



INDIAN HEAD MASSAGE

LEVEL 3 DIPLOMA



Brighton School of Massage

Introduction & Overview

Welcome to the Indian Head Massage Diploma with Brighton School of Massage. To pass this course, you will need to complete each of the following sections:

Unit	Study Method	Assessment
Indian Head Massage (Theory & Practical)	Online study and practical lessons	Total of 9 case study treatments: Pass / Refer Multiple choice question exam (60 mins) Online Practical massage exam (60 mins) In Class

Practical Lessons:

Please bring along to class:

- 2 Bath sheets and 1 bath towel.
- A pillow.
- A lunch.
- Drinks will be provided.

Guidance Notes:

Lessons

Whilst every effort has been made to balance the content across lessons, some lessons may require more time to complete than others.

Workbook

You can download a supplementary workbook to use while you review the content of this course. It is by no means compulsory but may help you to organise your learning and use for revision and review.

Tasks

Throughout this unit there are optional, unassessed learning activities to consolidate your learning. These are purely for your own benefit and are not submitted. Mostly, you will find supporting resources for completing the tasks in the printable handbook.

Test

Each lesson has a compulsory test to complete to assess your learning of core content.

Assessment

An assessment is a compulsory assignment which needs to be submitted for grading. Assessments will be graded 'pass' or 'refer'. Assessments are detailed in separate Assessment Guidance documents.

Exam

Exams are assessments that are graded as a percentage mark and will be arranged with your lecturer. For this unit, you will have a practical exam and a theory exam containing multiple-choice questions (MCQ).

The practical exam is conducted in class.

The theory exam is online.

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Lesson 1: Introduction to Indian Head Massage

OBJECTIVES OF THIS LESSON

- Describe the history, philosophy and role of Indian head massage and its relationship to other massage traditions.
- Describe the objectives and possible benefits of Indian head massage treatment.

What is Indian Head Massage?

Indian head massage uses and adapts classic Swedish massage techniques for treating the scalp, face, neck, shoulders, and upper arms. It is extremely effective for treating stress because it works in the areas of the body most affected - the shoulders and upper back, neck, and head. However, although the treatment focuses on the upper torso and head, the effects are felt throughout the mind and body.



It is performed on the client whilst clothed, which makes it very effective for short treatments treating clients were uncomfortable about understanding. Oils which have traditionally been used to maintain strong, healthy, shiny hair can be used during the scalp massage but clothing prevents their use during other parts of the treatment.

History of Indian Head Massage

As the name suggests, Indian Head Massage (IHM) has its origins in India and dates back over 5000 years. Originally used as a grooming technique in India, it has developed in the West to be a popular complementary therapy used by many for many different reasons. It can be performed anywhere as it can be applied through the clothes.

Head massage is commonplace in India – the techniques having been passed through the generations for thousands of years. It has featured in the earliest Ayurvedic texts, which date back nearly 4000 years. Aromatic oils, herbs and spices, massage and pressure points have an important function to invigorate and improve the constitution. Indian Head massage is based on the traditional form of Champi, an Indian word denoting a particular massage technique. The English word “shampoo” is derived from the Hindi.

Indian women, who have always been renowned for their long, beautiful hair, developed the art of Head Massage. Sesame, almond, olive, mustard and coconut oils were used, as

well as buttermilk and henna and were not simply part of a beauty treatment but were also designed to stimulate and refresh.

Indian families use massage on daily basis for both relaxation and healing and to maintain stress relief from the benefits of touch. Before the advent of hairdressing saloons in India, barbers would visit family homes and in addition to cutting hair, would offer head massage. The more affluent families would employ such a person to attend to them regularly. Their techniques were simple but effective and often induced a state of relaxation.

In India today, it is quite common to be offered a head massage on street corners, in the marketplace and on the beach. Today, Indian infants often receive a daily massage from birth until they are 3 years old to keep them in good health. The frequency lessens as they get older and, as soon as they are able, they are taught to share a massage with family members. Massage occurs across the generations as an integral part of family life.

The treatment was brought from India to Britain in 1973 by an osteopath and massage therapist, Narendra Mehta, who was studying physiotherapy. He discovered that massages in Britain did not involve the head and consequently returned to India in 1978 to research the physiological benefits of IHM. Studying IHM and recording the skills used, Mehta developed the treatment to suit Western tastes. He named this treatment "Indian Champissage" from the Indian word "Champi" meaning "head massage". Both Indian Head Massage and Champissage are terms used today.

In the West, IHM has evolved as part of a stress management programme and incorporates pleasant smelling oils massaged into the neck and shoulders, as well as the back, arms, scalp and face.

The Ayurveda Influence

Ayurveda is the oldest system of medicine on the earth. Its principles are said to have been passed down to humankind from a chain of gods leading back to Brahma, father of all gods. It has been called the 'mother of medicine' and is generally accepted to be the forerunner of all the great healing systems of the world.

Written text show that the ayurvedic medicine practiced from about 1500 BC to AD 500 was incredibly advanced, with detailed knowledge of paediatrics, psychiatry, surgery, geriatrics, toxicology, general medicine and other specialties. However, invasions disrupted its teaching and, when the British introduced Western medicine to India, ayurveda became unfashionable and almost disappeared entirely. It was saved, however, by the intervention of Mahatma Gandhi who opened the first new ayurvedic college in 1921. The fundamental aim of ayurveda is to attain perfect health and well-being. The ancient texts say that the human lifespan should be around 100 years – and that all those years should be lived in total health, both physical and mental. The ayurvedic practitioner is therefore looking to balance the body and mind, to ferret out health problems before they happen or to nip them in the bud before they do any real harm. Unfortunately, illnesses (and the shortening of life) are caused by many factors: constant stress; irregular meals; eating the wrong kind of

food; taking the wrong medication; living an unhealthy lifestyle; having bad body posture; breathing in polluted air; allowing microorganisms to enter the body; becoming injured; not digesting food properly and even indulging in too much sexual activity.

Benefits of Indian Head Massage

Apart from the pampering aspect of the treatment, massage has many physiological and emotional benefits. Indian Head Massage is known to:

- improve blood flow to the head and neck
- improve lymphatic drainage
- relieve muscular tensions
- relieve physical and emotional stress
- improve joint mobility
- promote deep relaxation
- help improve muscle tone
- help relieve eye strain
- help relieve deep congestion in the head
- relieve stress and anxiety
- increase release of endorphins
- create a feeling of balance and well-being.
- uplifting
- improve hair and scalp conditions

Many people only worry about their hair's health when it starts to look dry or thinning. When the body is subjected to ill-health or stress, the hair is often affected and can become dry. Healthy hair should be promoted from childhood with the help of regular massage, and Indian women use oils such as coconut or almond to help nourish the hair and to keep its shiny appearance.

Spiritual and energetic benefits of massage.

For some, massage provides an increased awareness of the mind-body-spirit connection. The emotional and spiritual part of a person can be understood in many ways, all of which are personal and individual. Our spirit finds its regeneration in positive touch and can be renewed through touch. A giver's touch reflects their spirit as does the receiver's ability and openness to receive it.

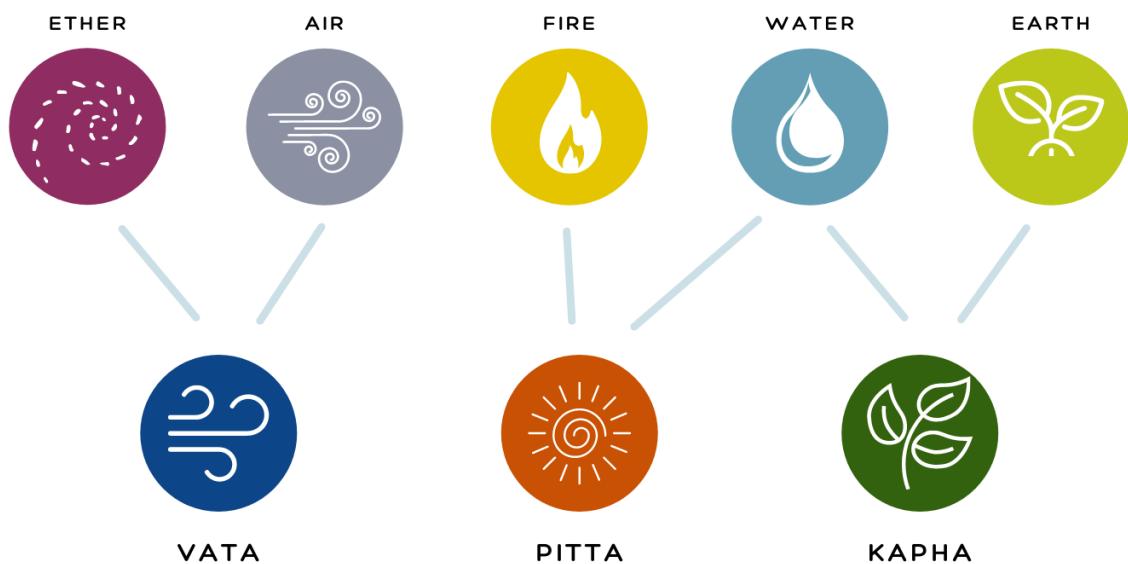


How often should we have an Indian Head Massage?

This will depend on the client and the reason for treating. Some conditions respond well after one or two treatments. It is advisable to have an IHM treatment once a month as a preventative measure.

Ayurveda Doshas

ASPECT OF CONSTITUTION	VATA	PITTA	KAPHA
Frame	Thin	Moderate	Thick
Hair	Black, dry, kinky	Early grey, red	Thick, oily, wavy
Eyes	Small, dull, brown, black	Green, grey, yellow	Big, attractive, blue, thick eyelashes
Personality	<ul style="list-style-type: none"> • Active • Talkative • Do not sleep much • Emotionally insecure 	<ul style="list-style-type: none"> • Learn slowly • Good long-term memory • Sleep a lot • Affectionate • Heat 	<ul style="list-style-type: none"> • Articulate • Strong memories • Emotionally • Intense • Heavy
Soothing Foods	<ul style="list-style-type: none"> • Bananas • Mango • Pineapple • Onions • Carrots • Sweet potato 	<ul style="list-style-type: none"> • Cucumber • Broccoli • Potatoes • Sweet peppers • Apples • Grapes 	<ul style="list-style-type: none"> • Sunflower or pumpkin seeds • Raw honey • Apples • Pears • Dried fruits • Ginger



Lesson 1 Test

1. Which country has used ayurvedic medicine since ancient times?			
A. India	B. France		
C. Greece	D. Japan		
2. The Ayurvedic principle is that health is maintained by			
E. having a regular Indian head massage	F. balancing of the three doshas		
G. eating the correct diet	H. using special oils on the hair		
3. In Ayurveda, which of the following is a unique characteristic of the dosha kapha?			
A. Dry	B. Light		
C. Rough	D. Heavy		
4. One of the unique characteristics of the dosha pitta is:			
A. Cold	B. Heat		
C. Dry	D. Soft		
5. Which of the following statements is <i>incorrect</i> ?			
A. Indian head massage helps reduce stress and anxiety.	B. Indian head massage decreases the release of endorphins from the brain.		
C. Indian head massage increases the blood flow to the head, neck and shoulders.	D. Indian head massage helps relieve tired eyes and eyestrain.		

Lesson 2: Health & Safety

OBJECTIVES OF THIS LESSON

- Describe employer and employee responsibilities around health & safety;
- Identify key regulations relating to health & safety;
- Give examples of practical applications of good health & safety practice;
- Outline the 5 steps in a risk assessment;
- Recognize key chemical hazard symbols.

You are the most important person, and you need to take care of yourself as a massage therapist. This is not only for your own health, safety and well-being, but so that you can provide the best treatment for your clients in a sustainable practice.

This lesson covers health, safety and hygiene as a complementary therapist.

Health & Safety

It is important to be aware of current health and safety legislation as there are legal requirements you must follow; you have a duty of care to your clients and a responsibility to manage your own and your client's health and safety. There will be different levels of responsibility depending on whether you are working in the capacity of an employee or as an employer or self-employed worker.

Under the law employers are responsible for health and safety management. It is an employer's duty to protect the health, safety and welfare of their employees and other people who might be affected by their business (HSE 2020). It is an employee's responsibility to adhere to rules and policies that are set out by employers.

Employer's responsibilities:

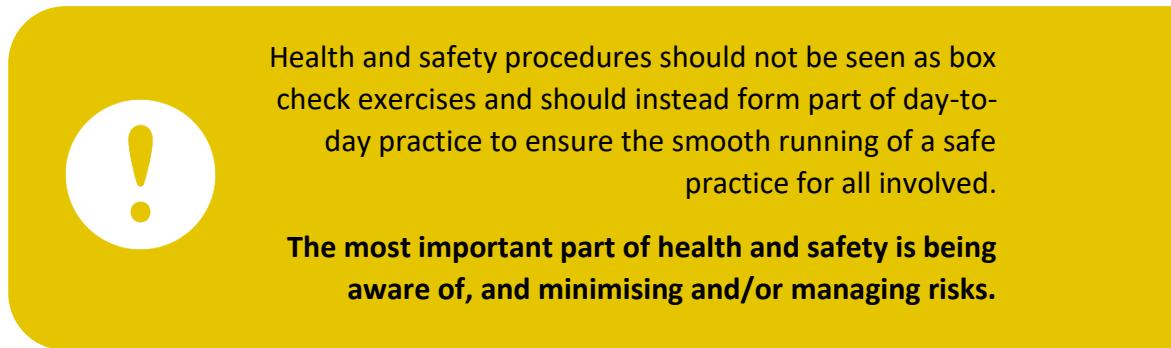
- Provide policies and procedures.
- Provide induction and training.
- Provide protective equipment.
- Risk assessment.
- Insurance.

Employee's responsibilities:

- Take responsibility for own health and safety.
- Follow organisation procedures.
- Dynamic assessment of risk to self and others.

Main influences on health & safety.

- Environmental factors – the conditions in which people work, e.g., the working temperature, ventilation and noise.
- Occupational factors – people may be at risk from certain illnesses due to the services or treatments they offer, e.g., allergies to products used.
- Human factors – people contributing to accidents due to poor behaviour, carelessness, error or haste, e.g., forgetting to clear a spillage of oil from the floor.



Particularly if you are self-employed or an employer, it is important to be aware of the following legislations relating to health, well-being & safety. The Health and Safety at Work etc. Act (1974) is the primary legislation which enables a series of regulations surrounding practices to maintain health and safety in the workplace. The Act sets out the general duties which employers have towards employees and members of the public, and employees have to themselves and to each other. The regulations are essentially rules to which employers need to adhere by maintaining good working practices and following approved codes of practice.

What the law requires is what good management and common sense would lead employers to do anyway: that is, to look at what the risks are and take sensible measures to tackle them.

Some regulations to recognise are:

- **The Management of Health and Safety at Work Regulations (1999)** generally makes more explicit what employers are required to do to manage health and safety under the Health and Safety at Work Act. Employers should make formal arrangements for maintaining and improving safe working conditions and practices. This includes competency training and risk assessments.
- **COSHH - Control of Substances Hazardous to Health (2002)** is the law that requires employers to control substances that are hazardous to health.

A substance is considered to be hazardous if it can cause harm to the body. It poses a risk if it is inhaled, ingested, in contact with the skin, absorbed through the skin, injected into the body or introduced to the body through cuts.

- **RIDDOR - Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (2013)** puts duties on employers, the self-employed and people in control of work premises (the Responsible Person) to report certain serious workplace accidents, occupational diseases and specified dangerous occurrences (near misses).

Not all injuries need to be reported: only those where an accident is work-related (not simply 'at work') and results in a specific type of injury or lead to incapacitation for greater than seven days. Accidents must be recorded (but are not required to be reported) where they result in a worker being incapacitated for more than 3 consecutive days.

Accidents to members of the public must be reported if they result in an injury and the person is taken directly from the scene of the accident to hospital for treatment. There is no need to report incidents where people are taken to hospital purely as a precaution when no injury is apparent.

Employers and self-employed people must report diagnoses of certain occupational diseases, where these are likely to have been caused or made worse by their work. This includes carpal tunnel syndrome and tendonitis of the hand or forearm amongst others. Certain 'near-miss' incidents even though they did not result in injury, need to be reported under RIDDOR.

- **Manual Handling Operations Regulations (1992)**. Employers must avoid any hazardous manual handling 'so far as it is reasonably practicable', assess the risk of injury from handling items that cannot be avoided, reduce the risk of injury from hazardous handling of items 'so far as it is reasonably practicable'.
- **Electricity at Work Regulations (1989)** apply to almost all places of work. Essentially electrical equipment must be properly installed and maintained so that it does not present a risk of electric shock, burns, fire or explosion when properly used. This includes the commissioning of external services.
- The **Health and Safety (First-Aid) Regulations (1981)** require employers to provide adequate and appropriate equipment, facilities and personnel to ensure their employees receive immediate attention if they are injured or taken ill at work. These Regulations apply to all workplaces including those with less than five employees and to the self-employed.



Health & Safety in Practice

The Institute of Occupational Safety and Health (IOSH) offers some straightforward guidance for complementary therapists around health and safety. In summary:

In the UK, the law applies to all businesses, large or small. If you're self-employed or an employer then you are responsible for the health and safety of your business. The law is there to make sure you have a safe working environment and cut down the risk of you, your staff (if you have any) or clients getting ill or injured.

So, by law you must...

...get some help with your health and safety duties

As an employer you must appoint someone who knows about health and safety. This may need to be an external advisor.

...write and regularly review a health and safety policy for your business

Your policy doesn't have to take you long to write, or be lengthy or complicated. The policy should describe how you'll manage health and safety and should clearly state who does what, when and how. It is only required to be written down if you have 5 or more staff.

...manage the risk in your business

You must consider (assess) and manage any risks where you work or connected with what you do. This is a straightforward process. This is simply thinking about what you do in your business that could harm people and what you're going to do to try to stop it happening.

...talk to your employees

If you employ anyone, you need to consult them on health and safety.

...give training and information

If you have staff, they need to know how to work safely and without risking their health. You must give clear instructions, information and training. Don't forget to include temporary workers.

...have the right facilities

You need to provide: - toilet and washing facilities - drinking water - somewhere to store clothing and to change if your staff wear a uniform - somewhere to rest and eat meals. If you're a mobile therapist, you might need to consider alternatives.

You need to make sure that where you work is healthy, and that you have: - good ventilation – fresh, clean air drawn from outside or a ventilation system - a comfortable working temperature – usually at least 16 degrees C - lighting suitable for the work being carried out - enough space, seating and so on - a clean environment with bins appropriate for the type/s of waste.

...plan for first aid, accidents and ill health

You have to organise first aid arrangements where you work. If you're self-employed, with no staff, you need to have a first aid kit. By law, you must report and keep a record of certain accidents, incidents and illness.

...display the health and safety law poster

If you employ anyone, you must either display the HSE's law poster, or give each member of staff the pocket card version. The poster outlines UK health and safety law and includes a simple list that tells employers what they and their employees need to do.

...get insurance for your business

If you have employees you'll probably need employers' liability insurance. There may be other types of insurance you need, such as public liability, or 'driving for business' cover if you're a mobile therapist.

...keep your business up to date

Keeping up with news and developments in your sector will help you keep your health and safety policy and risk assessments up to date.

Some examples of things to consider:

- How you use and store essential or carrier oils
- How you minimise likelihood of allergic reactions
- How you manage risk of infections being passed between you and your clients
- How you can minimise the impact of giving regular manual therapies on your body
- Procedures for lifting or moving heavy equipment
- How you keep yourself safe when lone working
- How you manage risk of fire where you work

There are many other areas of your practice that you will need to consider but they certainly do not need to be complicated processes.

Risk Assessment

Risk management is a step-by-step process for controlling health and safety risks caused by hazards in the workplace.

You can do it yourself or appoint a competent person to help you.

The law does not expect you to remove all risks, but it does expect you to control them.

In your line of work, depending on the type of therapy you offer, you will probably look at things like using and storing essential oils or beauty products, contact with the body and skin, aches and pains, lifting and carrying heavy equipment.

When thinking about your risk assessment, remember:

- a hazard is anything that may cause harm, such as chemicals, electricity, working from ladders, an open drawer etc;
- the risk is the chance, high or low, that somebody could be harmed by these hazards, together with an indication of how serious the harm could be.



Risk Assessments

- 1 Identify the hazards**
- 2 Assess the risks**
- 3 Decide how to control the risks**
- 4 Record findings and implement them**
- 5 Review assessment & update if necessary**

Advice from the Health & Safety Executive (HSE) suggests the following when assessing risk.

1. Identify hazards

Look around your workplace and think about what may cause harm (these are called hazards). Think about:

- how people work and how equipment is used
- what chemicals and substances are used
- what safe or unsafe work practices exist
- the general state of your premises

Think about hazards to health, such as manual handling, use of chemicals and causes of work-related stress.

2. Assess the risks

Once you have identified the hazards, decide how likely it is that someone could be harmed and how serious it could be. This is assessing the level of risk.

Decide:

- who might be harmed and how
- what you're already doing to control the risks
- what further action you need to take to control the risks
- who needs to carry out the action
- when the action is needed by

For each hazard, think about how employees, contractors, visitors or members of the public might be harmed.

3. Decide on precautions

Look at what you're already doing, and the controls you already have in place.

Ask yourself:

- Can I get rid of the hazard altogether?
- If not, how can I control the risks so that harm is unlikely?

If you need further controls, consider:

- redesigning the task/s
- replacing the materials, equipment or process
- organising your work to reduce exposure to the hazard
- identifying and implementing practical measures needed to work safely
- providing personal protective equipment and making sure it is worn

Put the controls you have identified in place. You're not expected to eliminate all risks but you need to do everything 'reasonably practicable' to protect people from harm. This means balancing the level of risk against the measures needed to control the real risk in terms of money, time or trouble.

4. Record findings and implement them

If you employ 5 or more people, you must record your significant findings, including.

- the hazards (things that may cause harm)
- who might be harmed and how
- what you are doing to control the risks

Do not rely purely on paperwork as your main priority should be to control the risks in practice – there is no use having a risk assessment on file if the measures are not being implemented!.

It could be good practice to record risk assessments even if you do not have 5 employees.

5. Review assessment and update if necessary

You must review the controls you have put in place to make sure they are working. You should also review them if:

- they may no longer be effective
- there are changes in the workplace that could lead to new risks such as changes to:
 - staff
 - a process
 - the substances or equipment used

Also consider a review if your workers have spotted any problems or there have been any accidents or near misses.

Update your risk assessment record with any changes you make.

Areas to consider

Electrical safety

Electricity can kill or severely injure people and cause damage to property. However, you can take simple precautions when working with or near electricity and electrical equipment to significantly reduce the risk of injury to you, your workers and others around you. This section provides a summary of those precautions.

Fire safety

Most fires are preventable, and those responsible for workplaces and other buildings to which the public have access can avoid them by taking responsibility for and adopting the right behaviours and procedures. This section covers general advice on fire safety and also provides guidance on substances that cause fire and explosion.

Harmful substances

Many materials or substances used or created at work could harm your health. These substances could be dusts, gases or fumes that you breathe in, or liquids, gels or powders that come into contact with your eyes or skin.

Manual handling

Manual handling causes over a third of all workplace injuries. These include work-related musculoskeletal disorders (MSDs) such as pain and injuries to arms, legs and joints, and repetitive strain injuries of various sorts.

Personal protective equipment.

Employers have duties concerning the provision and use of personal protective equipment (PPE) at work. PPE is equipment that will protect the user against health or safety risks at work.

Slips and trips

Most slips occur when floors become wet or contaminated and many trips are due to poor housekeeping. The solutions are often simple and cost-effective and a basic assessment of the risks should help to identify any slip or trip hazards in your workplace.

Tumble drying towels has the potential to be a fire hazard.

Did you know?



Oil stains on towels that are not successfully cleaned can spontaneously combust following tumble drying as the heat can cause the oils to set alight. This is a rare occurrence.

To minimise the risk, wash towels on a high temperature wash using biological detergent (these contain enzymes which are more successful at breaking down fatty acids). Allow the drying cycle to finish completely then remove towels from the tumble drier promptly. Shake out towels and fold. Avoid stowing in big piles or bundles.

Chemical Hazard Symbols

Some products have hazard symbols on their package. Be aware of what they mean.

Environmental Hazard

Indicates substances that are toxic to aquatic organisms, or may cause long lasting environmental effects. They should be disposed of responsibly.



ENVIRONMENTAL HAZARD



ACUTELY TOXIC

Acutely Toxic

Indicates life-threatening effects, in some cases even after limited exposure. Any form of ingestion and skin contact should be avoided.

Corrosive

May cause burns to skin and damage to eyes. May also corrode metals. Avoid skin & eye contact and do not breathe vapours.



CORROSIVE



FLAMMABLE

Flammable

Flammable when exposed to heat, fire or sparks, or give off flammable gases when reacting with water. Ignition sources should be avoided.

Moderate Hazard

May irritate the skin, or exhibit minor toxicity. The chemical should be kept away from the skin and the eyes as a precaution.



MODERATE HAZARD



HEALTH HAZARD

Health Hazard

Short or long term exposure could cause serious long term health effects. Skin contact and ingestion of this chemical should be avoided.

Hygiene

Sterilization and Disinfecting

Indian head massage typically does not have tools which would be disinfected in a steriliser. However, it is important to know good practice around keeping your equipment clean and disinfecting between clients.

Sterilization: This is the complete destruction or removal of living organisms on an object. Micro-organisms may be destroyed by heat, chemical disinfectants and ultraviolet radiation. All tools must, however, be cleaned to remove grease before disinfection is to take place.

Disinfection: This is the destruction of micro-organisms, but not usually bacterial spores, reducing the number of microorganisms to a level, which will not be harmful to health. In most salons, ‘barbicide’ is a recognized name as a germicide and disinfectant liquid in which tools can be stored. Surgical spirit can also be used.

Tools for cleaning

Antiseptic: Is a substance that inhibits the growth of bacteria but not kill the bacteria.

Autoclave: This is like a pressure cooker, with the water contained inside it reaches temperatures of 121 – 134 C. This is the most effective method for the sterilization of tools.

Glass bead sterilizer: Small glass beads are retained in a beaker and heated to a temperature of 190C. Tools are placed in these beads for 10 minutes. A disadvantage of glass bead sterilizer is that it cannot hold large items.

UV Sterilizer: UV light will only be effective on surfaces that are exposed to the UV light. Tools will therefore need turning during the process to ensure that all surfaces are thoroughly sterilized. UV sterilization is not suitable for brushes.

Pathogens

A pathogen is any organism that can produce disease. A pathogen may also be referred to as an infectious agent, or simply a germ. Pathogens can make us sick, but when healthy, our bodies are able to defend against pathogens and the illnesses they cause.

Bacteria: A single cell organism without a nucleus, which produces a toxin.

Fungus: This is a low form of vegetable life, which includes mushrooms and moulds. Some varieties cause disease, such as ringworm. A fungistat will inhibit growth of any fungus while a fungicide will kill fungus outright.

Virus: A virus is a sub microscopic infectious agent that replicates only inside the living cells of an organism. Viruses can be classed as pathogenic or non-pathogenic.

Parasites: Organisms which live in or on a host and feed from them.

The best way to protect against pathogens is to wash hands often and keep areas clean.



Task: Risk Assessment

Download the risk assessment template provided with this lesson. Complete a brief risk assessment of the area where you plan to give treatments.

Other areas to consider before starting to work as an employer or self-employed complementary therapist.

- Equalities Act (2010).
- Employers' Liability (Compulsory Insurance) Act 1969
- DBS (previously CRB) checks.
- General Data Protection Regulations (GDPR).
- Health and Safety (Display Screen Equipment) Regulations 1992
- Personal Protective Equipment at Work Regulations 1992
- Cosmetic Products Enforcement Regulations 2013
- Trade Descriptions Acts (1968 and 1972)

For a health and safety for business overview visit:

<https://www.hse.gov.uk/simple-health-safety/index.htm>

For the IOSH guide to Health & Safety as a Complementary and Beauty Therapist visit:

https://www.iosh.co.uk/~media/Documents/Books%20and%20resources/Safe%20start%20up/safe_start_up-therapists.ashx

Lesson 2 Test

1. The Health and Safety at Work Act provides a comprehensive legal framework to:		
A. promote and encourage high standards of health and safety in the workplace	B. promote standards of responsibility in the workplace	
C. encourage employers to be more responsible	D. encourage employees to be more responsible	
2. State the regulation that is concerned with the reporting of accidents.		
A. COSHH	B. RIDDOR	
C. Electricity at Work Regulations	D. Employers' Liability Act	
3. Why is it important to understand national and local legislation?		
A. Because it is part of the Health and Safety Act.	B. So that you do not inadvertently break the law.	
C. To make sure you are offering the correct treatments.	D. It will help the business to operate more efficiently	
4. COSHH stands for:		
A. Control of Special Health Hazards	B. Control of Substances Hazardous to Health	
C. Control of Severe Hazards to Health	D. Control of Substances and Health Hazards	
5. What is the number one action to reduce infectious disease transmission?		
A. Wear a uniform when massaging.	B. Test everyone's temperature before treatment.	
C. Wash hands regularly with soap, for at least 20 seconds.	D. Wearing a hair net while giving treatment.	
6. RIDDOR stands for:		
A. Reporting of Incidents, Diseases and Dangerous Occurrences	B. Reporting of Injuries, Damages and Dangerous Occurrences	
C. Reporting of Injuries, Diseases and Dangerous Occupations	D. Reporting of Injuries, Diseases and Dangerous Occurrences	
7. What actions would you take following a risk assessment?		
A. Formulate a written health and safety policy	B. Report your findings to your local business licensing council	
C. Implement steps to reduce the level of risk associated with a hazard, so that harm is unlikely	D. Remove all hazardous items from the business	
8. State the Health & Safety regulation that is concerned with regulating exposure to hazardous substances.		

A. COSHH	B. RIDDOR	
C. Electricity at Work Regulations	D. Employers' Liability Act	
9. What is a workplace risk assessment?		
A. Checking if the workplace is at risk.	B. An examination of what could cause harm to people within the workplace	
C. A procedure to check risks associated with staff.	D. A procedure to check risks associated with clients.	
10. What is involved when carrying out a risk assessment?		
A. Making sure you are wearing the correct protective clothing when undertaking the assessment	B. Identifying potential hazards, the level of risk associated with a hazard and implementing appropriate precautions	
C. Ensuring all staff are aware of each assessment that takes place	D. Recording your findings in detail if there are fewer than five employees	

Lesson 3: Looking after yourself

OBJECTIVES OF THIS LESSON

- Describe how you can keep yourself safe and healthy as a therapist including posture, working positions, attitude and exercise;
- Understand what lone working means and how to manage working alone;
- Give examples of when a client might use a chaperone.

How can massage therapists protect and take care of themselves?

Giving Indian head massage treatments can be physical work. It can take a lot out of the therapist giving it – both physically and emotionally.

The effects of the treatment depend on the physical energy of the therapist performing it. If the energy is depleted by health problems or limited by incorrect posture, then the treatment will be less effective.

Any therapist continuing to work without paying attention to correct posture will cause damage to their own body, both in the short and long term.

To protect themselves, massage therapists should pay attention to the following 4 areas:

- Posture
- Working positions
- Attitude
- Exercise



Each one of these factors contributes to the positive effects of treatments and prevents the therapist from harming themselves.

Posture

Good posture is necessary both for your own health and well-being and to maintain a quality and sustainable practice.

When consulting and working on the client the therapist should avoid:

- Tension in arms, neck, and shoulders
- Stiff, rigid legs and locked knees
- Stiff, inflexible wrists and hands
- Uneven distribution of weight in the legs
- Slouching or crossing the legs
- Repeating the same movements too often: varying the routines helps prevent repetitive strain injuries.

All the above can cause neck and back problems, muscle strain and repetitive strain injuries. Not only are they damaging, but they also affect the therapist's attitude, give a poor impression, and prevent the most effective treatment.

A balanced upright posture has many advantages:

- Enables the body to withstand fatigue,
- Eases nervous tension and increases mental alertness,
- Increases physical stress tolerance,
- Body becomes less susceptible to infections and illness and less prone to injury,
- Increases physical confidence and emotional balance.

Receiving body massage can help improve posture as it:

- Helps lengthen compressed joints,
- Helps to improve nutrients to soft tissues and joints,
- Helps loosen stiff joints and encourages movement where it is lacking,
- Helps maintain full joint mobility and good muscle tone.

Maintain correct posture during massage treatments:

- Keep the back straight but not rigid,
- Keep wrists and forearms as straight as possible without locking them,
- Keep legs slightly bent,
- Keep shoulders relaxed,
- It is common tendency to tense the shoulders, holding them close to the ears – practice rolling your shoulders forward and backward before each treatment,
- Move around the client instead of overreaching and risking muscle damage,
- Distribute the weight of the body evenly between both legs - many of us tend to rest on one leg, overworking it and weakening the other,
- Take regular breaks between (not during!) treatments,
- Invest in a height adjustable chair or couch for clients,
- Be aware of your own body, where tension is held and what causes strain. Awareness of one's body limits will help prevent overstretching it.

Remember – it is often the tiniest movements which cause the most damage.

Good posture enables the therapist to concentrate on the massage without worrying whether they will be able to perform the movements and limits the likelihood of acute or chronic injury.



Working Positions

Working positions are designed to protect the working therapist from muscle or joint strain as well as allowing maximum mobility and pressure for the treatment.

For Indian head massage, the therapist will mostly be in a relaxed standing position. The therapist should be able to reach the shoulders, neck, face and head of the client without overstretching. Adjust the height of the chair if necessary.

Standing position

Feet should be comfortably apart and positioned at 45 degrees from the body. Keep knees soft and hips forward, with your rear tucked under. Forearms should be at right angles to the body and wrists flexible. Keep the neck straight and glance down at your client without bending your neck.

Striding position

When more pressure is required, the therapist may wish to move into a striding position.

Stand with your body at an angle to the client, feet positioned as if striding forward in a lunge position. Maintain flexible knees and shift your body weight from the back leg into the front leg to get momentum to your stroke.



Striding Position

Attitude

Have you ever noticed that when you are in a good mood and you meet someone in a bad or negative mood, you often leave feeling less positive? This is because other people's moods and attitudes affect us. When giving a treatment a therapist's mood & attitude will affect their client.

A tense therapist will make the client tense.

A rushed therapist will make the client feel rushed.



For a massage to have the desired effect for the client, whether it's intended to be relaxing or energizing, the therapist will need to bring the right attitude to the treatment room.

In general, the therapist should feel centered and focused, secure and calm and able to concentrate on using their own physical or mental energy to work on and improve the physical or mental energy of the clients. Always begin a massage in a positive and caring frame of mind. Take time to relax and center yourself before you start the treatment. Once the treatment has started, encourage your client to relax by not engaging in too much conversation, merely reply to any questions and let them know you are listening.

To give a treatment you need to be quiet and calm. Put aside at least 10 minutes before each new client to free yourself from tension and mental preoccupation, so you can relax into the rhythm of the massage, which will enhance the treatment for your client and is less tiring for you.

Try these simple techniques to focus and prepare yourself:



Close your eyes and sit quietly for a few minutes.

Let go of any thoughts that may be worrying you or are cluttering your mind.

Concentrate on your breathing. Imagine all unnecessary tension flowing out of you each time you exhale.

Exercise and breathing

A massage therapist will need to take regular exercise to have the physical fitness and stamina to carry out the treatments. Exercise is one of the best ways to relax after work, to prevent the build-up of tension and stiffness from working in similar standing positions all day. Hands and wrist should also be exercised on a regular basis to keep them supple and flexible.



Breathing exercise can help with relaxation both during and between treatments. Throughout the massage the therapist should be aware of their breathing and that of the client. The therapist should encourage the clients to breathe deeply and evenly and should make sure their own breathing is calm, regular and matches the client's pace. This will enable both parties to relax and concentrate on the treatment. Yoga, meditation and t'ai chi are all exercises which include breathing techniques, while at the same time strengthening the body and mind. (Tucker, 2016)

Good news!

Therapists should try to receive regular massage treatment themselves.



Lone Working

Lone working is defined by the HSE (Health & Safety Executive) as “those who work by themselves without close or direct supervision”. It includes working outside of normal office hours, working from home, working in other people’s homes and those who travel as part of their job. As a massage therapist you are likely to be lone working most of your working day.

As an employee you should ask your employer for a copy of their Lone Working Policy. As a self-employed individual you should establish a lone working policy and share your process with someone close to you – e.g., someone you live with or have regular contact with.

If you are concerned about your safety due to lone working, perhaps if you also live alone, you could consider utilising a lone worker safety monitoring service. You can use such apps on your phone to check in and out before and after each client visit, for example.

Chaperones

A chaperone is someone who accompanies someone else to an appointment. Guidelines for best practice when working with children and vulnerable adults indicate not to be alone at any point. The Safeguarding Vulnerable Groups Act (2006) protects the welfare of children and vulnerable adults.

It aims to ensure their safety, protect them against maltreatment, and remove any risk of harm, neglect or abuse. Sometimes, harm can be experienced by a vulnerable person simply through misunderstandings. Having a chaperone to help with communication can be a useful tool to protect the person against harm. When working with a child or vulnerable adult it is equally important to protect yourself in case of any allegations. A chaperone can be useful to protect against this.

Definitions:	
Child	Most protection agencies in the UK refer to children as any person under 18 years old.
Vulnerable adult	Any person “aged 18 years or over, who is in receipt of or in need of community care services by reason of mental or other disability, age or illness and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation.” (Department of Health. 2000)

Chaperones can:

- Provide support to child or vulnerable person.
- Assist with explanation of
- providing a medical background for the consultation
- the proposed treatment
- informed consent (or in some cases providing it on behalf of the vulnerable person)
- Offer protection for all parties, e.g., allegations.
- Provide reassurance to client.
- Alleviate anxiety the client may feel, e.g., if the therapist is not known to them.

Lesson 3 Test

1. Which of the following will assist in ensuring good posture while carrying out an Indian head massage?		
A. Keeping the wrists bent	B. Ensuring that the chair is at the correct height for use	
C. Lifting the feet off the ground	D. Wearing high-heeled shoes with good support	
2. Which is not true about chaperones?		
A. They provide support to child or vulnerable person	B. They might provide consent on behalf of a client	
C. They can help give treatment	D. Offer protection to both client and therapist.	
3. Which is true about lone working?		
A. It doesn't count as a massage therapist because you are not alone, as you have a client.	B. Only those who work in clients' own homes need to consider lone working procedures.	
C. As a massage therapist you are likely to be lone working most of your working day.	D. Lone working is not relevant if someone else is in another treatment room.	
4. When giving a treatment, therapists should avoid:		
A. Repeating the same movement too often	B. Uneven distribution of weight in the legs	
C. Slouching	D. All of these	
5. It is recommended that massage therapists take regular:		
A. Exercise	B. Coffee	
C. Naps	D. Breaks during treatments	

Lesson 4: Preparing for Massage

OBJECTIVES OF THIS LESSON

- Describe the requirements for preparing self, client, and work area for Indian head massage treatment, in accordance with working practice requirements;
- Identify key requirements to professionalism;
- Describe how a therapist should present for treatment.

In addition to the basic health and safety considerations, there are several other considerations to ensure that yourself, your work area and ultimately your client are prepared for massage. Many elements relating to this learning objective will be reiterated throughout the course and during the practical aspect of your training.

Different ways of working as a complementary therapist will have different requirements for preparing your practice. You may be employed at a clinic where nearly all considerations are managed for you and you simply ensure that you, personally, are prepared to deliver a treatment. You may rent a treatment room and need to ensure that you have a process in place to ensure that you take all the resources you require with you each time, making sure not to forget any essentials. You may be working from home and be considering converting a space in your house to a relaxing treatment room. Maybe you will work as a mobile therapist and have additional considerations around transportation and manual handling.

The next lessons aim to get you thinking about your practice and consider both the legal and practical considerations.

COVID-19: Be sure to check local / national rules in your area to ensure that you are permitted to carry out massage.



Business requirements in preparation for massage therapy.

Whilst the massage therapy industry is unregulated, there are certain requirements that you should adhere to in order to practice legally and to make sure that you are following best practice.

Insurance

You should have professional indemnity and/or public liability insurance in place when you start practicing massage. You may also wish to have stock/equipment cover and/or buildings and contents cover.

Regulatory Bodies

The industry is governed by voluntary regulation. This means you can choose to apply for membership to regulatory bodies. This helps you to be recognised as a professional therapist. The two main regulators for complementary therapy are CNHC and GRCCT.

Professional Association Membership

Massage therapists may be accredited by the Federation of Holistic Therapists (FHT), or the Complementary and Natural Healthcare Council (CNHC). Registering as an accredited therapist gives your clients added reassurance that they are in safe hands. They also provide resources to help you ensure you are delivering a best practice service, such as the [FHT Code of Conduct](#). Another benefit is that they typically provide insurance too.

Special Licence

Most local authorities in the UK require you to have a ‘special licence’ to provide massage services from a home location. Check the requirements with your local council.

The Equality Act 2010

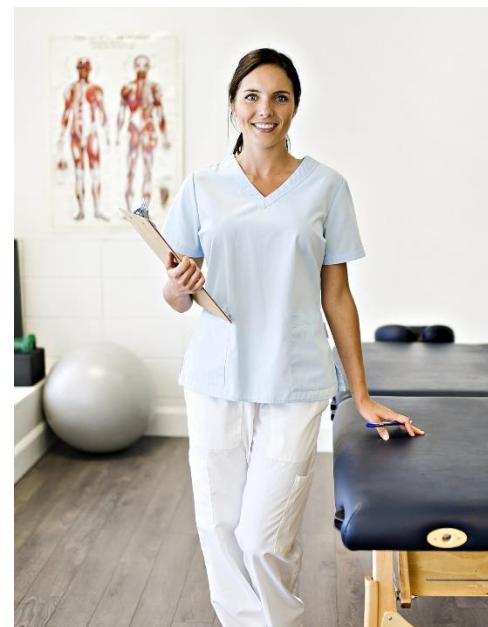
This legally protects people from discrimination in society. It is against the law to discriminate against anyone because of their age, gender identity, marriage status, being pregnant, disability, race, religion or belief, sex, sexual orientation. Members of the public are protected from discrimination as a consumer, which covers paying for goods or services. This means your clients are protected from discrimination, by this law, and you must act within and make reasonable adjustments to meet this law. An example of an exemption is that ‘a massage service [can] be provided to women only by a female massage therapist with her own business operating in her clients’ homes because she would feel uncomfortable massaging men in that environment’. Another example would be refusing treatment to someone who is pregnant as it is contraindicated in the first trimester.

Professionalism

Being professional includes:

- Preparing yourself and your surroundings
- Being punctual
- Providing a professional service
- Be aware of contra-indications and danger signals
- Following-the guidelines / ethical code of your professional body
- Keeping up to date with:
 - Legal legislations / By-laws / Parliamentary acts related to your profession
 - new developments within your profession / therapies
- Being a reflective and ethical therapist
- Protecting your client’s confidentiality and modesty
- Maintaining a good working relationship with the medical profession and / or other therapists

- Obtaining written consent for treatment - where necessary:
 - Medical - if client is under medical supervision
 - Parental / guardian - when treating children under the age of 16 years
- Knowing when to refer a client - recognizing your limits
- Referring clients on to other professionals when necessary
- Recommending only relevant and appropriate treatments for the client
- Not offering advice or services outside your area in which you are qualified (certainly not attempting to diagnose any ailment)
- Not making false claims for the therapy you offer
- Not discussing other therapists or salons/clinics
- Communicating with clients:
 - Introduction / consultation methods
 - Listening skills
 - Body language
- Dealing with negative feedback positively
- Managing client's expectations



Preparing Yourself – Therapist Presentation

The previous lesson considered elements of preparing yourself for giving massage treatments in terms of your attitude and physical wellbeing, but it is important to also consider the presentation of you, the therapist, when preparing to offer body massage.

Therapists should wear appropriate attire including comfortable and covered footwear. Massage therapy uniforms are typically single coloured, normally white, grey, black or blue but can range in colour. Clothing for massage should be comfortable and breathable, not too tight, but not so loose that it risks being too revealing when moving. You should have more than one uniform so that they can be washed regularly to maintain hygiene standards.

Therapists should wear no jewellery when giving treatments other than a simple band ring (such as a single wedding band) and simple stud earring/s. Fingernails should be short, clean, and unvarnished. Hair should be worn away from the face/collar.

Task: Preparing yourself



Make a list of anything you think you might need to research further. Perhaps you want to consider purchasing some branded uniforms. Do some research.

Lesson 4 Test

1. The best footwear for giving a massage treatment is:		
A. No shoes	B. Flip flops	
C. Comfortable, covered footwear	D. High heeled shoes	
2. Which is not true of therapist presentation?		
A. Hair should be worn away from the face/collar.	B. Long necklaces and earrings with tassels add to the massage vibe.	
C. Fingernails should be short and clean.	D. Only very minimal jewellery should be worn.	
3. It is a breach of the Equality Act (2010) for a therapist who is a women to refuse to treat male clients?		
A. True	B. False	
4. You still need public liability insurance if you only work in your own home.		
A. True	B. False	
5. A reasonable exception from the Equality's Act (2010) would be to refuse treatment to someone who:		
A. Has a different religion to you	B. Is pregnant	
C. Is a woman who is homosexual	D. Has a certain skin colour	

Lesson 5: Massage Equipment

OBJECTIVES OF THIS LESSON

- Consider equipment required for giving Indian head massage treatments;
- Describe the environmental conditions suitable for Indian head massage treatment.

Equipment for Indian head massage

The beauty of carrying out an IHM is that very little equipment is required.

Some therapists decide to purchase a massage chair, whereas others will use a chair and a rolled-up pillow to support the client.

It is recommended to have a variety of oils to select from.

A good supply of clean towels will be needed, and a uniform or appropriate clothing.

Creating a professional massage environment.

It is important to prepare the massage environment that you provide for your clients to ensure that the experience and treatment is not only as relaxing and comforting and professional for them as possible, but also safe. This is essential, not only for the well-being and outcome for the client but, equally, for your business so that clients are more likely to return and to refer others to your practice.

Environmental aspects that you should consider include the heating and lighting and ventilation, privacy, noise levels both externally and of any music that you provide. You will want to consider the general decor and quality and appearance of your equipment. It is important to consider the ease of maintaining the general hygiene of the area and management of waste.

These considerations need to be balanced with one another. For example, you may wish to include ornaments or decorations, such as



anatomy models, in your treatment room to add to the ambience or demonstrate your ethos, but it is worth recognising that these items may add to the frequency and duration of your cleaning practice. On the other hand, a practice room without any décor additions may appear sterile and uninviting and not put the client at ease.

COVID-19: Remember that in current times with the national coronavirus pandemic, additional precautions should be incorporated into your practice. For example, you should make efforts to increase the ventilation in your treatment area, which may lead to a need to have additional heating options.

Be sure to keep up to date with guidelines for working safely and make necessary adjustments.



The space you use may be a multipurpose space, such as your living room or home-office space. Consider how you might be able to minimise the impact of having additional, unrelated equipment or furniture in the space to create a treatment room which is not too overloaded.

Some of the following considerations will be covered in requirements by a special licence. Be sure to cover all conditions of your licence as a minimum.

Considerations	
Access and privacy	<p>How will your clients find you? Is the approach clean, tidy and well-lit?</p> <p>How accessible is your treatment room? Is there step-free access? This is not a requirement but is worth considering and making clear to clients.</p> <p>How and where will you greet clients? Is there a reception space? Is the treatment room private? Will clients have a separate space to get undressed, or will you leave the room? If treating from your home, what elements of your private life will be accessible to the client if you need to walk through other spaces?</p>
Décor	<p>Consider warm but neutral décor in your massage space to not overload senses and provide an inviting space. Plants can be a great addition to your space – consider low maintenance, air-purifying indoor plants.</p> <p>Depending on your marketing approach you may include decorations that complement your approach, for example anatomy models or diagrams.</p> <p>For some inspiration, visit this blog post.</p>
Equipment & Furniture	<p>As well as somewhere for your client to receive treatment (e.g. couch/chair), you may require a separate space for your consultation. You should also consider furniture for storage . You might want a stool for delivering facial massage, and a trolley to store supplies required during treatment.</p>

Facilities	Are there bathroom facilities nearby for your client to access? Is there a sink space for you to wash your hands? What laundry facilities available for cleaning your linens? Where will you get drinking water from?
Heating	Your treatment space (and changing area / bathroom) should be neither too hot nor too cold. How will you cool or heat the area at different times during the year? Fan heaters/coolers can be effective but can be noisy. Storage heaters take a while to heat up but heat efficiently. Air conditioning can be expensive to install and run. Could you warm your towels in preparation for your client's use?
Lighting	Does your treatment room have natural light? You should be able to control the light in the room so that, even on a bright day, you can darken the room sufficiently for your client's comfort and relaxation. Use soft lighting that is not directly over the massage seat. Dimmer switches are great to be able to control the ambience of the lighting and indicate the beginning and end of the treatment time. Think about using energy efficient bulbs to reduce your energy bills!
Scent	Be mindful of the smells in your treatment space. Any noticeable scents may add to or detract from the experience. Candles, incense, or oil burners/diffusers can be used, but should be subtle and not overbearing. Remember to consider safety aspects when using candles or electrical equipment. Consider asking your client in an initial consultation if they have a preference. Be conscious, too, of your own scent. Avoid overpowering perfumes, body odour and bad breath.
Sound	Try to minimize any external noise during the consultation and treatment. Also consider the tone and level of your own voice to aid the relaxing environment whilst still being clear and easily understood by your client. Background music should be at a level that adds to the atmosphere rather than distracts from the overall experience. A suggestion is that background music should be approximately 40 decibels – but you're not expected to have the means to measure that! Be aware that you may need a license to play music for your treatments. What would you do if there are scheduled, noisy, road works right outside your treatment room?
Storage	What storage do you have available for your client's belongings? Do you have somewhere to hang outdoor coats? What about wet umbrellas? Where will clients put their clothes and valuables when they change? It is useful to have a container for small items such as jewellery which can be placed by the client's shoes so they don't forget them. What storage do you require for your own equipment and massage resources? Do you want storage that is open, such as shelves, or closed

	behind cupboard doors? How will you store items you need to be accessible during treatments?
Ventilation	There must be suitable and sufficient means of natural or mechanical ventilation in the treatment room, and wherever practicable this should be direct to the external air. How will you ensure your space is well-ventilated?
Waste & hygiene	You will need access to cleaning supplies to keep your massage space hygienic for the protection of both you and your client. Anti-bacterial surface sprays are great but remember anti-bacterial products may not be effective against viruses, such as coronaviruses. Additional cleaning with bleach or alcohol-based products may be required. Be sure to provide hot running water and soap. Consider how you will remove waste from your treatment room. You will likely have clinical waste, i.e., that which has come into contact with bodily fluids such as sweat (e.g., couch roll/body wipes), general waste (e.g., non-recyclable packaging) and dry recyclable waste. Sanitary bins are required for washrooms.

Reminder: You are not expected to have all the answers at this stage. A lot of ideas and best working practices will become apparent as you continue throughout this course.

Revisit this lesson towards the end of your course and see if there are any additional considerations that you now have.



Safe Equipment

It is important to review the content around Health & Safety (Lesson 2) and consider how the regulations apply to your equipment and set up.

Task: Consider your equipment



Consider the following questions. What equipment in your practice would require electrical testing, for example? Would any items require you to consider manual handling practices?

Lesson 5 Test

1. How should the treatment area be prepared for an Indian head massage treatment?			
A. Clean, tidy, soft lighting, relaxing music and well ventilated	B. Clean, tidy, soft lighting, stimulating music and well ventilated		
C. Clean, tidy, bright lighting, relaxing music and well ventilated	D. Clean, tidy, soft lighting, relaxing music and poorly ventilated		
2. A recommended level for background music is:			
A. 5 decibels	B. 40 decibels		
C. 125 decibels	D. 500 decibels		
3. Which of the following is not recommended to create a relaxing environment?			
A. The room should be at a comfortable temperature	B. The client's modesty and privacy should be maintained throughout		
C. The overhead lighting should be very bright	D. There should be no chance of interruptions		

Lesson 6: Massage Mediums

OBJECTIVES OF THIS LESSON

- Identify different oils suitable for Indian head massage and their benefits;
- Identify common conditions of the scalp.

Massage Mediums

Massage mediums are products used to allow the smooth flow of movements over the skin during the massage. The medium chosen depends on the client's skin type, the reason for massage and the client's requirements. In Indian head massage we usually use oil.

Using oil conditions the scalp and the hair and adds to the relaxation of the treatment. Tension sometimes causes hair loss and oil massage can help stimulate hair growth. Oils are not always necessary or desired and their use will depend on the particular wishes or needs of the client. In some instances, essential oils can be blended with a base oil for the scalp massage*. The aromatic effects of the oils are enhanced by the fact that they are being used on the head close to the olfactory tract and thus the oil molecules do not have far to travel. Also, the client's breathing will usually be deeper and more relaxed and thus more effective at inhaling the smell.

Oils for basic scalp massage are usually chosen because they moisturise the skin, condition the hair, stimulate hair growth, and are neutral in sent. In India, mustard oil, almond oil, coconut oil, sesame oil, and olive oil are traditionally used.

Sensitive skin and allergies

Before using any oil, the therapist may wish to carry out a patch test, especially if the client has sensitive skin or allergies.

Wash the crook of the elbow with water, dry it and apply a small amount of the medium onto the skin. Leave for 24 hours and check for any reactions.

***Note: Blended essential oils should not be used without appropriate aromatherapy training.**



Methods of application

All massage mediums should be dispensed into the therapist's hands first, rather than directly onto the client's skin.

Storage and safety precautions of carrier oils

A Material Safety Data Sheet (MSDS) should be available for the oils you purchase. This will provide health and safety information you need relating to the oil. You should read and

retain this data sheet for your reference. Retain all original labelling if you transfer oils from their original bottle. Be sure to adequately label bottles of oils. All oils should be kept out of reach of children and animals.

Typically, oils should be stored in a cool dark place away from extremes of temperature. Once opened, thus exposed to the air, carrier oils will typically last up to 1 year, but do be sure to check expiry dates as oils can go rancid. Make sure that the bottles are always resealed tightly and stored upright. Always check carrier oils are 100% natural - and not blended with additives, preservatives, perfumes, paraffins or mould inhibitors (parabens).

You may purchase oils in larger bulk bottles, so prior to treatment, transfer some oil to a dispenser bottle. A typical full body massage will use 20-25ml oil, but more may be required on dry skin and/or larger bodies. Any leftover oil should be discarded and never poured back into the original bottle. Always use a clean dispenser bottle for each treatment. Clean any spillages promptly to avoid hazards.

Buy your carrier oils from a recognised oil supplier, chemist, or health store. A list of suppliers is included as an additional resource.

Types of Oils

Oil	Description	Benefits	Notes
Almond oil	Being high in nutrients, this oil has a warming effect on the body. It is affordable and easily obtainable.	<ul style="list-style-type: none"> ▪ Good for mature skin and dry hair. ▪ Reduces muscular aches and pains. ▪ Calms the nerves. 	Be aware of nut allergies
Coconut oil	Has a sweet odour. It is affordable and easily obtainable.	<ul style="list-style-type: none"> ▪ Lubricates dry skin and hair 	Safe
Mustard oil	One of the most popular oils used in North West India. It generates heat making it popular in the colder months.	<ul style="list-style-type: none"> ▪ Stimulates circulation. ▪ Reduces pain and swelling. ▪ Soothes sore, tense muscles. 	Has a strong smell so it might be distracting rather than relaxing. Can be an irritant.
Olive oil	Has a strong smell and increases heat in the body.	<ul style="list-style-type: none"> ▪ Relieves the pain of arthritis. ▪ Relieves sore, tense muscles. ▪ Reduces swelling. 	Has a strong smell so it might be distracting rather than relaxing.
Sesame oil	The most widely used oil in India. High in minerals and iron.	<ul style="list-style-type: none"> ▪ Moisturises skin and hair. ▪ Reduces muscular aches and pains. ▪ reduce swellings. ▪ reduces stiffness. ▪ reduces premature ageing. 	

Scalp conditions

Certain scalp conditions benefit from the use of oils. Some common examples are below.

Alopecia

This is sudden and severe hair loss, usually caused by stress, shock, illness, chemotherapy and sometimes pregnancy. It is temporary and should not be confused with male pattern baldness, which is permanent. That bald patches are random and sometimes become red and/or scaly. An oil massage helps the client to relax, which can lessen the effect of the problem, conditions the scalp and stimulate hair growth. Clients should be encouraged to massage their scalp at home between treatments.

Dandruff (*pityriasis capitis/simplex*)

Dandruff is a very common condition. It causes scales of dry skin to rub off the scalp into the hair. Often it can be treated with special shampoo. However, in more severe cases an oil massage will help by conditioning and reducing the dryness of the scalp.

Eczema

Eczema causes the scalp to become dry, itchy, scaly and red. In some cases the scaly areas bleed. Oil massage can help twofold: firstly, since an attack of eczema is often caused by stress, the relaxing effects of the treatment can help reduce its recurrence; secondly, the oils used will help condition the scalp and reduce the itchiness. Olive oil is particularly good at treating eczema, but mustard oil should never be used.

Other

Common ailments that would also benefit from Indian head massage include:

- Bell's palsy
- headache
- temporo-mandibular joint tension
- tinnitus
- sycosis barbae

Lesson 6 Test

1. Which of the following statements is correct?			
A. Alopecia is a term used to describe temporary baldness with scaly patches.	B. Alopecia is a term used to describe permanent baldness with scaly patches.		
C. Alopecia is a term used to describe temporary baldness without scaly patches.	D. Alopecia is a term used to describe permanent baldness without scaly patches.		
2. The condition pityriasis capitis is otherwise known as:			
A. seborrheic dermatitis	B. seborrheic eczema		
C. psoriasis	D. dandruff		
3. Which of the following oils is most suitable for a client with dry, brittle and lifeless hair?			
A. Sesame	B. Mustard		
C. Olive	D. Coconut		
4. Which oil is the most widely used oil in India for Indian head massage?			
A. Sesame oil	B. Olive oil		
C. Almond oil	D. Coconut oil		
Which oil is said to have a warming effect on the skin?			
A. Coconut	B. Mustard oil		
C. Jasmine	D. Sesame		

Lesson 7: Understanding Muscles

OBJECTIVES OF THIS LESSON

- Describe the structure and shape of muscles;
- Identify common soft tissue disfunctions;
- Locate muscles of the head, face and upper body as well as describe their action.

The Muscular System

When a muscle is relaxed, there is a good flow of blood to the area, but during contraction, the flow of blood is reduced and therefore waste removal is limited. This is not a problem if this is occurring during exercise, as the constant contraction and relaxation allows the blood flow to remain. The problem can occur if we constantly contract the muscle without it moving, such as in sitting in a poor position, as the blood capillaries can become compressed and blood flow can be impeded, resulting in an accumulation of waste and a reduction in the delivery of nutrients and oxygen. Muscles can become fatigued and become weaker and can result in spasm, eventually creating pain. As the muscles become shorter, they will eventually pull on the tendons that attach them, which can result in loss of function and pain. As function gradually deteriorates, an imbalance can be caused in the muscle group and unless the action or activity that started the issue in the first place is not stopped, the problem will usually re-occur, even after treatment.

If a client is presenting with a sharp pain, this can mean inflammation in the area and massage should not commence until the pain has turned into a dull sensation.



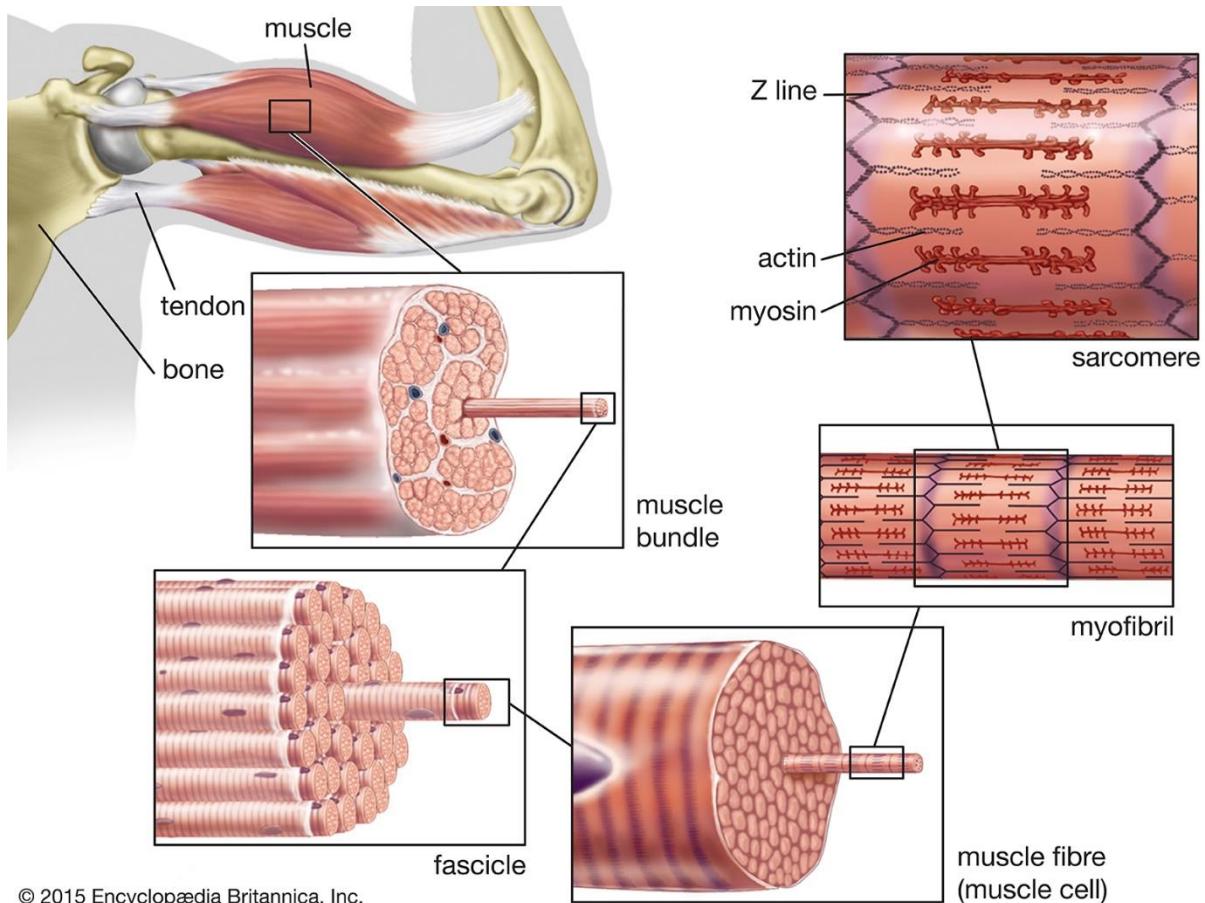
How muscles work

Muscle Structure

Muscles are classified into three different types, which are skeletal, smooth and cardiac.

For this course, we are mainly going to concentrate on skeletal muscle, as smooth muscle is mainly found within hollow organs and cardiac muscle is found within the heart.

Skeletal muscles, also known as striated due to its appearance, or voluntary due to its action, are attached to bones and deal with movement. These muscles are made up of fine, thread like fibres of muscles, containing light and dark bands. Skeletal muscles can be made to contract and relax by voluntary will. They have striations due to the actin and myosin fibres and create movement when contracted. There are over 650 different types of muscles in the human body, making up nearly half of the body weight.



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Muscles have the following properties:

Excitability – the muscle responds to stimuli

Contractility – the muscle shortens due to a nerve impulse

Extensibility – the muscle can stretch and increase its length by half

Elasticity – the muscle will return to its normal length

Muscles consist mainly of muscle fibres which are held together by fibrous connective tissue, with numerous blood vessels and nerves penetrating through them. The muscle fibres are made up of muscle cells, which vary in length and are rod shaped. The fibres are called myofibrils and they get shorter (contract) in response to a nerve impulse. The protein strands then slide against each other when the muscle contracts.

Each muscle fibre has an individual wrapping of a fine connective tissue called endomysium, which are then wrapped into bundles called fascicule and are covered by the perimysium. This is what forms the muscle belly, and has its own covering called the fascia epimysium. The fascia acts as a “Clingfilm” around muscles, giving them support and also acts as a pathway for nerves, blood and lymph vessels.

When a muscle is damaged, fibres become torn and the connective tissue around the muscle is also damaged. Fluid seeps out of torn fibres, which can cause localised swelling. This fluid tends to stick the fibres together which causes pain as the muscle is irritated by

the slightest contraction. The fibres stop sliding as effectively and the fascia gets tighter and begins to constrict the muscle. The fascia can also become torn and the loss of elasticity can create tissue congestion. If the body is held in the same position for too long, such as sat at a computer, then the fascia can easily adapt to that shortened position, and any attempts to return it to its normal length can be painful. There is then a temptation to remain in that position, which in turn worsens.

Muscle Shapes

The bundles of fibres within muscles will determine the shape of the muscle. The most common muscle fibre arrangements are:

Parallel fibres – these muscles have fibres that run parallel to each other in length and can sometimes be called strap muscles. These muscles have great endurance but may not be that strong due to their length. An example would be the Sternocleidomastoid (SCM).

Circular muscles – these muscles are usually circular in shape and an example would be the muscles surrounding the mouth and eye.

Convergent – this is where the muscle fibres converge to an attachment to a bone. The fibres are arranged to allow maximum force and can sometimes cross joints which have a large range of movement such as the Pectoralis Major.

Pennate – these are made up of short fibres, so the pull is short but also strong, though the muscle tires easily.

Fusiform – these are sometimes included within the parallel muscle group and are made up of spindle shaped fibres. A good example is the Biceps Brachii as the belly is wider than the origin and the insertion.

Muscle Movement

Muscles are only every able to contract or pull. This means they have to work in groups and even when carrying out an action, do not work alone. A joint, therefore has to have two or more muscles working together.

As a muscle contracts, the second muscle relaxes, and as this second muscle contracts, the first muscle relaxes. This is called Antagonistic action as they are pulling in the opposite direction to each other but without working against each other. One end of the muscle needs to be fixed, which is known as the origin and as that muscle contracts, the other end of the muscle moves towards the origin. The name given to the end of the muscle that moves towards the origin is called the insertion.

Growth and Repair of the Muscles

Muscle hypertrophy is the term used for when a muscle cell grows in size, and the commonest reason for this is due to exercise, where there will be an increase in muscle fibre. When a muscle is damaged (torn), the body has to repair it and will do this by using satellite cells which fuse with the ends of the damaged fibre. If the damage is constant, then the process will repeat itself so that more satellite cells are used which will create growth of the muscle.

Muscle Tone

Muscle tone refers to the amount of tension or resistance to movement in a muscle. Muscle tone is what enables us to keep our bodies in a certain position or posture. A change in muscle tone is what enables us to move. For example, to bend your arm to brush your teeth, you must shorten (increase the tone of) the bicep brachii muscles on the front of your arm at the same time you are lengthening (reducing the tone of) the triceps brachial muscles on the back of your arm. To complete a movement smoothly, the tone in all muscle groups involved must be balanced. The brain must send messages to each muscle group to actively change its resistance.

Tendons and Ligaments

Tendons and ligaments are made up of collagenous tissue with ligaments attaching bone to bone and tendons attaching muscle to bone. The place where a muscle attaches to a bone but does not move, is known as the origin. To make movement occur, the muscles contract, which will pull on the tendons, this then pulls on the muscles.

Tendons are tough, yet flexible bands of fibrous tissue, which allows movement. Ligaments are stretchy connective tissue which helps to stabilise the joints. They control the range of movements of a joint to prevent them from bending the wrong way. Injuries to both tendons and ligaments are very common, caused mainly by sporting injuries. It is fairly common for tendons to be stretched or torn which can be extremely painful. If ligaments are stretched, caused by injury or excess strain, the joint will become weaker, as the ligaments are unable to support it.

As discussed, the muscles within our body act when they receive impulses. The nervous system is the means by which the body co-ordinates bodily systems and informs the body about any changes in the environment.

The nerves carry brief electro-chemical messages that trigger appropriate responses in the various parts of the body. The messages (impulses) then react and will do certain tasks such as make the muscles contract, the glands secrete, and the blood vessels widen or narrow.

The nervous system is a very complex system in the body but is divided up into two main parts. The Central Nervous System (CNS) and the Peripheral Nervous System (PNS).

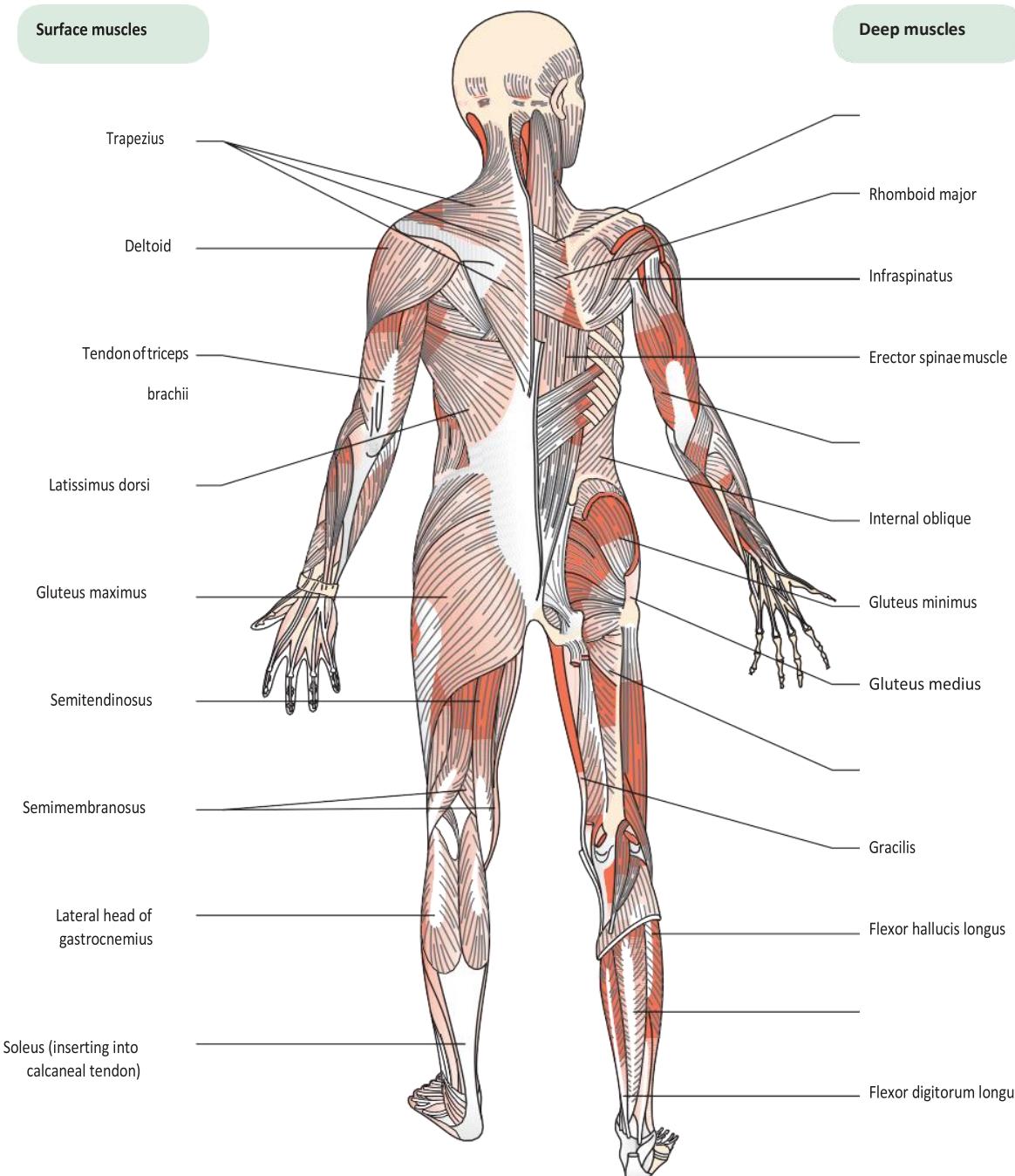
Soft Tissue Dysfunction

Before you start massage you will need to be able to assess the condition of the muscles. Here are a few guidelines to help you.

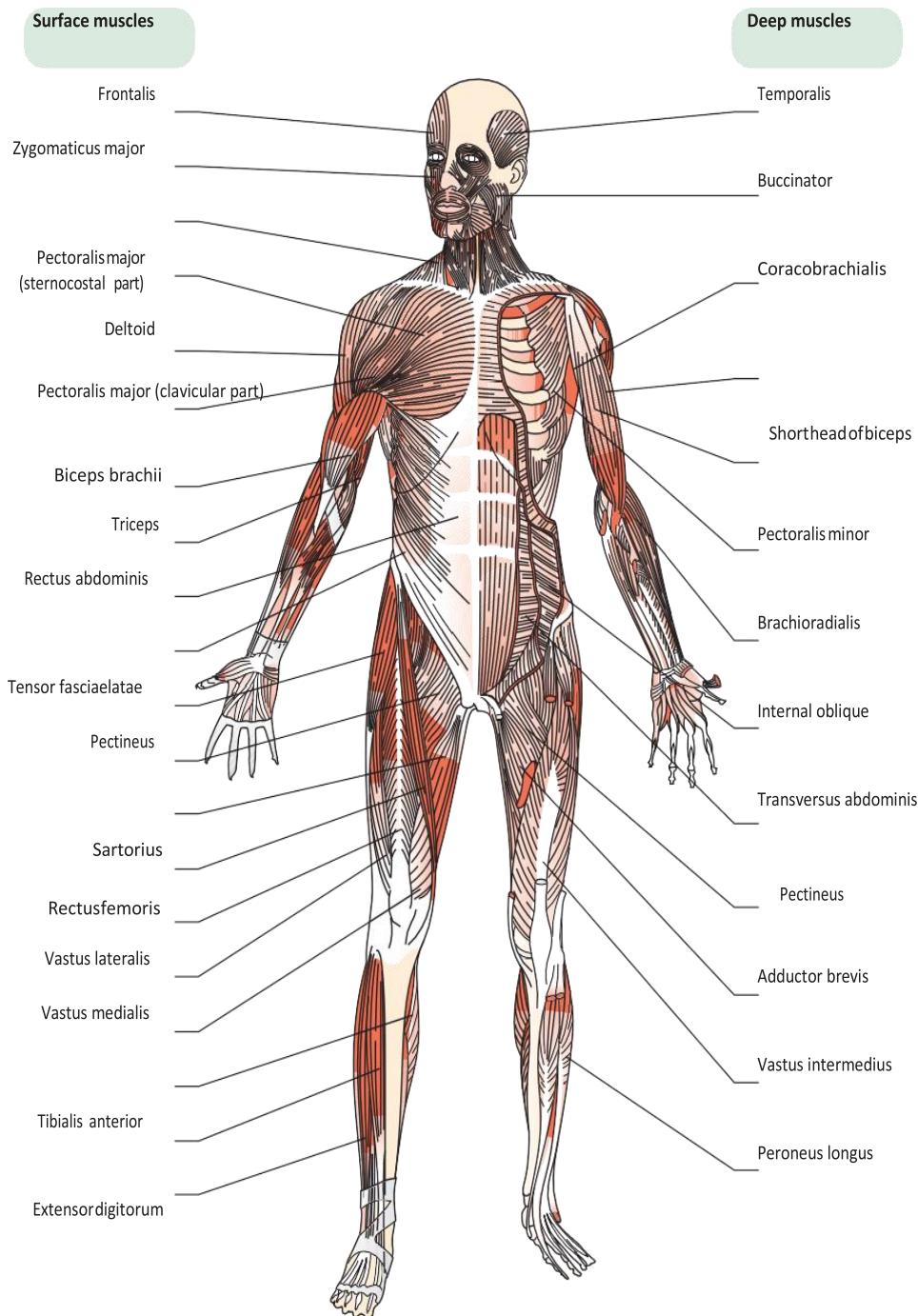
Acute pain	If client experiences acute pain that lingers, stop massaging the area and suggest they see a GP for diagnosis
Adhesions	Adhesions are fibrous bands that form around joints or within the fascia layers. The muscle fibers or the fascia stick together and eventually fibrous nodules develop – the area feels fibrous and less flexible. They are usually caused by inflammation or injury and the release of adhesive glycoprotein's which aid the repair process. They seldom cause acute pain when worked over but they can cause discomfort and sensitivity. You may know adhesions as "knots".
Crystal Deposits	Found on muscle fibers and around bone structures: e.g. Around the edge of the scapular. Can feel gritty and 'crunchy' and can cause pain when worked over
Edema	Excess fluid in tissues. Test by applying pressure to the area, if the area stays white for longer than 10 seconds it is edema. Extremely swollen areas will be firm, even solid with little movement and pain due to excess fluid pressure on the sensory nerves. Avoid area and work softly above area to aid drainage
Fibrosis	Occurs when excess fibrous connective tissue forms usually due to tissue damage such as repetitive strain
Fibrous Nodules	Located close to the surface of the skin. They are moveable, often jumpy and the areas will feel lumpy. They seldom cause acute pain when worked over but they can cause severe discomfort and sensitivity
General tension	Muscle fibres will be hard and difficult to move. Unlike a toned muscle, which can feel hard but will be pliable and will move with you as you massage over it. With deep held tension the area will become sensitive to touch and often ticklish
Inflammation	Symptoms to look out for are: redness, heat, pain, swelling
Muscle spasms	A convulsive muscular contraction which can be a result of tissue damage as the natural response is to contract nearby muscles. They can also occur if a muscle is overworked or over stretched. The contraction of the muscle fibres can compress on blood vessels and with a build-up of toxins in the muscle, the nerves can become irritated, causing pain.
Scar tissue	The body's natural response to injury, and its aim is to bring two ends together, for example in a torn muscle. It is also made of elastic fibres but also collagen and can be sticky in its early stages, causing the fibres to adhere together, causing muscle fibres to clump together over time and preventing the fibres from gliding. Not as mobile or pliable as normal tissue. Old scar tissue will feel lumpy or solid with no flexibility. New scar tissue will feel firm with little flexibility. The muscles affected will feel stiff and inflexible.
Tearing	There will be a dip or a hole in the muscle contour and acute pain. Advise client to see a GP. Do not massage

Muscles of the body

Muscles of the posterior body



Muscles of the anterior body

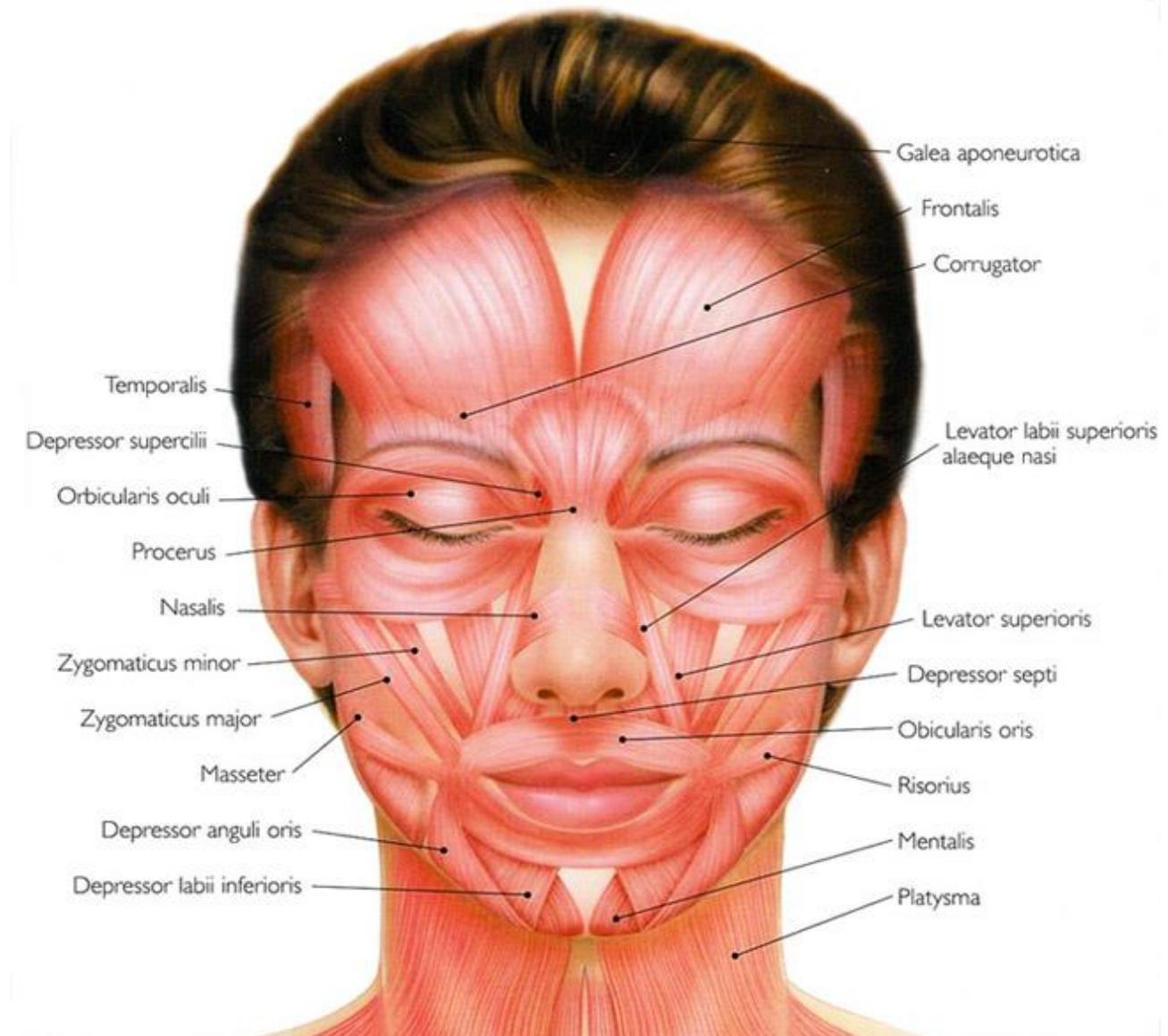


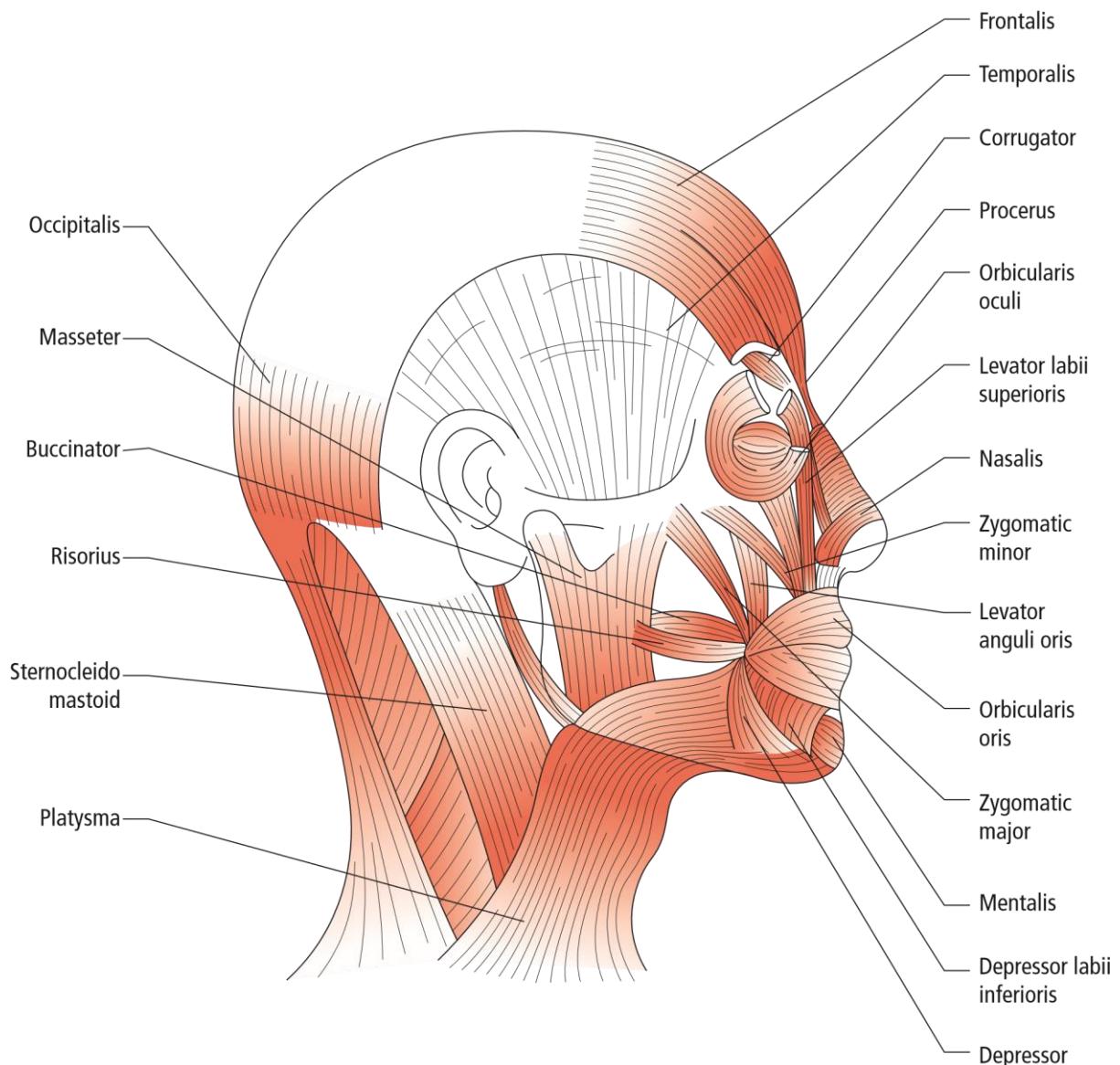
Muscles of the Chest and Upper Arm

Name	Position	Action
Pectoralis major	Across upper chest	Used in throwing and climbing; adducts arms
Pectoralis minor	Underneath pectoralis major	Draws shoulders downwards and forwards
Deltoids	Surrounds shoulders	Lifts arms sideways, forwards and backwards
Biceps	Front of upper arm	Flexes elbow; supinates the forearm and hand
Triceps	Back of upper arm	Extends the elbow
Brachialis	Under the biceps	Flexes the elbow

Muscles of the Back

Name	Position	Action
Trapezius	The back of the neck and collarbones	Moves scapula up, down and back; raises the clavicle
Latissimus dorsi	Across the back	Used in rowing and climbing; adducts the shoulder downwards and pulls it backwards
Erector spinae	Three groups of muscles which lie either side of the spine from the neck to the pelvis	Extends the spine; keeps body in an upright position
Rhomboids	Between the shoulders	Braces the shoulders; rotates the scapula.

The Muscles of the Face



Muscles of the Face and Head

Name	Position	Action
Buccinator	Forms most of the cheek and gives it shape	Puffs out cheeks when blowing; keeps food in mouth when chewing
Corrugator	Inner corner of eyebrows	Draws eyebrows together (frowning)
Frontalis	Upper part of the cranium	Elevates eyebrows; draws the scalp forwards
Masseter	Runs down and back to the angle of the jaw	Lifts the jaw; gives strength for biting (clenches the teeth)
Mentalis	Forms the chin	Lifts the chin; moves the lower lip outwards
Nasalis	Over the front of nose	Compresses nose (causing wrinkles)
Orbicularis Oculi	Surrounds the eye	Closes the eye (blinking)
Orbicularis Oris	Surrounds the lip and forms the mouth	Closes the mouth; pushes lips forwards
Platysma	Front of throat	Pulls down the lower jaw; angles the mouth
Procerus	Top of nose between eyebrows	Depresses the eyebrows (forms wrinkles over the nose)
Quadratus labii superiorius	Runs upward from the upper lip	Lifts the upper lip; helps open the mouth
Risorius	Lower cheek	Pulls back angles of the mouth (smiling)
Sternocleidomastoid	Either side of the neck	Pulls head down to shoulders; rotates head to side; pulls chin onto chest
Temporalis	Runs down the side of face towards jaw	Aids chewing; closes mouth
Triangularis	Corner of the lower lip, extends over the chin	Pulls the corner of the chin down
Zygomaticus	Runs down the cheek towards the corner of the mouth	Pulls corner of the mouth upwards and sideways

Lesson 7 Test

1. Which of the following is the only type of muscle under voluntary control?			
A. Skeletal	B. Smooth		
C. Cardiac	D. Anaerobic		
2. The muscle that causes movement is referred to as			
A. synergist	B. agonist		
C. antagonist	D. fixator		
3. The condition muscle fatigue is caused by:			
A. insufficient oxygen, exhaustion of energy and accumulation of lactic acid	B. excessive oxygen, exhaustion of energy and accumulation of lactic acid		
C. insufficient carbon dioxide, exhaustion of energy and accumulation of lactic acid	D. excessive oxygen and carbon dioxide, exhaustion of energy and accumulation of lactic acid		
4. The muscle that extends from the chest, up the sides of the neck to the chin is called the:			
A. pectoralis major	B. occipitalis		
C. temporalis	D. platysma		
5. The state of partial contraction of a muscle is known as:			
A. hypertrophy	B. muscle spasm		
C. muscle tone	D. muscular atrophy		
6. The position of the corrugator muscle is:			
A. between the eyebrows	B. around the eyes		
C. at the sides of the nose	D. in the cheek		
7. The fan-shaped muscle on the side of the skull, above and in front of the ear, is called the:			
A. occipitalis	B. buccinator		
C. mentalis	D. temporalis		
8. The muscle that surrounds the eye is called the:			
A. orbicularis oris	B. risorius		
C. masseter	D. orbicularis oculi		
9. The action of the risorius muscle is to:			
A. raise the corner of the mouth	B. close the mouth		
C. draw the end corners of the mouth laterally	D. elevate the lower lip		
10. The facial expression associated with the mentalis muscle is:			

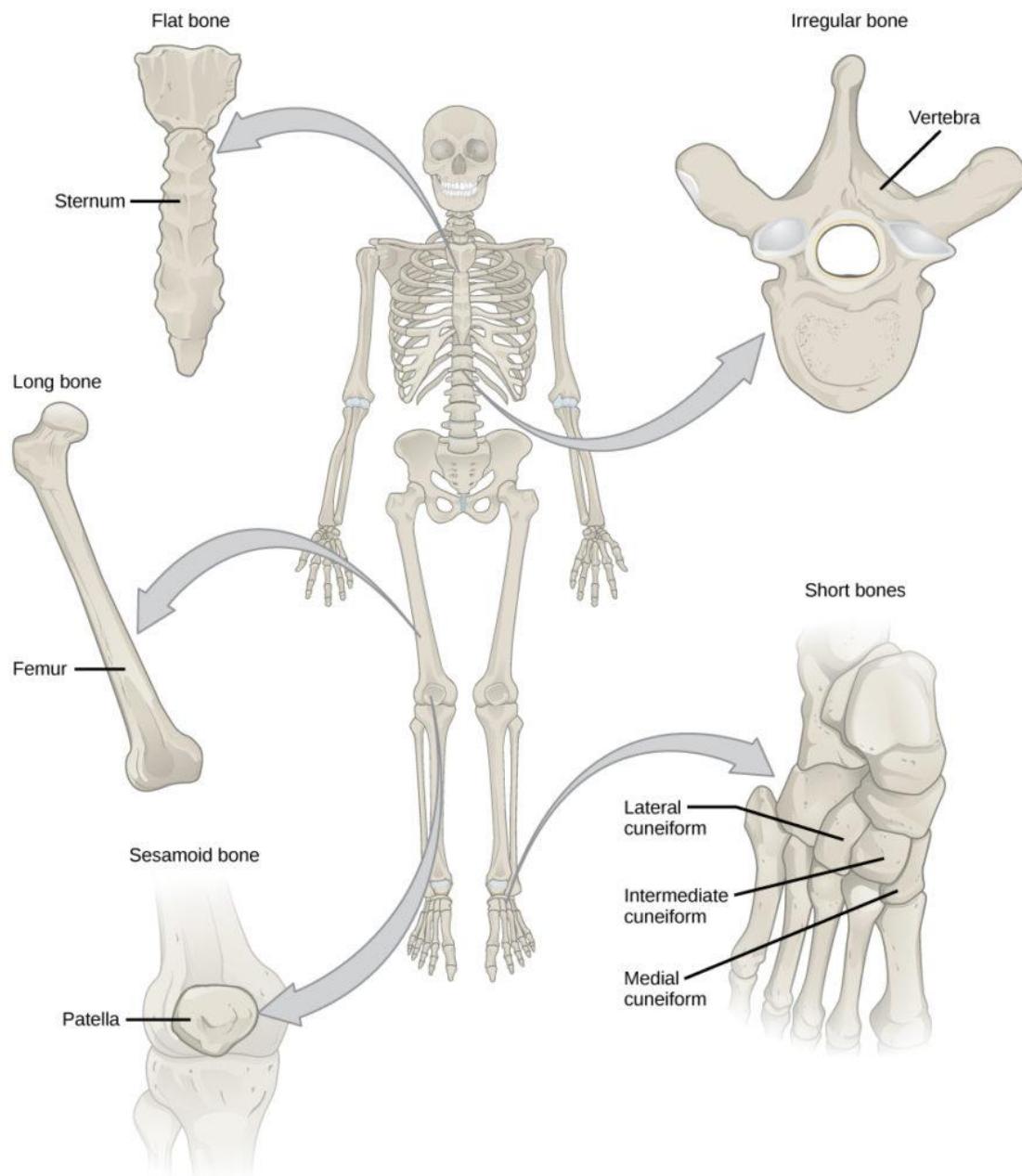
A. pouting	B. smiling	
C. laughing	D. grinning	
11. The action of the sternocleidomastoid muscles is to:		
A. depress the mandible	B. extend the head	
C. elevate and retract the lower jaw	D. flex the neck and turn the head to one side	
12. The action of the triceps muscle is:		
A. flexion of the forearm	B. extension of the forearm	
C. flexion of the wrist	D. extension of the wrist	
13. The action of the buccinator muscle is to:		
A. raise the lower jaw	B. compress the cheek	
C. elevate and retract the lower jaw	D. elevate the lower lip	
14. The muscle responsible for the action abduction of the arm is:		
A. deltoid	B. biceps	
C. brachialis	D. triceps	
15. Which of these facial muscles blows out the cheeks?		
A. Platysma	B. Buccinator	
C. Temporalis	D. orbicularis oculi	

Lesson 8: The Skeletal System

OBJECTIVES OF THIS LESSON

- Identify bones of the head, neck, chest, shoulder and spine;
- Identify and describe common conditions of the neck and spine.

The skeletal system is made up of different types of bones. The head and neck and chest comprise mostly flat and irregular bones.

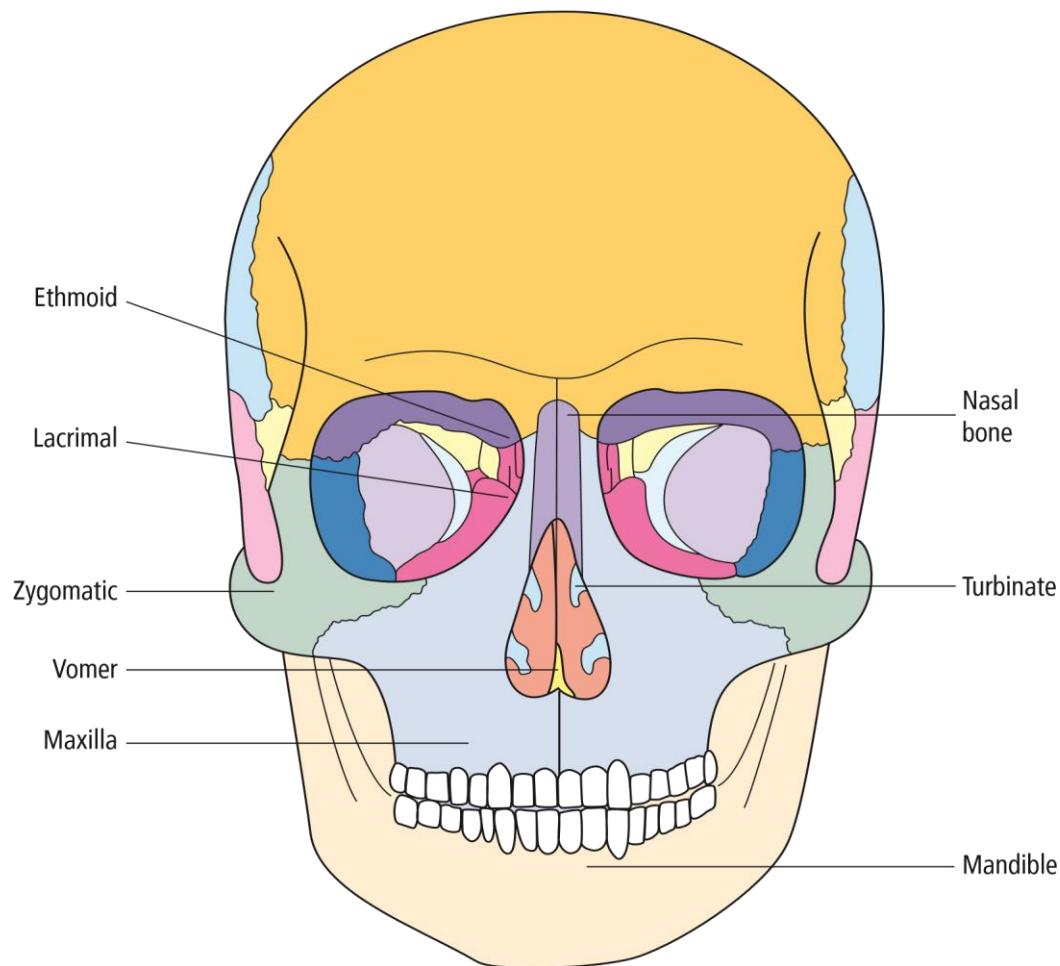
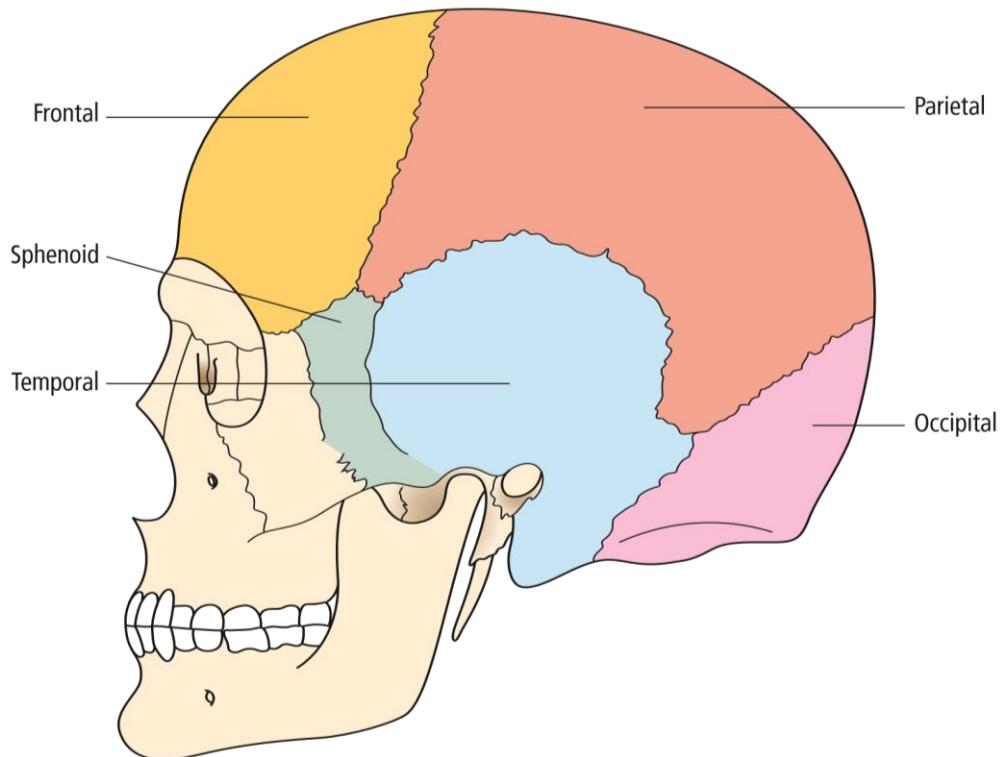


Bones of the Face and Upper Body

Bones of the face and head

The adult skull is usually made up of 22 bones. Many of them are small bones that make up larger ones. The most significant are:

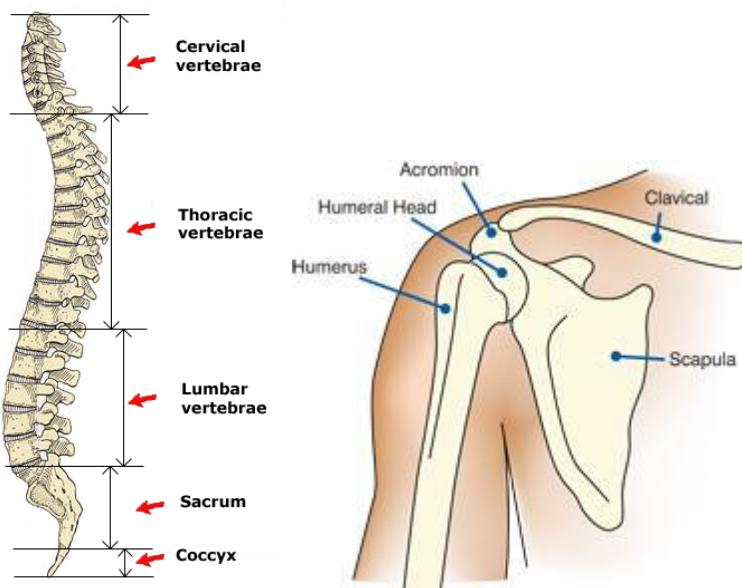
Name	Position
Frontal	Makes up your forehead and the roof of your eye sockets. It joins with the parietal and temporal bones
Parietal	Forms the roof and sides of the cranium
Occipital	Situated at the back of the cranium
Temporal	Situated on both sides of the cranium
Sphenoid	Located at the front of the temples and contains a sinus cavity and houses the pituitary gland
Ethmoid	Forms the roof of the nasal passage
Nasal	Forms the bridge of the nose
Lacrimal	The most fragile bone of the face and is part of the eye socket
Maxilla	Forms the upper jaw and is the largest facial bone
Mandible	Forms the lower jaw and is the strongest of the skull
Zygomatic	Form the angle of the cheeks



Bones of the Neck, Chest, Shoulder and Spine

Name	Position
Cervical Vertebrae	The 7 vertebrae that make up the neck
Hyoid	U-shaped bone at the front of the neck.
Clavicle	Two slender long bones at the base of the neck, also known as the collarbone.
Scapula	Large triangular-shaped bone in the upper back, known as the shoulder blade.
Humerus	Long bone of the upper arm
Sternum	Long flat breastbone in the centre of the chest. It helps protect the heart, along with the ribs, which are thin, flat curved bones.
Ribs	24 bones which make up the ribs, and these are arranged in 12 pairs
Vertebral column	The vertebral column (spine) consists of 33 irregular shaped bones called vertebrae. Arranged within 5 sections, these bones make up the: cervical (neck), thoracic (chest), lumbar (lower back), sacrum (back wall of pelvic girdle), coccyx (tail bone).

In between the vertebrae are vertebral discs which are made up of fibrous cartilage which acts as a shock absorber. Sometimes a disc may collapse. This is called a "slipped disc" and can cause intense pain as the disc presses on a nerve root. Massage may be of a great benefit if this happens.



Musculo-Skeletal Problems

Very often, the problem will not be noticed for a long time and the symptoms can be very subtle at first. This can make it difficult to be able to determine the cause of the problem. However, below are some of the most common causes.

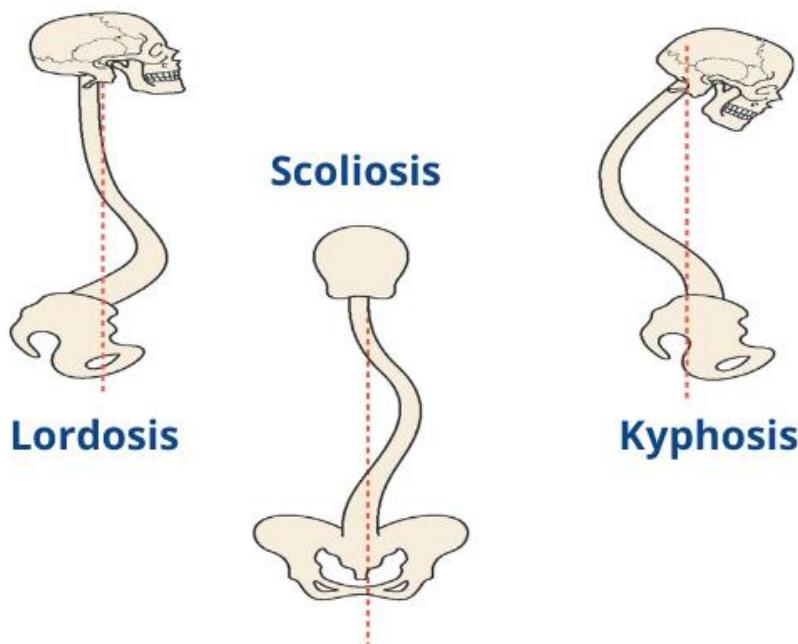
Stress – emotional stress will usually show itself in physical tension, causing tight muscles and poor posture.

Environment – by looking at the client's lifestyle and occupation, a pattern may form that could highlight a potential problem. Such activities as walking a dog which pulls on a lead or carrying heavy bags over the shoulder can often lead to problems.

Injury – any type of injury will cause the soft tissue to become swollen and may lead to increased muscle tension or spasm. This can lead to a lack of range of motion. If you suspect an injury, always refer your client to a professional such as osteopath, physiotherapist or GP.

Posture – postural problems may be due to bad habits, but they may also be due to postural faults, such as those below:

Postural Fault	Definition
Kyphosis	Excessive curvature at the top of the spine, creating a "hump"
Scoliosis	Curvature of the spine to one side, causing the hips to be misaligned.
Lordosis	Inward curve of the lower back, creating a protruding abdomen.



Conditions of the Neck and Shoulder

Torticollis

This can be defined as a stiff neck associated with muscle spasm, causing the head to tilt to one side. Usually the sternocleidomastoid muscle or the trapezius muscle is involved. Sometimes draughts, colds or unusual postures are implicated; however in many cases no clear cause is found. Botulinum toxin has been used to inhibit the spastic contractions of the affected muscles.

Whiplash

This is a non-medical term describing a range of injuries to the neck caused by or related to a sudden distortion of the neck associated with extension. Whiplash is commonly associated with motor vehicle collisions, usually when the vehicle has been hit in the rear; however, the injury can be sustained in many other ways, including falls from stools.

Symptoms include: pain and aching to the neck and back, referred pain to the shoulders, sensory disturbance (such as pins and needles) to the arms & legs and headaches.

Treatment for individuals with whiplash associated could include manipulation, mobilizations and range of motion exercises.

Frozen shoulder

Frozen shoulder, or adhesive capsulitis, is a disorder in which the shoulder capsule, the connective tissue surrounding the glenohumeral joint of the shoulder, becomes inflamed and stiff. Movement of the shoulder is restricted. Pain is usually constant, worse at night, and when the weather is colder. In frozen shoulder, there is a lack of synovial fluid, which normally helps the shoulder joint, a ball and socket joint, move by lubricating the gap between the humerus (upper arm bone) and the socket in the scapula (shoulder blade). To prevent the problem, keep the shoulder joint fully moving to prevent a frozen shoulder. Because pain discourages movement, further development of adhesions that restrict movement will occur unless the joint continues to move full range in all directions (adduction, abduction, flexion, rotation, and extension). Physical therapy can help with continued movement.

Treatment may be painful and taxing and consists of physical therapy, medication, massage therapy, or surgery.

The condition is sometimes caused by injury, leading to lack of use due to pain, but also often arises spontaneously with no obvious preceding trigger factor.

Spondylitis/Ankylosing spondylitis

Ankylosing spondylitis is a type of chronic arthritis that affects parts of the spine, including the bones, muscles, ligaments. Arthritis is a common condition that causes pain and inflammation of the joints and tissues around them. The symptoms of ankylosing spondylitis are back pain and stiffness.

In ankylosing spondylitis, the spinal joints and ligaments and the sacroiliac joints become inflamed. Inflammation in the spine can cause pain and stiffness in the neck and back.

Ankylosing spondylitis can develop at any time from the teenage years onwards. It is three times more common in men than in women.

There is no cure for ankylosing spondylitis. However, the condition can be treated with physiotherapy or medication.

Osteoarthritis

This is a degenerative joint disease. Symptoms may include joint pain, tenderness and stiffness. A variety of causes—hereditary, developmental, metabolic, and mechanical—may initiate processes leading to loss of cartilage. Treatment generally involves a combination of exercise, lifestyle modification, and analgesics.

Osteoarthritis commonly affects the hands, feet, spine, and the large weight bearing joints, such as the hips and knees.

Fibromyalgia

Fibromyalgia is a medical disorder characterized by chronic widespread pain and a heightened and painful response to pressure. Other symptoms include debilitating fatigue, sleep disturbance, and joint stiffness. Some patients may also report difficulty with swallowing, bowel and bladder abnormalities numbness and tingling and cognitive dysfunction. Fibromyalgia is frequently accompanied with psychiatric conditions such as depression and anxiety. As with many other medically unexplained syndromes, there is no universally accepted treatment or cure for fibromyalgia, and treatment typically consists of symptom management. This may include prescription medication, behavioural intervention, exercise, and alternative and complementary medicine. Integrated treatment plans that incorporate medication, patient education, aerobic exercise and cognitive-behavioural therapy have been shown to be effective in alleviating pain and other fibromyalgia-related symptoms.

Lesson 8 Test

1. How many bones are located in the neck?			
A. 8	B. 10		
C. 12	D. 7		
2. The bone forming the posterior (back) part of the shoulder girdle is the:			
A. clavicle	B. scapula		
C. sternum	D. manubrium		
3. The long bone of the upper arm is the:			
A. radius	B. ulna		
C. humerus	D. scaphoid		
4. The bone forming the back of the skull is			
A. parietal	B. temporal		
C. occipital	D. vomer		
5. A bone of the skull that forms the sides of the skull above and around the ears is called the:			
A. frontal	B. temporal		
C. occipital	D. ethmoid		
6. The bone of the face that forms the lower jaw is called the:			
A. maxilla	B. zygomatic		
C. mandible	D. lacrimal		
7. A deformity of the spine that produces a rounded back is known as:			
A. lordosis	B. fibromyalgia		
C. osteoarthritis	D. kyphosis		
8. Which of the following is most likely to occur from a car crash?			
A. Whiplash	B. Scoliosis		
C. Osteoarthritis	D. Kyphosis		
9. A common cause of musculo-skeletal disorders is:			
A. Stress	B. Injury		
C. Posture	D. All of these are common causes		
10. Which type of bone is the sternum?			
A. Irregular bone	B. Flat bone		
C. Long bone	D. Short bone		

Lesson 9: The Skin

OBJECTIVES OF THIS LESSON

- Describe the structure of the skin and identify key elements;
- Identify and describe different skin types and disorders.

The Skin Structure

Skin makes up around 12% of an adult's body weight. It's very adaptable and able to mould into different shapes, covering bones and muscles to perform various functions of the body's make up.

The functions of skin are:

- **Sensation** - Main sensory organ for temperature, pressure, touch and pain.
- **Heat Regulation** - Regulates the body temperature by sweating to cool the body down when it overheats, and shivering when the body is cold.
- **Absorption** – Some creams, essential oils and some medication can be absorbed through the skin.
- **Protection** – Too much UV light may harm the skin, so the skin protects itself by producing a pigment, seen in a tan, called *melanin*. Bacteria and germs are prevented from entering the skin by a protective barrier called the ***Acid Mantle***. This barrier also helps protect against moisture loss.
- **Excretion** – Waste products and toxins are eliminated from the body through the sweat glands.
- **Secretion** – Sebum and sweat are secreted onto the skin's surface. The sebum keeps the skin lubricated and soft and the sweat combines with the sebum to form the acid mantle.
- **Vitamin D production** - Absorption of UV rays from the sun helps formation of vitamin D, which the body needs for the formation of strong bones and good eyesight.

There are 3 major layers of the skin, the Epidermis, Dermis and the Subcutaneous.

The Epidermis Layer

The outermost layer of the skin is called the epidermis layer. There are no blood vessels in the epidermis but it's the deepest layer and is supplied with lymph fluid. It is thickest in the palms and on the bottom of the feet.

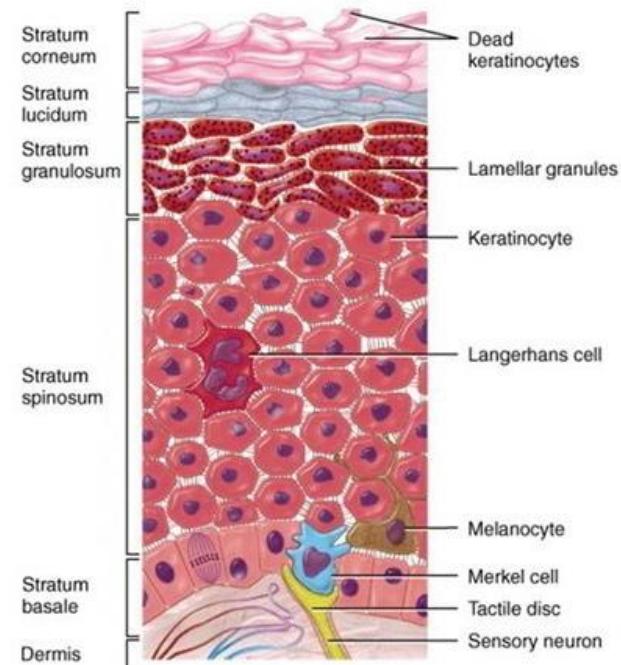
There are various layers of cells within the epidermis, the outermost of which is called the ***stratum corneum*** (or ***horny layer***). The layers can be seen clearly in the diagram of the skin. The surface layer is composed of twenty-five to thirty sub-layers of flattened scale-like cells, which are continually being cast off by friction and replaced by the cells of the deeper epidermal layers.

The surface layer is considered the real protective layer of the skin. The cells are commonly called keratinised cells because the living matter within the cell (termed protoplasm) is changed to a protein (keratin) which helps to give the skin its protective properties.

New skin cells are formed in the deepest layer within the epidermis. This area is called the *stratum basale* (or *basal/germinative layer*). The new cells will gradually move towards the outer layers of the skin as the stratum corneum is shed. The new cells gradually change in form as they move upward to the outer layers, becoming keratinized in the process.

Layers of the Epidermis

English Name	Latin Name
Horny Layer	Stratum Corneum
Clear Layer	Stratum Lucidum
Granular Layer	Stratum Granulosum
Prickle Cell Layer	Stratum Spinosum
Basal/Germinative Layer	Stratum Basale



The Dermis Layer

The dermis is a tough and elastic layer containing white fibrous tissue interlaced with yellow elastic fibres.

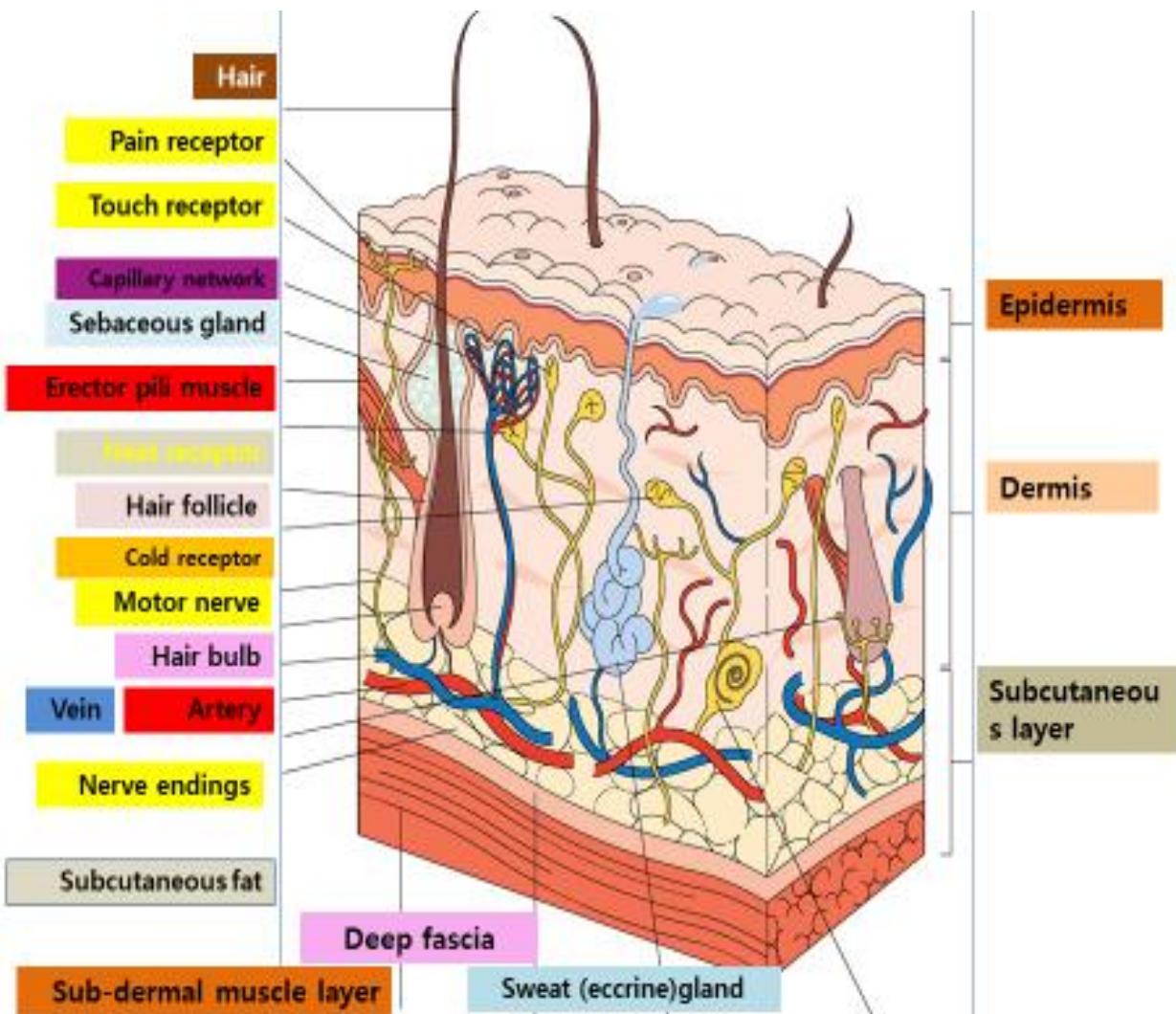
Many structures are embedded in the dermis including:

- blood vessels
- lymphatic capillaries and vessels
- sweat glands and their ducts
- sebaceous glands
- sensory nerve endings
- the erector pili - involuntary muscles are sometimes activated in cold weather to give 'goose bumps'
- hair follicles, hair bulbs and hair roots.

The Subcutaneous Layer

This layer of skin is located on the bottom of the skin diagram. It connects or binds the dermis above it to the underlying organs. The subcutaneous layer is mainly composed of loose fibrous connective tissue and fat (adipose) cells interlaced with blood vessels. The hypodermis (subcutaneous layer) is generally about 8% thicker in females than in males. The main functions of the hypodermis are insulation, storage of lipids, cushioning of the body and temperature regulation.

Diagram of the Skin



Skin Types

Basic skin types are determined by genetic disposition and will have become apparent in the early teens. Most people know their skin type, but if you are unsure, the following pointers should help.

- Youthful skin
- Mature skin
- Normal skin
- Dry skin
- Oily skin
- Combination skin
- Sensitive skin



The difference between youthful and mature skin

The structure and elasticity of healthy young skin

Young skin contains large amounts of Hyaluronic acid (HA)

Hyaluronic acid is a natural sugar found in all living cells that attracts and binds water, hydrating the skin and giving it volume.

Hyaluronic acid also affects some of the other components of skin structure such as collagen and elastin, as well as the function of skin cells.

In these ways, Hyaluronic acid is very important in maintaining the structure and function of young skin, helping it to look healthy, feel smooth and elastic.

Skin changes with aging

As we get older, Hyaluronic acid is lost from the skin.

Women aged 75 years have approximately four times less HA in their skin than women aged 19 – 47.

This decrease in HA contributes to some of the signs of ageing – loss of skin hydration, skin thinning and decreased ability for the skin to restore itself.

Young skin

If the natural oils in the skin are well balanced the skin remains healthy and is considered young / normal

Young / normal skin tends to be:

- Soft subtle & smooth with a velvety feel to it
- Appearance similar to a young child / good elasticity
- No areas of excess oiliness or dryness
- Skin is balanced throughout with perhaps a slight oiliness in the T – zone
- Clear appearance with a fine-grained texture / small pores



Mature skin

This skin is usually very dry, lacking both oil & moisture, and is developing wrinkles and lines.

Mature skin tends to have:

- Expression marks around the eyes, nose and mouth
- Slackness around the eyes
- Dull complexion with loss of skin elasticity and natural moisture
- Fine network of veins, broken capillaries
- Age spots



Dry Skin

Dry skin lacks the surface oils, which give normal / young skin its smooth velvety feel.

It is often delicate & sensitive and tends to have:

- Dull appearance with a dry and course feel to it
- Often flaky & chapped and feels 'tight' after washing
- Finely textured and prone to broken capillaries
- Creases visible
- Feels tight after washing
- Sensitive to cold



Oily Skin

Oily skin is caused by overactive sebaceous glands, which secrete too much sebum.

This skin type is prone to breakouts and tends to have:

- Shiny look with a greasy feel to it
- Course grained texture and dilated pores
- Blackheads, acne and skin blemishes due to excess sebum clogging up the pores
- Not generally sensitive



Combination Skin

Combination skin is a mixture of dry skin with oily patches on the T – zone, where the sebaceous glands are more productive and generally it is best to treat each area separately, using the appropriate oils.

Combination skin tends to be:

- Partly dry and partly oily / different appearance between T – zones
- Prone to dilated pores and blackheads on the T – zone

Sensitive Skin

This skin type is prone to sensitivities and allergies, particularly to the chemicals and fragrances found in many skin care products.

Sensitive skin tends to be:

- Pale, dry and fine textured
- Sensitive to many products (burning sensation)
- Sensitive to sunlight, developing red, scaly patches
- Develop red blotches and broken veins in extreme temperatures
- Poorly protected due to insufficient epidermic oils

Skin Colouring and Presentations

The skin owes its coloring to the red hemoglobin found within the blood vessels, yellow carotenoids within subcutaneous fat and the dark brown pigment, melanin. Various degrees of pigmentation are present in different ethnic groups. The differences are in the amount of melanin produced and not dependent upon the number of melanocytes present.

Albinism

Some people are born without the ability to produce melanin within their skins and with no hair pigment – a congenital condition called albinism. People with this condition have pure white hair, white skin and pink eyes.

Lesions

Lesions are growths or abnormal patches of skin that do not resemble the area of skin around them. Many cause no ill effects; others are more serious and require treatment.

Bulla	A raised, fluid-filled lesion larger than a vesicle
Fissure	Crack or break in the skin
Macula	Flat colored spot
Nodule	Solid raised lesion larger than a papule, often a symptom of a systemic disease
Papule	Small circular raised lesion at the surface of the skin
Plaque	A broad, raised area on the skin
Pustule	A raised lesion containing pus – often in a hair follicle or a sweat gland
Ulcer	A lesion resulting from the destruction of the skin and often as deep as the subcutaneous tissue
Vesicle	Small, fluid-filled raised lesion, a blister
Wheal	Small, rounded, slightly raised area, often itching and can be seen as hives (Urticaria) when a person suffers an allergic reaction.

It is important to be able to identify (not diagnose!) which skin presentations may be cause for concern or contraindications and which are completely innocuous and simply part of beautiful human variation.



Skin Diseases and Disorders

Name	Appearance	Cause
Dermatitis	Inflammation of the skin, swelling & redness	Allergic reaction to contact with allergen
Seborrheic Warts	Flat top/warty looking lesions	Ageing
Herpes simplex	Red sore/scab usually on side of the mouth also known as a cold sore	Viral infection transmitted by contact with another infected area. Highly contagious
Scabies	Itchy white spots	Mite transmitted by direct skin to skin contact typically from itchy infected area and transporting mite to someone else under fingernails.
Psoriasis	Red itchy scaly patches erupting on skin	The immune system sends out a faulty signal that speeds up the growth cycle of skin cells
Acne Rosacea	Redness on nose and cheeks	Dilation of minute capillaries in the skin
Impetigo	Red spot which blisters then discharges developing a yellow crust	Highly contagious. Spread through direct contact and itching
Milia	Same as dermatitis: redness is due to dilated blood vessels and as fluid accumulates itching, and swelling occurs. Weeping skin can then become infected	Allergic reaction. Stress.

Lesson 9 Test

1. How many layers make up the epidermis?			
A. 3	B. 4		
C. 5	D. 6		
2. Which is the thinnest layer of the skin?			
A. Dermis	B. Epidermis		
C. Subcutaneous layer	D. Subdermal layer		
3. How many layers does the dermis have?			
A. 1	B. 2		
C. 3	D. 4		
4. Three functions of the skin include			
A. protection, movement and sensitivity	B. attachment, movement and protection		
C. protection, fights infection and temperature regulation	D. sensitivity, protection and temperature regulation		
5. In which of the following layers are epidermal cells constantly being reproduced?			
A. Horny layer	B. Granular layer		
C. Clear layer	D. Basal cell layer		
6. Key indicators of dehydration in the skin are			
A. flakiness, visible fine lines and a feeling of tightness	B. open pores		
C. blocked pores	D. dilated capillaries		
7. A papule is			
A. a small, raised elevation on the skin	B. a lump under the skin containing pus		
C. a small growth of fibrous tissue	D. a mark left on the skin after the skin has healed		
8. The sebaceous glands produce an oily substance called:			
A. sweat	B. lactic acid		
C. sebum	D. keratin		
9. Which of the following lies beneath the subcutaneous layer of the skin?			
A. Papillary layer	B. Reticular layer		
C. Clear layer	D. Subdermal muscle layer		

10. A description of psoriasis is:

A. Itchy white spots	B. Warty looking lesions	
C. Red itchy scaly patches	D. Redness on nose and cheeks	

Lesson 10: The Hair

OBJECTIVES OF THIS LESSON

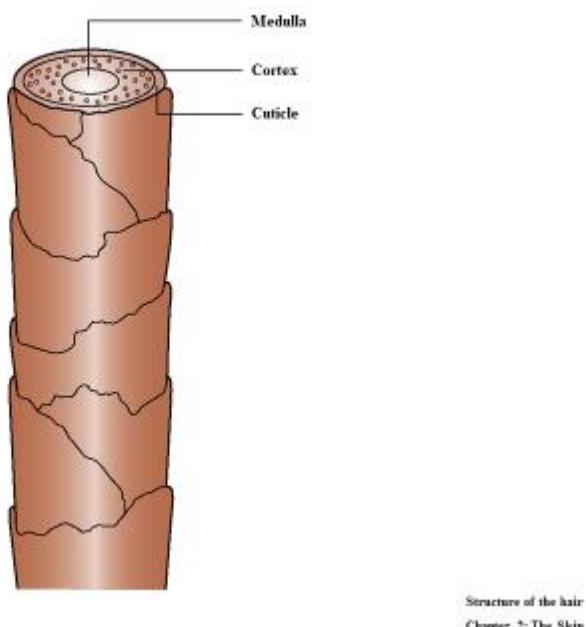
- Describe the structure of the hair and hair root;
- Describe the hair growth cycle.

Hair Structure

Hair is composed of a strong structural protein called keratin. This is the same kind of protein that makes up the nails and the outer layer of skin.

Each strand of hair consists of three layers:

- An innermost layer or medulla, which is only present in large thick hairs.
- The middle layer, known as the cortex, which provides strength and both colour and texture of the hair.
- The outermost layer is known as the cuticle, which is thin and colourless, and serves as a protector of the cortex.

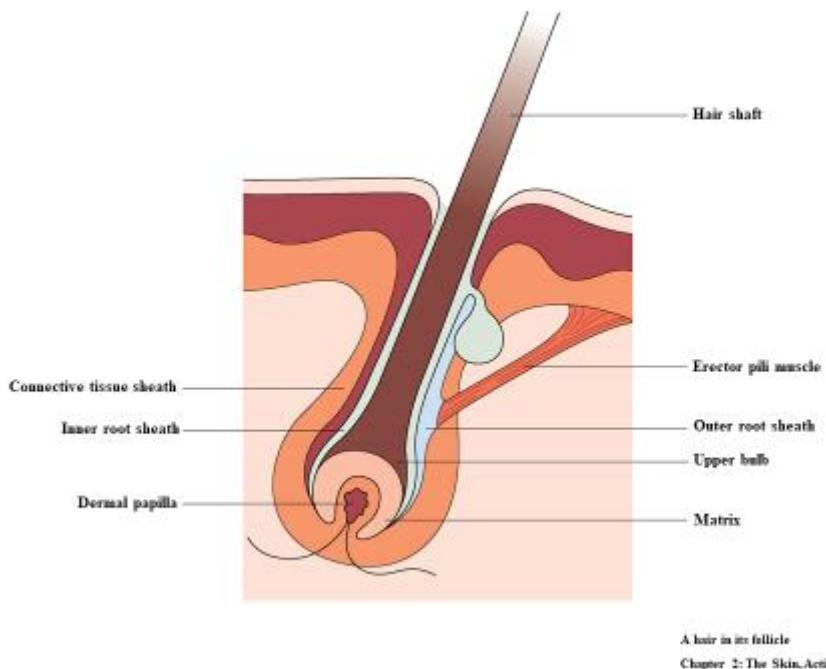


Structure of the Hair Root

Below the surface of the skin is the hair root, which is enclosed within a hair follicle.

At the base of the hair follicle is the dermal papilla. The dermal papilla is fed by the bloodstream, which carries nourishment to produce new hair. The dermal papilla structure is very important to hair growth because it contains receptors for male hormones and androgens.

Androgens regulate hair growth. In scalp hair androgens may cause the hair follicle to get progressively smaller and the hair to become finer in individuals who are genetically predisposed to this type of hair loss.



Hair Growth Cycle

Hair follicles grow in repeated cycles. One cycle can be broken down into three phases:

- Anagen - Growth phase
- Catagen - Transitional phase
- Telogen - Resting phase

Each hair passes through the phases independent of neighbouring hairs.

Anagen Phase ~ Growth Phase - Approximately 85% of all hairs are in the growing phase at any one time. The anagen phase, or growth phase, can vary from two to six years. Hair grows approximately 10cm per year and any individual hair is unlikely to grow more than one meter long.

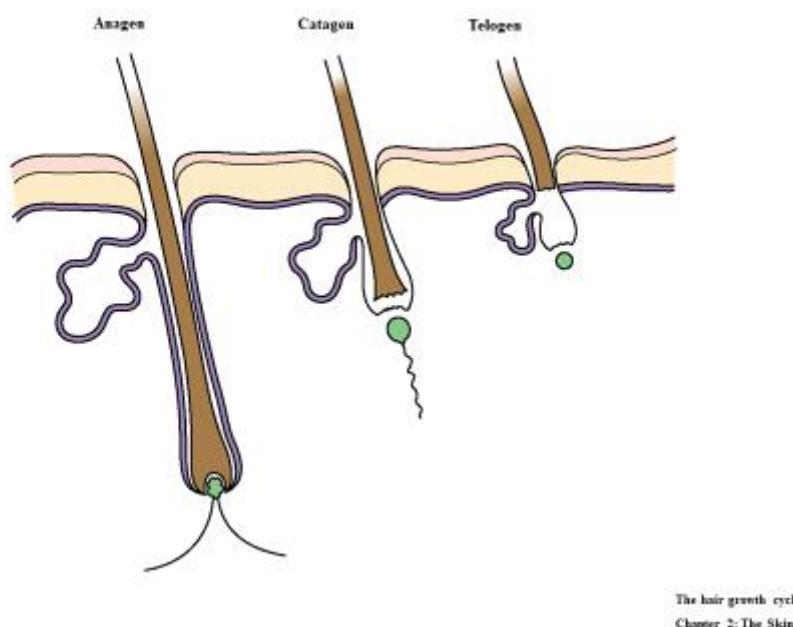
In the anagen stage the hair receives nourishment through the blood supply from the dermal papilla. This process enables the cells to reproduce. The cells move upwards to form the different structures of the hair shaft. Melanin is produced to form the hair colouring.

Catagen Phase ~ Transitional Phase - At the end of the anagen phase the hair enters into a catagen phase, which lasts about one or two weeks. During the catagen phase the hair follicle shrinks to about 1/6 of the normal length. The lower part is destroyed, and the dermal papilla breaks away to rest below.

This is the resting (inactive) stage of the hair growth. In this stage the dermal papilla breaks away to make the lower end of the hair become loose from the base of the follicle. The hair is still being fed from the follicle wall and is sometimes known as club-ended hair. The hair starts to become drier and continues to move up to just below the sebaceous gland. At this stage it can easily be brushed out. This stage lasts about one or two weeks.

Telogen Phase ~ Resting Phase - The telogen phase, or resting phase, follows the catagen phase and normally lasts about five to six weeks. During this time the hair does not grow but stays attached to the follicle whilst the dermal papilla stays in a resting phase below. Approximately 10- 15 percent of all hairs are in this phase at any one time.

The hair follicle re-enters the anagen phase. The dermal papilla and the base of the follicle join together again, and a new hair begins to form. If the old hair has not already been shed, the new hair pushes the old one out and the growth cycle starts all over again.



Lesson 10 Test

1. The functions of hair are			
A. contraction and protection	B. insulation and protection		
C. storage and protection	D. vasodilation and vasoconstriction		
2. Hair growth occurs from the			
A. cuticle	B. cortex		
C. medulla	D. matrix		
3. Hair grows from a sac-like depression called the			
A. hair shaft	B. hair root		
C. hair follicle	D. hair bulb		
4. Hair colour is due to the presence of melanin in which parts of the hair shaft?			
A. Cortex and medulla	B. Cuticle and cortex		
C. Cuticle and medulla	D. Medulla only		
5. The correct order of the hair growth cycle from growing to resting is			
A. anagen, telogen, catagen	B. catagen, anagen, telogen		
C. telogen, anagen, catagen	D. anagen, catagen, telogen		

Lesson 11: Other Body Systems

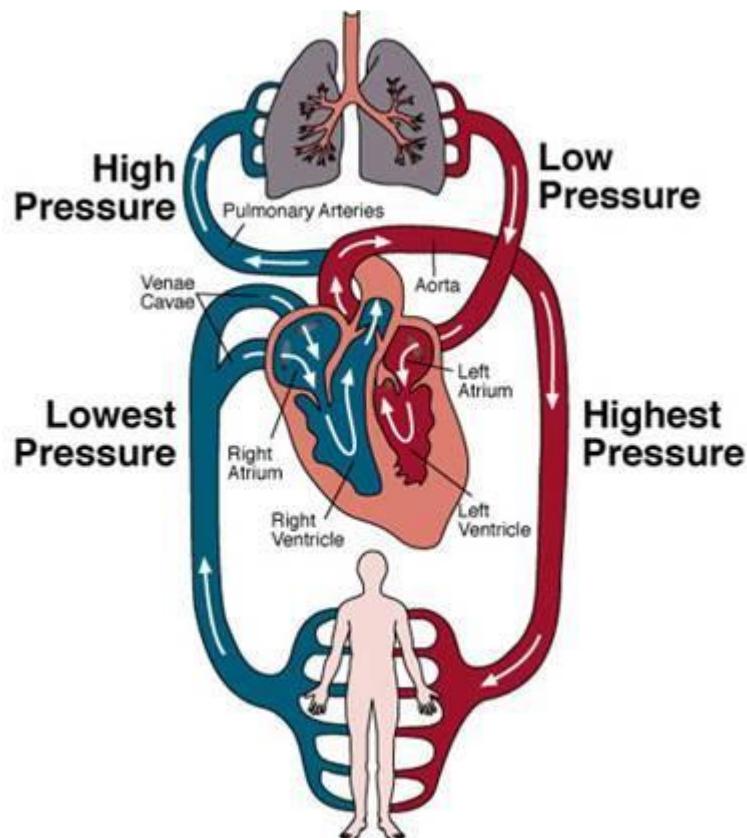
OBJECTIVES OF THIS LESSON

- Describe the key functions of the circulatory system;
- Describe the key functions of the respiratory system;
- Describe the key functions of the lymphatic system;
- Describe sinus cavities and their function.

The Circulatory System

The circulatory system is the system that is involved with passing vital substances around the body for cells to survive. Blood is pumped by the heart; a fist-sized muscular structure, to every cell in the body via a complex network of vessels. These vessels consist of arteries, veins and capillaries and carry blood around the body delivering nutrients, oxygen, heat, hormones and removing carbon dioxide and waste.

The heart consists of four chambers, i.e., a right and left atrium, and a right and left ventricle. It is separated by a septum, which prevents oxygenated and deoxygenated blood from meeting. Deoxygenated blood enters the right side of the heart and is pumped to the lungs where the deoxygenated blood is removed and replaced with oxygen. Here the richly oxygenated blood is returned to the heart for it to be pumped around the body.



The Respiratory System

The respiratory system is the system that deals with breathing and supplying blood with oxygen, but also has many other functions, including:

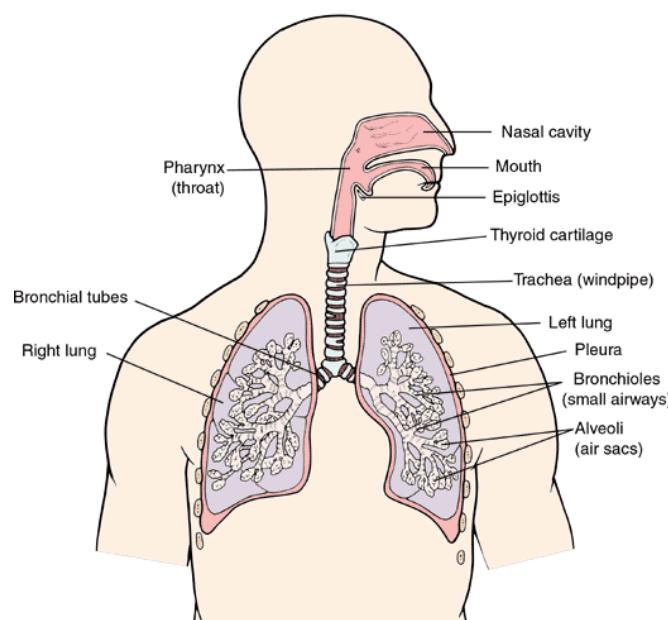
- filtering and cleaning the air we breathe
- adding resonance to our voice.

The respiratory system consists of many organs that work together to allow gas exchange to take place. This system works in conjunction with the circulatory system.

The respiratory system consists of the:

- Nose
- Larynx
- Pharynx (throat)
- Trachea
- Lungs
- Bronchi
- Bronchioles
- Alveoli
- Diaphragm

Air is sucked into the body via the nose or mouth where it is cleaned of unwanted dust. It is then passed to the back of the pharynx and into the trachea where it travels into the divided bronchi which lead to the alveoli via the bronchioles. Here, in the alveoli, gas exchange takes place.



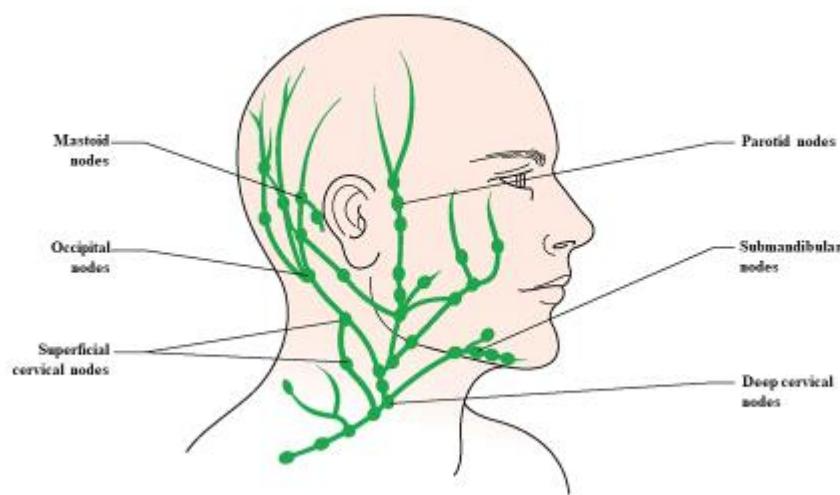
The Lymphatic System

The lymphatic system consists of organs, ducts, and nodes. It transports a watery clear fluid called lymph. Lymph is a clear fluid that travels through your body's arteries, circulates through your tissues to cleanse them and keep them firm, and then drains away through the lymphatic system.

Also traveling through the arteries is fresh blood, which brings oxygen and other nutrients to all parts of the body. Lymph must also be refreshed and recycled. Lymph drains away through the lymphatic system, which is made up of lymphatic channels and lymph nodes. Lymph nodes are the filters along the lymphatic system. Their job is to filter out and trap bacteria, viruses, cancer cells, and other unwanted substances, and to make sure they are safely eliminated from the body.

Main functions are:

- to collect and return interstitial fluid, including plasma protein to the blood, and thus help maintain fluid balance;
- to defend the body against disease by producing lymphocytes;
- to absorb lipids from the intestine and transport them to the blood.

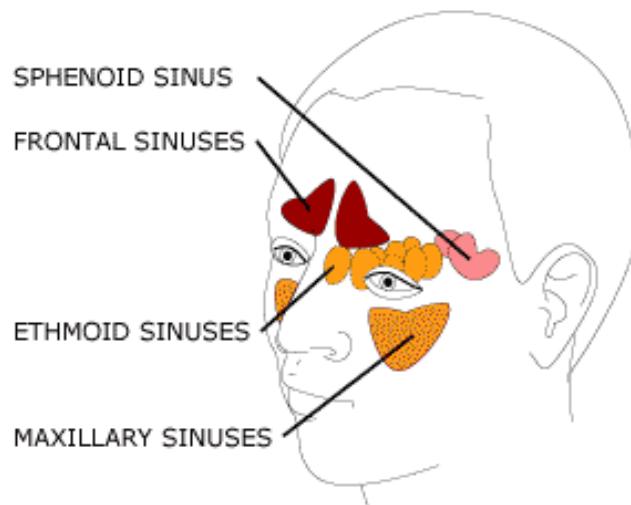


Sinus Cavities

There are four pairs of sinus cavities relevant to IHM that are in the facial part of the skull, and it is possible for them to become blocked or infected.

One of the main functions of the sinus cavity is to trap dust from the air, but they also add resonance to the voice. The mucus that the sinuses produce is required for cleaning the membranes of the nose and throat. When the cavities become blocked the area is very painful, producing tightness behind the eyes and ears.

The cavities are found below the eyes (maxillary), above the eyes (frontal), between the eyes (ethmoid) and further above the eyes (sphenoid).



Sinusitis is swelling of the sinuses, usually caused by an infection. It is common and usually clears up on its own within 2 to 3 weeks. Sinusitis is common after a cold or flu.

Symptoms of sinusitis include:

- pain, swelling and tenderness around your cheeks, eyes or forehead
- a blocked nose
- a reduced sense of smell
- green or yellow mucus from your nose
- a sinus headache
- a high temperature
- toothache
- bad breath

Lesson 11 Test

1. Which is not a part of the respiratory system?		
A. trachea	B. alveoli	
C. oesophagus	D. bronchioles	
2. Which is not a function of the lymphatic system?		
A. to collect and return interstitial fluid, including plasma protein to the blood	B. to defend the body against disease by producing lymphocytes	
C. to absorb lipids from the intestine and transport them to the blood	D. to pump blood around the body	
3. The facial sinuses are designed to:		
A. lighten the head, provide mucus and act as a resonance chamber for sound	B. lighten air quality and reduce the volume of mucus	
C. reduce sound and the volume of mucus excreted	D. lighten the head and assist with air inhalation and exhalation	
4. At which stage in the circulatory system is blood at the highest pressure?		
A. When leaving the lungs	B. When entering the lungs	
C. When entering the heart	D. When leaving the heart.	
5. If a client is suffering with sinusitis:		
A. avoid pressure around the eyes	B. it may feel as if there is a toothache if the frontal sinuses are affected	
C. one or both cheeks will hurt if the maxillary sinuses are affected	D. the congestion of the nose results in a blockage in the pharynx	

Lesson 12: Stress and Massage

OBJECTIVES OF THIS LESSON

- Outline the body's response to stress;
- Describe the impact of stress on different body systems;
- Identify short term and long term symptoms of stress;
- Consider stress management techniques and how massage plays a role in this.

Stress is any factor that threatens our physical or mental well-being. Such factors can be imagined or real, either way it is not the factor itself that is damaging, but rather the response to it. Some people have very stressful lives but manage it so that it does not affect them whereas for others even the slightest worry can have damaging consequences. There are two types of stress, positive and negative. Positive stress is necessary to keep us fighting fit, it is what gives us the driving force to survive and perform to the best of our abilities and in some people the ability to be focused and concentrate better. Negative stress on the other hand has the opposite effect on us, it causes us to worry, feel anxious and panicky, and lose focus.

Stress Response

Stress, to some degree, is an essential part of life. It motivates us and provides the input to be creative, to meet challenges, to change our circumstances, to act positively and take risks. Without stresses in our lives we would become unhealthily passive and inert, unable to initiate or respond to events. However, in serious instances stress can lead to range of illnesses, including high blood pressure, coronary disease, ulcers, digestive disorders, exhaustion, insomnia, depression, lowered immune resistance and emotional breakdowns. Even short-term stress can affect the body detrimentally, causing painful muscles, headaches and back trouble.

Dr. Vernon Coleman has coined the phrase "Tonic Stress" or 20th Century Blues". Tonic stress is far more destructive than personal stress. Advertisers, politicians, lawyers and a violent society are the causes of much bitterness and despair. Bombarded with advertising, one somehow feels inadequate or incompetent. Politicians claim to have the best interests of their people at heart, but do they?

Added to all that, humanity has created in modern times an environmental soup of unnatural electromagnetic radiation which appears to be growing thicker with each passing day. Radiation emitted by household appliances may be invisible to the naked eye, but that does not mean it is without effect.

Virtually every illness has its source in stress. The adrenaline that pumps through our bodies in response to stress is not the solution in our modern society. Fight or flight will not help us in a traffic jam, nor with our unpaid bills. Diseases that were unheard of a few

generations ago are commonplace today. Some of the disorders that are caused or exacerbated by stress are:

Impact of stress

- Digestive (ulcers, loss of appetite, diarrhoea, constipation, indigestion)
- Circulatory (heart disease, high blood pressure, thrombosis)
- Respiratory (asthma, bronchitis, colds, flu)
- Reproductive/Sexual (menstrual problems, impotence, infertility)
- Skin/Hair (eczema, psoriasis, alopecia, dandruff)
- Emotional (anorexia, nervous breakdowns, stuttering, bedwetting, irritability, depression, abuse, addiction, insomnia, anxiety, phobias, low self-esteem, suicide attempts,)
- Endocrine (diabetes, thyroid problems)

Whether real or imagined, life threatening or a common occurrence, whether physical, mental, or emotional, stress stimulates the nervous system. It triggers an involuntary response and creates biochemical changes in the body which cause stress hormones, such as adrenaline, to flood to the organs:

- The heart rate speeds up
- Blood pressure rises
- Oxygen intake increases
- Digestive system slows down
- Sweat glands are over stimulated
- The muscles tense up

Symptoms of Stress

Short term (acute)

- Churning stomach or “butterflies”
- Racing heart or palpitations
- Diarrhoea
- Loss of appetite
- Trembling
- Insomnia
- Sweating

Long term (chronic)

- Heart disease
- Stroke
- Cancer
- Angina
- Mental health disorders

Stress Management

Stress in itself cannot be cured because threats to our well-being will always exist, and it is not the threat so much as it is the way in which we perceive it and respond to it. We should learn to respond in a healthier way using relaxation techniques. We cannot simply tell our bodies to relax; we have to learn to relax and find things that make us happy and in which we can express ourselves in a creative way.

Stress management has become, by necessity, a science in itself. Drugs and alcohol merely suppress the symptoms. People who are becoming more aware of themselves and their bodies realise that these are short-term solutions. We are either burnt-out or headed that way.

The two ways to ensure that stress does not ruin one's health and life are by reducing the amount of stress in one's life, or by improving one's ability to cope with it – or a combination of both! The effects of toxic and environmental stress can be minimised, and by identifying the stresses in one's personal life, steps can be taken to avoid them. By analysing the motivation that lies behind our actions, we can start to look for ways to unclutter our days and have more time to place the emphasis on improving our quality of life.

Pointers to manage stress:

- Compartmentalise – break down big jobs into small manageable parts.
- Delegate – allow others to assist
- Eliminate – give up unnecessary responsibilities
- Exchange – when new responsibilities come up, give up some of the old ones
- Exercise – find something that appeals and is not a chore
- Meditate – switch off completely
- Organise – plan each day
- Pamper – find time for a massage, facial, reflexology
- Prioritise – make lists and do the important things first
- Relax – make “me” time, diarise if necessary
- Refuse – learn to say “no” sometimes

Role of Massage

An antidote to stress: Massage is acknowledged as an antidote to stress and the destructive accumulative effects on the body of stress related illnesses. It offers the perfect way to gain a holistic balance and break free from the grip of tension. Massage creates some precious time for the body and mind to switch off from the hectic whirl of life. In doing so, energy spent in dealing with stress is replenished, and the body's innate healing process is set in motion. This message of restoration is sent throughout the body's entire nervous network: beneficial change is brought to the vital organs, the mind is calmed, the emotions are settled, and our sense of wholeness is restored. When the body is relaxed problems and events seem less daunting so the client will not feel as threatened and stressed, which in turn will prevent tension building up.

Because it is a treatment that relies on touch, one of the most neglected senses. The touch sustained through massage can boost self-esteem and comfort the lonely or bereaved.

It boosts the immune system, which is weakened by constant stress, by stimulating the circulation and lymphatic system, the mind and body is calmed and energy levels are increased.

It increases the secretion of certain positive hormones such as serotonin and endorphins, which influence the state of mind, emotions of depression, self-worth and well-being.

Because massage stimulates the parasympathetic nervous system, the body slows down, breathing is deeper and the digestive system returns to normal, in other words it reverses the effects of stress on the body systems. This has a ripple effect on the symptoms of stress and therefore relief is gained.

Massage can be useful in restoring health as part of rehabilitation after an illness. It helps to restore fitness and a sense of well-being. Long periods spent in bed can cause poor circulation, loss of muscle tone, stiff and sore joints, and dull congested skin. On a physiological level massage invigorates the body systems, which may become sluggish and congested, stimulating poor circulation, boosting immunity, helping the removal of waste from the tissues, improving skin tone and elasticity and helping muscles recover their flexibility and strength. Psychologically, massage can help the patient to feel less anxious about their health and regain a sense of well-being.

Lesson 12 Test

1. A stress response typically leads to:			
A. Increased heart rate, decreased blood pressure	B. Decreased heart rate, increased blood pressure		
C. Increased heart rate, increased blood pressure	D. Decreased heart rate, decreased blood pressure		
2. Dr. Vernon Coleman coined the phrase:			
A. Tonic Stress	B. Eustress		
C. Toxic Stress	D. Frankie says relax		
3. Which is not typically considered a common acute symptom of stress?			
A. Sweating	B. Loss of appetite		
C. Insomnia	D. Hiccups		
4. Massage can help reduce stress because it:			
A. Lowers levels of serotonin	B. Stimulates the secretion of endorphins		
C. Promotes build-up of cortisol	D. Inhibits the parasympathetic nervous system		
5. The impact of stress:			
A. is purely physiological	B. is only psychological		
C. is both physiological and psychological	D. is always imagined		

Lesson 13: Chakras

OBJECTIVES OF THIS LESSON

- Describe what chakra are and understand the role in complementary therapy;
- Identify the seven main chakra centres and outline the key features associated with them including their colour.

What are chakras?

Throughout our body we have main energy centres that are connected to major organs or glands that govern body parts. Each of these main energy centres are referred to as a chakra. Chakra is a Sanskrit word which means wheel. A chakra is a wheel-like spinning vortex that whirls in a circular motion forming a vacuum in the centre that draws in anything it encounters on its particular vibratory level.

It is said that our body contains hundreds of chakras that are the key to the operation of our being. These “spinning wheels” draw in coded information from our surroundings.

Coded information can be anything from a colour vibration to an ultra-violet ray to a radio-wave or micro-wave to another person’s aura. In essence, our chakras receive the health of our environment, including the people we are in contact with (that’s why other people’s moods have an effect on us!). Our chakras also radiate energy of vibration.

A person can collect energy from several different levels of vibration, including colour, which are utilised in various parts of the body.

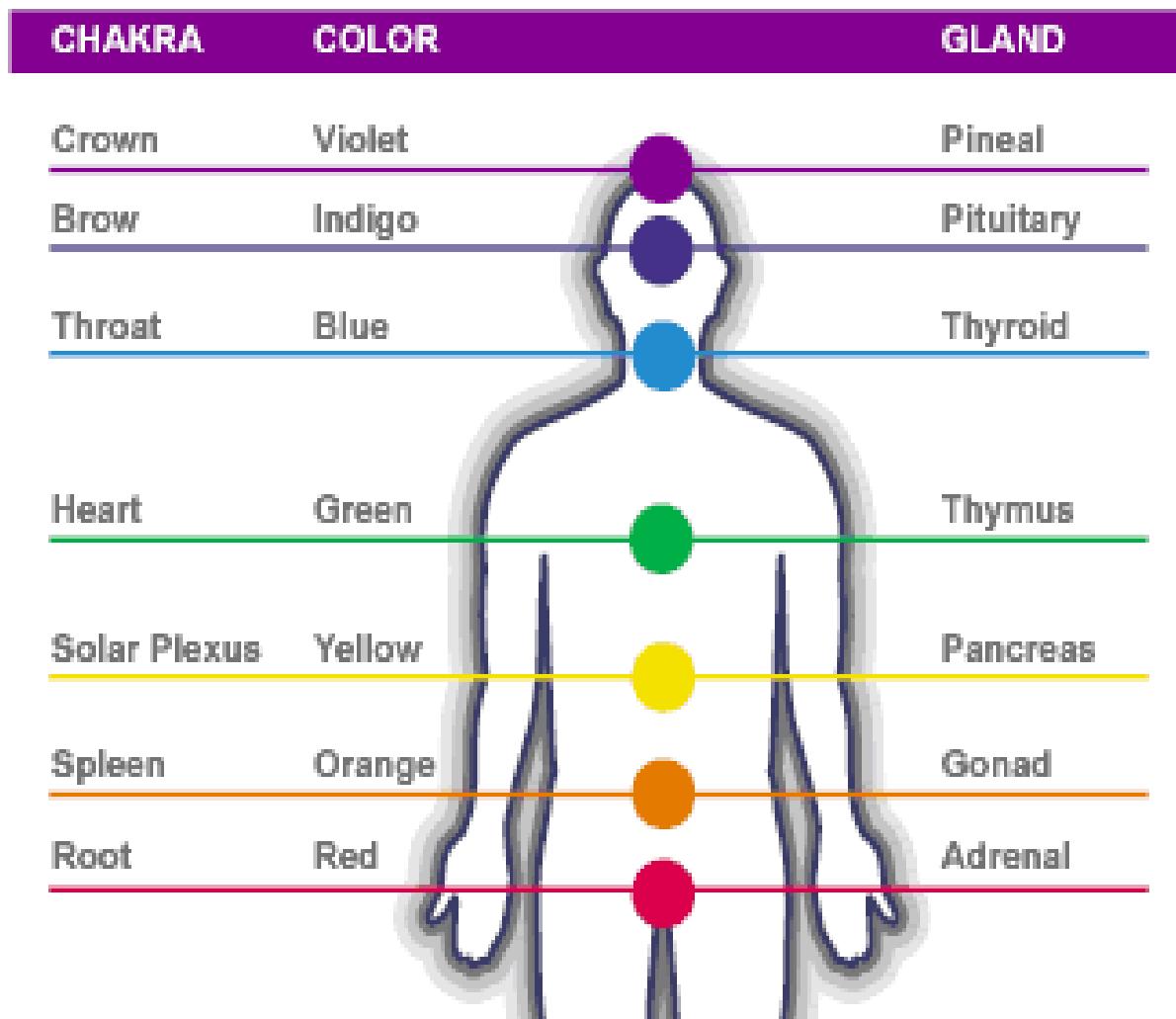
It is also believed that we have seven main chakra centres and that each main centre is connected to our being on several different levels, i.e. physical, emotional, mental and spiritual.

On the physical level each chakra governs a main organ or gland, which is then connected to other body parts that resonate the same frequency.

Every organ, gland and body system is connected to a chakra and each chakra is connected to a colour vibrational frequency. For example, the heart chakra governs the thymus gland and it is also in charge of the functioning of the heart, lungs, bronchia system, lymph glands,



secondary circulatory system, immune system, as well as the arm and hands. The heart chakra resonates to the colour green.



The seven main chakra centres are aligned along the spinal column. If there are disturbances on any level, this shows in the chakra's vitality level. Also, each of the seven main chakras is their own intelligence centre. This means that each chakra is not only associated with our physical health, but also controls aspects connected to our emotional, mental and belief system.

To help balance a chakra, whether on an emotional, intellectual, physical or spiritual level, we need to bring in the chakra (colour) vibration, which resonates at the same frequency.

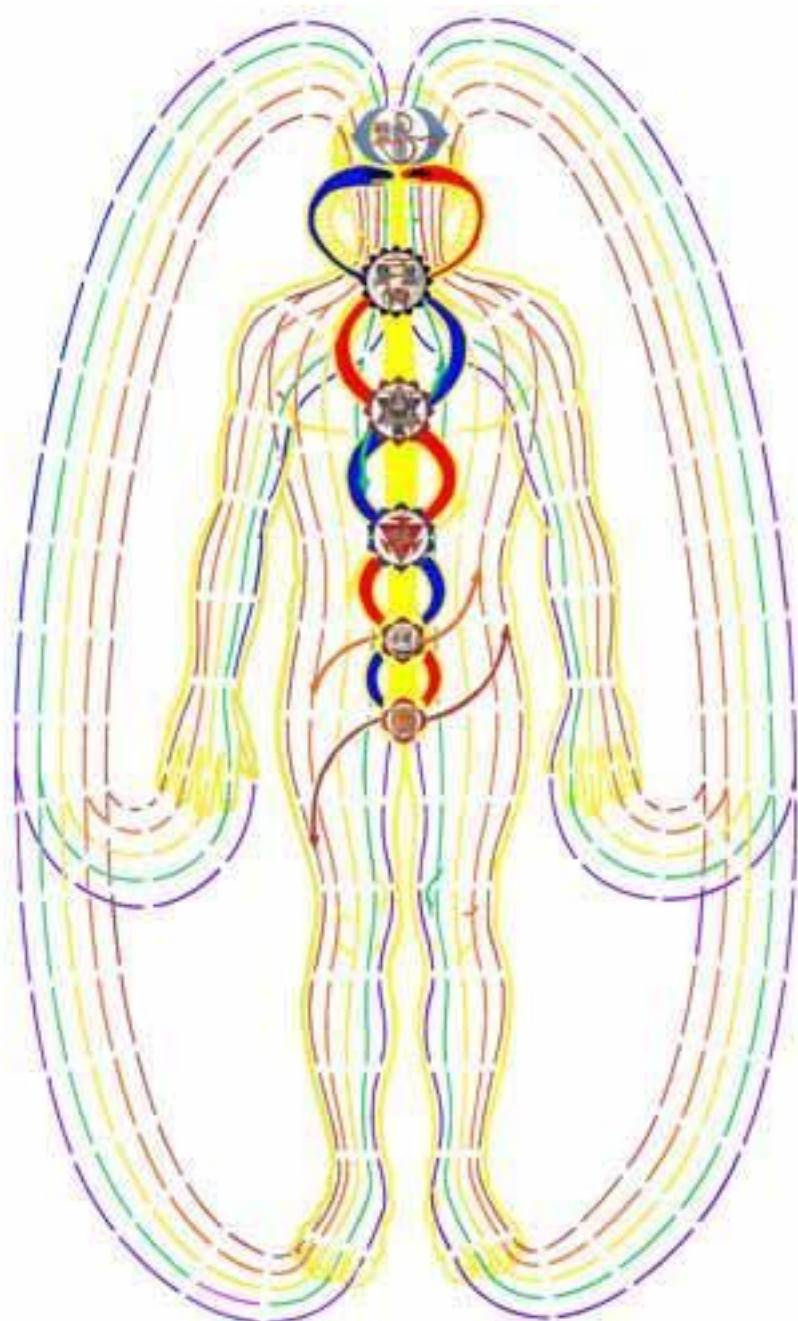
When one part of a chakra centre is out of sync it may eventually affect its other parts and possibly its neighbouring chakra.

When a chakra centre is out of balance it generally means that it is over-active or under-active, or possibly congested or blocked. If this happens it is usually felt on a mental, emotional or physical level.

In the study of the anatomy of the aura it is important to understand the significance of the chakra system and the language of colours expressed in the aura.

The names of the seven main chakras and the master organ that each one governs are detailed in the diagram below. **Error!**

The Flow of Energy



Chakras and Colour Frequencies

Red

1st Chakra ~ Base/Root Chakra ~ Adrenal
 Earth, survival, grounding, stillness. Contains the primary 8 cells that have all of the knowledge of creation and remain the only cells in your body that do not change in your lifetime. It grounds us in the physical world.



Orange

2nd Chakra ~ Spleen/Sacral Chakra ~ Gonad
 Relates to our sexual and reproductive capacity. Blockage manifests as emotional problems or sexual guilt.

Yellow

3rd Chakra ~ Solar Plexus Chakra ~ Pancreas
 Seat of Emotions. Gives us a sense of personal power in the world. Blockage manifests as anger or a sense of victimisation.

Green

4th Chakra ~ Heart Chakra ~ Thymus
 Blockage can manifest as immune system or heart problems, or a lack of compassion.

Blue

5th Chakra ~ Throat Chakra ~Thyroid
 Tied to creativity and communication. Feels pressure when you are not communicating your emotions properly.

Indigo

6th Chakra ~ Brow/Third Eye Chakra ~ Pituitary
 Often connected to the forehead. It is a physical eye at the base of the brain with the capabilities of looking upward. Clairvoyance, psychic abilities, imagination, dreaming.

Violet

7th Chakra ~ Crown Chakra ~ Pineal
 Connects you with messages from higher realms. Can be experienced as a pressure on the top of the head. Spiritual connection, understanding, knowing, bliss, God.

Lesson 13 Test

1. The base chakra is associated with the colour:			
A. indigo	B. violet		
C. blue	D. red		
2. The colour to visualise in balancing the heart chakra is			
A. green	B. red		
C. yellow	D. brown.		
3. The throat chakra is associated with			
A. creativity and sexuality	B. emotions and self-worth		
C. communication and creativity	D. memories and imagination		
4. Which of the following statements is true in relation to chakras?			
A. Chakras do have a physical form.	B. With stress chakras can become unbalanced		
C. There are six major chakras in the body.	D. Chakras relate to the flow of physical energy		
5. Chakras are:			
A. physical energy centres located about an inch away from the physical body	B. non-physical energy centres located about an inch away from the physical body		
C. an energy field surrounding the physical body	D. an energy field surrounding the non-physical body		

Lesson 14: Contra-indications to Massage

OBJECTIVES OF THIS LESSON

- Explain the contraindications to massage treatment:
 - requiring medical consent
 - total contra-indications
 - local contra-indications
- Describe appropriate course of action for common conditions.

What is a contra-indication?

A contra-indication is a reason or situation that either prevents treatment being carried out or that the treatment needs to be adjusted to suit the client's specific need.

Massage is non-invasive, relaxing, and natural. It is therefore generally considered a safe treatment for most people. However, there are two types of contra-indication:

- With GP, medical or specialist permission (or a signed indemnity form)
- Contra-indications that restrict treatment (either totally or locally)

Before commencing with any treatments, it is vital the client is checked for contra-indications.

Does a contra-indication mean a treatment cannot take place?

Not always, however if you are concerned about giving a massage or unfamiliar with a condition, it is best to refer the client to their GP for advice. Remember, that the client is likely to know a fair amount about their condition, so ask them to tell you more about it.

A therapist should not, under any circumstances, attempt to diagnose a condition or decide whether an existing condition is treatable. This is vastly acting outside the scope of massage therapy.

The code of conduct for many complementary health associations states that diagnosis is not allowed. If you have any concerns, always refer the client to their doctor for advice



Types of Contraindication

Contra-indications that restrict treatment totally

This means that no massage treatment should be carried out.

Require GP permission or signed indemnity/consent form

The client may be able to receive a treatment - but written medical permission should be obtained before treatment, to ensure it is safe and beneficial to the client.

In circumstances where written medical permission cannot be obtained the client must sign an informed consent stating that the treatment and its effect has been fully explained to them and that they are willing to proceed without permission from their GP or specialist.

Once permission has been granted – caution is required during treatment and the massage must be adapted to suit the client's individual needs.

Contra-indications that restrict treatment locally

The client can receive a treatment - but it will need to be adapted to suit their specific needs and areas of their body may need to be avoided.

General considerations

As a massage therapist, you must be aware of the following guidance.

If a client is having a condition treated by medical professional, or another complementary therapist, you should never specifically treat the same condition as it may interfere with the course of treatment. Ask client to check with their consultant or therapist if a massage will be beneficial at present, and/or how it may be adapted to suit. This is also the case for any prescription medication.

You should **not continue with a treatment at all** if any of the following apply to the client:

- Has a fever (>37.8°C).
- Is feeling nauseous or experiencing vomiting or diarrhea.
- Has an infectious disease.
- Is in the first trimester of pregnancy.
- Is under the influence of alcohol and recreational drugs.
- Has had an accident, injury or surgery within the last 3 months (6 months if major).

Contraindications to Massage Treatment

The following table provides guidance on appropriate course of action for a number of common ailments or conditions. This does not replace qualified medical recommendations.

Condition	Description	Type of Contraindication	Treatment Notes
Cardiovascular	Angina Pectoral Reduced blood supply to the heart, causing spasm and pain in the chest area	Require GP permission or signed indemnity form.	
	Arrhythmia Abnormal / irregular heartbeat	Require GP permission or signed indemnity form.	
	Arteriosclerosis Accumulation of fatty substances in the walls of the arteries causing them to narrow and harden	Require GP permission or signed indemnity form.	
	Carotid Bruit Irregular heart murmurs in the cervical region	Require GP permission or signed indemnity form.	Massage should be slow and given with light pressure.
	Haematoma A haematoma is a severe bruise within the soft tissues, usually a muscle. It often results from an injury. Symptoms will often resolve over time, but it can take several months before all the bruising and swelling goes.	Require GP permission or signed indemnity form.	when the condition is severe the area must be completely avoided. Internal and external infections are the greatest dangers.
	Haemophilia A condition of diminished or absence of blood clotting. Anyone suffering from this condition will bruise and bleed	Require GP permission or signed indemnity form.	Pressure must be kept light.

	easily. Deep pressure could cause internal bleeding – haematoma.		
Hypertension	Clinically high blood pressure	Require GP permission or signed indemnity form.	
Hypotension	Clinically low blood pressure	Require GP permission or signed indemnity form.	
Localised swelling or inflammation (in the treatment area)	The five classical signs of inflammation are heat, pain, redness, swelling, and loss of function. Inflammation can indicate infection.	Avoid area completely.	Advise client to see their doctor if condition doesn't improve.
Oedema (Medical)	An accumulation of excess lymph fluid in the body, oedema is the increase of interstitial fluid in any organ, tissues, or cavities. It may indicate several dangerous conditions.	Require GP permission or signed indemnity form.	Only an experienced therapist should undertake treatment.
Oedema (Non-medical)	Oedema is swelling. With an injury, swelling may be localized and often corrects itself. Subcutaneous oedema commonly occurs in women before menstruation but does subside if legs are rested in a raised position.	Require GP permission or signed indemnity form.	Gentle massage can be given to help alleviate the condition.
Phlebitis	A painful condition where the lining of a vein in the legs becomes inflamed and may result in thrombosis.	Require GP permission or signed indemnity form.	
Thrombosis	A clot forming on the vein wall, usually in the leg.	Require GP permission or signed indemnity form.	Any pressure applied to the vein may dislodge the clot with

				potentially dangerous circumstances. Massage of the leg is a definite total contraindication. Light pressure elsewhere.
	Varicose veins and varicose ulcers	Swollen and enlarged veins that are usually blue or dark purple. They may also be lumpy, bulging or twisted.	Any obvious protruding vein must be avoided – massage above the veins can help relieve the pressure. Also avoid treatment below the varicose veins.	Gentle massage above the veins only.
Digestive	Gastric (stomach) ulcer	Open sores that develop on the lining of the stomach.	Massage is locally contraindicated in the area of any ulcer. With regard to a peptic ulcer, abdominal massage can make symptoms worse.	
	Vomiting and diarrhoea (particularly when acute)	Vomiting and diarrhoea cause the body to be dehydrated. Typically, a sign of infection.	Massage totally contraindicated. Increased stimulation may interfere with the body's own healing process.	Advise client to return home and get plenty of rest / fluids or to seek medical advice.

Endocrine	Diabetes	A group of metabolic disorders characterized by a high blood sugar level over a prolonged period of time.	Require GP permission or signed indemnity form.	
Immune	HIV (human immunodeficiency virus)/ AIDS (acquired immune deficiency syndrome)	<p>HIV is a virus that damages the cells in the immune system and weakens the ability to fight everyday infections and disease.</p> <p>AIDS The breakdown of the immune system makes the receiver susceptible to any pathogens the therapist may carry.</p> <p>HIV is rarely life-threatening these days and is typically managed with medicine.</p>	<p>HIV requires GP permission or a signed indemnity form.</p> <p>Massage is regarded as totally restricted for clients with AIDS.</p>	<p>Massage can be greatly beneficial, but only after approval with medical advice.</p> <p>In serious/late-stage cases where terminal, a gentle hand massage, encouraging words, compassion and empathy are an equally valuable form of treatment to release stress and anxiety.</p>
Infectious Disease	Localized infections	For example, Herpes simplex, boils, verruca, athlete's foot.	Danger of cross infection – avoid the area completely.	
	Acute infectious & contagious diseases	Examples include: Scabies, Impetigo, Ringworm, Shingles, Measles, Pediculosis, Tuberculosis, Hepatitis, Influenza.	Massage totally contraindicated.	Advise client to seek medical advice if not already done so.

			Danger of cross-infection – passing condition on to therapist and possibly next client.	
	Fever	A fever is any body temperature elevation over 100°F (37.8°C). Fever generally occurs in response to an infection and is an important immune system response.	Massage totally contra-indicated.	Be particularly mindful of fever during the COVID-19 pandemic. Consider taking client's temperature prior to treatment to ensure no fever is present.
	Meningitis	Inflammation of the connective tissue (Meninges) that encircle the spinal column & the brain.	Massage totally contra-indicated. Highly contagious – especially in the early stages.	
Musculo-skeletal	Ankylosing Spondylitis	Chronic inflammation of the spine and the sacroiliac joints. The sacroiliac joints are in the lower back where the sacrum (the bone directly above the tailbone) meets the iliac bones (bones on either side of the upper buttocks). Chronic	Require GP permission or signed indemnity form.	Massage should be light.

		inflammation in these areas causes pain and stiffness in and around the spine.		Percussion movements must be avoided.
	Cervical Spondylitis	Cervical spondylosis is a common, age-related condition that affects the joints and discs in your cervical spine, which is in your neck. It's also known as cervical osteoarthritis or neck arthritis. It develops from the wear and tear of cartilage and bones.	Require GP permission or signed indemnity form.	Massage should be light. Percussion movements must be avoided.
	Hereditary spastic paraplegia	a general term for a group of rare inherited disorders that cause weakness and stiffness in the leg muscles. Symptoms gradually get worse over time.	Require GP permission or signed indemnity form.	Relaxing and light pressure massage is recommended. Percussion movements must be avoided.
	Hernia	A hernia is when an internal part of the body, such as an organ, pushes through a weakness in the muscle or surrounding tissue wall.	Gentle massage can be given - the herniated area must be avoided completely.	Gentle massage recommended.
	Muscular spasticity (thus conditions which cause this e.g., cerebral palsy)	Spasticity is a condition in which muscles stiffen or tighten, preventing normal fluid movement. The muscles remain contracted and resist being stretched, thus affecting movement, speech and gait.	Require GP permission or signed indemnity form.	Relaxing and light pressure massage is recommended. Percussion

			movements must be avoided.
Osteoporosis	A condition where the bones become thin and weak and break easily. Bones start to lose density, particularly of calcium and collagen. It frequently goes undiagnosed until a fracture occurs, as there are no warning signs. The spine, wrist and hips are particularly vulnerable to fracture. It is more common in elderly people, particularly in women after the Menopause. The onset is usually after 60 years of age.	Require GP permission or signed indemnity form.	Relaxing and light pressure massage is recommended. Percussion movements must be avoided.
Recent sprains, fractures, or muscle strains in the treatment area	There may be damage to the ligament, tendons and muscle fibres.	Injury must be allowed to heal before massage in the affected area can take place. Fractures – allow a minimum of 3 months before massage treatment on the area.	
Rheumatoid Arthritis	Caused by inflammation of the joint and the synovial membrane, which eventually causes the erosion of the cartilage and bone. Usually affects the feet, ankles, fingers, and wrists.	Require GP permission or signed indemnity form.	Relaxing and light pressure massage is recommended. Percussion

				movements must be avoided.
Musculo-skeletal	Slipped Disc - prolapsed or herniated disc	<p>A common back complaint, which affects the fibres of the intervertebral discs.</p> <p>The shock-absorbing discs in the spine are made up of a strong outer fibrous coat that contains soft gel-like material.</p> <p>A prolapsed disc occurs when the gel-like material pushes out from between the vertebrae.</p> <p>A herniated disc occurs when the outer coat ruptures.</p> <p>Pain is caused when the disc puts pressure on the surrounding nerves or spinal cord.</p> <p>A slipped disc is most common in the lower back, but it can also occur in the neck and upper back.</p> <p>It is most likely to occur between the ages of 25 and 45 and is slightly more common in men.</p>	Require GP permission or signed indemnity form.	<p>It is a very painful and debilitating condition, and it is best to refer any client to a good Chiropractor or Osteopath.</p> <p>Relaxing and light pressure massage only. Percussion movements must be avoided.</p>
	Spinal Deformities	A side-to-side curve is called scoliosis; a forward curve (kyphosis) shifts the centre of balance in front of the hip; a concave lower back (lordosis) thrusts the hips forward.	Require GP permission or signed indemnity form.	Relaxing and light pressure massage is recommended
	Spondylosis	Degeneration of the joints and intervertebral discs of the spine causing pain in the neck and lumbar region.	Require GP permission or signed indemnity form.	Relaxing and light pressure massage is recommended. Percussion

			movements must be avoided.	
	Whiplash injury (recent)	<p>Caused by the sudden forwards and backwards jerking of the head and neck, usually in a car accident – but can be caused by strenuous sports.</p> <p>This stretches and tears the soft tissues of the neck - the tendons, ligaments & muscles – usually the Splenius capitus and Sternocleidomastoid muscles and may damage the nerves and other structures in the area, such as the cervical vertebrae and spinal cord.</p> <p>It is also known as cervical sprain or hyperextension injury.</p>	<p>Avoid neck and shoulder area for a minimum of 3 months. Best practice advice is to check any x-rays have been signed-off by a medical practitioner before treatment.</p> <p>Require GP permission or signed indemnity form.</p>	<p>Relaxing and light pressure massage is recommended.</p> <p>Percussion movements must be avoided.</p>
Nervous system	Bell's palsy	Paralysis of the face muscles caused by infections, the result of a stroke or basal skull injuries.	Require GP permission or signed indemnity form.	<p>Massage must be soft and gentle.</p> <p>Percussion and vibration movements must be avoided.</p>
	Epilepsy	Epilepsy is a common condition where sudden bursts of electrical activity in the brain cause seizures or fits.	Require GP permission or signed indemnity form.	<p>A very gentle massage only as over stimulation may trigger a fit. Avoid friction movements around the occipital and facial area.</p>

			Percussion and vibration movements must be avoided.
Migraine	A migraine can feel like a throbbing headache, usually on 1 side of the head. Other symptoms include feeling sick and sensitivity to light.	Massage totally contraindicated during an attack only.	Migraine sufferers' benefit from massage but should not have treatment during an attack.
Motor Neurone Disease	A fatal, rapidly progressing neurological disease. It attacks the nerves that control movement (motor neurones) so that muscles no longer work. Motor neurones control important muscle activity such as gripping, walking, speaking, swallowing and breathing.	Require GP permission or signed indemnity form.	Massage must be soft and gentle. Percussion and vibration movements must be avoided.
Multiple Sclerosis (MS)	A condition that can affect the brain and spinal cord, causing a wide range of potential symptoms, including problems with vision, arm or leg movement, sensation or balance. It's a lifelong condition that can sometimes cause serious disability, although it can occasionally be mild.	Require GP permission or signed indemnity form.	Massage must be soft and gentle. Percussion and vibration movements must be avoided.
Neuritis	Inflammation of a nerve.	Massage totally contraindicated. Massage would be too painful – increased body stimulation increases the pain level.	

	Parkinson's disease	A progressive disease caused by degenerative abnormalities in the brain and characterized by tremor, or shaking hands and limbs, and by stiffness in movements.	Require GP permission or signed indemnity form.	Massage must be soft and gentle. Percussion and vibration movements must be avoided.
	Psychosis	Psychosis is a condition of the mind that results in difficulties determining what is real and what is not real. Symptoms may include delusions and hallucinations. Other symptoms may include incoherent speech and behaviour that is inappropriate for the situation. There may also be sleep problems, social withdrawal, lack of motivation, and difficulties carrying out daily activities.	Seek medical advice to ensure the deep relaxation caused by massage will not trigger any emotional problems. Require GP permission or signed indemnity form.	Massage should be gentle and can be useful for treating these conditions, if used properly, as a means of reducing the anxiety and stress causing it.
	Sciatica (trapped/pinched nerve)	Condition caused by entrapment of the long Sciatic nerve as it exits from the spine. The nerves become inflamed and cause pain in the buttocks and thigh.	Require GP permission or signed indemnity form.	Massage must be soft and gentle. Percussion and vibration movements must be avoided.
	Undiagnosed pain	Pain where the client does not know the reason.	Massage totally contraindicated.	Advise them to see their Doctor before you give them a treatment.

Reproductive	Hormonal contraceptive implant	A small flexible plastic rod placed under the skin in the upper arm. It releases the hormone progestogen into the bloodstream to prevent pregnancy.	If it can be felt, the local area should be avoided.	Light movements may be used across the skin to join up the routine.
	Menstruation	Menstruation (also known as a period) is the regular discharge of blood and mucosal tissue from the inner lining of the uterus through the vagina. The menstrual cycle occurs due to the rise and fall of hormones.	Avoid abdomen in the first few days – depending how client feels, as there is a risk of increased blood flow and may be painful.	
	Pregnancy	<p>Pregnancy usually lasts about 40 weeks, or just over 9 months, as measured from the last menstrual period to delivery.</p> <p>The first trimester is typically defined as the first 12 weeks, the second from weeks 13 – 27 and the third from week 28 until childbirth.</p>	<p>Require GP permission or signed indemnity form.</p> <p>Massage should not be given in the first trimester, as there is a risk of miscarriage.</p> <p>In second and third trimester, gentle massage can be given. Seek medical advice for massage of the abdomen or avoid.</p>	<p>As a rule – overall pressure should be kept light.</p> <p>Avoid deep pressure around the occipital and lumber areas, at all times during the pregnancy.</p>
	Gynaecological infections	Increased blood circulation could aggravate inflammation and worsen infection.	Require GP permission or signed indemnity form.	

	e.g. thrush			
Respiratory	Asthma	Asthma is a long-term condition in which over-sensitive airways become narrow and inflamed, making it difficult to breathe in and out normally. Its cause isn't completely understood, but asthma is one of a group of allergic conditions, including eczema and hay fever, which often occur together.	Require GP permission or signed indemnity form.	If your client requires medication – ensure they have their inhaler with them.
Skin	Disorders affecting the treatment area	For example: severe eczema, psoriasis, dermatitis, allergy reactions, active alopecia, acne vulgaris, acne rosacea.	Only contra-indicated if weeping as there is a danger of aggravating the condition and causing infection.	Always ensure the client is not sensitive to the massage medium used.
Urinary	Scar tissue	A scar is an area of fibrous tissue that replaces normal skin after an injury. Scars result from the biological process of wound repair in the skin, as well as in other organs and tissues of the body. Thus, scarring is a natural part of the healing process.	Avoid localised area for: 2 years – for major operations/ large areas of scarring 6 months – for minor operations / small scar	
	Kidney infections / disorders Including cystitis	The kidneys are unable to absorb the correct substance from filtration. Stimulation of lymphatic flow could put further strain on the kidneys.	Require GP permission or signed indemnity form.	

Other	Cancers	<p>Massage stimulates the Lymphatic and Circulatory systems. Cancerous cells are carried within the lymph and blood circulation.</p>	<p>In the early stages of cancer, massage is not recommended, as there is a danger of spreading the cancerous cells.</p> <p>Require GP permission or signed indemnity form.</p>	<p>In the later stages and during remission, any form of bodywork can help reduce the anxiety and stress, but should be carried out with medical permission, and the treatment needs to be adapted to suit the receiver's individual needs.</p>
		Extensive bruising, cuts, abrasions, or sunburn in the treatment area		
		Heavy meal within 2 hours	<p>A heavy meal should be avoided in the two hours prior to massage treatment. The client risks nausea, indigestion, bloating and general discomfort.</p>	<p>Localised contra-indication. If a client has eaten a heavy meal, massage could be limited to face, arms, and legs. – avoiding abdomen and lower back.</p>
		Recent surgery	<p>Surgical operation within 6 months.</p>	<p>Major surgery; no massage for a minimum of 6</p>

	<p>Major surgery normally involves opening the body. Includes caesarean section, organ replacement,</p> <p>Minor surgical procedures are those that are minimally invasive. Include biopsies, laparoscopy amongst others.</p>	<p>months, thereafter only with medical advice/ indemnity.</p> <p>Minor surgery; no massage for a minimum of 3 months, thereafter only with medical advice / indemnity.</p>	
Under the influence of alcohol and/or recreational drugs	Increased blood circulation could exacerbate the effects of the drug/s.	Massage totally contraindicated.	Be sure to advise clients when they book that they should avoid alcohol and drugs on the day of their treatment.
Undiagnosed lumps and bumps	Any lumps or bumps which the client has not had diagnosed or medically assessed.	Avoid area completely - and advise client to see their doctor.	

Lesson 14 Test

1. Which of the following is a contraindication requiring medical approval include?		
A. Diabetes	B. Bruising	
C. Sunburn	D. Dermatitis	
2. Which of the following is a total contraindication to massage?		
A. High fever	B. Menopause	
C. PMS	D. Polycystic ovarian syndrome	
3. Which of the following conditions would indicate that Indian head massage treatment could not be offered?		
- Recent scar tissue	- Low blood pressure	
- Acute infectious disease	- Open cut or abrasion	
4. A client has just found out they are pregnant, do you:		
A. Refuse further treatment	B. Continue to treat as normal	
C. Discuss other therapies that they could try as well	D. Delay treatment until they have had a scan and only after the 1 st trimester	
5. Which of the following conditions would not require referral to a GP for advice before offering treatment?		
A. Thrombosis/embolism	B. Recent head or neck injury	
C. Dysfunction of the nervous system	D. Open cut or abrasion	
6. If a client suffered from severe asthma, which of the following would you do?		
A. Perform a head and neck massage	B. Refuse to treat	
C. Perform a full body massage with light movements only	D. Obtain GP approval prior to treatment	
7. In the case of a client with osteoporosis, you would:		
A. avoid treatment as it will be painful for the client	B. ensure comfortable client positioning, avoid excessive joint movement and apply a lighter pressure	
C. ensure comfortable client positioning, avoid excessive joint movement and apply a firmer pressure.	D. offer a shorter treatment, but use firmer pressure to ensure it is effective	

8. Why is it important to seek medical advice before treating a client with a history of thrombosis or embolism?			
A. The treatment would be uncomfortable for the client.	B. The client may feel dizzy and faint.		
C. There is a risk of cross infection	D. It could cause serious or fatal results.		
9. Osteoporosis is a contra-indication restricting massage. It causes			
A. Uric acid crystals to deposit within the joint capsules and cartilage	B. Hypermobility		
C. Brittle bones	D. Early menopause		
10. Skin conditions such as eczema, dermatitis and psoriasis should be treated as a localised contraindication, as			
A. affected areas may be infected and may be spread via the massage	B. affected areas may be painful		
C. affected areas may be hypersensitive and the condition may be exacerbated by	D. affected areas may become more dry as a result of the massage.		

Lesson 15: Consulting the Client

OBJECTIVES OF THIS LESSON

- Describe influencing factors which need to be considered when carrying out a consultation.
- Describe key elements of a consultation and how to use consultation to identify features which may influence treatment.
- Outline possible outcomes following consultation and explain why a client might be referred.
- Explain the principles of consent and confidentiality.

Complementary therapies aim to treat the overall person and offer a treatment to promote general good health and wellbeing. To accomplish this, it is important that a thorough consultation is carried out to find out necessary information about the client's health and lifestyle to be able to effectively plan an appropriate treatment plan. It is also an important opportunity for the client to find out more about the treatment/s that you offer and ask any questions they have. This lesson covers the essential considerations for a professional consultation procedure.

See Case Study resources for a sample client consultation form.

Preparing for Consultation

Before meeting your client be sure that you are ready to do so. Your **treatment room** should be ready, with the couch made up and all equipment that you might need ready to hand.

Check that you have removed any watch or jewellery you may be wearing, and that you are fresh and presentable. Take a moment to breathe and **mentally prepare for your client**.

You should ensure that you are **punctual for your client** as they may arrive early and will expect the treatment to start on time. The consultation will typically take place within the advertised treatment time, unless it has been previously stated that the client should arrive early for an initial consultation or provide a completed information form in advance of the session. Your consultation will need to start promptly and not overrun into treatment time.

Consultations should take place in a **private, comfortable area** to promote a comfortable open dialogue between client and therapist and ensure there is no interruption or distractions. You should ensure that both you and your client are seated for the consultation so that you are not looming over your client. Try to have an open, angled set up, so that seats are not directly facing each other but are positioned slightly askew, without a desk in between.

This helps to create a comfortable environment which doesn't feel like an interview.

Consultation should always take place **before the client undresses** for treatment. Not only so that they are more likely to be comfortable to share and not feel vulnerable, but importantly there may be a reason (a contraindication) raised in the consultation that means that massage is not part of the immediate treatment plan for the client. Specific contraindications are outlined in the next lesson.

Communication

Good communication skills are essential in creating a positive, professional client-therapist relationship and are a huge part of ensuring that your client is relaxed and enjoys the entire experience of your practice, thus more likely to return.

Strong communication skills include asking the right questions, listening with attention and interest, being comfortable with pauses and silences, using appropriate body language.

Positive communication and an effective consultation will contribute to the enjoyment for the client of the overall treatment. Asking questions is one of the best ways of encouraging clients to share with you and give you the information you need to treat them effectively.

It is important to understand the difference between closed and open questions so that you can ask the right kind of question at the appropriate time. Closed questions are ones that you can answer yes or no to whereas open questions are those that allow the person to give a broader response.

Open questions are particularly useful when you are meeting a client for the first time and need to take a medical history quite quickly or when you are talking to a client you've seen before and you want to find out how they felt after the last treatment or if there have been any changes to their details that you'll need to update on their record.



Whilst it may feel a little stilted at first, once you get used to the consultation process, you'll feel more confident to carry it out with ease and this will allow you to settle in and listen to your clients with genuine interest and attention, putting them at ease and building that positive professional relationship. Be very conscious to actively listen to your client. Not listening to your client may make them seem that you are not interested and may not give you sufficient information to be able to provide the most appropriate treatment for them.



Listening with attention and interest involves being focused on your client for the duration of their time with you and concentrating on what they're saying, listening without interrupting them (though of course you want to manage this effectively so that you can be efficient in the consultation process allowing them to have their full treatment time without running over), maintaining comfortable levels of eye contact whilst they are speaking, using open questions to appear interested and glean more information.

Top tip

Try to remember the small details that your client has shared so that at the next appointment you can ask them about what they shared with you last time - whether it's to do with their health, lifestyle or where they may have been going on holiday. If you are not particularly good at remembering these sorts of details from conversations, be sure to make a little note on their record card so that you can review it before you see them next.



Good communication is as much about listening as it is about being able to effectively share information. You will need to ensure that your client understands you and that you are being clear and concise to help them do so. Make sure your client understands the reason for the consultation. If they understand why you need the information you are asking for, they are more likely to share.

Start with general questions, or more basic personal detail questions to get the conversation started and ease into the flow to asking about health and lifestyle.

Don't forget a little confidence and enthusiasm goes a long way!

Using appropriate body language

It is important to consider body language that you use around your clients as this will affect the relationship with them and how easy and reassured they feel in your presence. Non-verbal communication is another term for body language. Simply be aware of your body language and convey an openness and interest through your posture and hand gestures, to communicate that your client can trust you and share with you.

Pay attention to your client's body language, too, as they may share more with you about how they are feeling through their non-verbal communication than what they say. Look out to see if they seem particularly anxious or uneasy.

Task: Nervous clients

Come up with as many reasons as you can as to why a client may feel anxious on arriving to your massage appointment. What could you do, as the therapist, to minimise the effect of these anxieties (even if you weren't aware of the reason)?



For example, a client may arrive anxious to your appointment because they have never had an Indian head massage before and are not sure what to expect. Don't take for granted that clients have had previous massage experience and be sure to discuss expectations and process with all new clients. You could even send an information sheet before a new client's first appointment.

What should the consultation include?

The consultation should provide the opportunity to:

- establish the client's reasons for booking a treatment.
- make clinical observations about the client which might influence treatment plan, for example observing their gait or posture as they arrive.
- clarify the client's expectations of massage treatment and manage these as appropriate, including sharing any limitations.
- discuss the benefits of treatment
- confirm what the treatment involves and possible effects.
- gather personal details necessary (e.g., contact details, age, GP details).
- take the client's medical background, primarily to ascertain if there are any contraindications to massage or considerations for the treatment plan.
- make a decision on massage medium to use (e.g. based on nut allergy disclosure).
- learn more about the client's lifestyle for a holistic approach to the treatment plan.
- ask if there are any additional needs or preferences the client has which may alter the treatment.
- signpost or refer to other practitioners as appropriate.
- share your confidentiality policy / data protection policy / etc. with clients.
- answer any questions the client may have.
- agree on a treatment plan.
- establish any process that you typically use for communication and feedback during treatment (e.g. pressure scale feedback).
- receive informed consent from the client (or responsible person) for the proposed treatment.
- confirm payment amount and method, if not already done so.

You should retain a consultation record for each client and record treatment notes for each appointment they have. You may wish to create your own system to capture and store data or utilise existing complementary therapy client form systems on the market. Whichever approach to record keeping you take, you must ensure that it complies with data protection legislation.

You must check the details of the client consultation form at each appointment to check for any changes in health or lifestyle which may contraindicate massage or affect the treatment plan.

Make sure to keep your records up to date and stored securely.



Asking for Personal Information

It is important to consider why you are asking information and whether you need to or not. You should only collect and store personal information that you can justify having a reason to have collected. So, make sure that your consultation form is as succinct as possible whilst still gathering sufficient information for you to carry out an effective holistic treatment.

You should not make assumptions about people and record answers that you haven't asked the question to. For example, you should not assume someone's age or gender and record that on your record card. If you need the information, then you should ask everyone the question.

You should aim to be inclusive when asking questions, and minimise binary options, by asking open questions. For example, "how would you like me to record your gender?" is more inclusive than asking "are you male or female?", as some people do not identify as either male or female and is certainly more appropriate than making an assumption about how someone identifies. Remember there are other considerations too. For example, if you typically ask whether someone is currently menstruating, due to contraindication of abdominal massage, then you should offer the question to everyone - it is not always visible from the outside what reproductive organs people have.

It is unlikely that people will be easily offended by questions that you ask, provided you do make them aware of why you are asking. It is important to note, also, that even questions you may think innocuous can be upsetting to individuals depending on their circumstances. For example, asking "are you pregnant?", or "do you have children?" may illicit an emotional response in someone who has found out they are unable to have children.

Some therapists find that it is more efficient to give the client a simple form to complete, either at the time of booking or on arrival, which covers some basic personal and medical details you require. It will likely be quicker for an individual to glance down a list of contraindications and highlight any relevant information, than for you to verbally list each one. It is important, however, to not let a form replace the bulk of the consultation. You

should review any total contraindications verbally and use the consultation as an opportunity to expand and find out more about the person's general health and wellbeing and lifestyle.

Consent

It is important that the client gives informed consent for the treatment they receive. Informed consent is the process by which permission is granted and is only possible if the client is aware of the risks, benefits, and alternatives to a treatment. It is the therapist's responsibility to check that the client has sufficient understanding of the risks and benefits (including managed expectations of the benefits) before proceeding with a massage treatment.

Ideally, clients should sign the consultation form to consent to receiving treatment. Remember that it may be a chaperone who signs consent on the client's behalf if they are unable to give fully informed consent. In lieu of signed consent, clear verbal consent must be given before a treatment continues.

Confidentiality

Your clients entrust you with personal, sensitive, medical information which you must treat in strict confidence. It is good practice to share a confidentiality statement with new clients so that they understand your policy on confidentiality.

Typically, you should not share any personal or identifying information about your clients with other people. This may not be the case if you work in a salon where clients see multiple practitioners, and it is in the best interest of clients that their information is securely shared between therapists.

You must ensure that details held about your clients are stored securely and in such a way that they are not accessible by others inappropriately.

You may wish to reach out to other practitioners regarding a client's health and wellbeing, for example if there are medical contra-indications, and this process may involve disclosing information about the client. This should only be done with the client's informed consent.

Most confidentiality policies include a statement to share with the client that you will share no details of their personal information without express (often written) consent, unless you believe that the client is a danger to themselves or others. In this case, you would want to inform other services which could help your client and you would ideally like to do this with their consent. However, in the event that consent was not granted, you would break confidentiality to ensure the safety of your client or others.

It is important to make this information clear to clients, when they are new to you, when any information changes, and when it has been a while (perhaps a year) since they reviewed it.

Referral to other practitioners

As a complementary therapist it is important to remember, and work only within, your scope of practice. There may be reasons that a client requires referring to medical, or other, services for a condition that they bring to your attention.

Where Indian head massage is contra-indicated, appropriate guidance and signposting should be given. Typically, this is referral to a medical practitioner. If a client has brought to your attention a medical condition that they have not sought medical advice for, or not recently if the condition has changed, then you should suggest that they seek medical attention. This could be brought to your attention through the consultation, or you may notice something when giving treatment that they are not aware of. If in doubt, you should err on the side of caution and refer the patient.

The health and well-being of the client should come first. It could be that massage is not the best course of action for a condition. For example, if a client presents with a slipped disc, it is best to refer client to a good Chiropractor or Osteopath.

It may be that massage is an appropriate and beneficial therapy, but that the client may additionally benefit from other complementary services too. Perhaps they have highlighted a desire to alter their diet or to increase their cardio fitness, so you could refer them to a nutritionist or a personal trainer. Building up a referral network with local practitioners could help support your business too. Curler (2016) suggests “when we refer out for complementary, but different services, our clients are more likely to return to us for the unique benefits our approach provides”.

There may be circumstances where massage is inappropriate for a client, not because it is medically contraindicated. Examples of situations where this may be the case is if they are unable to give informed consent, or because they are experiencing some emotional trauma. Refer to Lesson 3 on the use of chaperones, as this could be useful in certain situations.

Services you can refer to include, but are not limited to:

- GP
- NHS 111 helpline
- Counsellor
- Other complementary therapist
- Member of the social care or nursing team (when working in care)
- Other voluntary or statutory services e.g., Social services, Citizens Advice Bureau etc.

Task: Consultation



Print a blank consultation card and practice a consultation on a willing friend or family member. Do you know why you are asking each question? Are you able to answer any questions they have?

Lesson 15 Test

1. What style of questions are useful to use during a consultation with your client?			
A. Closed questions only	B. Open questions only		
C. A mixture of open and closed questions	D. A minimum of questions so not to appear rude		
2. A client arrives at your treatment room and is very nervous about the treatment. Would you:			
A. Tell them not to be so silly, and get on the couch	B. Explain the whole massage procedure so that they know what to expect		
C. Refuse to treat	D. Say nothing and carry out the treatment		
3. Which of the following is the most essential skill needed for a therapist to carry out an effective consultation for Indian head massage?			
A. Talking	B. Showing empathy		
C. Being friendly	D. Listening		
4. Good client management includes:			
A. Cleaning your couch when the next client has entered the room	B. Getting the next client in as quickly as possible, without cleaning the area before		
C. Cleaning the couch area and placing a new couch roll on the couch before the client enters the room	D. Using the same couch roll for multiple clients		
5. What action should be taken if, during a consultation, a client informs you that they have very high blood pressure?			
A. Offer a lighter treatment that is soothing and relaxing.	B. Proceed with a normal treatment but keep checking that the client does not feel dizzy.		
C. Ask the client to seek advice from their GP to see if treatment is advisable.	D. Do not offer a treatment unless the client is taking medication		

Lesson 16: Massage Techniques

OBJECTIVES OF THIS LESSON

- Describe the requirements for preparing the client for massage.
- Describe massage movements and identify appropriate body areas for use of the movements.
- Outline the effects of the massage movements.

Preparing the client for massage

Following your consultation and with informed consent to continue with a planned massage treatment, there are important steps to take before the client is ready for massage.

Clients should remove all obstacles to treatment such as jewellery, glasses, and hair accessories and should be advised to wear something light through which it is possible to massage the shoulders and neck rather than thick jackets and jumpers. Long hair should be tied back until the scalp massage begins and then released. If necessary, hair should be brushed or combed to remove any products like hairspray, mousse, gel or wax.

Remind client of the treatment plan and ensure they know whether they should position themselves prone or supine on the couch. Offer help to the client for getting on to the couch prior to treatment.

Don't forget to wash your hands before the treatments begins.

Massage Movements

The following massage movements are the most common used in an IHM.

Effleurage/Stroking

Description of effleurage or stroking movement

- This movement is done in the beginning, in between movements, and introduces client to the therapist's hands.
- It is with this movement that the massage medium is applied.
- It is applied with the entire palm of the hand, with the fingers close together and thumbs are abducted from the hand.
- The hands follow the contour of the body and remain in full contact.
- A deeper pressure is applied towards the heart and a lighter pressure is applied away from the heart. This is in order to assist the circulation to and from the heart.
- This is a slow and rhythmic movement and thereby allows the client to get used to the therapist's touch.

Effects and benefits of Effleurage or Stroking

Superficial

- Stimulates the sensory nerve endings, bringing about a reflex response in the skin's circulatory network.
- The venous and lymphatic flow is increased locally.
- Contracted tense muscle fibres are relaxed, through the reflex response by the sensory and motor nerves.
- A general feeling of relaxation and comfort is accomplished.

Deep

- The arterial and venous circulation is aided by a mechanical response to the pressure.
- The lymphatic circulation is also improved thereby aiding the absorption and removal of waste products.
- It aids desquamation.
- Aids a deeper sense of relaxation.

Petrissage/Compressions

Description of Petrissage or Compression movements

Kneading

- A compression movement is performed with the intermittent pressure, either with one or both hands, or parts of the hands.
- The pressure is smooth and firmly applied.
- The movement normally follows the shape of the muscle being worked on. Working from the insertion to the origin.
- The pressure used must vary according to the purpose of the massage and the bulk of the tissues under it.
- The tissues are picked up, pulled and rolled back between the fingers and thumbs; care must be taken not to pinch the flesh.
- Side to side rhythmic movement.

Wringing

- Tissues or muscle bulk is picked up and rolled between alternating fingers and thumbs.
- The movement follows the length of the muscle, forward and backward.

Frictions

- These are concentrated circular movements exerting controlled pressure on a small area.
- The thumbs, pads of the palms or fingers can be used.

Effects and benefits of Petrisage or Compressions

Kneading, wringing, rolling, pinchment

- Causes deep relaxation of muscles and relieves stiffness by aiding the vascular and lymphatic vessels to be emptied and filled, thus increasing the delivery of nutrients and hasten the removal of waste products (Lactic acid)
- This in turn eliminates fatigue from the muscles.
- Hard contracted muscles are relaxed, so preventing the formation of fibrosis.

Frictions

- It prevents the formation of adhesions on the skin and underlining structure and prevents the formation of fibrosis.
- Aids the dispersal and absorption of fluids around the joints, thereby relieving stiffness in the joint

Tapotement/Percussions

Description of tapotement or percussion movements

- All percussion movements are stimulating and should only be done if a general toning effect is required, rather than a relaxing effect.
- These movements must only be done over muscular or adipose tissue.

Hacking

- This is a light and fast movement, applied with the sides of the hands.
- The hands are kept at right angles to the wrist with the palms facing each other.
- The elbows are held away from the body, shoulders should be relaxed and the hands slightly flexed and fingers slightly relaxed.
- The outer 3 fingers touch and leave the skin's surface very rapidly.
- Always perform across the muscle fibre as it creates tiny reflex contractions in these muscle fibres.

Cupping

- Performed with the hands formed into loose cups, which rhythmically strike the body, producing a distinctive trotting sound. Again, this movement comes from the wrist and not the forearm.
- The hands form a vacuum-like effect on the palmar surface, creating an immediate erythema.

Beating

- The hands form into loose fists and the movement is performed with the aid of gravity.

Pounding

- This is done with the outer borders of the hands, while the hands are clenched into loose fists.
- The hands circle each other in a rapid rhythmic way.

Champissage

- This movement is done with both hands together in a ‘prayer’ position in a rhythmic hacking movement and contact is made with the sides of the fingers.

Tabla

- This is a superficial tapping movement using the tops of the fingers or the heels of the hands.

Effects and benefit of tapotement or percussions

Cupping, beating and pounding

- Very stimulating on the circulatory system.
- Local rise in skin temperature and erythema is locally produced.
- Sensory nerve endings are irritated and so bring about vaso-dilation of blood vessels.

Hacking

- Clears nerve pathways, thereby improving muscle tone and muscular responses.
- Dilates blood vessels by irritating the sensory nerve endings.

Champissage and Tabla

- It stimulates the nerve endings, improves circulation, energizes the mind and body and improves a ‘wake-up’.

Vibrations**Description of vibrations**

- Vibration is fine trembling movement performed on or along a nerve path, by the fingers or thumbs.
- The muscles of the forearm are continually contracted and relaxed to produce this fine trembling which can be applied in a static or running way.

Effects and benefits of vibrations

- Stimulates and clears nerve pathways.
- Brings about relaxation and relieves tension.

Pressure Points**Description of pressure points**

- Application of pressure on the specific pressure points using the fingertips and thumbs.

Effects and benefits of pressure points

- These points are found along the meridians of the body and help to unblock their pathways. At the same time this will release the energy flow from the chakras or energy centres of the body

Rhythm and Flow

- Good technique depends on the rhythm and flow throughout the massage.
- A therapist must work with a client to achieve best results.
- A therapist must learn to adapt their routine to suit each client's individual needs and recognize a client's pain threshold.
- Ignoring these factors can prevent the massage from being relaxing and even cause damage.
- The therapist should always aim to keep at least one hand in contact with the client, to prevent interrupting the mood of relaxation and to reassure the client.
- Contact can be broken where there is a natural break within the routine or for practical reasons (for example, cleaning hands before starting face massage)
- Movements should flow into one another with no interruptions, use linking movements to ensure the hands do not leave the body.
- Rhythm should be even, continuous, and consistent.
- Rhythm is produced by a swaying motion, backwards and forwards from the ankles, knees and hips.
- Stance, or working position, is important in creating good rhythm and freedom of movement.

Remember that at least one hand should always stay in purposeful contact with the client during the treatment, unless there is a natural break in the routine, such as moving to a new treatment zone.



Lesson 16 Test

1. Which massage movement is the most beneficial for spreading oil and warming the area?			
A. Kneading	B. Vibrations		
C. Effleurage	D. Frictions		
2. Petrissage is defined as a:			
A. Compression movement	B. Light tapping movement		
C. Stroking movement	D. Shaking movement		
3. An effect of effleurage is to:			
A. Cause perspiration	B. Bring waste products to the surface		
C. Relieve tension in muscles	D. Lift the muscles		
4. Percussion movements should be used:			
A. To break down tightness and tension in large muscles	B. As a connection stroke between different parts of the massage		
C. For loosening tightness around joints	D. As an invigorating and stimulating – wake up movement		
5. Hacking and pounding are two type of			
A. Effleurage movements	B. Petrissage movements		
C. Percussion movements	D. Vibration movements		
5. Which of the following is not an effect of effleurage?			
A. Desquamating	B. Draining		
C. Lifting	D. Relief of tension		
7. Which of the following statements is incorrect about petrissage?			
A. The effect of petrissage is to decrease lymph flow	B. The effect of petrissage is to aid desquamation		
C. The effect of petrissage is to increase vascular circulation	D. The effect of petrissage is to decrease muscle stiffness		
8. Which of the following statements is <i>false</i> in relation to Indian head massage techniques?			
A. Effleurage is a stroking or smoothing movement that signals the beginning and end of the massage.	B. Petrissage movements are deeper, using the whole hand, thumb or fingers		

C. Tapotement movements are heavy and applied with both hands in a slow motion	D. Friction movements are a strong feature of Indian head massage, and are performed with the whole of the hand, heel of the hand, the fingers or thumbs	
9. Friction movements are used in Indian head massage to:		
A. prepare the area for deeper strokes	B. stimulate and clear nerve pathways	
C. break down tension nodules caused by stress and tension	D. restore energy balance to the body	
10. A form of tapotement used in Indian head massage called 'double hacking' is also known traditionally as		
A. tabla playing	B. tapping	
C. cupping	D. champi.	

Lesson 17: Contra-actions and Client After Care

OBJECTIVES OF THIS LESSON

- Describe the contra-actions that may occur during and after a treatment and how to respond appropriately.
- Explain the after care and home care advice that should be provided to clients.

During Treatment

It is important to regularly check your client's satisfaction and comfort throughout treatment. This can be done verbally, by asking the client, or non-verbally, using visual cues to assess the client's situation. Before the massage begins, be clear with your client that they are encouraged to express their feelings or requirements during the treatment – not to 'suffer in silence'.

When asking for verbal feedback during a massage, questions should be kept simple. Asking closed questions allow for a straightforward response, however asking (simple) open questions might allow your client to give a more honest response and avoid response bias where the client simply answers what they think you want to hear. Consider 'are you warm enough?' versus 'how is the temperature for you?'; 'how is the pressure for you?' versus 'would you like a little more pressure?'. What sorts of answers do each question illicit?

It is also possible to collect information about how comfortable and satisfied your client is with the treatment without asking questions. You might notice that your client is fidgety or starts drifting off to sleep. Perhaps they wince, or visibly relax during a particular movement. Pay attention to your client during the treatment.

After Treatment

- After a massage you should ensure that you wash your hands.
- Provide your client with freshwater before helping them off the bed, using appropriate towel management to protect modesty, and allowing them to come back to full alertness in their own time.
- You should discuss with your client any findings during the massage and allow them an opportunity to give any feedback or share any comments.
- You should remind clients about the potential of a healing crisis and aftercare actions that they can do to minimise the effects or any contraction's to massage.
- You can discuss home care, including a few recommendations for them between now and their next treatment.
- The client should be reminded of their treatment plan and encouraged to rebook if they have not already done so.

Treatment Findings

Following a massage, you should share your observations and findings with your client. This includes any areas of tension, limited (or positive!) range of movements, any lumps or bumps or unusual markings that you notice. This can help in the early identification of any conditions that the client may not notice themselves – for example a mole on a client's back which may appear to have changed in size, shape or colour since the last treatment. You can help to make your client more aware of their body but should be cautious not to alarm and certainly not to diagnose anything!

If you do notice lumps or bumps, for example, on a client's body which have not been highlighted in the consultation, but constitute a local contra-indication, simply continue the massage avoiding the area. Make sure to mention this to your client when sharing treatment findings.

You should record any findings in your treatment notes.

Healing Crisis

After treatment, many reactions can be experienced - this is a positive result and is also known as the '**Healing Crisis**'. It is important to explain to the client that this is a normal reaction to a treatment, especially if the client has never had a massage before.

With regular treatments and as the body starts to heal and re-balance these symptoms will subside. Any symptoms experienced should subside within 24 hours.

Typical contra-actions or 'Healing Crisis' symptoms

Symptoms are individual, they vary from client to client, and may include:

- Erythema (redness) on areas which included deep tissue movements.
- Tiredness and altered sleep patterns leading gradually to increased energy levels.
- Muscular ache and/or headaches with gradual relief from symptoms, due to the nerve fibers responding to the deep work undertaken.
- Heightened emotions or vivid dreams or positive mood changes, due to the positive release of deep held feelings and emotions.
- Increased need for urination (micturition) or bowel movement (defecation).
- Mucus release and/or runny nose.
- Spots may appear on the skin.
- Increased thirst.

After Care Advice

It is very important to give your client clear instructions about what to expect and what to do at home in order to get the best from their treatments. This will help prolong the effects of the treatment.

Explain to the client the following points:

- drink 6-8 glasses of water to aid flushing out toxins.
- avoid eating a large meal for several hours as the body needs energy for healing.
- avoid smoking.
- avoid alcohol, tea and coffee.
- rest.
- Avoid exercise or strenuous activities.

If olive oil has been used on the hair, it is best practice to leave it in overnight with the head wrapped in a towel.

When the hair is washed, advise the client to use shampoo on dry hair first, which will break down the oil, wash that out, then wash as normal.

It is essential to emphasise the importance of aftercare.

Clients must be provided with clear written aftercare instructions to prevent adverse reactions and know how to deal with them.

The client should sign to confirm that they will follow the aftercare regime and, if they are unwilling to do so, the treatment should not be carried out.

It is always good practice to give your clients a leaflet explaining the advice, this way you make sure they know and understand what to expect.

Finally, ask the clients for feedback on the treatment; fill in their record card on your findings and ask when they would like to rebook.

Stretches

Including a stretch recommendation in your homecare advice gives your client a specific and tangible action to carry out between treatments which will aid their physical wellbeing. Your client may have already highlighted an area that is prone to tightness or aching or you may have noticed a sign during treatment, such as limited range of motion in the shoulder. This will help you to give a personalised stretch suggestion. Alternatively, you may be informed by lifestyle details from the consultation, such as the client working at a desk for 9 hours per day.

Stretching has many benefits which support the desired outcomes of massage, so they are a good way to maximise the benefit of your treatments.

- Increased physical efficiency
- Decreased risk of injury
- Increased circulation to joints (providing oxygen and nutrients)
- Increased range of motion

- Developed neuromuscular coordination
- Improved balance
- Improved posture
- Decreased risk of lower back pain
- Reduced stress
- Increased energy and enjoyment

Guidelines to share with clients:

- Always warm up before stretching
- Stretch slowly and exhale as you gently stretch the muscle
- Stretch the intended muscle until you feel a mild tension. Stop the stretching if you feel pain
- Hold your stretch between 15 to 30 seconds
- Don't bounce the stretch. Slow and steady stretching is more effective

Lesson 17 Test

1. Aftercare advice is important to:		
A. Give more value for money	B. Ensure your commission on sales	
C. Maintain the effects of the treatment	D. Control infections	
2. Which of the following may be considered a contra-action to Indian head massage?		
A. Improved sleep pattern	B. Feeling of alertness	
C. Headache and nausea	D. Increased energy levels	
3. If a client feels nauseous or dizzy during treatment, what action should you take?		
A. Stop the treatment immediately, check ventilation in the room and offer the client a glass of water.	B. Carry on with the treatment but ask the client frequently if they are okay.	
C. Inform the client that their reaction is a normal part of the healing process	D. Shorten the treatment timing and inform the client to go home and rest afterwards	
4. Aftercare advice following Indian head massage includes		
A. having a suitable rest period, avoiding stimulants, increasing intake of water and eating a light meal	B. having a suitable rest period, avoiding stimulants, increasing intake of water and eating a heavy meal	
C. having a suitable rest period, increasing intake of water and stimulants and eating a heavy meal	D. having a suitable rest period, decreasing intake of water and stimulants and eating a light meal	
5. When is a healing crisis likely to occur after a massage treatment?		
A. immediately before the next massage	B. within a few hours of treatment	
C. during consultation	D. a week after treatment	
6. What aftercare would you be likely to give your client following a massage?		
A. Have a relaxing bath	B. Eat a substantial meal	
C. Go for a long walk	D. Go for exercise	
7. The importance of aftercare advice after an Indian head massage treatment is to:		
A. Continue the treatment effects once the client has left the treatment room	B. Induce perspiration	
C. Cool the body	D. Clear the sinuses	

8. What procedure would you follow if your client reacted to the massage medium you were using?

A. Continue the treatment	B. Stop the treatment and wipe the area with surgical spirit	
C. Stop the treatment and place a cool damp cloth over the area	D. Stop the treatment and put some heat on the area	

9. How would you best respond to a client complaining of a headache after massage?

A. Advise them to rest for a longer period of time	B. Advise them to drink water, rest and get some fresh air.	
C. Advise them to take a painkiller.	D. Advise them it will pass in the next few hours.	

10. Which is not a typical contra-action to Indian head massage?

A. Light headedness	B. Intensified emotional reactions	
C. Whiplash	D. Mucus release	

Lesson 18: Evaluating and Recording Treatments

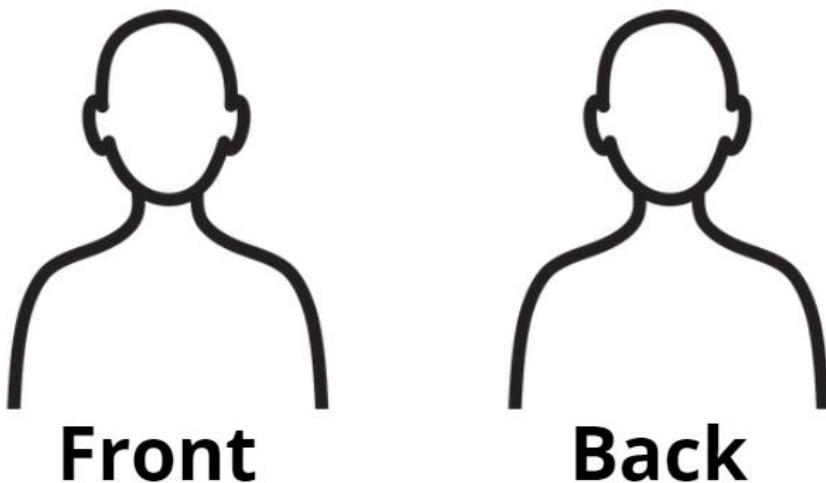
OBJECTIVES OF THIS LESSON

- Describe the methods of evaluating effectiveness of treatment.
- Identify what information about clients / treatments should be documented.
- Describe the requirements for record keeping as a massage therapist.

Evaluating Treatments

At the end of each treatment, the client's psychological and physiological reactions should be recorded on the consultation form. You should ask your client for feedback after each treatment, but should also document your own observations.

You should also document any physical observations, or findings, you noticed while giving the massage treatment. Remember to share these with your client as part of the post-treatment conversation. You could record findings on a simple diagram such as below. Use symbols or initials to keep this process quick and simple, but be sure to make a key of your symbols!



A summary of the treatment given should be documented, including areas massaged and specific movements used.

It is important to evaluate the treatment against the consultation to identify whether the treatment achieved the desired outcomes and to what extent it was effective in doing so. You should note if there was anything you would change next time, for example, you may re-assess the massage medium used.

You must note down on the consultation card any advice (after care or home care advice) that you give to your client.

Following a treatment, you may consider changes to the client's treatment plan. Be sure to discuss these with the client and make a note of what is agreed. You should note anything to look out for next time to help judge client progression.

It is good practice to also record your own reflections of the treatment and evaluate your performance against your professional standards. How well did the massage treatment meet your own expectations? Is there something you should work on next time? More about reflection is explored in the next lesson.

Record Keeping

Records must be maintained for several reasons:

- They provide contact details in case you have to alter or cancel an appointment.
- So that you can monitor the client's progression.
- To track any aftercare advice that you have given the client.
- To help you recall details to offer a bespoke service.
- As a backup in case the client has an adverse reaction to a treatment.
- To protect you, or provide evidence, against claims.
- If you work in a team, other therapists should be aware of what treatments and products the client has had.

Data Protection

All data that you, or your company, store about a client must comply with the Data Protection Act (2018).

Client records can be stored electronically or filed manually and should be updated at every visit. If record cards are not updated and do not contain a history of services and dates, you may find your insurance invalidated.

Client confidentiality must be protected at all times. If a salon holds computerised records, they must register with the [Information Commissioner's Office](#). If a salon only holds written records, this does not apply, but they must uphold the principles of the Data Protection Act and comply with the following:

- All info information must be accurate and necessary to the service or treatment to be performed.
- Individual client records must be available for the clients to view if requested.
- All information must be stored securely by password protected computer file.

Remember that when establishing informed consent, any contra-indications and possible contra-actions must be identified and discussed prior to the service. In the case of medical

referral, the practitioner should keep a copy of the GP's letter with the client's record card, along with any other consent forms or similar.

Always allow the client the opportunity to question and clarify any points before signing the record card.

Records cards must be kept for at least three years after the last treatment, as personal injury claims can be made up to three years after the client became aware of the problem. If a client is under 18 years of age, it is recommended that their record card be kept until they are 21 years of age. Due to other variables in potential claims, it is considered good practice to retain records for at least 7 years from the date of the last treatment, however, bear in mind that if you are a member of a professional body (such as FHT) they might have different guidelines that you should adhere to. Check the code of conduct to make sure you are compliant.

REMEMBER

Your client has a legal right to access the data, including all notes, that you store about them. Do not document anything that you would not wish for them to see.



Communications that you have with your client outside of treatment appointments should also be documented. For example, any text messages, emails, or phone calls should be recorded in your client notes, particularly if any aftercare advice is given or any contraindications disclosed by your client.

It is good practice to have a clear and concise policy which covers privacy and confidentiality made available to clients alongside other important information such as cancellation policies. Consider having new clients sign to say that they have read these policies and review this on an annual basis.

Task: Code of Conduct

 Download the latest version of the Federation of Holistic Therapists (FHT) [Code of Conduct](#). Consider how you can ensure that you meet each of the standards and adhere to guidelines in section 3.1 and 3.2. Note: This Code of Conduct is for a variety of complementary therapies, so not all guidelines may be relevant.

Lesson 18 Test

1. It is considered good practice to retain records for how many years from the date of the last treatment?			
A. 1	B. 3	C. 5	D. 7
2. Which of these is not true?			
A. Client feedback should be recorded after a treatment.	B. Data protection laws only apply to businesses keeping online records.	C. Clients have a right to request the data a business stores about them.	D. Client's medical details should be checked prior to each treatment to ensure they are up to date.
3. When should you update the consultation notes for a client receiving a course of treatments?			
A. at the end of the first treatment only	B. at the beginning of the last treatment only	C. at the beginning of the first treatment only	D. before each treatment