how to judge whether self-care procedure(s) relevant to your discipline are appropriate for the client
- Understanding the anatomy, physiology and pathology relevant to your discipline
- Demonstrating the procedures for record keeping in accordance with legal and professional requirements