



## Level 3 Reflexology Diploma



**IPHM** International Practitioners  
of Holistic Medicine  
**APPROVED TRAINING PROVIDER**

ACCREDITED WITH THE CMA

Awarded 300 CPD points ACCREDITED WITH THE IPHM

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## COURSE OVERVIEW

Reflexology is practiced as a holistic therapy. Holistic comes from the Greek work 'holos' which means whole and the purpose of any holistic therapy is to treat the whole person and not just the medical issue which they present with. Reflexology can be performed on the feet, hands or ears (although more recently there is now Facial Reflexology) but it is most effective when performed on the feet.

The feet are a reflection of every organ within the human body and by manipulating particular reflex points on the feet, energy congestion that is stored within the body is released. The purpose of Reflexology is to bring about a feeling of equilibrium within a person and to help restore the body's healthy balance.

The purpose of the course is to equip the learner with information and skills to be able to practice as a Reflexologist. You must ensure that you practice your new found skills as often as possible in order to be confident to carry out Reflexology on clients.

### BY THE END OF THIS COURSE YOU WILL BE ABLE TO:

- Understand the history and origin of Reflexology;
- Explain what meridians are and how they relate to Reflexology;
- Outline the anatomy and physiology of the hands and feet;
- Explain how to carry out a client consultation and the importance of this;
- Outline the contraindications and restrictions to performing Reflexology;
- Explain the benefits of Reflexology;
- Understand the location of the reflexes on the feet;
- Explain how to perform a Reflexology treatment;
- Outline how Reflexology can be used for specific health concerns;
- Explain what aftercare advice you would give to a client following a Reflexology treatment.

## PLANNING TO STUDY

### *Planning your study time*

You may find that the hardest part of completing a distance learning course from home is being disciplined about your study time.

One of the best pieces of advice for this is to try and study on the same day at the same time and then you will begin to get into a routine with studying. It is best to study little but often rather than trying to 'cram' all information in and study one section at a time. If you study for say an hour an evening and then give yourself a break for 20 minutes and then test yourself on what you have studied that evening, this will help you to retain the information more easily.

It is also a good idea to have a recap on what you have previously studied when you complete your next piece of study as again this will help to reinforce your learning.

### *Setting the scene for studying*

It is a good idea if you can try and find a quiet place to study away from distractions. Ensure that you have no television on or mobile phone. Some people actually find that it helps if they are listening to relaxing music whilst studying, although this is of course personal preference.

Before attempting any assignment, do ensure that you have fully completed the section and that you understand it. When completing an assignment, if you make sure that you look at the assessment criteria, this will outline what is required in order to achieve a pass, merit or distinction mark.

### *Further reading*

As is recommended within the assignment, if you carry out your own external research, this will help you to achieve a deeper understanding of Reflexology which will help you to become a better therapist. Recommended further reading is:-

*The Reflexology Bible – Louise Keet Reflexology – Susan Cressy*  
*Reflexology for Holistic Therapists – Francesca Gould*



## REFERENCING

Please state the name and source of your quotes and findings.

Key points:

If you need to reference a text that has more than one author, then you need to write them out in full in the complete reference but you can abbreviate them in a text citation, for example (Bloggs, *et al*, 2007). When you are writing the full reference and listing all the authors do not rearrange the names into alphabetical order, but simply reference them in the order that they appear on the book. You can normally find the date of publishing, origin and publisher at the beginning of the book on one of the first pages. You can also find the information on the spine of the book, but sometimes you have to hunt around for the relevant information. If you cannot find the origin of where it was published then do not make one up; leave it out as you can only write what you are told. You may need to reference a book where there are a number of contributions from different people and the author is essentially the editor, this should be obvious on the book and the correct way to reference this is, for example, Bloggs, J. (ed).

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## How to reference books

PARAHOO, K. (author's name) (2006) (date published) *Nursing Research: Principles, Process and Issues* (title) Palgrave Macmillan. (publishers' name is present but there is no origin)

DREW, S. & BINGHAM, R. (1999), *The Student Skills Guide*, Aldershot, Gower

For the above, the first example shows a full reference without an origin and the second example shows a full reference complete with the origin.

## How to write web references

Below is the Harvard style for the correct referencing of websites in your assignments.

Author	Title of article or page	[Online]	Web address	Date accessed
Surname followed by initial (if no author then omit)	Obvious	Follow title with [online]	Full URL	Found at top or bottom
Example				
Bloggs, J.	<i>Web referencing</i>	[online]	http://www.etc.	[Accessed 7/9/2011]

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## Unit 1: History and origin of Reflexology

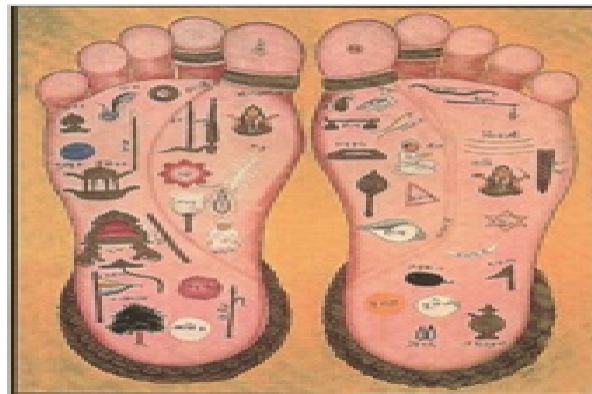
### UNIT 1: HISTORY AND ORIGIN OF REFLEXOLOGY

Modern Reflexology is based on an ancient form of therapy. There is evidence of some form of foot and hand therapy being practiced in China as long ago as 4,000 B.C. and also at the same time in Egypt, as depicted in the tomb of Ankmahor. The North American tribes of Indians are known to have practised a form of foot therapy for hundreds of years. This is also demonstrated by pictures in ancient tombs, a key example being the remarkable drawings discovered in the tombs of Ankhmahor, an Egyptian physician to the Pharaoh. The inscription in the tomb reads (in hieroglyphics): "Don't hurt me" to which is replied "I will act so you will praise me".



You will see from the above image that it looks as though they are touching each other's feet and it has been suggested that these scenes represent a form of Reflexology. Current illustrations of this type of treatment certainly have a striking resemblance to these findings from Egyptian times.

In India, paintings and carvings depicting the feet with similar points to those in present day Reflexology points date back approximately 5000 years. In India, the culture has been shaped through Hinduism. A footprint painting has been found amongst the shrines and temples of Vishnu where there were ancient Sanskrit symbols painted on the feet.



If you look at the above painting, you can see how it is very similar to modern day

Reflexology in terms of how the reflexes have been added to the feet in certain areas. Travelling Buddhist monks later took this knowledge to China where ancient pressure therapies (early acupressure) included finger and thumb techniques.

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The Chinese are also known to have used Reflexology in conjunction with acupuncture. Dr Wang-Wei, a Chinese doctor in the 4th century BC evidently used to position acupuncture needles in his patients' bodies and then apply very firm pressure with his thumbs to the soles of their feet (we would refer to this method as acupressure in modern day medicine). This pressure was maintained for several minutes until the desired therapeutic effects were achieved.

Dr. Wang-Wei maintained that as the pressure was applied and maintained; healing energy was released which the patient could feel within their body. Ironically in order for foot Reflexology to be accepted into modern China, the principle of Ear Reflexology which has been known and well accepted in China for centuries, was first addressed, and because of its proven effectiveness, within the last decade Foot Reflexology or foot massage was given official governmental acceptance.

The feet have been considered throughout history as a sacred and healing part of the body; Egyptians, Babylonians and other ancient cultures considered it essential to walk barefoot on sacred ground to absorb the wholly influence. Many tribes of Africa, Asia and South America share a similar belief.

## HISTORY OF MODERN DAY REFLEXOLOGY IN THE WESTERN WORLD

Reflexology did not make an appearance in the Western world until 1893 by Sir Henry Head, who made a breakthrough in the understanding of the nervous system. He discovered that an area of hyperalgesia on the surface of the skin could occur as a result of a diseased internal organ. The connection, he found, was that the organ area of skin were served by nerves emanating from the same segment of the spinal cord. His model showing how the feet and parts of the body are linked became known as "head zones".

Reflexology was not its original name and was in fact originally called 'Zone Therapy'. The reason for this was because it was believed that all organs within the body fell on Meridian lines or zones running from the toes to the top of the head and thus by treating different reflexes would also coincide with specific zones.

Studies were being carried out all across the West, largely in Russia and Germany, but it was Dr William Fitzgerald in the early 1900s that discovered zone therapy and its effects on the body. He discovered that pressure, when applied to certain points on the body, could provide numbness, relieve pain and improve the functions of certain organs of the body. It was his continued research which led him to formulate the division of the body into 10 equal longitudinal energy zones: five relating to the right half of the body and five relating to the left half of the body. These ten energy zones terminate on the soles of the feet and the palms of the hands. Dr Fitzgerald authored the book, 'Zone Therapy'. Hence, until the early 1960s Reflexology was known by this name.

In Russia, Ivan Pavlov realised that health could be affected by external stimuli, and his findings became known as Reflex Therapy and developed the theory of conditioned reflexes - namely that there is a simple and direct relationship between a stimulus and a response. With the help of his friend Vladimir Behterev, the term “Reflexology” was used in 1917.

If we look to more recent use of Reflexology, we are best to look at the work of Eunice Ingham. She was a Physiotherapist who worked in a Doctors practice and she used Dr Fitzgerald’s Zone Therapy method which was more often used on the hands. However, she felt that the therapy could be more effective on the feet than the hands. After extensive research she evolved a map of the entire body on the feet. Hence the saying ‘The feet are a mirror of the body’.

In 1938, Eunice composed her book, Stories the Feet can Tell, and later in 1951 then wrote another book, Stories the Feet Have Told and she is now considered one of the most highly regarded individuals in the progression of Reflexology. She charted the feet in relation to the zones and their effects on the rest of the anatomy until she had drawn up a foot map of the entire body.

## **HELPFUL TASK**

**CREATE A BRIEF BIBLIOGRAPHY OF EUNICE INGHAM AND HER CAREER, USING VARIOUS FORMS OF RESEARCH. GOOGLE AND WIKIPEDIA ARE RECOMMENDED AS STARTING POINTS FOR YOUR RESEARCH**

At the time when Western research took place, it was assumed that stimulating the feet caused a reaction in the body via the nervous system, as the Eastern knowledge of meridians had not at this stage reached the west. The relationship with meridians was not realised, so Zone Therapy was more widely used.

The connection between Reflexology and the concept of being able to unblock negative energy by pressing on a correspondence reflex, is still something that the Western world appears to struggle to accept, despite the technological findings and the continuing popularity of Reflexology.

As you can see, there are various theories about Reflexology and what we are going to focus on are two main theories: Zone Therapy, as well as meridians and energy.

## Cross reflexes

A cross reflex is the crossover between the opposite area within the zone framework. This connection is used to link the energy flow from the upper and lower body, if one organ is out of balance the whole zone maybe. Cross reflexes are useful to use when a contraindication in the area you require to work in or the area is tender to touch. The following can be used:

Toes treat fingers  
Feet treat hands  
Ankle treats wrist  
Calf treats elbow

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## Energy

Many names are given to the body's energy by various cultures; in this case we are going to refer to it as the Chinese name of "chi". To think about it more deeply, chi is what gives life; what determines a living human being. By increasing chi within the body, it can make an ill person well or can help to improve your mental capacity.

It is good practice for therapists wishing to conduct treatments such as Reflexology to have a clear understanding of energy within the body. All matter, including every part of the body, is made up of energy in constant change: we are an expression of energy, and this energy permeates all living organisms. Because we cannot perceive energy with the naked eye, we find it difficult to comprehend, but this does not mean that it does not exist.

Chi is required for the healthy function of the body: it is essential for the health of all the body's organs and systems, and it is associated with breathing, blood, circulation, the heart and the lungs. Chi and blood are interdependent as chi gives blood energy and direction. Without chi blood will stagnate; blood nourishes chi and gives it form.

Chi goes beyond the life-giving energy the human body receives from ingesting food and breathing air. Chi gives us the inborn urge to breathe, it tells our hair to grow and our cells to replicate. It is each cell and the activities of each cell in the human body.

Research is now being conducted surrounding the body's energy. Largely carried out in China, it is such a leading line of research that has been given its own name, "Chi-conology".

So far, Chinese scientists are thought to be piecing together the fundamental characteristics. Many scientists now believe the electromagnetic recordings of chi have proven its existence. Everyone has chi, so it should be acknowledged by everyone, even GPs in the western world. It is as real as any blood vessels.

### **HELPFUL TASK**

**RESEARCH HOW YOU CAN DEVELOP YOUR OWN CHI**

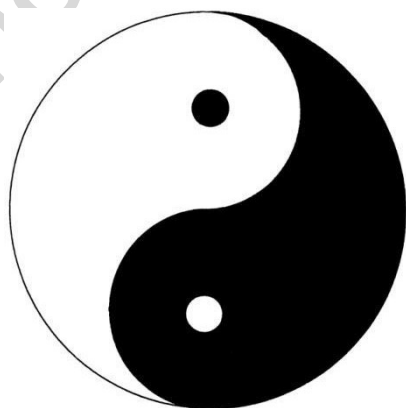
## Yin and yang

It is suggested that chi has two poles, Yin and Yang; it is in a sense the kind of chi, with the direction it runs in and the nature of the energy. Yin and Yang are two opposite but complementary energy flows, that work together in harmony.

The fundamentals of the yin and yang are as follows: the universe is run by a single principle, the Tao. This principle is divided into two opposite principles, or two principles which oppose one another in their actions, yin and yang. All change in the universe can be explained by the workings of yin and yang and the progress of the five material agents as they either produce one another or overcome one another.

If you look at the Yin and Yang symbol on the right, the basic principle is that all things exist as inseparable and contradictory opposites, for example female- male, dark-light and old-young. The two opposites attract and complement each other and, as the symbol demonstrates, each side has at its core an element of the other (represented by the small dots). Neither pole is superior to the other nor, as an increase in one brings a corresponding decrease in the other, a correct balance between the two poles must be reached in order to achieve harmony. Yin (the female) is said to correspond to that which is dark, moist, cool, receptive, yielding, while Yang (the masculine) is light, dry, hot, active and penetrating. Yin is the moon, yang is the sun. Yin is structure, yang function.

When Yin and Yang are balanced in a person's life, they will experience health. It is when they become unbalanced that ill health can occur. Symptoms vary with the imbalance: if a person's yin energy is deficient, the symptoms are likely to be a feeling of heat, thirst and restlessness. If a person's yang energy is deficient, they are likely to feel chilly, tired and unmotivated.



Elements	WATER	WOOD	FIRE	EARTH	METAL
Yin Organ	Kidney	Liver	Heart	Spleen	Lung
Emotion	Fear	Anger	Joy/ Shock	Worry	Sadness
Yang Organ	Bladder	Gall-bladder	Sm. Intestine	Stomach	Large Intestine
Season	Winter	Spring	Summer	Late Summer	Autumn
Climatic Qi	Cold	Wind	Heat	Damp	Dryness
Sense Organ	Ears	Eyes	Tongue	Mouth	Nose
Body Tissue	Bone	Sinews	Blood Vessel	Muscles	Skin
Color	Black	Green	Red	Yellow	White
Taste	Salty	Sour	Bitter	Sweet	Spicy

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## Unit 2:

### Meridians and The Five Element Chart

#### UNIT 2: MERIDIANS AND THE FIVE ELEMENT CHART

Meridian lines are invisible lines and what Reflexology uses in order to carry energy to a particular area of the body. Along these lines are points called meridian points. Meridian lines cannot be seen or felt like other systems in the body such as the circulatory or nervous system. When a person is in good (balanced) health, their meridian lines will be open and clear of blockages. As mentioned in unit 1, this is what Reflexology aims to bring about within a person.

These meridian lines, or channels of energy, can be associated with the functioning of the body's internal organs. Under healthy conditions, the energy will flow freely through the meridians. If the internal organs function abnormally, or abnormal external stimulation occurs, the energy will stagnate in the meridians and cause illness. In order to cure the illness, the blockage must be released and the flow of energy normalised. The whole meridian can be worked on evenly, or specific points can be concentrated upon which is where Reflexology comes into the equation.

Meridians are classed as 12 different pairs with 2 storage meridians. Meridians are one continuous flow, similar to that of a wheel. Therefore, it is believed that a blockage in one will affect all the other meridians.

The twelve main meridian lines have been named after six “zang” and six “fu” organs. The relationship between the organ and the meridian exists in the functioning of the organs rather than in the actual organ itself.

The Lung Meridian – is the intake of Qi energy from the air for use by the body, and to build up resistance against any external intrusions. It also eliminates gasses that are not needed in the body through exhalation.

The Large Intestine Meridian – this meridian helps the function of the lung, and secretes and excretes from inside and outside the body. It also eliminates the stagnation of Qi energy.

The Spleen Meridian – is involved in digestion and the process of fermentation. In modern terms, the spleen is considered as being the pancreas, and the pancreas governs general digestion, and reproductive hormones related to the breasts and ovaries. Mental fatigue has a negative effect on the spleen and a lack of exercise will cause problems with digestion and also with the secretion of hormones.

The Stomach Meridian – this meridian is involved in the functioning of the stomach, esophagus, and duodenum, as well as the functioning of the reproductive, lactation, ovary,

and appetite mechanism. It is also involved in the menstrual cycle.

The Heart Meridian – this represents compassion and thus governs emotions and the spirit. It is also responsible for the circulation of the blood and the total body through the brain and the five senses. This meridian is also the mechanism that adapts external stimulation to the body's internal environment.

The Small Intestine Meridian – the small intestine governs the total body through the displacement and digestion of food. Anxiety, anger, nervous shock, and emotional excitement can affect the circulation of the blood, and the small intestine can actually cause blood stagnation that affects the body as a whole.

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The Kidney Meridian - this meridian controls the spirit and energy to the body and governs resistance against mental stress by controlling hormone secretions. It also detoxifies and purifies the blood.

The Bladder Meridian – this is related to the mid-brain which cooperates with the kidney system and the pituitary gland. It is also connected to the autonomic nervous system related to the reproductive and urinary organs. It is also responsible for expelling urine.

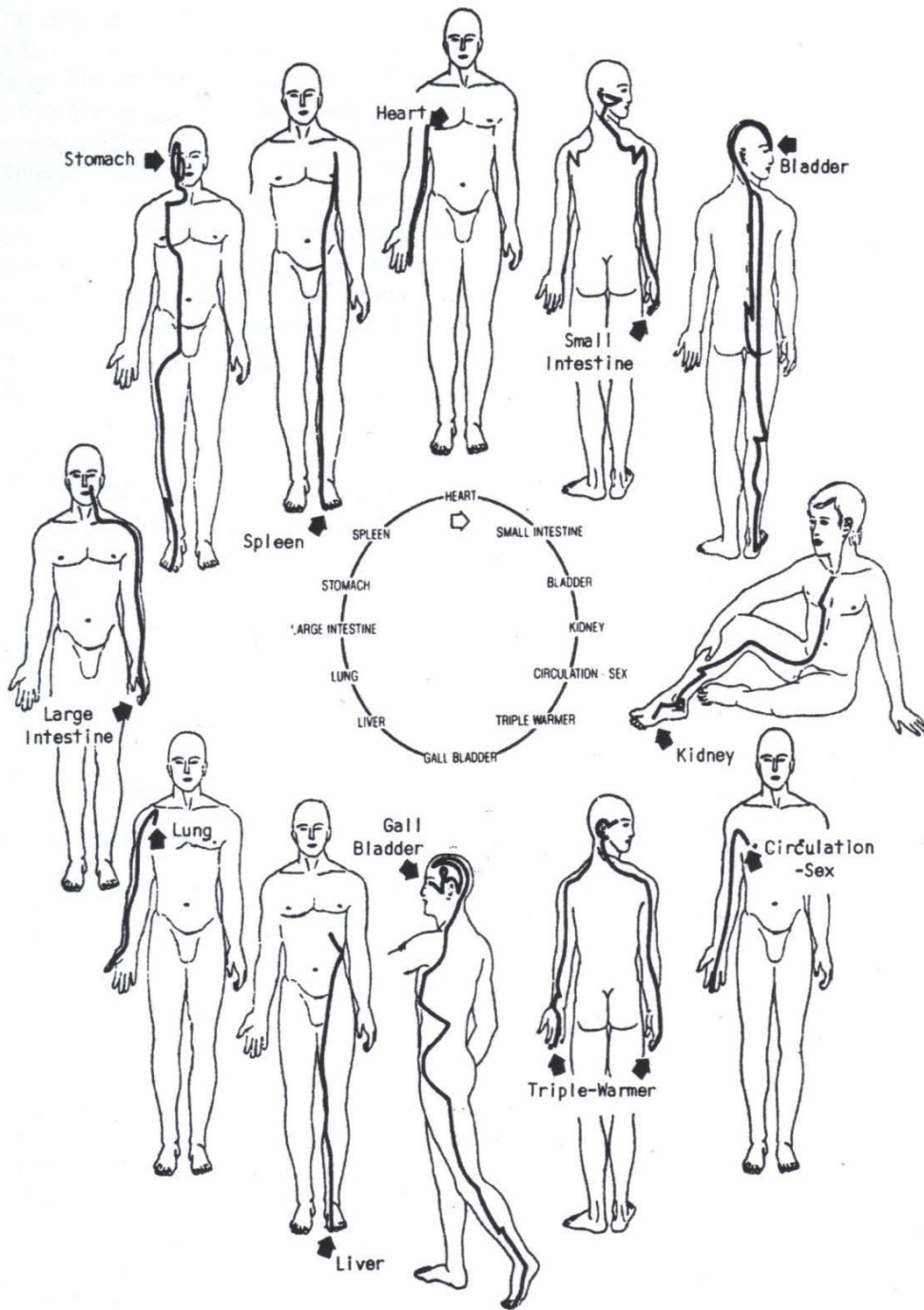
The Heart Constrictor (Pericardium) Meridian – this meridian acts as a supplemental function of the heart related to the circulatory system, which includes the heart sac, the cardiac arteries and the system of arteries and veins. It is also responsible for total nutrition.

The Triple Heater (Sanjao) Meridian – this meridian acts as a supplemental function of the small intestine, and also controls the spirit and visceral organs that circulate energy to the entire body. It also protects the function of the lymphatic system. The upper heat is related to the chest, the middle heat to the solar plexus, and the heat above the navel and below is related to the peritoneum, as well as circulation to the extremities.

The Liver Meridian – this meridian stores nutrients and energy for physical activities. It also helps resist against disease and supplies, analyses and detoxifies blood in order to maintain physical energy.

The Gall Bladder Meridian – this meridian distributes nutrients throughout the body and balances the total energy through the help of internal hormones and secretions include bile, saliva, gastric acid, insulin, and intestinal hormones.

The diagram below shows the pathway of each meridian:



The purpose of Reflexology on meridians is that if there is a blockage along the path of the meridian it may result in symptoms right across that meridian; for example, if a disruption occurs in the stomach meridian, it may result in toothache or pains in the knee.

Although it is believed that meridians flow in one continuous movement, each meridian has its own particular path it follows throughout the body. Each has a traverse-specific path through the body, and links specific organs and physical structures. For example, the heart meridian runs from the side of the chest down the inside of the arm to the little finger.

The above circulation of energy from “greater to lesser channels” has formed the basis for many ancient healing traditions. These actions are part of the order of natural life, and may be relied upon to renew, restore, and self-correct.

Meridians are classified as Yin or Yang, depending on where they flow from. Yang flows from the sun, fingers to face and face to feet. Yin flows from the earth, feet to torso and from the torso along the inside of the arm to the finger tips. These meridians connect deep inside the body but we work with the surface area. Meridians interconnect deep within the torso, but we work with the part that is on the surface and is accessible to touch techniques.

The function of the yin meridian is to produce, transform, regulate and store the fundamental substances such as chi and blood. Yang meridians receive, break down and absorb. There is constant interaction between yin and yang forces and, if the yin/yang balance between the organs is interrupted, they interconnect deep within the torso and have an internal branch and surface branch.

Meridians circulate twenty four times a day and twenty four times at night; with each meridian being at its highest flow for two hours and at its weakest for two hours. It is because of this belief that it is more beneficial to treat the meridians during this time by having knowledge of the optimal time of day to treat each meridian. It is thought that within the lowest level of the day those symptoms will be most evident in meridians that have become congested or weak.

By ensuring that meridians can flow as outlined above, it is believed in traditional Chinese medicine that “prevention is better than cure”. To achieve this, the body must be in a state of homeostasis. Homeostasis is the process by which the body attempts to maintain a state of stable physiological balance. The body needs to maintain homeostasis in order to stay alive.

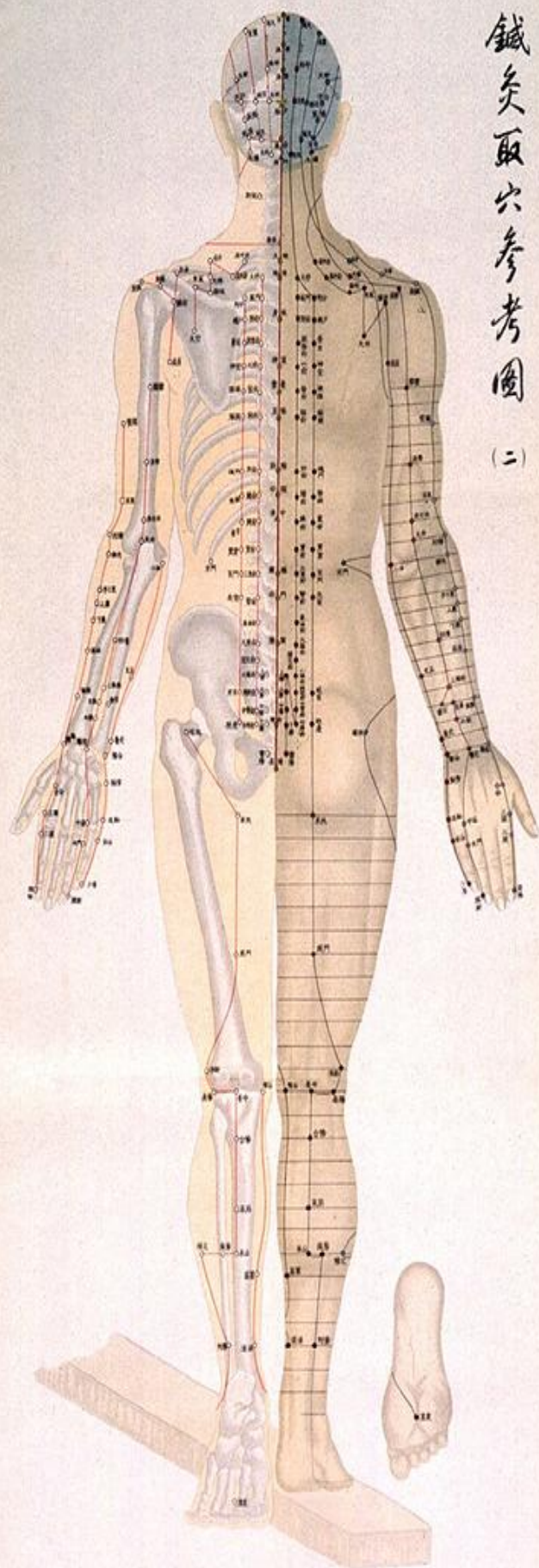
It has been found that by working pressure points on the feet the meridians of the body can be worked and chi balanced. This would be true in the sense that six of the main meridians run in to the feet, particularly on the toes. Since meridians are regarded as one big circuit, reducing congestion on the six running from the feet would benefit the whole meridian circuit



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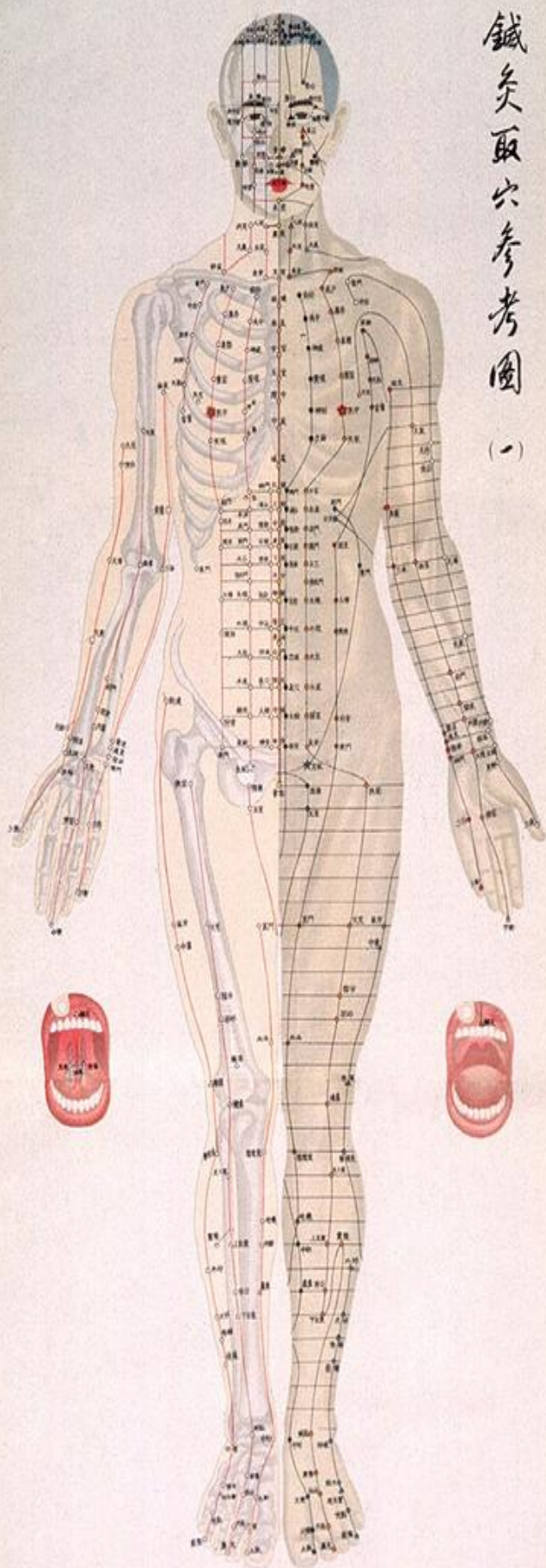
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鍼灸取穴參考圖

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## FIVE ELEMENT CHART

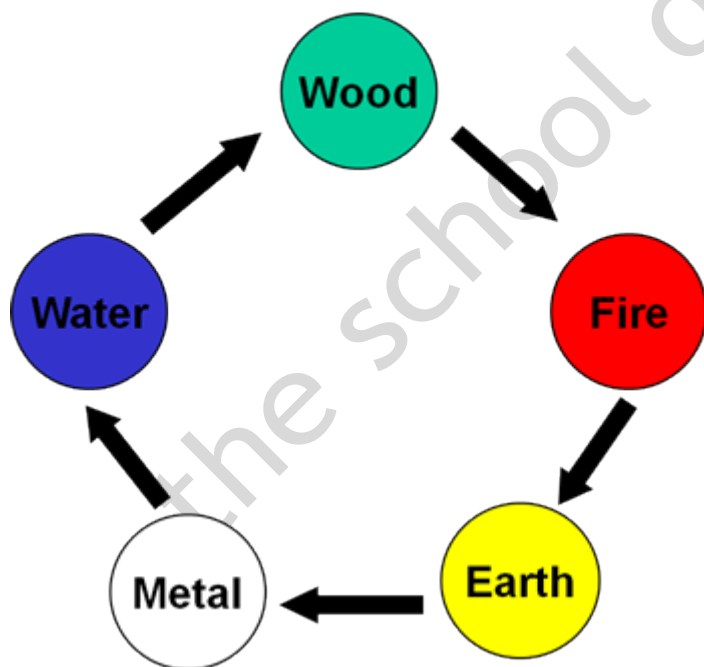
As Reflexology is closely associated with Acupuncture and Acupressure, there are also other elements which can be introduced within a Reflexology treatment in order to make the treatment even more powerful. One of these elements is the Five Element Theory. The five elements which are Wood, Fire, Earth, Metal and Water which each represent the fundamental qualities of all matter in the universe.

The Chinese discovered how the Five Elements affected people and noted a list of correspondences associated with each Element. The goal of the reflexologist is to achieve equilibrium between all the elements. The two cycles which are used to maintain harmony are the Sheng and the Ke cycles. The other cycles of Cheng and Wu will bring about disharmony and insult and are the negative cycles. We will be concentrating on the positive cycles.

Role of Sheng Cycle (creating/generating cycle):

Generation  
Nourishment  
Proliferation

Sheng Cycle (the creating cycle)



The Sheng Cycle

Wood creates Fire by burning  
Fire creates Earth from ashes

Earth creates Metal by hardening  
Metal creates Water by containment  
Water creates Wood by nourishment

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## Patterns of the Sheng Cycle

Just as Wood feeds Fire – Liver blood feeds the spirit of the Heart

As Fire generates Earth – Heart supports the Spleen by providing warmth and metabolic energy (oxygen rich blood) necessary for assimilation of food

As Earth gives rise to Metal – Spleen supports Lung by raising food Essence upwards to be combined with air Essence.

As Metal vitalises Water – Lung nourishes Kidney by precipitating its moist Qi downwards to be collected and stored as Essence

As Water nourishes Wood – Kidney Essence can be understood to generate the blood stored by the Liver

The relationships amongst the Five Elements are like a model of relationships among the internal organs. The Sheng Cycle can be viewed in terms of the relationship between a mother and child. The 'child' Element may be deficient in energy if it is not receiving enough qi from its 'mother.' In order to fix the problem it is often appropriate to treat the 'mother' rather than the child. For example, if the Earth Element is deficient, the reflexologist may treat the Fire Element to provide energy for the Earth Element. However, if a 'child' Element is very full this can affect the 'mother' Element. For example if the Fire Element is too full it could be stealing Qi from the Wood Element which then becomes depleted.

	Yin	Yang
Wood	Liver	Gall Bladder
Fire	Heart	Small Intestine
Earth	Spleen	Stomach
Metal	Lungs	Large Intestine
Water	Kidneys	Bladder

### The Yin organs as the Sheng Cycle

Liver is mother of Heart

Heart is mother of Spleen

Spleen is mother of Lungs

Lungs are mother of Kidneys

Kidneys are mother of Liver

### The Yang organs of the Sheng Cycle

Gall Bladder is the mother of Small Intestine

Small Intestine is the mother of Stomach

Stomach is the mother of Colon  
Colon is the mother of Bladder  
Bladder is the mother of Gall Bladder

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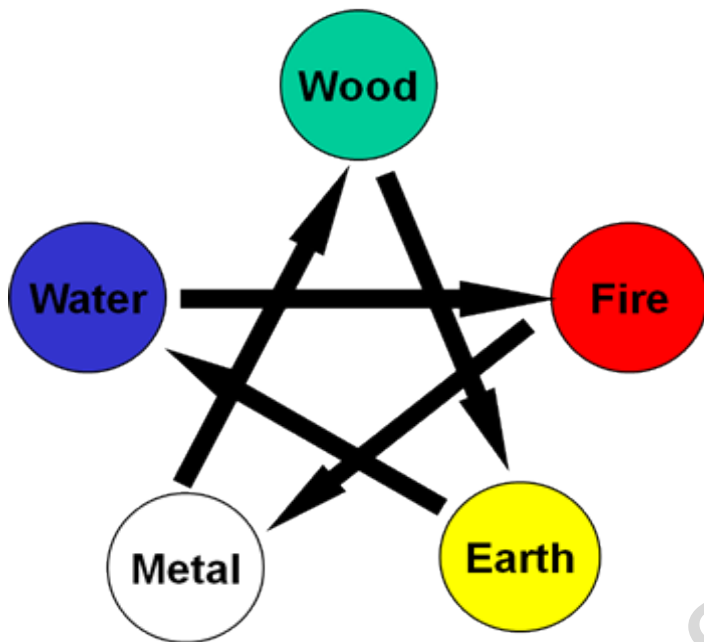
The role of the Ke Cycle (control cycle)

Restraint

Control

Limitation

### Ko (or Ke) Cycle



The Ke Cycle

Wood controls Earth by covering  
Earth controls Water by damming  
Water controls Fire by extinguishing  
Fire controls Metal by melting  
Metal controls Wood by cutting

Each organ is kept in check by another to maintain balance. If for example the organs of the Wood Element struggle the Earth Element organs often show signs of distress.

Patterns of the Ke Cycle

Liver has the power to activate and transport blood complimenting the Spleens capacity to store it

Spleens ability to absorb and distribute moisture counterbalances the Kidneys ability to excrete and concentrate Essence

Kidney Yin energy counterbalances Fire energy of the Heart

Heart governs the blood counterbalancing the Lungs ability to govern Qi

Lungs mobilise Qi and this counteracts the Livers ability to store blood

The Yin organs of the Ke cycle



Liver controls the Spleen  
Heart controls the Lungs  
Spleen controls the Kidneys  
Lungs control the Liver  
Kidney controls the Heart

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## The Yang organs of the Ke Cycle

Gall Bladder controls the Stomach  
Small Intestine controls the Colon  
Stomach controls the Bladder  
Colon controls the Gall Bladder  
Bladder controls the Small Intestine

In practice the reflexologist aims to discover which element became imbalanced first. Treatment is focused on this Element and this has a knock on affect on the other imbalanced Elements. As mentioned previously, a person requires chi to flow through their bodies freely in order to achieve equilibrium. Therefore by treating the root of the client's chi imbalance, the therapist seeks to help the body find its equilibrium.

## Chinese Five Element Correspondences Table

	Wood	Fire	Earth	Metal	Water
Colour	Green	Red	Yellow	White	Blue
Emotion	Anger	Joy	Worry	Grief	Fear
Sound	Shouting	Laughing	Singing	Weeping	Groaning
Season	Spring	Summer	Late Summer	Autumn	Winter
Climate	Wind	Heat	Humidity	Dryness	Cold
Taste	Sour	Bitter	Sweet	Pungent	Salty
Power	Growth	Maturity	Harvest	Decrease	Storage
Grains	Wheat	Beans	Rice	Hemp	Millet
Sense Organs	Eyes	Tongue	Mouth	Nose	Ears
Tissues	Sinews	Vessels	Muscles	Skin	Bones

## Formal Task 1: Details

In an essay format, explain the history of Reflexology and outline how the key theories of Reflexology can influence our understanding of Energy Medicine

300-500 words

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## Unit 3: Anatomy & Physiology relating to Reflexology

### UNIT 3: ANATOMY AND PHYSIOLOGY RELATING TO REFLEXOLOGY

As we are constantly on our feet for some or all of the day, it is no wonder that 80 percent of us will have some sort of problem with our feet at some time or another. Many things affect the condition of our feet: how active we are, occupation (whether sedentary such as an office job or active such as a hairdresser), other health conditions, and perhaps most importantly, shoes. Many of the problems that arise in the foot are directly related to shoes, so it is very important to choose shoes that are good for your feet.

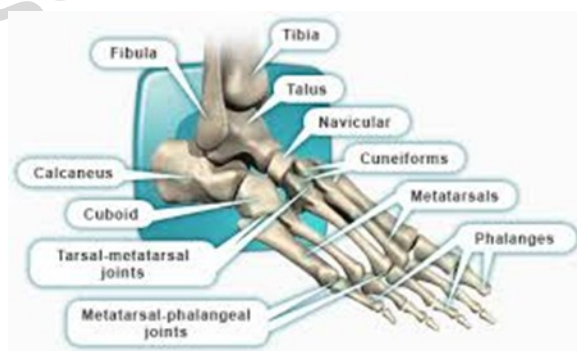
The foot is an incredibly complex mechanism. For this unit we will be looking at anatomy (what parts make up the foot) and physiology (how the foot works) and this information will help Reflexologists when performing Reflexology as well as understanding conditions affecting the feet.

The important structures of the foot can be divided into several categories. These include: bones and joints, ligaments and tendons, muscles, nerves, circulatory system, and skin. Physiology of the foot will be discussed as each category of anatomical structure is addressed.

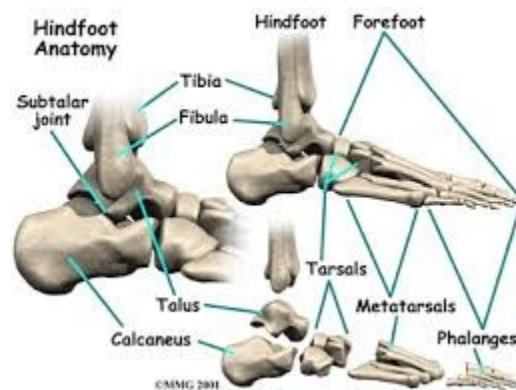
Our feet make up only a small percentage of the body's structure and consist of some of the smallest bones of the body, yet it creates the foundation by which the entire body is supported.

#### Bones and Joints

The skeleton of the foot begins with the talus, or ankle bone, that forms part of the ankle joint. The two bones of the lower leg, the large tibia and the smaller fibula, come together at the ankle joint to form a very stable structure known as a mortise and tenon joint.



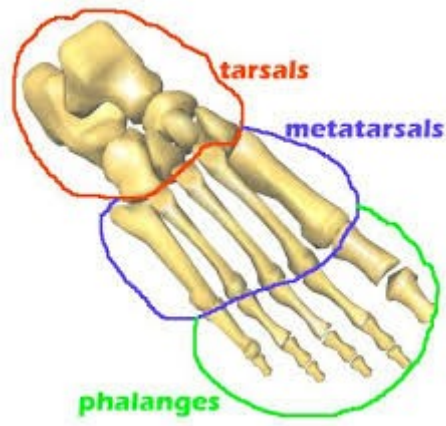
The two bones that make up the back part of the foot (sometimes referred to as the hindfoot) are the talus and the calcaneus, or heelbone. The talus is connected to the calcaneus at the subtalar joint. The ankle joint allows the foot to bend up and down. The subtalar joint allows the foot to rock from side to side.



Just down the foot from the ankle is a set of five bones called tarsal bones which work together as a group. These bones are unique in the way they fit together. There are multiple joints between the tarsal bones. This can be further explained as when the foot is twisted in one direction by the muscles of the foot and leg, these bones lock together and form a rigid structure. When the foot is then twisted in the opposite direction, they become unlocked and allow the foot to conform to whatever surface the foot is in contact with. The tarsal bones are connected to the five long bones of the foot called the metatarsals. The two groups of bones are fairly rigidly connected, without much movement at the joints.

Finally, there are the bones of the toes, the phalanges. The joints between the metatarsals and the first phalanx is called the metatarsophalangeal joint (MTP). These joints form the ball of the foot, and movement in these joints is very important in order for the foot to function correctly. Not much motion occurs at the joints between the bones of the toes. The big toe, or hallux, is the most important toe for walking, and the first MTP joint is a common area for problems in the foot.

The phalanges of the foot correspond relatively speaking, with those of the hand; there are two in the great toe, and three in each of the other toes. They differ from the hand, however, in their size.



When we walk or run, the calcaneus (heel) receives the initial impact. With the aid of the longitudinal arch and the Achilles tendon contracting the calf muscle, the foot rolls forward.

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Any misalignment of the feet can have implications for the entire skeletal and muscular system, creating problems with the knees, back and even the head, as the body compensates.

#### Disorders of the foot

Athlete's Foot	A fungal infection affecting the skin between the toes
Arthritis	Painful inflammation and stiffness of the joints
Bunion	A painful swelling of the first joint of the big toe
Callus	A thickened area of skin which develops when the skin is exposed to friction
Hammer toes	it involves a deformity of the toe where there is an imbalance in the pull of the tendons. Either the tendon on top of the toe pulls harder or the tendon on the bottom of the toe pulls harder. This results in a curling up of the toe.
Onychomycosis (toenail fungus)	A fungal infection in your toenails may cause the nails to become discoloured, thickened, crumbly or loose. There are different causes and it is difficult to treat due to the hardness of the toenail.
Onychocryptosis (ingrowing toenail)	The sides or corners of the toenail usually curve down and put pressure on the skin. Sometimes the toenail pierces the skin and then continues to grow into the skin. This may cause redness, swelling, pain and sometimes infection.
Plantar fasciitis	If there is increased stress on the arch of the foot, microscopic tears can occur within the plantar fascia, usually at its attachment on the heel. This can result in inflammation and pain when walking.
Sprain	Caused when a ligament is stretched beyond its own capacity



## **HELPFUL TASK**

**RESEARCH THE ABOVE DISORDERS TO FIND OUT MORE ABOUT THEM INCLUDING PICTURES - PRINT THEM OUT AND KEEP THEM IN A FOLDER AS IT WILL HELP YOU TO UNDERSTAND MORE ABOUT DISORDERS IF YOU WERE PRESENTED WITH THEM WHILST WORKING AS A REFLEXOLOGIST**

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## THE SKIN

The largest organ of the body, skin has many functions. It is made up of three main divisions or layers: the epidermis, dermis and subcutaneous layer.



### Epidermis

This is the outer portion of skin, made up of five layers of different cells:

Stratum corneum (horny layer) and is the outer, protective layer of the skin which is composed of around twenty rows of dead cells which are constantly being shed (desquamation).

Stratum lucidum (clear/lucid cells) which is around three rows deep and forms a waterproof layer.

Stratum granulosum – this is so called because the rows are three deep and appear to contain grains or granules.

Stratum spinosum – this layer is so called as the cells appear to have ‘spines’ hence the name and there are about 10 rows of them.

Stratum basal (basal layer) connects the epidermis with the dermis and it produces melanin to give skin its colour.

### Dermis

The dermis has two distinct layers, the papillary and the reticular. The papillary layer is in contact with the stratum basal, and provides blood and lymph circulation to it. It is an undulating layer, and it is these undulations that provide us with our unique fingerprints.

#### Subcutaneous layer

It is the deepest layer of the skin, mainly consisting of fat cells called adipose. Loss of Subcutaneous layer causes facial sagging, leading to the formation of deep wrinkles associated with old age and the process of ageing. The fat cells work as shock absorbers and they protect the body from mechanical trauma.

## Formal Task 2

In the form of an essay complete the following task:

In an essay format, explain and outline your understanding of the anatomy and physiology relating to the feet. You must outline the skin, muscles, nerves and bones of the feet. You must also demonstrate your understanding of disorders of both the feet and skin.

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## **Unit 4: Consultation**

### **UNIT 4: CONSULTATION**

In this unit we will look at how to ensure you have effective client care and communication skills when treating clients. We will also look at how to deal with clients who complain and are unsatisfied with the service; how you should carry out a consultation with a client and why this is such an important step that can sometimes be overlooked by therapists.

Consultations are an imperative part of any treatment, as they are the building blocks in which we assess and evaluate a client. It is essential that we establish not only our client's health, lifestyle and wellbeing but also their expectations of the treatment. It is a two-way communication tool and if used effectively can be the beginning of a solid relationship between therapist and client.

If used in the correct manner a consultation can be the tool to a much more beneficial treatment for both yourself and the client, gaining the very best from the treatment. A great deal of planning needs to go into a consultation, not only in the form you use, but also in the finer details, such as the environment in which you conduct the consultation.

If you carry out the consultation correctly, you will gain a holistic view of the client. Asking questions related to medical conditions and their lifestyle in general will give a picture of the client's overall health and any need for referral to their GP or other medical practitioner.

#### **New Clients**

If the client you are seeing is a new client, you will have to fill out a new client consultation form and some extra time will need to be allowed for this. The salon you are working in will no doubt have their own standard consultation form which is completed for each new client. You must ensure that you go through this with the client in great detail. It is an idea for the client to fill the form in initially and then you can review the details with the client if you need any further questions answered.

The consultation process is not limited to questions – body language and posture should also be observed. The kind of questions asked and the way in which they are asked can make a difference to the information obtained.

Use open questions to tactfully encourage the client to give you information that you need rather than interrogating them and asking lots of direct and often personal questions, using the record card as a prompt rather than a check list.

A consultation form should be designed to include all the information you require to gain from your client, including details such as medical history, lifestyle and sleep patterns – to name just a few. It is a good idea to include all of the body's systems on the form (for use with holistic treatments such as massage), so you can work through each part with your client to discover any issues that may be linked.

See the next page for a standard consultation form which could then be adapted for any treatment.

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Consultation Form -Example

Name: Address Tel No: Email:

Date: dob:

Doctors Name, Address & Tel No: Do you have? Y N

PERSONAL DETAILS

Age group: Under 20 20–30 30–40 40–50 50–60 60+

Lifestyle - Active or Sedentary: Last visit to the doctor:

GP Address:

No. of children (if applicable): Date of last period (if applicable):

CONTRAINDICATIONS REQUIRING MEDICAL PERMISSION– in circumstances where medical permission cannot be obtained clients must give their informed consent in writing prior to treatment (tick to select where/if appropriate):

Pregnancy

Cardiovascular conditions

(thrombosis, phlebitis, hypertension, hypotension, heart conditions)

Any condition already being treated by a GP or another complementary practitioner

Consulted about psoriasis – recommending further treatment/medication

Medical oedema  Osteoporosis  Arthritis

Nervous/Psychotic conditions

Epilepsy

Recent operations

Diabetes

Asthma

Any dysfunction of the nervous system (e.g. Multiple sclerosis, Parkinson's disease, Motorneurone disease)

Trapped/Pinched nerve (e.g. sciatica)

Inflamed nerve

Cancer

Spastic conditions  Kidney infections  Acute rheumatism

CONTRAINDICATIONS THAT RESTRICT TREATMENT (select where/if appropriate):

- Fever
- Contagious or infectious diseases
- Under the influence of recreational drugs or alcohol
- Diarrhoea and vomiting
- Pregnancy (first trimester)
- Skin diseases  Localised swelling  Inflammation
- Varicose veins Lower left leg due to injury
- Cuts  Bruises  Abrasions
- Scar tissues (2 years for major operation and 6 months for a small scar)
- Sunburn  Haematoma
- Recent fractures (minimum 3 months) Recent fractures (minimum 3 months)
- Slipped disc

WRITTEN PERMISSION REQUIRED BY:

GP/Specialist

This should be attached to the consultation form. PERSONAL INFORMATION (select if/where appropriate):

- Muscular/Skeletal problems: Back Aches/Pain Stiff joints Headaches  Digestive problems: Constipation  Bloating  Liver/Gall bladder Stomach
- Circulation: Heart  Blood pressure  Fluid retention  Tired legs  Varicose veins  Cellulite
- Kidney problems  Cold hands and feet  low blood pressure  Gynaecological: Irregular periods  P.M.T  Menopause  H.R.T  Pill  Coil  Other: Has hormone implant regularly
- Nervous system: Migraine  Tension  Stress  Depression
- Immune system: Prone to infections  Sore throats  Colds  Chest  Sinuses  Constant congestion in the sinuses which may be due to unknown allergen



Regular antibiotic/medication taken? Yes No If yes, which ones: Herbal remedies taken? Yes No If yes, which ones:

Ability to relax: Good  Moderate  Poor

Sleep patterns: Good  Poor  Average No. of hours

Do you see natural daylight in your workplace? Yes  No

Do you work at a computer? Yes  No  If yes how many hours Do you eat regular meals? Yes  No

Do you eat in a hurry? Yes  No

Do you take any food/vitamin supplements? Yes  No  If yes, which ones: How many portions of each of these items does your diet contain per day? Fresh fruit: Fresh vegetables: Protein: Dairy produce: Sweet things: Added salt: Added sugar:

How many units of these drinks do you consume per day? Tea: Coffee: Fruit juice: Water: Soft drinks: Others:

Do you suffer from food allergies? Yes  No  Overeating? Yes  No

Do you smoke? Yes  No  How many per day?

Do you drink alcohol? Yes  No  How many units per day?

Do you exercise? None  Occasional  Irregular  Regular Types:

What is your skin type? Dry  Oily  Combination  Sensitive  Dehydrated  Do you suffer/have you suffered from: Dermatitis  Acne  Eczema  Psoriasis  Allergies Hay Fever  Asthma

Stress level: 1–10 (10 being the highest): Reason for treatment:

I, the undersigned agree that the information above is to the best of my Knowledge accurate and true and I hereby give my consent to the therapist named below to carry out Reflexology treatments upon me.

Client Signature .....

Dated..... Therapist name and

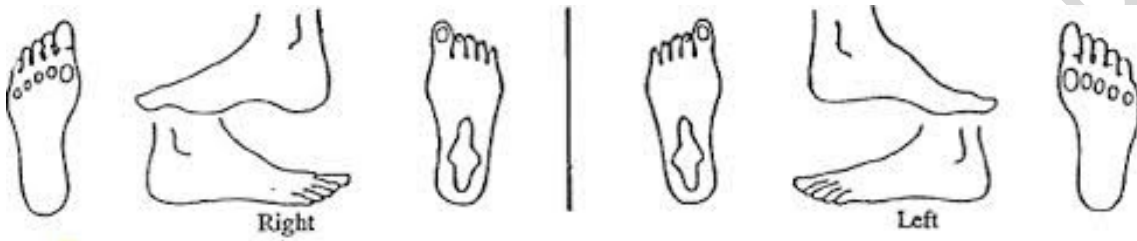
Signature..... Dated.....

# REFLEXOLOGY TREATMENT

## READING OF THE FEET

Texture: Temperature: Colour: Smell:  
Tone: Mobility:  
Skeletal deformities: Condition of the nails:

### Client profile



### Treatment Plan

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## CLIENT RECORD CARD

You will see that the above consultation form is detailed in nature and covers the client's medical history, lifestyle and reason for requiring the treatment. You would have to fill in this form for every new client as you do need to have a good holistic view of the client (as mentioned previously). From completing the first treatment, you would then have a good idea of further treatments that are required and how the client responded after the first treatment, so when the client returns for subsequent treatments, you would then use a record card as outlined below.

You will have transferred all of the client's personal information to the record card and then use this to record details of further treatments. You do need to ensure that you file any personal data relating to the client in line with the Data Protection Act i.e. that record cards should be locked away and if you have records on a computer, this must be password protected and be aware that a client has the right to see any personal data held on them.

You will also see from the above treatment card that there are pictures of the feet which is helpful when giving a Reflexology treatment as you are able to colour code it when 'reading' the feet. It can also help with noting any sensitivity which the client may experience during the treatment. As Reflexology is quite a precise treatment, you do need to ensure that you are pinpointing the correct reflex in order for the treatment to be effective.

## GP REFERRAL LETTER

If you do have to refer the client to their GP for a contraindication, it is good practice to have a referral letter to send to the GP for their authority that the treatment can go ahead. Also make sure that you enclose a stamped addressed envelope for their reply. It is also helpful to include space for the client to sign, giving their permission for you to contact their GP.

A sample GP referral form is below:

<Doctor's name and address><Your name, address and contact no>

<Date>

Dear Dr <name>

Reference: <your client's name, address and date of birth – this information will help them to locate the client on their system>

I write with reference to your above named patient who wishes to receive a nail enhancement treatment, however they have presented with a contraindication, namely <type of contraindication they have>.

Please could you advise whether you believe the patient is suitable for a nail enhancement treatment or indeed if you believe this treatment should not go ahead by detaching and returning the reply slip in the stamped addressed envelope provided.

You will see that <the patient> has given their consent to my contacting you on their behalf.

Thank you for your assistance.

Patient Consent

I agree to you contacting my doctor with reference to the suitability of me receiving Reflexology

Signed..... Dated.....

Reference: <Your Client's Name>

Doctor's Consent

I confirm that in my opinion the above named patient is able to receive Reflexology

Signed..... Dated.....

See below a consultation checklist which you may find helpful to have nearby when you initially begin seeing clients to ensure you are covering all of the necessities during an initial consultation.

Introduction of self to client

Explain to client what you do, i.e. the treatment

What the treatments involve

Client's expectations

Where the treatments take place

Explain data protection and confidentiality

Personal information, such as, name, address, phone number, age, etc.

Discuss client's medical history (contra-indication, medication, allergies)

Physical ailments

Lifestyle

Stress levels regarding occupation and home life

Sleep pattern

Diet, fluid intake, alcohol and caffeine consumption

Smoker or non-smoker

Are they receiving any other treatments, or have they received any in the past?

Explain treatment benefits, and possible contra-actions

Clarify treatment plan and answer any questions

Ensure client is comfortable with treatment plan and is willing to proceed

Advise client on aftercare following treatment, what to expect and why.

Give reasons for the client and therapist signing the treatment plan.

## EFFECTIVE COMMUNICATION

You will see from the previous section that we have set out how a consultation should be carried out, what the types of questions are that you should ask and what other information you need to gather from the client. Now we need to think about how we can communicate effectively with the client in order to ensure that we obtain all of the relevant information from them in order to give them an effective Reflexology treatment.

Let's look at the different types of communication:-

### Verbal Communication

Verbal communication is more than just being able to speak to people. You must be able to put yourself over in a clear and concise way whilst being able to obtain the correct information through correct questioning of the client.

Effective questioning is an essential part of the consultation process and throughout the treatment as a whole. Questioning can be used to:-

Obtain information from the client on what they require during the service

Start a conversation with the client

Check the client's understanding of the information you have given them

It will show interest in the client you are treating

### Closed questions

Closed questions tend to have either a 'yes' or 'no' answer and therefore does not give you much chance to engage with the client or to engage them further in conversation or consultation. Closed questions can play their part when you are looking for a definitive answer.

### Open questions

Open questions will elicit some type of response or answer from the client as they will not be able to be answered in a 'yes' or 'no' response. Open questions will ensure that the client is actively engaged in the consultation or conversation and only by asking open questions will you be able to gain a good understanding from the client as to what they hope to achieve from the treatment.

### Reflecting and Clarifying

Reflecting in communication is the process of feeding-back to the person you have been communicating with to ensure they have understood what you have said. Reflecting is perhaps more used in a counselling kind of environment; it can still be applied to other communication scenarios. It is also helpful for the other person as they can check that they have understood your message clearly, you can also give feedback as to how the message was put across and it can also show respect to the person you are speaking to.

## Non Verbal Communication

The way we convey ourselves will be shown in our non verbal communication just as much as it does when using verbal communication. Almost 90% of communication will be made using non verbal communication including body language. Some people may say that non verbal communication is the emotional way of putting across our point even if we do not mean to act in a certain way.

Forms of non verbal communication will include:-

Facial expressions

The tone and pitch of your voice

Gestures that you might make when communicating with someone

Eye contact – are you looking at the person you are speaking to

Giving someone personal space i.e. not getting too close to them when speaking

The way you carry yourself or your demeanour when communicating can convey a different message to the one you were trying to get across

Learning more about non-verbal communication can help you become more effective when communicating with someone.

### **HELPFUL TASK**

**OBSERVE A GROUP OF PEOPLE ENGAGED IN CONVERSATION WHEN YOU ARE OUT SHOPPING, TRY TO ESTABLISH WHAT TYPES OF NON-VERBAL COMMUNICATION WHICH IS HAPPENING BETWEEN THEM.**

## Listening Skills

Obviously being able to communicate with someone verbally is very important but you must also be able to learn the art of listening as if you do not listen correctly, the client could end up with a completely different nail service to the one they asked for! It is interesting to note that we spend a lot of our time listening and within a figure of spending 70% communicating, 45% is spent listening compared to 30% speaking, 16% reading and 9% writing (*Adler, R. et al 2001*).

Active listening is very important and you must be prepared to listen to what people are saying rather than to pre-empt what you think they will say! When preparing to do a consultation with a client you need to consider the following points:-

You must be prepared to listen. This may sound strange but if you are not fully ready to listen you could easily miss an important point the client is trying to make.

Concentrate on what the client is saying do not be tempted to try and rush them or put ideas in their heads, you could always make suggestions after they have told you what they require.

Always carry out the consultation with in privacy and with no distractions. Some therapists carry out the consultation in the same room as where the Reflexology treatment will take place, and some will carry out the consultation in a separate room – either is suitable for Reflexology.

Ineffective listening and barriers to listening - We have all no doubt been in situations where you feel that you are not being listened to or that someone is disinterested in what you have to say. Think about when that has happened to you and how it made you feel. There are different situations which can arise and create barriers to effective communication and listening and these include:

Using jargon or technical terms which the client may not understand.

Someone showing a lack of interest in what the other person is saying.

Differences in viewpoint between the people having the conversation.

Physical disabilities such as hearing problems or speech difficulties.

Having language differences and not understanding an unfamiliar accent.

Cultural differences.



## Dealing with customer complaints/dissatisfied with service

From time to time you will have to deal with clients who either complain about a service or who are unhappy with the service they have received. Happily it is a rare occurrence but you will need to know how to deal with a dissatisfied customer should it ever arise.

As mentioned previously, people are more likely to tell people when they have received bad service or a bad treatment and it does not take long for “word to go round” so how you deal with the client at the time of their complaint will go a long way towards damage limitation.

Things to think about when dealing with a customer complaint:-

Be quick to react - once you have received a complaint from a customer ensure that it is dealt with as soon as possible by either calling the manager or taking the details of the complaint.

Taking notes of the complaint – don't be tempted to interrupt the client or try and put what you think happened, they need to get things off their chest so note down everything that they say and be ready to ask them to elaborate on certain points for clarification if this is needed.

Apologise – regardless of whether you think the client has a right to complain or not, always apologise and thank them for bringing the matter to your attention. This will show that you empathise with the client and may help to calm the situation.

Be composed and stay calm when dealing with a complaint – if you have a client who is shouting at you and making you feel embarrassed in front of the rest of the salon it is sometimes hard to keep your composure, but if you say something in the heat of the moment you may regret it later on. If needed take some time out to calm yourself down. The client could be taken to another part of the salon or separate room if you have one.

Try to stay positive – try to focus on the positive and how you can turn this negative situation into a positive one for you and the salon.

Think about the business – although you are dealing with a client who is upset, it could lead to a positive outcome in the long run and help to deal with future clients. Sometimes you are not always aware of a particular situation or incident happening until it is brought to your attention.

Communicate back to the client – if the client's complaint cannot be dealt with straightaway, ensure that you advise the client what action you will take and by when and ensure that you stick to it, otherwise it could end up causing the client to complain further!

Take ownership of the complaint – until the client is either referred to your manager or it is resolved to their satisfaction, the complaint is your responsibility and you need to take ownership of it.

Ensure that lessons are learnt – only by analysing the reasons why the client had reason to complain. It may be of benefit also to alert other members of staff to the complaint just in case the same scenario arose again in the future. Feedback could also be gained from the staff involved to ascertain if any further training/mentoring may also be required.

Unable to resolve the complaint – if you find yourself in the unfortunate position of not being able to resolve the client's complaint within the salon, you may find that you will have to contact a third party such as a legal adviser in order to give you advice. If a client threatens to sue, it is good practice to advise your insurance company of a potential claim that may be made against you.

Dealing with internal staff disputes/disagreements

If you work for yourself, then you should find yourself able to manage your time and work effectively and without the need for staff disagreements. However if you work within another centre or salon, or if you were to employ staff, you will find that there are times when members of staff have disagreements or may find it difficult to work together. You will have to make sure that you are able to deal with things fairly. If you can see that there is a potential conflict occurring between members of staff it is best to deal with it swiftly.

Call the members of staff into your office have another impartial senior colleague or manager with you. Explain to them that you have called them into your office there appears to be some animosity between them. Give both parties an equal amount of time to put their point across making notes as necessary. Ensure that you are not drawn in to taking sides and that you remain impartial.

After they have both put their points of view across advise them that you will be looking into the matter and then reschedule another meeting with them both, perhaps individually just to make sure that you have the full story and that there is nothing they have kept from you whilst in the previous meeting.

Invariably you will need to keep an eye on the members of staff involved and if necessary make sure that they do not work together for a while to see if tensions ease. Most disputes are normally over something small or petty, but without careful management these situations can escalate into a much bigger issue to deal with.

### Formal Task 3:Details

In the form of presentation, complete the following tasks:

#### TASK A

You are to put together a presentation of no more than 5 slides/or pictures explaining what good and bad communication is and to give examples. This can be produced using any software programme (i.e. PowerPoint or Word).

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## Unit 5: Contraindications and Contra-actions

### CONTRAINDICATIONS

Although reflexology is a gentle treatment, it is still essential to carry out a full consultation, not only to check the client's health but also their mental wellbeing. There is now legislation which states that Reflexologists cannot claim to be able to help relieve a client's ailments but that Reflexology can help to bring about a sense of health and wellbeing.

In order to gain a deeper understanding of what ailments you can and cannot treat when giving a Reflexology treatment, we need to look at the contraindications (why a treatment should not go ahead or needs to be adapted) and the contra-actions (which may arise after a Reflexology treatment has been carried out).

Contraindications are classified in their severity to the treatment:

**Absolute**, meaning that a Reflexology treatment should not go ahead without referring the client to their GP to ensure that the treatment should go ahead

\* *below indicates an absolute contraindication*

A **relative contraindication** is where the Reflexologist may need to exercise caution when giving a Reflexology treatment (such as in a localised skin infection or bruising in one area).

In the situation of an absolute condition arising as stated above, GP referral **MUST ALWAYS** be gained first:

Cuts and bruises (avoid the area)

Low/high blood pressure. \*

Migraine (not to be conducted during migraine)

Thrombosis \*

Skin infection \*

Diabetes \*

High temperature (do not carry out treatment while temperature is high)

Infectious diseases \*

Intoxication \* (do not carry out treatment during intoxication)

Recent accident or surgery \*

Heart disorders \*

Dysfunction of the nervous system \*

Cancer \*

Undiagnosed lumps \*

Varicose veins (avoid area)

Internal bleeding \*

AIDS \* (do not ever carry out treatment if the skin is broken)

Arthritis \*

Mental instability\*  
After a heavy meal

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## Deformities of the feet

<i>Bunions</i>	Prominence on head of metatarsal bone at its junction with the big toe and the cause can either be hereditary or lifestyle.
<i>Claw foot</i>	Instep of the foot is extremely high and looks like a claw and could be caused by an imbalance such as polio.
<i>Club foot/mallet toe</i>	Means limping due to a congenital deformity.
<i>Flat feet</i>	This is where the arches of the feet have fallen and is often hereditary.
<i>Hammer toe</i>	This normally occurs when medial joints bend normally the second toe. The toe will rise above another toe, lays above other toe and curls over.
<i>Pigeon toed</i>	The foot is displaced and points inwards.
<i>Rigid toe</i>	The big toe phalange fuses with metatarsal bone making an unnatural stiffness which can lead onto osteo arthritis or rheumatoid arthritis.
<i>Toes point out</i>	The foot and sole will also be twisted out.

## Conditions of the bone and skin

<i>Arthritis/gout</i>	Bone and joint disorder of the foot (gout) and where there is excess uric acid in the body.
<i>Callus</i>	This is where the skin will grow thicker for protection after repeated friction, normally on the ball of the foot or the big toe.
<i>Corns</i>	This will develop as a means of protection.

## Infections of the feet (THESE REQUIRE GP REFERRAL BEFORE BEING ABLE TO TREAT)

<i>Athletes Foot</i>	A fungal infection of the feet where warm/moist conditions stimulate fungus to multiply. It is contagious.
<i>Plantar warts</i>	A viral infection appearing as an elevated area of skin with black dots.

## Toenail problems

<i>Ingrowing toenail</i>	Normally will affect the big toe where the nail will grow inwards and down the skin causing inflammation.
<i>Thickened toenail</i>	Is normally caused by friction or damage to the nail bed
<i>Involuted toenail</i>	Normally affects the second toe and occurs when the normal curve of the nail is exaggerated.
<i>Fungal infections of the nail</i>	Fungus penetrates the nail causing it to thicken and the colour and texture of the nail will be affected.

## Heel problems

<i>Heel fissure</i>	This is when the edge of the heel splits, usually due to dry skin.
<i>Heel spurs</i>	This causes inflammation and pain and is caused by being overweight.



Further consideration should be given to the following:

Allergies; special care should be taken when choosing oils.

Medication; certain medications may inhibit a client's response making it difficult to give feedback.

Pregnancy is not a contra-indication but special care should be taken to ensure the client is comfortable. Also beware that the client may become dizzy so extra should be taken with finishing the treatment. Reflexology (along with all complementary therapies) are not advisable within the first trimester and also if there is a history of miscarriage (without GP referral).

## CONTRA-ACTIONS

We have looked at what can prevent a Reflexology treatment from going ahead, so we now need to look at what may arise after a Reflexology treatment. As the purpose of Reflexology is to bring about equilibrium and balance within a client, this can cause a number of reactions, during and after the treatment. Patients may experience adverse reactions after the first treatment or during a course of treatments. In the first instance, it is important to advise the new patient that they may feel slightly unwell or "off colour" or nauseous, faint or weak for a day or two. Although this may sound unpleasant, it means that the treatment is effective for us/ patients and is having a positive effect.

This is due to what we call the 'healing crises' (although some therapists now refer to this as the healing process as 'crisis' can bring about a negative connotation for a client. A healing crisis confirms that the body now has the strength to deal with its problems. As the treatment activates the body's healing powers the accumulated products and toxins, which may have laid dormant in the body for some time, are released into the bloodstream and excreted. A healing crisis is therefore nothing more than a cleansing process.

When a client experiences the 'healing crisis', they could find that they experience many different symptoms. Some of these symptoms could be mild or severe and could last from an hour after the treatment to several days or weeks after the initial treatment. Initially the client may feel worse, and therefore believe that the treatment has not worked for them, but ironically these reactions are signs that the treatment has worked and that the body is going through the process of cleansing itself of impurities, toxins and imbalance

There are a wide variety of reactions that may manifest during a healing crisis. The most common are:

Increased joint or muscle pain

Diarrhoea

Extreme fatigue and/or its opposite, restlessness

Cramps

Headache (believed to be caused by build-up of toxins in the blood)

Aches and pains

Arthritic flair up

Insomnia

Nausea

Sinus congestion

Fever (usually low grade) and/or chills

Frequent urination and/or urinary tract discharges

Drop in blood pressure

Skin eruptions, including: boils, hives, and rashes

Cold or flu-like symptoms

Strong emotions: anger, despair, sadness, fear, etc

Suppressed memories arise

Anxiety

Mood swings

New phobias develop

Put succinctly, the healing crisis is the result of all of the body systems working to eliminate

waste products through all elimination channels, setting the stage for regeneration. The end result is that old tissues are replaced with new tissues.

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### Formal Task 4:Details

In the form of an essay, you are required to explain in detail the consultation process to include:

How you would carry out the consultation with the client and the types of questions you would ask and the reasons why.

Outline what contraindications that you could be presented with, how you would identify them and what procedure should be followed if contraindications have been identified (outline at least 5 contraindications)

Explain to the client what reactions could take place following a Reflexology treatment but also outline how these could be of benefit to the client.

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## **Unit 6: Basic First Aid for Reflexologists**

### **BASIC FIRST AID FOR REFLEXOLOGISTS**

Most therapists will obtain a first aid qualification and the purpose of this unit is to give a detailed outline of First Aid so you can act in an emergency situation whilst working within your own limits.

### **FIRST AID REQUIREMENTS WITHIN THE WORKPLACE**

It is important to note that changes to first aid regulations came into effect on 1<sup>st</sup> October 2013. One of the major changes is the removal of the Health & Safety Executive's requirement to approve first aid providers thus making it easier for workplaces to choose a First Aid course which is right for the business after assessing their needs.

#### **Identifying your First Aid Needs**

Every workplace will be different in terms of the type of work it undertakes, the risks involved and the number of employees or visitors who could be harmed. There are many different aspects to take into account when consider your first aid requirements including:-

The nature of the work undertaken by the workplace including hazards and risks

The number of people employed at the site

The number of inexperienced workers

Employees with disabilities or particular health problems

Employees with the characteristics of groups at higher risk from health conditions

Previous accidents or records of ill health

Recurring injuries or illnesses

Employees who travel a lot, work remotely or alone – this would apply to Reflexologists if you were self employed and working from premises on your own.

Employee shift patterns or out of hours work

The layout of the workplace (eg. are the premises spread over a large area or split over several floors?)

The proximity of the workplace to emergency services

First aider absences (eg. through sickness or annual leave) and provision of cover

Access to your site by non-employees (eg. visiting members of the public).

As you can see there are a lot of things to take into account when deciding your first aid requirements.

After taking the above questions into account, you need to then give consideration what you (as an employer or sole trader) need to do in order to carry out your first aid legal obligations. In order

to comply with current legislation, any workplace needs to ensure that the risk of injury and harm coming to any employee or member of the public is minimised or removed altogether.

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As a minimum, any workplace should have the following first aid provision:-

a suitably stocked first aid kit;  
an appointed person to take charge of first aid arrangements;  
information for employees about their first aid arrangements.

#### First Aid kit

One of the most common questions regarding first aid is what should be kept in the first aid box. Listed below is what should, and more importantly, should not be kept in a first aid box:-

plasters – in a variety of different shapes and sizes and also make sure that you have fabric and non-fabric ones as some people are allergic to fabric plasters;

small, medium and large sterile gauze dressings;

two sterile eye dressings;

eye wash;

triangular bandages;

crepe rolled bandages;

safety pins;

disposable sterile gloves;

tweezers;

scissors;

alcohol-free cleansing wipes;

sticky tape;

thermometer (preferably a digital one);

#### Aspirin

You will normally find that most workplaces do not keep medicines (apart from Aspirin) in a first aid box. You would not know if a person was allergic to the ingredients and so you would be best to refer them to their doctor as you are not medically qualified.



## First Aid training

As we have established, the amount of first aid trainers on your work premises will depend on the size and type of your organisation. If you are a self employed Reflexologist, the chances are you will mainly be working on your own and so it would be a good idea if you obtain first aid training but let us have a look at the different types of first aid training which are available:-

### *Emergency First Aid at Work training*

The above training is normally a one day course and is aimed at people working in smaller, low risk work environments. What you would normally learn on this course is:-

the role of the first aider and what they are expected to do in their day to day duties including Health & Safety (First Aid) Regulations;

how to manage an emergency situation;

how to communicate effectively with both a casualty and bystanders;

how to deal with bleeding (both minor and severe);

how to deal with burns;

how to deal with choking (this type of course would only deal with adult choking);

how to deal with someone who faints (putting them into the recovery position);

resuscitation (this course only deals with resuscitation of an adult);

how to deal with a person having a seizure (this course only deals with adult seizures);

how to deal with someone who has gone into shock;

how to deal with someone who is unconscious.

As you can see, there is a lot which is covered in one day, but this would be the basic course you would need to attend in order to be confident of dealing with someone who should fall ill whilst completing a Reflexology treatment.

When you obtain an Emergency First Aid at Work certificate, it would then be valid for 3 years from the date it is issued (although it is recommended to attend a refresher course after a year).

## *First Aid*

The above course is a much more intensive course and lasts for 3 days. It is aimed at providing the practical skills required to become a confident first aider at work. It will ensure that you meet the standards required to comply with Health and Safety (First Aid) Regulations. On this course you would learn:-

the role of the first aider and what they are expected to do in their day to day duties including Health & Safety (First Aid) Regulations;

how to manage an emergency situation;

how to communicate effectively with both a casualty and bystanders;

how to deal with someone having an asthma attack;

how to deal with bleeding (both minor and severe);

how to deal with bone, muscle and joint injuries;

how to deal with burns;

how to deal with someone suspected of having chest pains (including heart attack);

how to deal with choking (this type of course would only deal with adult choking);

how to deal with eye injuries;

how to deal with someone who faints (putting them into the recovery position);

how to deal with a head injury;

how to deal with someone who has low blood sugar (or is diabetic);

how to deal with someone who has been poisoned;

resuscitation (this course only deals with resuscitation of an adult);

how to deal with a person having a seizure (this course only deals with adult seizures);

how to deal with someone who has had a severe allergic reaction (such as to nuts);

how to deal with someone who has gone into shock;

how to deal with a spinal injury;

how to deal with someone who has had a suspected stroke;

how to deal with someone who is unconscious.

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## Common accidents and emergencies

The purpose of this part of the course is to give you a solid overview of how to deal with common first aid accidents and emergencies.

### *Anaphylaxis (or anaphylactic shock)*

What is it:- Anaphylaxis is a severe allergic reaction that can occur within a matter of seconds or minutes (such as to a bee sting or eating nuts when allergic).

Symptoms:-

generalised flushing of the skin;  
nettle rash (hives) anywhere on the body;  
sense of impending doom;  
swelling of throat and mouth;  
difficulty in swallowing or speaking;  
alterations in heart rate;  
severe asthma;  
abdominal pain, nausea and vomiting;  
sudden feeling of weakness (drop in blood pressure);  
collapse and unconsciousness.

What happens to the casualty:- the casualty may find it difficult to breathe as their tongue and throat may well and obstruct their airway.

What should you do:- if you suspect a casualty is having an anaphylactic shock, you need to call 999 for an ambulance. Try and find out if the casualty is carrying any medication as some people who know they have an allergy may carry an adrenaline injector (which is a pre-loaded syringe). As a first aider you may want to help the casualty to administer the medicine (you normally would have to be trained to do this) or hand the medication to the casualty to administer themselves.

Try and make the casualty as comfortable as possible and if they are conscious, they try and get them to sit upright as this will help them if their tongue and throat are swollen.

## *Burns and scalds*

What causes a burn or scald:-

a burn is caused by a source of dry heat such as an iron or a fire; whereas

a scald is caused by a source of wet heat such as hot water from a kettle or steam.

It should be noted that both burns and scalds will be treated in exactly the same way.

Symptoms:-

The symptoms of burns will depend on how serious the burn is that the casualty has sustained. You could find that the casualty may be in more pain with a minor burn than with a major burn but the main symptoms of a burn will be:-

- red skin
- peeling skin
- blisters
- swelling
- white or charred skin

What happens to the casualty:-

Burns assessed by how seriously the casualty's skin is damaged and there are four main types of burn which will each have a difference appearance and present with different symptoms (detailed below):-

### *Superficial epidermal burns*

These types of burns are where the epidermis is damaged. You will find that the casualty's skin will be red, slightly swollen and painful to the touch, the skin may also be blistered.

### *Superficial dermal burns*

These types of burns are where the epidermis and part of the dermis are damaged. The casualty's skin will be pale pink and painful and there may be small blisters appear.

### *Deep dermal or partial thickness burns*

These type of burns are where damage occurs to the epidermis and dermis are damaged. The casualty's skin will turn red and blotchy and the skin may also be dry or moist, become swollen and blistered. It may also be quite painful (or indeed painless) to the casualty.

### *Full thickness burns*

This is the most severe type of burn and is where all three layers of the skin are damaged. In this type of burn, the skin is often burnt away and the tissue underneath may appear pale or blackened and the remaining skin will be dry and white, brown or black with no blisters.

What you should do:-

### *Burns/Scalds*

It is important to cool the burn as quickly as possible with cold (although ensure it is not ice-cold) running water for a minimum of 10 minutes or until the pain subsides.

Call 999 if you feel you need to seek medical help or it is an emergency.

Try and remove any clothing or jewellery that could be restricting the casualty (unless it is attached to the burnt skin).

Keep the casualty warm with a blanket or layers of clothing (ensure these do not touch the injured area) as this will help to prevent hypothermia.

Cover the burn lengthways with cling film (cut into strips) or a clear plastic bag. If you find that the casualty has a burn on their hand or foot and no cling film or plastic bag is available, you could use a sterile dressing (ensure it does not have any cotton wool-type material) to place over the wound to prevent infection (although do not wrap it around the burn as this could lead to further injury).

If the burn was to the casualty's leg or arm, you could raise the limb in order to prevent swelling (as the blood would drain away).

### *Chemical burns*

If a casualty has suffered chemical burns, ensure you wear protective gloves and remove any clothing from the casualty that has been affected by the chemical (although ensure you give the same consideration if any of the clothing is attached to the skin). Brush chemical off skin if it is a powder and then rinse with cold running water for a minimum of 20 minutes. Try and find out what type of chemical it is but do not put yourself in any danger. Ensure you are wearing protective clothing yourself at all times when dealing with the casualty.

Call 999 and arrange for immediate medical attention.

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## Shock

What is it:- shock is a life threatening position and needs immediate medical treatment. Shock causes the vital organs such as the brain and heart to be deprived of oxygen due to a problem affecting the circulatory system.

What causes shock:-shock will occur as a result of trauma (such as after an accident) and one of the most common causes of shock is through blood loss, heatstroke or an allergic reaction.

Symptoms of shock:-

the casualty will have a pale face;

the casualty will have cold, clammy skin and their lips may appear bluish in colour;

the casualty will have fast, shallow breathing;

the casualty may have a rapid but weak pulse;

the casualty may keep yawning or sighing;

the casualty could appear weak with vacant eyes;

in extreme cases the casualty may lose consciousness.

What you should do:-

you should call for an ambulance straightaway, if you are unable to do this then make sure a bystander has done so;

lie the casualty down but be extremely gentle and support them whilst doing this as any sudden movements could injure a person;

if the casualty has no other injuries and they are not in obvious pain, place his or her legs on a pillow or your lap to elevate them about 12 inches above their head (as this will begin to aid the blood flow back to their brain);

do not move the casualty from the site of an accident unless it is dangerous;

ensure that you keep the casualty flat and still after they have lay down and keep reassuring them;

monitor them and if they are not breathing (after you have checked for this in the normal way by placing the side of your face close to their mouth) then perform CPR (chest compressions or with rescue breaths until help arrives);

do not give the casualty any food or water;

monitor the casualty for any vomit or blood from their mouth and if you do observe this, put them onto their side and then support them with pillows, blankets or anything you have;

treat the casualty for other injuries (especially those relating to blood loss) as this could have potentially brought on the episode of shock.

## Dealing with emergency situations - Dr ABC

If you are first aid trained then you will learn how to deal with emergency situations and the way in which you should do this. If you decide not to become first aid trained, then there is an acronym which you could use in order to determine how to handle an emergency first aid situation:-

D is for DANGER – you will need to ensure that you carry out a risk assessment of the area before you carry out any first aid. You need to think about your own safety and the potential to cause further harm to the casualty.

R is for RESPONSE – this means you need to ascertain if the casualty is conscious in order to determine what you should do next. You can ask them to answer simple questions such as “can you tell me your name” and if they do not respond verbally then you could give them a command to perform such as “can you open your eyes”.

S is for SHOUT FOR HELP – you will need the help of other people in an emergency situation either to call an ambulance or to get the first aid kit. If there is no-one close by, call an ambulance if required or get help before returning to the casualty.

A is for AIRWAY – you need to check to see if the casualty’s airway is open. As outlined before, you should kneel close to the casualty and put your ear to their mouth to see if you can feel their breath on your face. If you can, then you should put the casualty into the recovery position and tilt their head back and lift their chin to open the airway.

B is for BREATHING – if you have established that the casualty is breathing, then can be placed in the recovery position, if not then you need to carry out CPR (either chest compressions or with rescue breaths).

C is for CIRCULATION – look and gently tap all down the casualty for signs of any bleeding (they may not always be obvious). If bleeding is found, then apply pressure (as outlined in the bleeding section of this course) and raise the affected limb above heart level. As outlined in the shock section, the most common cause of shock is blood loss and so you need to minimise this. Ensure that you do also monitor the casualty for signs of shock and act accordingly.

## Summary

The purpose of this part of the course is to aid you when working as a Reflexologist if you were to be presented with a first aid emergency scenario. Hopefully you will never have to deal with any of the scenarios outlined, but it is also worth noting that having first aid skills can help in other areas of your life with your own family and friends. As stated, there is no compensation for having practical first aid skills, but if you can save one life by performing first aid, then training and knowledge will be worth it. It is shocking to think how many lives could have been saved if people were trained in first aid.

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### Formal Task 5:Details

You are taking part in a first aid training day and have given 3 different possible first aid emergency scenarios below. What you need to do is to come up with an action plan for each scenario including how you would assess the situation, how to call for help and how you would treat the casualty:

Scenario 1:- you are having your lunch in the staff canteen and you suddenly hear a loud scream and dash to the kitchen to find one of your colleagues has tripped and spilt scolding hot soup all over them – what do you do?

Scenario 2:- the window cleaner is cleaning your first story windows and falls from his ladder, he has fallen badly with the ladder on top of him – what do you do?

Scenario 3:- you are shopping in the supermarket and the man in front of you in the queue suddenly faints and does not appear to be breathing – what do you do?

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## **Unit 7: Benefits of Reflexology**

### **REFLEXOLOGY FOR EVERYONE**

Reflexology is a complementary therapy treatment which can be of great benefit to everyone. From young to old, fit people to sick people, its benefits are wide-ranging. As we have established, Reflexology is most effective when carried out on the feet which negates the need for people to totally undress as you would if you were having a full massage treatment. As Reflexology also stimulates all of the body's systems, you will be treating the person as a whole and not just the symptoms which they are suffering.

As stated previously, under new legislation, Reflexologists are no longer allowed to state that Reflexology could help alleviate symptoms of a certain illness but that it can help to bring about a feeling of health and wellbeing (which in turn will alleviate a client's symptoms). There are many different ailments or conditions which could benefit from a Reflexology treatment some of which are outlined below:-

Brings the body into balance

Balance is vital for a healthy body, mind and spirit. To maintain a state of homeostasis (which has been explained earlier) the body needs to run smoothly. When energy is blocked within the body it is thrown off balance. Reflexology is vital to sustain balance in every gland, organ, muscle, tissue and cell in the body, leaving all the systems of the body functioning fully, and in their natural equilibrium.

Babies and children

Even though babies' feet are so small, Reflexology can still be used and be effective. When giving Reflexology to a baby, you would do this by the synergistic Reflexology method whereby two identical hand and foot reflexes are used together using feather- light stroking motions. Reflexology can help to calm a distressed baby or to help with colic. For toddlers and children, the Vertical Reflex Therapy (VRT) whereby they would stand and Reflexology is given to the tops of their feet or in a seated position to their hands by a weight-bearing motion. This could be helpful to children in terms of asthma or if they have behavioural issues. They could even administer self-help Reflexology to themselves.

Cancer

If you look at the section on contraindications, you will find that it states that cancer is an absolute contraindication and that GP authority must be sought. Whilst this is true, the benefits of Reflexology for cancer patients cannot be ruled out. Some studies have looked at using Reflexology to help with cancer symptoms such as pain, sickness and anxiety. There have been some studies carried out into this and whilst results from these studies are mixed, and most involved small numbers of patients, it is clear that Reflexology (or indeed the therapist giving Reflexology) is systematic in helping to ease the client's stress or worries about cancer. If you do



have cancer and wish to receive Reflexology (after GP's referral) then it is advisable to visit a Reflexologist who is trained in treating people with cancer.

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## Circulation improvement

All of the body's systems need good blood circulation in order to function well. The blood carries nutrients and oxygen to the cells and removes waste products and toxins. Stress and tension tighten up the cardiovascular system and restricts blood flow, causing it to become sluggish. This results in the tissues becoming oxygen-deprived; the energy in the body becomes depleted, making all body systems suffer. Reflexology keeps the body's circulation flowing smoothly, which rejuvenates tired tissues.

## Detoxify and cleanse

The purpose of detoxifying and cleansing is to rid the body of waste and toxins as this is extremely important to your health. When the lymphatic, urinary or intestinal systems become blocked due to a build up of toxins and waste, the energy in the body stagnates. The symptoms you may have include feeling bloated, lethargic or even sick. Reflexology can release these blockages, helping your body to "let go" and eliminate toxins and waste, cleansing the body of all impurities. This will encourage the body to naturally restore its own healthy balance.

## Elderly people

There are many different ailments which can be helped by Reflexology in elderly people including Alzheimer's disease which can be helped by providing a non-verbal form of communication which can help the sufferer ease their symptoms. It can also help with arthritis with regular treatments as it can help to reduce stiffness in joints and thus bring about more mobility. Reflexology has also been used for stroke victims as it can help them to regain the use of affected limbs.

## Fertility problems

Reflexology is becoming more and more popular amongst people who are trying to conceive. A woman may seek the help of her Reflexologist in order to help stimulate her reproductive system (or that of her partner) in order to help them conceive naturally. Although you may find that there is no scientific proof to back up these claims, there have been plenty of babies born after their parents have sought to receive Reflexology, you do have to start questioning that there must be some truth in the claims. Reflexology has the unique ability to balance and treat areas of the body where abnormalities/deficiencies have occurred that are not obvious on routine questioning and medical examination. Women trying to conceive should not make the mistake of thinking that a couple of trips to a Reflexologist will result in them having a baby, but regular treatments along with a change in diet and lifestyle (reducing stress being a factor) can only help the conception process.

## Muscle Relaxation

All of us from time to time will suffer with muscle aches or tension. Many factors can cause muscle tension, from too much time sitting in one position, to lifting heavy objects, working out with weights or emotional problems are just a few. Whatever has caused your muscle tension, when muscles are tense, the energy in our body is thrown out of balance. The nerve pathways which connect muscles to the rest of the body become congested. This can result in pain, fatigue, irritability or even more stress. The way in which Reflexology benefits these issues is to stimulate nerve endings in the feet to release the energy, relax muscles and restore physical harmony.

## Palliative care

There is rarely a more stressful time in life than when a person is affected by a terminal illness, for both the sufferer and his or her friends and relatives. Reflexology, as we know, has not been confirmed by scientific evidence and thus you cannot state that you could help to alleviate someone's symptoms, but this does not stop it from being commonly used as an effective part of palliative care. Treatments are not only beneficial to the person affected by the illness; they can also bring a sense of purpose to family members and carers who may feel more helpful at being able to offer some relief. It is also worth noting that reflexology would be advisable for those involved in the caring of the patient to allow periods of time for relaxation and the ability to cope more with the care and stress involved with caring for a sick loved one.

## People with disabilities

There is much research into the benefits of reflexology and many disabilities such as MS and although many benefits are noted there is no scientific evidence available. This does not stop many people seeking out reflexology on a regular basis as a part of their pain management.

## Pregnancy

As with cancer patients, it is advisable to seek a Reflexologist who is trained in treating pregnant women and it is normally best avoided during the first trimester, and especially if there is a history of miscarriage. If you have Reflexology during your pregnancy, it will help to improve your general well-being, will relax you and could help your body to adjust to the major hormonal changes which is happening. It can also help during the birthing process and a lot of women will receive Reflexology at certain points throughout their labour. Also post pregnancy Reflexology would still be of benefit as a women's hormones take a nose-dive and this can have an effect on the new mother's emotions and again Reflexology can help to calm a new mother and help to balance her hormones and energy levels.

## Stress

You would be hard pressed to find someone that does not have any stress in their lives. A little bit of stress can be good for you but prolonged stress is what can have a dangerous impact upon our health making the body less capable of fighting illness. Stress can manifest in many different ways such as making the person suffer from insomnia, migraines, digestive problems or fatigue, the root of many health problems can be linked to stress. Stress can be caused by our own hectic lifestyle, emotional, physical or environmental factors, it is almost completely unavoidable. Reflexology counteracts the effects of stress by promoting relaxation and bringing balance to the body.

As stress is at the root of a lot of health issues and problems, we will look at stress and the effect it has on the body in more detail.

### What is stress?

Stress is caused by two things. Firstly it is ourselves who determine whether situations will cause us anxiety, and, secondly, then it is how your body will react to this situation. This instinctive stress response to unexpected events is known as 'fight or flight'.

### Fight or flight

*You may have heard of fight or flight but what exactly is it?*

The fight or flight response was first noted by one of the early pioneers in stress research, Walter Cannon. In 1932 he established that when an organism experiences a shock or perceives a threat, it quickly releases hormones that help it to survive. That is similar to what happens to us as humans as when we feel under threat or are frightened, we will release adrenalin which can cause the heart palpitations, sweating and even light-headedness.

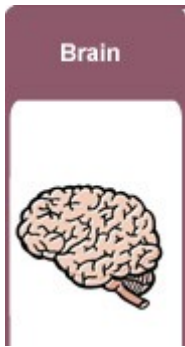
*So what happens to the body when it releases adrenaline?*

Adrenaline is produced due to the activation of nerves connected to the adrenal glands which trigger the secretion of adrenaline and thus increase the levels of adrenaline in the blood. This process happens relatively quickly, within two to three minutes of the stressful event being encountered. When the stressful situation ends, the nerve impulses to the adrenal glands are lowered, meaning that the adrenal glands stop producing adrenaline. This is why we can be left feeling very tired and worn out after a stressful situation as adrenaline helps us to perform better and stronger ready for the attack (or equally to run away depending upon the fight or flight response) and so when the situation has diminished and the adrenaline is no longer running, we can feel lethargic as though you have run a marathon.

Look at the below diagram taken from the *stress.org.uk* website which demonstrates the different elements of stress and how it can affect you

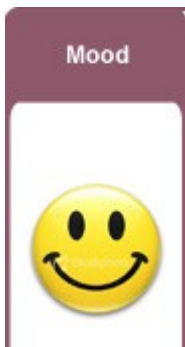
How stress could affect your life

Effects of stress on bodily functions.



Normal (relaxed) blood supply normal Under pressure blood supply up Acute pressure thinks more clearly

Chronic pressure (stress) headaches or migraines, tremors and nervous tics



Normal (relaxed)  
happy

Under pressure  
serious

Acute pressure

increased concentration Chronic pressure (stress) anxiety, loss of sense of humour



Normal (relaxed)  
normal  
Under pressure  
reduced  
Acute pressure  
reduced  
Chronic pressure (stress)  
dry mouth, lump in throat



Normal (relaxed) blood supply normal Under pressure blood supply up Acute pressure improved performance Chronic pressure (stress) muscular tension and pain



Heart

**Normal (relaxed)**

normal rate and blood pressure

**Under pressure**

increased rate and blood pressure

**Acute pressure**

improved performance **Chronic pressure (stress)** hypertension and chest pains

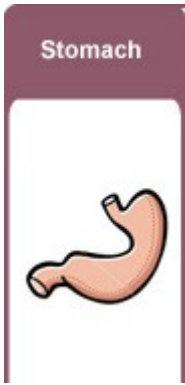


Lungs

**Normal (relaxed)** normal respiration **Under pressure** increased respiration rate **Acute pressure** improved performance

**Chronic pressure (stress)**

coughs and asthma



**Normal (relaxed)**

normal blood supply and acid secretion

**Under pressure**

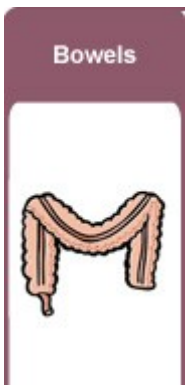
reduced blood supply and increased acid secretion

**Acute pressure**

reduced blood supply reduces digestion

**Chronic pressure (stress)**

ulcers due to heartburn & indigestion



**Normal (relaxed)**

normal blood supply and bowel activity

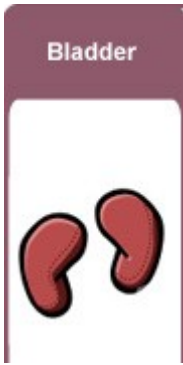
**Under pressure**

reduced blood supply and increased bowel activity

**Acute pressure**

reduced blood supply reduces digestion **Chronic pressure (stress)** abdominal pain and diarrhoea





Normal (relaxed)

normal

**Under pressure** frequent urination **Acute pressure**

frequent urination due to increased nervous stimulation

**Chronic pressure (stress)** frequent urination, prostatic symptoms



Normal (relaxed)

(male) normal. (female) normal periods etc

**Under pressure**

(m) impotence (decreased blood supply) (f) irregular periods

**Acute pressure**

decreased blood supply

**Chronic pressure (stress)**

impotence. (f) menstrual disorders



Normal (relaxed)

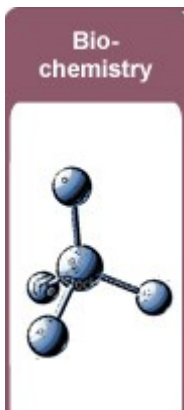
healthy

Under pressure

decreased blood supply - dry skin

Acute pressure

decreased blood supply Chronic pressure (stress) dryness and rashes



Normal (relaxed)

normal: oxygen consumed, glucose and fats liberated.

Under pressure

oxygen consumption up, glucose and fats consumption up

Acute pressure

more energy immediately available

Chronic pressure (stress)

rapid tiredness

## Life's stresses

Take a look at the chart below, keeping a total of the points relevant to your current life.

Stress	Points Awarded
Death of a partner or lover	100
Divorce	73
Giving up hard drugs	71
Marital separation or end of a long-standing relationship	63
Prison sentence	63
Death of close family member	63
Personal accident or illness	53
Marriage	50
Being dismissed or redundant from work	50
Reconciliation with husband or lover	45
Retirement	45
Change in state of health of one of the family for better or worse	44
Pregnancy	44
Giving up cigarettes	40
Sexual difficulties	39
Birth of a baby in immediate family	39
Changes at work	39
Changes in financial state for better or worse	38
Death of a close friend	37
Changes to a different type of work (promotion, new job)	36

Points Awarded  
Stress

Points Awarded

Change in number of arguments with lover or husband	35
Pre-menstrual tension	35
Taking out a mortgage or loan over £20,000	30
Change in responsibility at work	29
Jet lag	29
Children leaving home or school	29
Difficulties with in-laws	29
Outstanding personal achievement	28
Changing personal habits	24
Difficulties with superiors at work	23
Moving house	20
Change in social activity	18
Taking out a mortgage or loan	17
Change in sleeping habits	15
Change in eating habits	15
Seeing your family more or less than previously	15
Holidays	13
Christmas	12
Minor violations of law, e.g. driving offences	11

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Now add your scores together and compare with the results below:

150 or under - You are living in a safe and stable way and the likelihood of having an accident or becoming ill is less than average.

150-200 - Your likelihood of having an accident or becoming ill is 37% greater than usual.

200-300 - Your chances of having an accident or becoming ill are now 51% greater than usual. You should attempt to limit the degree of change to those areas of your life that are within your control.

300 or over – Your chances of having an accident or becoming ill are high, 79% or more.

Signs of stress

Headaches

Muscle fatigue

Sleeping problems

Unable to concentrate

Panic attacks

Lethargy

Irritability

Tearful

Sweaty palms

Butterfly stomach

Eating in a hurry

Unable to relax

Feelings of guilt

Loss of appetite

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## How Reflexology can help stress

Reflexology is a deeply relaxing treatment for both the body and mind and because it seeks to help all of the body's systems at once, it will help to restore your body's natural flow. Once feeling more relaxed and more in control of your own stress and with greater awareness of how stress affects you. The sense of calm that the treatment induces allows the mind and body time and space to recuperate. Symptoms may gradually start to ease, helping you to feel better, allowing you to cope better with everyday stresses. Reducing your stress levels with Reflexology may help to ease the symptoms you experience.

Once you are more in control of your stress, you should then be able to see a little bit clearer as to how you should address the changes to your lifestyle in order to reduce the impact of stress on your life, and having regular Reflexology treatments can also help with this.

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## Formal Task 6:

Please prepare your answers on what you would recommend for each client using Reflexology and other Complementary Therapies.

### Client 1

You are contacted by a pregnant lady (who is still in her first trimester) who would like to attend for a Reflexology treatment to help with the birth of her baby and to help the backache she is experiencing.

### Client 2

You are contacted by an office worker who is working over 60 hours a week and is suffering with bad neck and shoulder tensions.

### Client 3

You have been contacted by the daughter of a person who is terminally ill with bowel cancer who is seeking help for her mother to alleviate the sickness she is experiencing from conventional medical treatment.

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## **Unit 8: Health & Safety and Professional Code of Ethics for Reflexology**

When you become a Reflexologist, you will need to obtain Public Liability Insurance in order to be able to carry out treatments on the general public. You can just obtain Public Liability Insurance without being a member of a professional body, although if you want to be seen as a professional, it is a good idea to become a member of a professional body such as the Federation of Holistic Therapists, the Guild of Holistic Therapists or BABTAC. Each of these professional bodies will have their own set of Code of Ethics, although most of them will enforce the below main principles:

Treat all clients with respect and do not discriminate on age, gender, colour, race, religion or nationality.

Not to treat any client with a medical condition which is contraindicated unless you have sought GP referral.

Have outlined the treatment and what the client should expect to pay before any treatment takes place.

Never abuse the relationship between yourself and the client.

Ensure that you co-operate with other health professionals and be willing to refer the client to them if required.

Keep your personal life separate from your professional relationship with the client.

Be courteous at all times.

Never claim that Reflexology will help to cure a disorder or condition.

Never disclose confidential information regarding other clients.

Do not treat minors (anyone under the age of 16) without parent/guardian's consent and one of them being present during the treatment.

Do not give the client advice on any condition which you are not qualified to treat.

Ensure you have adequate Public Liability Insurance and belong to a professional body.

### **HELPFUL TASK**

**RESEARCH DIFFERENT PROFESSIONAL BODIES WHO COVER REFLEXOLOGY AND DECIDE WHICH ONE YOU WOULD LIKE TO JOIN AND THINK ABOUT YOUR REASONS FOR CHOOSING THEM**

You should always ensure that any conversation which happens between you and your client must be client-led. You will find that people come for Reflexology treatments for many different reasons; some may be lonely and want to talk whereas other clients will just want to be silent and enjoy the treatment.

## Preparing the work area for Reflexology

You should always ensure that your work area is a warm and welcoming space for the client to receive Reflexology. You should ensure that the lighting is dimmed and not too bright, the temperature is warm enough but not too hot or cold, and that there are adequate blankets and cushions to make the client comfortable during the Reflexology treatment.

It is vital that hygiene and cleanliness are prime considerations along with providing an excellent treatment for the client as you need to ensure that you are complying with legal requirements. These are laid down by the Health & Safety at Work Act 1974 and also by the local Environmental Health Office. You will find that business premises are inspected annually and so must conform to the hygiene requirements laid down. It is a good idea to contact your local Environmental Health Office to see if they have any specific requirements for your particular type of business premises.

You should ensure that you avoid cross infection at all times and by ensuring that you are thoroughly checking for contraindications, this is then possible by avoiding working on people who have obvious infections. Some clients may not be aware that they are carrying an infectious disease and so it is up to you as the therapist to ensure that high standards of hygiene are maintained at all times.

In order to ensure that cross infection is minimised, you should ensure that you carry out the following:-

Surfaces (such as floors, beds, worktops and trolleys) should be washed daily with antiseptic solution.

You should put out fresh towels for each client. If you use a couch roll, then this should be changed for each client also.

Make sure that you have a valid and up to date first aid kit.

All paper waste should be disposed of immediately into a covered container and disposed of at the end of the day. You should then ensure that you wipe the waste bins out with antiseptic solution.

Toilets and washbasins should be cleaned daily with appropriate chemicals.

You should ensure that any spillages are wiped up immediately.

Make sure any oil container or other containers which you may use are clean.

Do not smoke or allow clients to smoke near the treatment room.

Always make sure you wash your hands before and after giving a treatment and use antibacterial hand wash.

Do not eat in the treatment room or allow any other therapists to eat.

Wipe the Reflexology chair with antibacterial spray after each treatment.

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## Personal hygiene of the Reflexologist

Although it may sound very simple and common sense, you do need to ensure that your own personal hygiene is up to high standards as this will also help to avoid cross infection:

Take regular showers.

Use deodorant throughout the day if you feel the need to freshen up.

Clean your teeth twice a day and ensure that you have sugar free gum which you can chew (especially after eating lunch) to ensure fresh breath.

Have a supply of tissues in case of the need to blow your nose and obviously ensure that you never cough over your client. If you do have to cough or blow your nose, ensure you have used antibacterial gel or washed your hands before treating the client.

Avoid eating strong smelling foods before performing a Reflexology treatment.

Keep your fingernails short and free from nail polish.

Wear minimal make up and no jewellery (apart from a fob watch and a plain wedding band) to avoid scratching the client.

## Client hygiene

We have covered the hygiene of the Reflexologist, now we need to know what we expect our client's to do in terms of hygiene and thus reducing cross infection risks.

Ask the client if they can wash their feet before attending for a Reflexology treatment and also slippers or flip flops etc just in case they need to walk around in the middle of a treatment.

Provide hand washing facilities.

Avoid working over any obvious skin abrasions.

Try to avoid having a client breathe over you during a treatment and if they have a cold or a cough, then ensure there are plenty of tissues to hand which they can use and ensure they dispose of them correctly.

You may find it of benefit to have a dispenser outside of the room where a client has to use before entering the room (similar to what is in hospitals) again to help minimise cross infection risks.

## Health and Safety legislation

Listed below is relevant legislation. It is important that you have a sound understanding of health and safety legislation as it will underpin the Reflexology treatment you provide.

### Health & Safety at Work Act 1974

The Health & Safety at Work Act 1974 ensures that employers and employees maintain high standards of health and safety in the workplace.

If an employer has more than five employees, the workplace must have a health and safety policy, of which all staff must be aware.

Employers and employees have responsibilities under this Act. Employers must ensure that: the workplace does not pose a risk to the health and safety of employees and clients; all equipment is safe and regularly checked; there is a safe system for handling cash, e.g. when taking money to the bank; staff are aware of safety procedures in the workplace and have the necessary information, instruction and training.

Employees must ensure that:

following the health and safety policy;  
reading the hazards warning labels on all containers and following the advice given;  
reporting any potential hazards such as spillages to the relevant person in the workplace;  
ensuring that their work area is safe for clients and staff.

### The Health and Safety (First Aid) Regulations 1981

These regulations stipulate that there should be a first aid box containing: plasters, bandages, wound dressings, safety pins, eye pads and eye solution and cleaning wipes. You should not store any tablets (Paracetamol etc) in the first aid kit and they should not be given out. You may find it helpful to keep some Aspirin on site (in case of being required to thin the blood) but it should be kept in a locked cabinet and only to be given out under the authority of the salon manager or other nominated person in charge of health and safety within the workplace.

How many people should be first aid trained will depend upon the organisation itself although in a low risk workplace with between 0 and 25 employees – there should be at least one appointed first aid person, although you may want to have at least two employees who are first aid trained who can cover when the other is on holiday.

If an accident were to happen whilst on salon premises, you should ensure that the Accident Book (which should be kept with the first aid kit) is filled out by the person injured (if possible) and a copy kept filed to adhere with Data Protection Act principles.

## Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 1995

As mentioned, any minor accidents should be recorded within the Accident Book. If as a result of an accident an employee is off work for longer than 3 days, someone is seriously injured, has a type of occupational disease certified by a doctor, or even dies, a report should be sent to the Local Authority Environmental Health Department as soon as possible.

## The Employers Liability Act 1969

Employers must take out insurance policies in case of claims by employees for injury, disease or illness related to the workplace. A certificate must be displayed at work to show that the employer has the adequate insurance.

## The Local Government Act 1982

Bylaws are laws which are made by your local Council. Workplace bylaws are concerned with hygiene and as stated previously, different Local Authorities (Councils) will have different bylaws. You should always seek the advice of your local Environmental Health Officer in order to ascertain the latest and relevant bylaws.

## Performing Rights

Most Reflexologists will play music within their treatment room in order to help the client to relax during the treatment. Any music which is played in waiting or treatment rooms is considered to be a public performance. If you do play music you need to purchase a licence from Phonographic Performance Limited, who in turn collect performance fees and give the money to performers and record companies. It is not always something which Reflexologists will think about but if you do not purchase a license, legal action could be taken against you.

## The Data Protection Act 1998

The requirement of The Data Protection Act is to protect a client's privacy and information. Client information and any notes that you keep on them, should be locked away in a secure area such as a locked drawer or password-protected if they are on a computer. Do be aware that clients do have the right to see any personal data held on them. You should also make sure that you are only keeping records for sufficient time and are destroyed in a timely and secure way.

## The Consumer Protection Act 1987

This Act provides the customer with protection when they purchase goods or services (such as Reflexology). You must ensure that the products you use during a Reflexology treatment are safe to be used or if you sell any products as a retail product.

Before this Act was passed, if a client were to be injured using a product, then it would be up to the Reflexologist to prove that the manufacturer of the product had been negligent in order for damages to be paid. The purpose of this Act was to remove the need to prove negligence.

This Act also covers sellers who mislead clients regarding the price of goods, services or facilities.

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## The Electricity at Work Act 1989

As the name suggests, this Act is concerned with safety when using electricity. It is a requirement that any electrical equipment should be checked to ensure it is safe (also known as PAT testing) and should be carried out by a person who is qualified in PAT testing. The details need to be recorded in case of any legal action being taken.

## The Fire Precautions Act 1971

This Act states that all staff must be trained in fire and emergency evacuation procedure and the premises must have fire escapes. Also there should be fire fighting equipment which must be kept in good working order and visually checked at least once a week. Fire exit doors must be clearly marked and kept clear at all times. Smoke alarms should be fitted and regularly tested to ensure they are in good working order. All staff must be trained in fire drill procedures and these should also be displayed around the premises.

## Control of Substances Hazardous to Health (COSHH)

The purpose of COSHH regulations is to cover substances which could cause ill health. The hazardous substances which you use in Reflexology are essential oils, foot creams and foot soak. All containers which contain potentially harmful chemicals must be clearly labelled.

## Licensing requirements and local bylaws

In the UK there is currently no regulation for being a Reflexologist although you do still need your own public liability insurance in order to give Reflexology treatments on the general public. You will need to inform your Local Council if you are using your home as a business and also your home insurance may be affected as if a client were to be injured whilst in your home, you do need to make sure that you would be covered.

If you do treat any minor under the age of 16, you do need to get the permission of either the parent or guardian and it is best if they are present throughout the treatment.

## The Management of Health and Safety at Work Regulation 1999

This legislation requires employers to carry out risk assessments, make arrangements to implement necessary measures, appoint competent people and arrange for the appropriate information and training. It requires salons to set up codes of practice to carry out aspects of the Health and Safety whilst at work, such as:

- Risk assessments
- Keeping records
- Preventive measures
- Training



## Workplace (Health, Safety and Welfare) Regulations 1992

This particular legislation covers a wide range of basic health, safety and welfare issues such as ventilation, heating, lighting, workstations, seating and welfare facilities.

## Health and Safety (Display Screen Equipment) Regulations 1992

This covers the requirements for working with visual display units (VDUs).

## Personal Protective Equipment (PPE) Regulations 1992

This legislation requires employers to provide appropriate protective clothing and equipment for their employees.

## Provision and Use of Work Equipment Regulations 1998 (PUWER)

This ensures that the equipment provided for use at work, including machinery, is safe.

## Manual Handling Operations Regulations 1992

This legislation covers employees to work safely when moving objects by hand or bodily force.

## Health and Safety Information for Employees Regulation 1989

There is a requirement for employers to display a poster telling employees what they need to know about health and safety and whom the main point of contact is within the company and also who they would need to contact.

## Noises at Work Regulation 1998

This ensures that employers protect employees from hearing damage by giving adequate and necessary ear protection equipment.

## Gas Safety (Installation and Use) Regulations 1998

This legislation covers the safe installation, maintenance and use of gas systems and appliances in domestic and commercial premises.

## Environmental Protection Act 1990, Waste Regulations 1992 and Special Waste Regulations 1996

Clinical waste must be kept apart from the general waste and disposed of to a licensed incineration or landfill site by a licensed company.

## Trades Descriptions Act 1987

This Act prohibits the use of false descriptions. It is important to understand this, especially when repeating to customers the claims on certain products and the effectiveness of treatments.

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## Risk assessments

### What are risk assessments?

Risk assessments will vary depending upon the type of business you work in. Risk assessments are a way of ensuring all employees and visitors to your business premises are kept safe along with ensuring that you are complying with the law. The risks you really need to think about are the ones which are likely to cause harm for example spillages on the floor where someone could slip or trailing wires which someone could trip over. You must ensure that you do everything 'reasonably practical' in order to minimise risks within your workplace.

Put simply, a risk assessment is a careful examination of what, within your workplace, could potentially cause harm to either employees or visitors to your workplace. When you have assessed the risks, then you will be able to put an action plan in place in order to help to minimise them or, effectively, remove the risk.

Any illness or accident which occurs and could have been prevented is hard to deal with and can have far-reaching consequences for both your business and also the person who has been injured.

### Carrying out a risk assessment

There are normally 5 steps to a risk assessment which should be followed – we will look at each of them in turn:-

*Identify the hazard* – always ensure that you walk around your workplace to do visual checks before you are open to the public to look and see what could reasonably be expected to cause harm. Ask other senior colleagues if they have noticed anything which may need to be addressed.

*Decide who might be harmed and how* – for each hazard that you will have identified from carrying out the above, you then need to decide how people may be harmed as this will help you to work out the best way of managing the risk.

*Evaluation the risks and decide on a course of action* – as stated earlier, you need to ensure that you are doing everything 'reasonably practical' to ensure that you are minimising the risk of harm.

*Record your findings* – you may wish to produce your findings within a table format as which is easier for people to follow and also ensure that you have a section for a review date as you need to ensure the hazard has been dealt with.

*Review your assessment* – you do need to ensure that you regularly review your risk assessment and do not wait until something happens and it is too late. It is important to keep on top of risk assessments and ensure they are relevant and up to date.

## Formal Task 7:Details

Create a fictional risk assessment of a holistic therapy centre. Identify hazards and create an action plan of how to reduce risks.

Create a detailed risk assessment outlining potential hazards, the risks associated and who may be harmed along with action to be taken and have colour coded the risks to denote importance (i.e. blue, orange or red). The learner has also produced a detailed health and safety manual outlining all of the information above. Finally they have produced a checklist outlining opening and closing procedures (taking into account security arrangements) and how staff should deal with workmen on site (i.e. signing them in etc). There is clear evidence that the learner has carried out further external research and referenced this correctly at the end of the assignment.

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## **Unit 9: The Reflexology Routine (including foot massage) Assessing the client for Reflexology**

Once you have completed the consultation and agreed on a treatment plan, your client should be guided to a comfortable position, upon a couch or a chair. Shoes and socks should be removed and the client is warm and comfortable before beginning. Feet should then be cleaned with sanitizer or a few minutes taken previous to soak in a foot spa.

### **Reading the feet**

Although having a consultation with a client is very important and will help you to gain a valuable insight into the client's general health and wellbeing, in Reflexology it is just as important to visually assess the client's feet as well as asking questions. Poor circulation and skin problems may be an indicator that some of the body's systems are not functioning correctly. This should be carried out after the consultation, before the treatment starts and when the client is settled comfortable and ready for the treatment.

During a consultation, although you are asking both open and closed questions, a client may not always be forthcoming with information. They may forget, feel it is not important, or might not wish to say. Looking at the feet and observing what you see can indicate any underlying issues. Below are the visual checks required during assessment which would be used to give an overview of the client's general health:-

**Colour** - What colour are the feet, and is it consistent across the whole area? Pink indicates good health, pale or bluish indicates poor circulation. Very red or shiny skin indicates soreness, or pressure points. Yellow can indicate toxin build up.

**Dampness** - Are the feet wet or dry? Damp sweaty hands and feet may indicate hormonal imbalance, or someone who is nervous. Dry skin may be the result of dehydration or neglect of the body.

**Hard skin** - Look out for any areas of hard, rough patches of dry skin, these may indicate postural problems or poor fitting shoes.

**Flexibility** - Are the feet easy to move? If the feet are difficult to move it may be the result of a physical problem such as arthritis, or a phonological issue and the client is very tense.

**Muscle tone** - Are the feet firm or tight? Is the muscle tone good? The muscle tone of the feet can indicate the general muscle tone throughout the body.

**Swelling** - Is there any swelling present? Swelling around joints may indicate joint problems. Puffiness may indicate water retention and poor circulation.

**Smell** - Do the feet have a particular smell? Unpleasant smells may be the result of poor hygiene but may also be the result of kidney problems.

**Temperature** - Are the feet warm or cold? Temperature can be an indicator of circulation problems.

As indicated in the consultation part of the course, it would be helpful to note down any of the above on a blank foot diagram such as below – you could colour code areas of the foot diagram to correspond with say dry skin or cold feet etc.

It can also be said that ill-fitting shoes can contribute to many of the foot disorders that some 80% of adults will experience. As you will have also studied from the course, Reflexology will seek to unblock any blocked energy along the meridian lines which could cause problems to other organs and structures along the energy line. You may therefore wish to also include checking the meridian points on the feet for thickening of the skin and any corresponding issues on reflex points that the client may be suffering from.

By analysing both the information gained from your client consultation and also from reading the client's feet as detailed above, you should now have a much clearer picture of how to proceed when considering the best treatment plan for the client.

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## The Reflexology Treatment

Now we will look at the Reflexology treatment itself taking into account certain considerations when giving a Reflexology treatment. As stated in the benefits of Reflexology section, Reflexology is effective for most people some cautions do have to be exercised. If you are treating an elderly client, you do need to ensure that lighter pressure is given and if treating a baby, then you need to ensure that you use either fingertip pressure or just one finger.

You could administer Reflexology without using any kind of massage medium, although it is always advisable to use some sort of oil or similar in order to give you 'slip' and so as not to drag the client's skin. You could use carrier oil (such as grapeseed oil or almond oil) although you do need to be aware if your client has any allergies such as nut allergies. You could also use talc, although this is not recommended in many treatments now as it can cause problems if you or your client suffers from any respiratory disorder such as asthma. If you are qualified in Aromatherapy, you could mix essential oils (with your carrier oil) in order to give the client a thorough treatment along with the benefits that Aromatherapy bring. If you are not qualified in aromatherapy, you should not mix essential oils with carrier oil although you would be able to purchase pre-blended oils (again taking into account if your client has any allergies).

### Other considerations

In order to ensure that you are complying with health and safety and professional guidelines, you should also take into account the following:

- Do not work on tendons or bones with heavy pressure;
- Ensure you apply firm but gentle pressure as otherwise it could be tickly for the client;
- Follow guidelines for contraindications;
- Do not work over veins;
- Do not continue to apply firm pressure if the client is in pain;
- Do not give false hope by claiming the treatment can "cure";
- Do not diagnose - refer to a doctor if you have concerns;
- Do not make false claims, and
- Comply with professional and ethical guidelines at all times.

### Treatment length

The length and frequency of treatments will vary from client to client, although the guided treatment time is between 30-50 minutes. The first treatment will always be slightly longer as you need to also carry out a detailed consultation and so the first treatment would normally last around 1 hour. The ideal treatment should be around 45-50 minutes, in order to allow adequate stimulation whilst not being too long to over-stimulate. It is recommended that treatments be carried out once or twice a week for a course of 6-8 weeks, but of course, you do need to take into account your client's needs.



## Techniques

Thumb walking –this is a continuous movement used to cover larger areas. Turn the thumb onto the side and use the edge (where the nail is, though be careful not to use the nail itself) to use a caterpillar motion to “walk” the thumb in an upwards or sideways movement.



Hook in –this movement is used to work a specific point on the foot. The pressure is very deep and so should be used with care. Push the edge of the thumb in and upwards then pull towards yourself.



Rotating –this movement is also used for specific points, and the thumb is usually used. Move the thumb around in slow, small circles.



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Finger walking –this is the same technique as thumb walking but using the tip of the fingers.



There are many various reflexology techniques, all with the same purpose of stimulating the reflexes on the feet. Some therapists prefer to completely work one foot before working on the next and some therapists will work both feet at the same time—neither way of working is right or wrong and you can work whichever way you feel most comfortable. It is believed that it is more effective to work the feet together and thus the body parts will be worked together (i.e. in terms of the digestive system whereby the intestines will go from one foot straight on to the other) so if you do not work them in tandem, the client could feel slightly queasy until the other foot has been brought into balance.

As you look at the client's feet facing you, you will always begin with the foot on the left side (although bear in mind that this will be the client's right foot). Again looking at the client's feet, you can basically break it down into three different areas:-

From the toes to just under the ball of the client's foot (also the diaphragm line) covers the head, teeth, Pituitary Gland, breast, respiratory and heart areas.

From the ball of the foot to just by the ankle bone will cover the digestive, liver, adrenal glands, bladder, spleen and reproductive areas.

From the ankle bone down will cover the rectum.

The side of the feet will cover the arms, shoulders, knees and spine areas.

## Client reactions during treatment

The normal position which a client will be in whilst receiving Reflexology is to be sat in a slightly reclining position on a couch or on a Reflexology chair. Either way the client will be facing you whilst you are giving the Reflexology treatment and it is important to remain aware of your client during the treatment, watching out for changes in body language, facial expressions, etc.

These reactions may include:

Changes in expression

Sighing, laughing, groaning etc

Gestures of pain, discomfort, fear

Visible contraction of different muscle groups.

Crying

Sudden cramp

Warmth in the corresponding area been worked on

Feeling of movement in the corresponding area due to nerve stimulation

Great fatigue

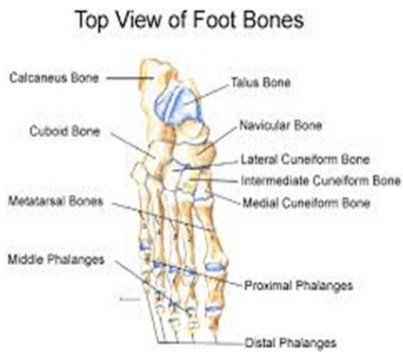
Overwhelming desire to sleep

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## Foot massage

### Different aspects of the foot

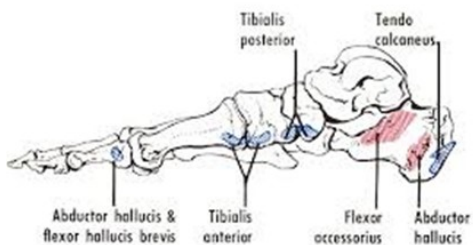
#### Dorsal part of the foot (top of the foot)



#### Plantar aspect of the foot (bottom of the foot)



#### Medial aspect of the foot (inside side view of the foot)



#### Lateral aspect of the foot (outside side view of the foot)



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## Preparing yourself as a therapist and grounding yourself before giving a Reflexology treatment

If you are not qualified in massage, below are a few tips to consider when giving a foot massage treatment (and Reflexology in general):

Your wrist should be relaxed yet firm, just like your thumb. All of the strength that you use to press into the foot should come from your body weight, so lean into it as you press into the foot. Do not try to just use the strength of your thumb. This could cause you an injury to either your thumb or wrist, as well as cause the person receiving the foot massage an undesirable amount of discomfort. If your thumb, wrist, hand or arms get sore or weak, then you are using improper technique.

Like any other type of massage, a good reflexology foot massage should be performed with good flow and balance. Try not to be stiff and rigid. Your movements should be fluid and relaxed and your breathing should be deep and full.

You the practitioner should be relaxed and in a meditative space. Your energy is going into the feet of your patient. Some therapists find it of benefit to learn how to ground themselves before giving a Reflexology treatment because as Reflexology is such a hands on therapy, therapists need to ensure that they protect themselves from any negative energy which a client may give off (unknowingly of course). There are many different techniques to do this and you will find which is the best one for you. Some therapists think of themselves with their feet rooted to the earth, or some may believe they are holding a protective cape around themselves.

One of the most common mistakes one can make while giving a reflexology foot massage is pressing too hard, too soon, and causing unbearable pain. This is meant to be relaxing and a stress relief therapy, not stress inducing.

# Foot massage routine

Before you begin a Reflexology treatment, you may find it beneficial to use a foot spa to allow the client to relax and also to wash them for hygiene reasons – you could also do this whilst you are carrying out the client consultation.

When you have taken your client's feet out of the foot spa and dried them, you would then apply a thin layer of oil or whichever massage medium you have chosen to use.

Warm up the lotion in your hands by rubbing your hands together before applying in a downward motion from the ankles to the toes on the top portion of the foot. Repeat this wiping motion, downward from the ankles to the toes, spreading the lotion and promoting circulation, warming up the feet.

Next apply lotion to the soles of the feet, one foot at a time, using both hands. Hold the foot in your hands with your thumbs on the sole of the foot and your fingers holding the top of the foot. Rub your thumbs repeatedly from the heel area up through the arch of the foot to the ball of the foot, one thumb and then the other thumb, over and over, spreading the lotion and warming up the sole of the foot. Your pressure should be fairly light to begin with.

Using your hands hold the foot at the top by the toes and begin to use a wringing motion from the toes down the foot towards the heel. Do this up and down the foot around 3-6 times on each foot.

Then use the sides of your hand (one either side of a foot by the toes) and then bring your hands down each side of the foot in a shaking motion (from toes to heel and back up again) – do this motion 3-6 times on each foot.

Next looking the client's right foot (left as you look at it) put your thumbs together on the sole of the foot starting at the heel, as you move up the client's foot, do a spreading motion with your thumbs from heel to toes right across the plantar part of the client's foot in a butterfly motion. When you get to the toes you need to slide your thumbs lightly down the sole of the foot and then do the same movement (6 times) and then complete on the other foot.

Next working the client's right foot (left to you as you look at it) use your left hand to hold the client's heel, then using your thumb on your right hand, work your way up from the client's heel to their little toe (in a line) using a 'caterpillar' motion with your thumb (also known as thumb walking – refer to picture above under Techniques). When you have walked that 'line' gently slide down the sole of the foot and move along so you begin at the heel and thumb walk up to the next toe and keep repeating this until you have walked all 5 lines from heel to toes – this is also known as opening the meridian lines ready for the client to receive Reflexology.



Now we will move on to the toes – using your thumb do small circular movements beginning with the big toe from where the toe is attached to the foot up to the top of the toe (on the plantar aspect of the foot) – do this 3 times on each toe before moving on.

Hold the client's heel with your left hand (as when opening the meridian lines) and make a fist with your other hand. Look at your fist (with your thumb on top) and then using the sides of your fingers firmly stroke up and down the sole of the foot 3-6 times. Again hold the client's right foot (left as you look at them) in your left hand and use your right hand to grasp the top of the client's toes, then gently rotate the whole of their toes in order to gently rotate their ankle bone, do this 3 times one direction and then 3 times the other, be careful if the client were to have limited mobility in their foot just gently rotate as much as their foot will allow, otherwise you can leave this movement out of the massage routine – repeat on the other foot.

To finish the foot massage routine, if you gently bring your hands down each foot in turn from toes to heel and back again easing your pressure each time.

Finish by resting one hand on each of the client's feet holding their toes.

The client is now ready to receive a Reflexology treatment.

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As with the massage routine, you do need to begin with the client's right foot (left to you). It is up to you whether you finish one foot completely and then start the other, or whether you will do both feet at the same time (simultaneously).

Refer to Unit 8 (the techniques section) of the course in order to see how to do the various Reflexology movements listed below.

The hardest part of Reflexology is to try and explain to a new Reflexologist what they could 'feel' whilst giving a treatment. The area which is unbalanced may feel like bubble wrap, or crunchy or even make a popping sound. Every therapist will feel something different so be sure to make a note of all the different feelings you experience.

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## Reflexology Warm Up

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### Stroking / Effleurage to foot

Place one hand on the dorsal surface and the other on the bottom of the foot. With the foot sandwiched between your hands, stroke the whole foot.

### Rotate Foot in Both Directions

Hold the foot firmly with one hand and the heel with the other. Rotate the foot clockwise and anti clockwise 4 times.

(This movement helps loosen the hip and lumbar spine)

### Heel of hand / fingers or thumb Stroke to dorsal side of foot

Hold onto the foot with both hands, fingers underneath each side of the foot and the thumbs placed just above the toes. Stroke the thumbs upwards and over the dorsal surface of the foot.

Wringing (Chinese burn) With both hands side-by-side sandwich the medial part of the foot between the fingers and thumb. Alternately move the hands to produce a twisting ringing action. Work from the ankles towards the toes.

### Toe twirling and stretch

Hold the foot with one hand and a toe between your finger and thumb. Twist the toe clockwise and anticlockwise four times and then gently stretch. Ensure all toes are worked.

### Thumb stroke to bottom of foot (zigzag or circles)

Place the fingers of both hands on the dorsal surface of the foot. Position the thumbs on the bottom of the foot below the toes use the thumbs to alternately stroke the foot in a zigzag motion. Repeat this movement until the whole of the bottom of the foot has been worked.

### Palm of hand circles to bottom of the foot.

Place one hand on the dorsal surface of the foot to support it and the other on the bottom of the foot and use the palm of the hand to make circular movements insure the whole of the bottom and put this work

### Pull and push to flex and extend foot.

Hold the here with one hand and gently push the foot down this will stretch out the chest area on the foot now push the foot back so that the Achilles tendon is stretched

### Open Up the Zones.

With one hand on the dorsal surface, use the middle knuckle of a closed fist to sweep up each zone from 1

Knuckling Plantar Surface, supporting dorsal foot

Ankle Jiggles

11 Stroking effleurage to foot

Place one hand on the dorsal surface of the foot and the other on the bottom of the foot. With the foot sandwich between the hands/the whole foot.

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## Reflexology routine

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Starting on the right foot. Solar plexus

This reflex is located around zone two below the diaphragm line. Use the thumb to either rotate or use the

pivot on a point technique to the solar plexus reflex for about four seconds.

## Head, Brain

Begin at the base of the big toe and work in rows up the toe medial and lateral. Several Times □□□

## Hypothalamus / pineal / Brain

Press the thumb onto the medial edge of the big toe.

Walk Up and over the top of the big toe using thumb,, go back several times. □ □

## Neck

Found at the base of the big toe. Thumb walk in rows from the medial to lateral insuring the whole area is covered, work up the lateral side of the toe. Several Times □ □

## Pituitary

Find the middle of the whorl of the fingerprint. Use the medial edge of the thumb or the knuckle to rotate onto it or alternatively use the hook-in-back-up technique.

## Thyroid/ Parathyroid

Use your index finger and thumb / or stick to press on the area between the big toe and the second toe, and hold for about four seconds

## Face, Teeth and Front of Neck

Use the first two fingers to walk across the front of the big toe. Begin at the base of the nail and work in rows across the big toe.

## Eye, ear and Eustachian tube

Found between zone two and four gently pull the toe back from walk across the area of the base of the toes. Work from lateral to medial and then back the other way

## Sinuses

Found on the top of the toes. Thumb walk up and over each toe in rows then slide up and over each toe to drain the sinuses.

## Thymus, Trachea and Bronchi

From the medial border of the ball of the toe in zone 1 and 2, thumb walk Up □□□

## Lungs

Found between zones two and five gently push back the toes begin at the diaphragm and thumb walking UP,, and medial to lateral across the whole of the Lung area. □□□

Shoulder

Found around zone 4 and 5, thumb walk and thumb circle, roll over whole shoulder area □□□

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### Diaphragm

Found lying in all zones and separates the chest and abdomen. Thumb walk from the medial to lateral and then use the other thumb to work back the other way □

### Liver

Found between zones 2 to 5 between the diaphragm and waistline. Thumb walk across the liver diagonally and use of the thumb to work back the other way from circling or knuckling onto this reflex is also very effective.

### Gall Bladder

Found in zone three about 1 cm below the diaphragm press and hold area with thumb or stick

### Stomach

Found between zones one and two of the right foot between the diaphragm and the waist line. Thumb circle this area.

### Small intestine

Found below the waist line between zones two and four. Use the thumb to work over the area walking from side to side across the foot. □

Can use Gua Sha tool too to scrape downwards.

### Ileocecal valve

Found between zones four and five about 4 cm from the heel, near to the pelvic line. Use the thumb to rotate onto the area: alternatively use the hook in back up technique for about four seconds

### Large intestine; ascending and transverse colon

Thumb walk up ascending colon, rotate onto hepatic flexure area and walk and push across transverse colon

### Adrenal Gland

Gently pull back the toes to find the tendon in zone two

The adrenal gland is found above the kidneys located halfway between the diaphragm and waste line in zone one use the thumb to hook in, press and rotate for about four seconds

### Kidney and Ureter

The kidney will be found along the waist line around zone two and three. Use some to work over kidney in different directions and then work down the ureter towards the bladder

### Bladder

The bladder is found in zone one and is often circular in shape and slightly protrude on the foot. Work over the bladder in different directions

### Pelvic Area

Found at the heel, use knuckle to work in rows over the reflex area (great to use your tools)

heretosave your thumbs) !!

Sciatic nerve

Use the knuckles and Gua Sha tool to work medial to lateral and then roll gua sha tool across sciatic nerve

*Use Gua Sha and / or Stick*

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*Start with soothing massage and build up to the specific point – working bilaterally*

**Uterus/prostate**

Found midway on the diagonal from the ankle bone medial side to the base of the heel. Use the thumb to press and rotate on the area

**Ovaries/testes**

Find the area midway between the ankle bone lateral side and the base of the heel. Press and rotate with the thumb or finger

**Fallopian tube/ vas deferens**

Use the first two fingers of each hand to walk up across the dorsal surface of the foot. Repeat this movement twice

**Finger Circles to ankle and sweep up to achilles (Kidney meridian)**

Use the pads of the fingers of both hands to create small circles around the ankle and achilles.

**Hip/ thigh/knee/ Shoulder and upper arms elbow lower arm and wrist**

Use 2- 3 fingers to create circles from the ankles to the toes either side of the foot, Bilaterally

*Chronic back helper area/lower back/sacred iliac joint and pelvis (if the condition is chronic). Thumb walk in rows over the lateral side of the heel area*

**Lymphatic**

Begin at the web between the first two toes (metatarsals) and use the finger or thumb to walk along each zone toward ankle then slide the fingers over the same area to help lymphatic drainage

**Chest/ breast area**

Use the first three fingers or heel of you hand to work in rows across the dorsal surface of the foot.

**Spine**

Starting from the top at the cervical spine. Thumb walk up and down or use the knuckle of the first finger or stick to work along the spine. Work across it once again but this time rotate each vertebrae

**Effleurage**

Sandwich the foot and use both hands to stroke it. Repeat this movement 4 times

*Cover over the right foot and uncover the left*

## The Left Foot

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### Solar plexus

This reflex is located around zone two below the diaphragm line. Use the thumb to either rotate or use the pivot on a point technique to the solar plexus reflex for about four seconds.

### Head, Brain

Begin at the base of the big toe and work in rows up the toe medial and lateral side of the big toe. Several Times □□□

### Hypothalamus / pineal / Brain

Press the thumb onto the medial edge of the big toe and onto it.

Work over the top of the big toe using thumb walking and then thumb circles. □□

### Neck

Found at the base of the big toe. Thumb walk in rows from the medial to lateral insuring the whole area is covered, work up the lateral side of the toe. Several Times □□

### Pituitary

Find the middle of the whorl of the fingerprint. Use the medial edge of the thumb or the knuckle to rotate onto it or alternatively use the hook-in-back-up technique.

### Thyroid/ Parathyroid

Use your index finger and thumb / or stick to press on the area between the big toe and the second toe, and hold for about four seconds.

### Face, Teeth and Front of Neck

Use the first two fingers to walk across the front of the big toe. Begin at the base of the nail and work in rows across the big toe.

### Eye, ear and Eustachian tube

Found between zone two and four gently pull the toe back from walk across the area of the base of the toes. Work from lateral to medial and then back the other way

### Sinuses

Found on the top of the toes. Thumb walk up and over each toe in rows then slide up and over each toe to drain the sinuses.

### Oesophogus, Thymus, Trachea and Bronchi

Fond from the medial border of the ball of the toe in zone 1, thumb walk Up

### Heart

The Heart reflex is located on the left foot in zones 1 and 2 hook and small circle with thumb

## Lungs

Found between zones two and five gently push back the toes begin at the diaphragm and thumb walking UP, and medial to lateral across the whole of the Lung area. □□□

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## Shoulder

Found around zone 4 and 5, thumb walk and thumb circle, roll over whole shoulder area

## Diaphragm

Found lying in all zones and separates the chest and abdomen. Thumb walk from the medial to lateral and then use the other thumb to work back the other way ☐

## Spleen and Pancreas

Found under the diaphragm between zones 4 and 5, thumb walk down then across to meet the pancreas

→☐

## Stomach

Found between zones 1 - 4 foot between the diaphragm and the waist line. Thumb circle and knuckle this area.

## Small intestine

Found below the waist line between zones two and four. Use the thumb to work over the area walking from side to side across the foot. ☐

Can use Gua Sha tool too to scrape downwards.

## Large Intestine transverse and descending colon

Thumb walk and push across transverse colon and down, change hands for the descending colon and sweep round to the rectum and anus moving medially.

## Adrenal Gland

Gently pull back the toes to find the tendon in zone two

The adrenal gland is found above the kidneys located halfway between the diaphragm and waste line in zone one use the thumb to hook in, press and rotate for about four seconds

## Kidney and Ureter

The kidney will be found along the waist line around zone two and three. Use some to work over kidney in different directions and then work down the ureter towards the bladder

## Bladder

The bladder is found in zone one and is often circular in shape and slightly protrude on the foot. Work over the bladder in different directions

## Pelvic Area

Found at the heel, use knuckle to work in rows over the reflex area (great to use your tools here to save your thumbs) !!

## Sciatic nerve

Use the knuckles and Gua Sha tool to work medial to lateral and then roll gua sha tool across sciatic nerve

*Use Gua Sha and / or Stick*

*Start with soothing massage and build up to the specific point – working bilaterally*

Uterus/prostate

Found midway on the diagonal from the ankle bone medial side to the base of the heel. Use the thumb to press and rotate on the area

Ovaries/testes

Find the area midway between the ankle bone lateral side and the base of the heel. Press and rotate with the thumb or finger

Use the first two fingers of each hand to walk up across the dorsal surface of the foot. Repeat this movement twice

Finger Circles to ankle and sweep up to achilles (Kidney meridian)

Use the pads of the fingers of both hands to create small circles around the ankle and achilles.

Fallopian tube/ vas deferens

Hip/ thigh/knee/ Shoulder and upper arms elbow lower arm and wrist

Use 2- 3 fingers to create circles from the heel to the toes either side of the foot, Bilaterally

*Chronic back helper area/lower back/sacred iliac joint and pelvis (if the condition is chronic).  
Thumb walk in rows over the lateral side of the heel area*

Lymphatic

Begin at the web between the first two toes (metatarsals) and use the finger or thumb to walk along each zone toward ankle then slide the fingers over the same area to help lymphatic drainage

Chest/ breast area

Use the first three fingers or heel of you hand to work in rows across the dorsal surface of the foot.

Spine

Starting at the top, (Cervical spine) Thumb walk up and down or use the knuckle of the first finger or stick to work along the spine. Work across it once again but this time rotate each vertebrae

Effleurage

Sandwich the foot and use both hands to stroke it. Repeat this movement 4 times

*Cover both feet and hold to close (can hold solar plexus again of hands flat on plantar surface)*

## Completion of the treatment

After you have finished the Reflexology routine, you may wish to give the client a shortened version of the foot massage to give them time to come round.

Offer the client a glass of water and give them time to put their shoes and socks etc back on. When they are ready, sit down with them and discuss any sensitivities you were aware of and also to give them a chance to state if they had any sensitivity in a certain area. This should be noted on your record card (on the foot diagrams if you can to denote the particular area). This will help you when they arrive for their next treatment.

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## Formal Task 7:Details

You need out case studies on 20 different clients – you need to carry out 5 treatments on each client and then present it as a case study. You need to include the following:

Initial consultation form completed (you can use the one supplied in the course book or one of your own) including the client's medical history, lifestyle and reasons for wanting the Reflexology treatment.

This information needs to then be transferred to a record card.

Any sensitivities felt by either you the therapist or the client need to also be recorded.

Each treatment needs to be recorded on the record card (again along with any sensitivities felt by either you as the therapist or the client).

A summary of the treatment needs to also be provided.

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## Unit 10: Reflexology for health concerns

Now that you have a sound understanding of Reflexology as a treatment and have completed your case study you may find the below list helpful when wishing to deal with specific health issues and disorders. As stated throughout this course, you are not allowed to medically diagnose or state that Reflexology could help with medical conditions (just that it can help with the body's own natural healing process), you can still help your client depending upon the reasons that they wish to receive a Reflexology treatment.

You would go back and pinpoint these reflexes at the end of the Reflexology routine (stated above).

Condition	Direct reflexes	Associated reflexes	Notes
Acne	The face	Solar plexus, diaphragm, chest/lung thyroid, intestines, adrenal glands, ovaries/testes, pituitary gland, kidneys, liver	The pituitary gland is worked as it controls the adrenal glands and ovaries and testes
Adenoids	Respiratory system	Solar plexus, diaphragm, chest/lung, pituitary gland, sinuses	
Alcoholism	Endocrine system, solar plexus	Solar plexus, diaphragm, chest/lung, heart, brain, liver, bladder, ureters, kidneys	
Allergies	Work affected area	Spinal nerves, solar plexus, diaphragm, ileocaecal valve, thymus, throat, nose, reproductive glands, lymph	Often diet-related Hormones released from the adrenal cortex will help the body deal with allergies

Anaemia	Spleen, heart, liver, kidneys	Lungs, digestive system, thyroid	Kidneys produce hormones that stimulate the production of red blood cells. Spleen destroys old blood cells and the iron will be used to make new red blood cells. The liver stores iron.
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Condition	Direct reflexes	Associated reflexes	Notes
Anxiety	Adrenal glands, head, spine, heart, endocrine glands, solar plexus, diaphragm	Lungs, kidneys	Adrenal glands release hormones including cortisol and adrenaline in times of stress.
Angina	Heart	Solar plexus, diaphragm, adrenal glands	Working the solar plexus and diaphragm will help to relax and calm the client. Cortisol released from the adrenal glands is required to maintain the health and functioning of the heart.
Arthritis	Affected area or cross reflex	Parathyroids, diaphragm, solar plexus, kidneys, spine, pituitary gland, adrenal glands, immune system	
Arteriosclerosis	Work the whole feet to help with these conditions. Also concentrate on the heart, adrenal glands, kidneys and thyroid		The kidneys release a hormone to help control blood pressure. Cortisol released from the adrenals is needed to ensure health and functioning of the heart.
Asthma	Lungs	Head, chest, solar plexus, diaphragm, cervical and thoracic spine, adrenals, ileocaecal valve, pituitary, thyroid, heart	Working the lungs reflex will help to relax the area and increase blood flow.

Back pain	Spine, muscles around the spine area, lower back	Kidneys, brain , sacroiliac joint, sciatic nerve, pelvic area, head, solar plexus	Working the spine will help relieve muscles and relieve strain in this area. Working the brain will help release endorphins. Cortisol from the adrenals will help with inflammation and the kidneys may be the cause of the back pain.
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Condition	Direct reflexes	Associated reflexes	Notes
Bedwetting	solar plexus, diaphragm, bladder, ureters, kidneys	Spine, brain, adrenals	
Bladder problems	Solar plexus diaphragm, bladder, ureters, kidneys	Spine, brain, adrenals, chest, lungs	
Bereavement	Solar plexus, diaphragm, pituitary gland, head, adrenal glands	Hypothalamus, pineal, stomach, spine, heart	Working the hypothalamus and pineal will help to treat tiredness and depression and balance the sleep pattern.
Breast	Solar plexus, diaphragm, chest/lung, heart	Shoulder, thoracic spine, pituitary, bladder, ureters, kidneys, thymus	
Bronchitis	Lungs, bronchi	Solar plexus, diaphragm, adrenal glands, ileocaecal valve	Cortisol helps to reduce inflammation
Bursitis (tennis elbow)	Work the relevant joint and the lumbar spine for the knee and the cervical spine for the elbow	Referral area, adrenal glands	Working the nerves of the spine will help the affected nerve supply to the part. Adrenal glands release anti-inflammatory hormones.
Cataracts	Eye, ear, neck	Cervical, pituitary, thyroid, kidneys, liver	
Cholesterol	Gall bladder, liver	Solar plexus, diaphragm, heart	

Chronic fatigue	Pituitary, immune system, liver, spine, solar plexus, hypothalamus, pineal	Diaphragm, thymus, digestive system, spleen, lymphatic system, thyroid.	A virus may cause this condition so working the immune system will help to control how energetic a person is. Treating the hypothalamus and pineal will help increase energy levels and relieve depression.
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Condition	Direct reflexes	Associated reflexes	Notes
Colds	Lymphatic system, respiratory system, sinuses, diaphragm, chest, throat, head	Digestive system	Do not treat the client if they have a high temperature.
Colitis	Large intestine	Solar plexus, adrenal glands, liver, gall bladder	
Constipation	Large intestines	Liver, gall bladder, small intestine, ileocecal valve, diaphragm, lumbar spinal nerves, solar plexus, adrenal glands	
Cramps	Work affected area, adrenal glands, spine, kidneys, parathyroid	Diaphragm, lungs, referral area if required	Parathyroid hormones control calcium levels in the blood. Calcium is needed for muscle contraction. The kidneys filter waste from the blood. Adrenal hormones control the balance of salt and potassium in the body. Potassium is needed for muscle contraction.
Cystitis	Bladder, kidneys, uterus	Lower spine, adrenals, lymph, groin, hip, sciatic, knee	
Depression	Endocrine glands, especially pituitary and pineal, head, /brain, diaphragm, solar plexus	Liver, digestive system, heart	The brain will help release mood-lifting endorphins and help raise serotonin levels to help combat depression.

Dizziness	Eyes, ears, cervical vertebrae	Solar plexus, diaphragm	
Diabetes	Pancreas	Liver, kidneys, adrenals, digestive system, pituitary gland, eyes	Pancreas will help balance levels of hormones released from this gland. Adrenal hormones control sugar levels into blood.

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Condition	Direct reflexes	Associated reflexes	Notes
Diarrhoea	Ascending and transverse colon, adrenals, diaphragm, solar plexus	Stomach, immune system, lymphatic system, liver, head	May be caused by a virus, bacteria or stress, so work the appropriate reflexes. Clients need to ensure they have sufficient intake of fluids.
Ear ache	Ears, adrenals, thymus	Solar plexus, diaphragm, lymph, chest, jaw, throat	
Eczema	Affected area	All endocrine glands especially adrenals, diaphragm, solar plexus, digestive system, liver, kidneys, lungs	Condition maybe stress induced or as a result of eating certain foods. Adrenal glands release anti inflammatory and antiallergenic substances.
Emphysema	Lungs, heart	Solar plexus, diaphragm, chest, lung, neck, cervical and thoracic spine, ileocaecal valve, intestines, adrenals	
Flatulence	Large intestines	Solar plexus, diaphragm, oesophagus, lower spine, stomach, pancreas, liver, gallbladder	
Gall stones	Thyroid, liver, gallbladder	Solar plexus, diaphragm, parathyroid	
Glaucoma	Eyes, kidneys, liver	Solar plexus, diaphragm, pituitary, cervical	

Gout	Affected area	Solar plexus diaphragm, liver, kidneys, lymph	
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Condition	Direct reflexes	Associated reflexes	Notes
Haemorrhoids	Heart	Solar plexus, diaphragm, lumbar, coccyx, sacrum, intestines, adrenals, sciatic	
Halitosis	Stomach, spleen	Solar plexus, diaphragm, oesophagus, liver, intestines, teeth, jaw	
Headache	Head, neck	Shoulders, endocrine glands, digestive system, liver, kidneys, face, sinuses, eyes, solar plexus, cervical spine, pituitary, thyroid, adrenals, ovaries	Headaches maybe linked to IBS, constipation, sluggish liver, dietary factors and hormonal imbalances. Toxin build up in the colon may cause occipital headaches. May also be due to poor hydration.
Heartburn	Stomach, solar plexus, diaphragm	Chest/lung, heart, oesophagus, thoracic spine, digestive system	
Hiatus hernia	Stomach, diaphragm	Solar plexus, lower spine, intestines, adrenals, hip sciatic, lymph	
Hiccups	Solar plexus, diaphragm, chest	Heart, oesophagus, shoulder, thoracic spine, neck, stomach	

High/low blood pressure	Heart	Solar plexus, diaphragm, liver, kidneys, spinal nerves, pituitary, thyroid, head, adrenal glands	For low blood pressure it is advised to work more on the adrenal glands as these hormones increase blood pressure. Cortisol released from the adrenal glands is needed to ensure the health of the cardiovascular system.
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Condition	Direct reflexes	Associated reflexes	Notes
Hyperactivity	Thyroid, lymphatic system	Solar plexus, diaphragm, digestive system, brain, pituitary, adrenals	
Hypoglycaemia	Thyroid, pancreas, stomach, liver, adrenals	Pituitary, gallbladder	
Hysterectomy	Uterus	Solar plexus, diaphragm, thyroid, pituitary, lower back, adrenals, sciatic, reproductive glands, thymus	
Impotence	Reproductive glands, penis, seminal vesicles	Solar plexus, diaphragm, chest, thyroid, brain, pituitary, lower back, pancreas, adrenals	
Infections	Affected area, adrenals, tonsils, thymus, spleen	Lymph, chest, neck,	
Infertility	Reproductive organs	Pituitary, thyroid, adrenal, Solar plexus, diaphragm, lower spine, immune system	The pituitary gland has a controlling effect on the ovaries. A poor diet, stress and excess body weight can also decrease chances of becoming pregnant

Insomnia	Head/brain, Solar plexus, diaphragm, spine, endocrine glands, especially adrenal glands	Hypothalamus, pineal gland	Pineal gland releases melatonin to control sleep/wake pattern. Serotonin is released from the brain and is thought to help promote sleep. Adrenal cortex hormones and hypothalamus also controls sleep/wake patterns.
IBS	Large intestines, small intestines	Ileocaecal valve, Solar plexus, diaphragm, adrenals, liver, gallbladder, pancreas, lower spine	May be stress related, so work on reflexes that help the client relax

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Condition	Direct reflexes	Associated reflexes	Notes
Kidney stones	Kidneys	Solar plexus, diaphragm, lower back, bladder, ureters, adrenals	
Labour pains	Uterus	Spinal nerves, pituitary gland, brain, adrenal glands, Solar plexus, diaphragm	Oxytocin from the pituitary gland controls the contractions
Menopausal problems	Endocrine glands, reproductive system, head, spinal nerves, liver, chronic uterus area	Solar plexus, diaphragm	After menopause, oestrogen levels drop causing an increase in parathyroid hormones, so excess calcium is taken from the bones leading to osteoporosis. Serotonin released from the brain is thought to help control body temperature and may help with hot flushes.
Menstruation problems	Ovaries, fallopian tubes, uterus, spinal nerves, pituitary gland.	Lumbar spine and coccyx	Pituitary gland has a controlling effect on the ovaries
Multiple sclerosis	Head, brain, spine	Adrenal glands, solar plexus, diaphragm, eyes, bladder, large intestines	
Neck problems	Cervical spine, lower back, neck	Solar plexus, diaphragm, shoulder, toes, adrenals.	

Nausea	Stomach, pancreas, adrenals	Solar plexus, diaphragm, chest, thyroid, liver, gallbladder	
Oedema	Heart, bladder, ureters, kidneys, adrenals	Solar plexus, diaphragm, chest, spine, large intestine, stomach	
Pregnancy	Reproductive system	All endocrine glands, Solar plexus, diaphragm, Spine, bladder	

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Condition	Direct reflexes	Associated reflexes	Notes
Pre-menstrual problems	All endocrine glands	Head, hypothalamus, Solar plexus, diaphragm, kidneys, lymphatic system	The brain produces serotonin, which has many functions. It helps to control moods and depression
Prostate problems	Prostrate	All endocrine glands, bladder, lower spine	
Psoriasis	Affected area	Liver, kidneys, large intestines, small intestines, small intestines, pituitary glands, adrenal glands, solar plexus, lungs	May be linked to sluggish liver and poor elimination of waste. The adrenal glands release cortisol, an anti-inflammatory hormone.
Sciatica	Solar plexus, diaphragm, hip	Lumbar spine, coccyx, leg, pelvic/hip, shoulder, lymph	Often due to pressure from the vertebral disks on the spinal nerves
Sinusitis	Sinuses, ear, eyes, head, facial area, adrenal glands	Ileocaecal valve, adrenal glands, lymphatic system, cervical spine	
Stress	Head, brain, Solar plexus, diaphragm, spine, endocrine glands	Digestive system	The digestive system is often affected when we are stressed and absorption of nutrients is highly important at this time
Sweating	Solar plexus, diaphragm, adrenals	Thyroid, pituitary, liver, intestines, kidneys	
Throat infection	Throat	Neck, upper lymphatic, adrenal glands	Cortisol from the adrenal glands, will help reduce inflammation and pain

Thyroid, under or over active	Thyroid	Pituitary, neck	The pituitary gland controls the thyroid; iodine is needed to produce hormones and is obtained from the food we eat.
Tinnitus	Ear, kidneys, ileocaecal valve, jaw, neck	Solar plexus, diaphragm, all toes, cervical, adrenals	

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Condition	Direct reflexes	Associated reflexes	Notes
Tiredness	Hypothalamus, pineal, pituitary	Spine, thyroid, adrenal glands, digestive system, liver, kidney, head,	
Travel sickness	Eyes, ears	Solar plexus, diaphragm, spine, brain, stomach	
Ulcers	Stomach, large intestines	Solar plexus, diaphragm, adrenal glands	
Varicose veins	Reflex for affected area, heart	Referral area, adrenal glands	Never work directly over a varicose vein
Whiplash	Neck, cervical spine, lumbar spine	Solar plexus, diaphragm, chest, shoulder, adrenals, lymphatic, throat	

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## **Unit11:**

### **Reflexology carried out on other parts of the body**

### **Reflexology carried out on other parts of the body**

Whilst Reflexology is most often associated with being carried out on the feet and is probably the most effective way for it to be carried out, it should not be underestimated that Reflexology can be carried out on other areas of the body including the hands, ears and face.

If for instance a client had a problem with their feet or were contraindicated (say because they have Athlete's Foot) the client would still be able to receive the benefits of Reflexology but carried out on their hands, ears or even their face.

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## Hand Reflexology

Hand Reflexology is often seen as the 'do-it-yourself' Reflexology as our hands are normally a lot easier to reach than our feet (unless you do yoga perhaps!) Performing Hand Reflexology is just as effective as any other type of Reflexology although the results from this type of Reflexology take a little longer to happen (mainly due to the reflexes in the feet being much closer to the surface of the skin).

The beauty of Hand Reflexology is that you can teach the client how to perform it on themselves and you could even give them exercises to try at home if they have a niggling pain which they need instant relief from. Conditions such as headaches, constipation and aching joints could all benefit from Hand Reflexology. You would need to exercise caution performing Hand Reflexology on any clients who had arthritis in their hands.

You need to begin, as with any Reflexology treatment, with a full consultation in order to ascertain the reason for the client's treatment, their medical history and lifestyle.

With foot Reflexology, you would use a blank diagram of a foot in order to note down any particular sensitivities

## Technique

You should note that the technique used in Hand Reflexology is different to that which would be used when carrying out Reflexology on a client's feet.

The main difference between Hand Reflexology and foot Reflexology is that because the hands are very flexible and the reflexes are deeper under the skin, the pressure you apply will need to be deeper and hold for longer in order to stimulate a reflex on a client's hand.

## Position

The best way to perform Hand Reflexology on a client is to have sit across a sturdy table from you with a towel under their hand/wrist for comfort. You could also use a gel cushion similar to what would be used if performing a manicure.

Before commencing Hand Reflexology, just as with Reflexology carried out on the feet, you do need to carry out an initial massage in order to relax the muscles and open up the Meridian lines in order for the client to receive Hand Reflexology.

The purpose of these relaxation exercises is to set the tone of the treatment as relaxing can help to soothe the muscles before you get into a therapeutic deeper massage of the reflexes.

## Hand Reflexology massage

Begin by applying massage oil to the clients hand (up to the wrist).

Then carry out effleurage movements to the forearm of the client using alternate hands (up to just below their elbow).



Then turn the client's arm over and massage the other side in the same way.

Turn the client's arm back over and use alternate thumbs in a butterfly motion over the top of their hand from the knuckles up to the wrist (3 times).



Turn the client's hand over and perform the same movement on the palm of their hand.

Turn the client's hand back over and using your thumbs at the same time go around the

wrist bone (6 times).

Next you will massage each of the client's fingers in turn beginning with the thumb. Hold the client's thumb in your hand so that your thumb is resting on top of theirs. Then use your thumb to perform circle motions from the knuckle to the tip of their thumb (3 times) – repeat this exercise on each of their fingers.

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Have the client rest their elbow on the table and link your hand in theirs (fairly loosely) and use your other hand to support their wrist (ensure you are not holding their wrist) and then begin to rotate their wrist (3 times one way and then 3 times the other). You may hear their wrist click which is perfectly normal and only rotate as much as the client will allow especially if they suffer with arthritis.



Finish the massage as you began by performing effleurage movements on the front and back of their arm.

Begin whole process on other hand and arm.

When you have finished wipe away excess oil from their arm.

The client's hands are now suitably relaxed in order to begin Hand Reflexology.

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## Hand Reflexes

As outlined earlier, the reflexes in the hands are much deeper than on the feet and so more pressure needs to be applied in order to stimulate them.

There are steps to follow in order to ensure you are stimulating the reflexes correctly in the hand:-

use either your index finger or thumb to apply firm pressure to the reflex on the hand;

then without lifting the thumb or finger, rotate the finger/thumb so the pressure is applied in a circular motion;

ensure you stay on the same spot for about three to five seconds;

Meridian points on the hands are:

Lung Meridian

Colon/ Large Intestine Meridian Heart Constrictor Meridian Triple Burner Meridian Heart

Small Intestine

Hand Reflexology Routine

Now it is time to begin the Hand Reflexology routine itself.

Just as with the foot, the hand also represents the body on it. The fingers represent everything from your neck up. It represents the glands, brain, skull, facial skin, ears, hearing and sight. As you will know from looking at a standard Reflexology routine, these parts of the body are also represented on the toes, but as fingers are much bigger than toes, there will be a larger area to carry Reflexology out on.

Ensure you start your Hand Reflexology on the client's right hand (just as you will begin with the client's right foot in foot Reflexology). The reason for this is because of the flow of chi.

Fingers

Begin at the top of the thumb on the right hand, move downwards to the base of the thumb, begin again at the top of the thumb and move downwards again over a new area that hasn't received reflexology yet.

Continue until the entire thumb has been stimulated using the Hand Reflexology movement.

Repeat the same movements to the index finger, and then to every other finger on the client's right hand. Remember to ensure that you have covered every part of the client's hand.

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## Palm

The palm of the client's hand will represent their torso/chest including the digestive system.

If you look at a client's palm, you will notice that it has different shades of colour. You will find that it is lighter in the middle and darker around the top and side edge. The top area (by the base of their fingers) is their chest, the lighter area in the middle will include the stomach and liver, whilst the padding part by your thumb (also known as the 'heel' of the hand) is the digestive system.

To begin Hand Reflexology on the client's palm, you need to ensure that their hand is on a soft surface (either a rolled up towel or gel cushion) with their palm facing upwards.

Using the Hand Reflexology move, begin with the soft padding of the palm under the fingers and then move downwards over the area, then upwards and sideways ensuring that you cover all of the area.

Then, using the same pattern as above, cover the centre of the palm.

Then, you need to use the same technique to do the outer edge of the hand (downwards from under the little finger to just above the hard bone on the wrist).

Using the same technique and pattern do reflexology from the base of the thumb across to the outer edge of the hand (all of the soft padding between the palm and wrist). This is a very important area and relates to many things, including your spine and digestive system.

Lastly and very gently, softly rub the wrist from left to right once, then from right to left.

## Back of hand

Then we need to turn the hand over so that the palm is now facing downwards. Turn the hand over so that it is palm faced down. The top of the hand can be quite sensitive (as the skin is thinner here) and so the movements will be performed in the same manner but with more gentle pressure. Do ensure that the pressure you are applying is fine for the client.

Work in a downwards motion from the knuckles to the wrist until every part of the back of the hand has been covered.

Then perform the same movement around the wrist bone and along the wrist.

Once you have completed all of the above steps on the client's right hand, you will repeat the same movements on the client's left hand.

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## Ear Reflexology

You may or may not have noticed how sensitive your ears can be. Ear Reflexology (or Auricular Therapy) to give it its correct name, is part of traditional Chinese Medicine. As with Hand Reflexology, Ear Reflexology is able to be used instead of foot Reflexology. It may be that a client is contraindicated to receiving foot Reflexology and may also have arthritis in their hands, you will still be able to provide the benefits that Reflexology gives. A lot of Ear Reflexologists will also use essential oils in order to make the treatment more powerful, although it should be noted that unless you are qualified in Aromatherapy, you should not blend oils (although purchasing and using pre-blended oils is allowed).

Ear Reflexology could also be likened to acupuncture as a lot of the reflexes on the ear are similar to those used in acupuncture. You could use your fingernail (although do ensure it is not too long) to apply Ear Reflexology or you could purchase a pen-shaped instrument with a rounded end in order to apply oil and be sure that you have pin-pointed the reflexes more accurately, especially as you have such a small area to work with.

You can either treat the client's whole body as with regular Reflexology, or wherever there is a tender spot. If you press for a minute or more each day or whenever convenient to the client.

## Ear Massage routine

As with the all Reflexology routines, it is good practice to massage the ears before giving Reflexology.

Have the client lie on their back on a couch (ensure you put support under their knees if they require it to take the pressure off their lower back).

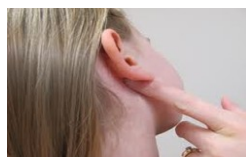
Apply oil to the outer ear and all around the back of their ears. Only apply oil to your fingertips and rub fingers together so there is not too much oil on the client.

Begin with using your thumbs to perform circle movements to the outer part of their ears (you can use both of your thumbs at the same time).



Then gently give a pull to the whole of the outer ears.

Next use your index and middle fingers to massage around the back of the ears from lobe to top of ear and back again (6 times).



Next cup the ears (although do not place your hands directly over the client's ears just hover above with around an inch gap and keep them there for a few seconds. You may experience at this point either warmth coming from the client's ears or coldness – this is a Reiki move which helps to bring around balance within a client's ears.



To finish, perform the same movement as in number 1.

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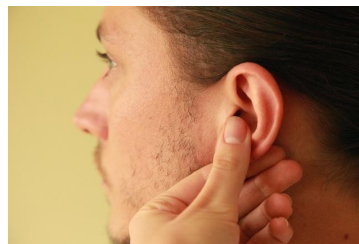


## Ear Reflexology Routine

Begin by fanning out your fingers into the hairline of the client and have your thumb resting on the client's outer ear. Lightly stroke both ears simultaneously with your thumbs. It is best to work from the lobe in an upwards motion towards the tip of the ear. You could also gently massage the scalp of the client using your fingers at the same time (do this move 3 times).



The next move to complete is to move to the bottom of the client's ears and gently press the earlobes between the pads of your thumb and index finger. You could also alternately press and roll the earlobes for a few seconds. By pressing the earlobes, this will correspond with the head and neck regions of the client. From this area, move up the edges of the ears and repeat the pressing and rolling action and cover the entire edge. This area will correspond with the client's shoulders, elbows, wrists, feet and ankles (repeat this move 3 times).

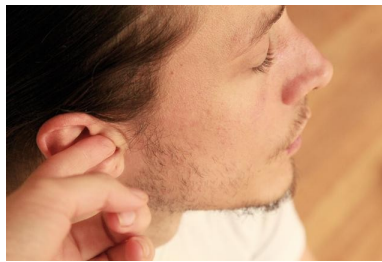


Next, you need to position your thumbs on the client's forehead and fan your fingers into the client's hairline as this will help you to keep your hands stable. As you have your thumb close to the client's temple, press your forefingers of both of your hands into the folds of the client's outer ear, then move your fingers in short, circular massage strokes as you work through all of the folds within the client's ears. My carrying out this move you are covering the client's neck, hips, knees, lower back and part of the pelvic region.

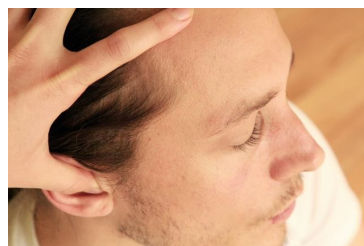


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The next move will see you move the tips of your forefingers into the centre of the client's ear (but not into their actual ear canal). Do this in one ear at a time, press down gently with your fingertips and then release. Repeat this move 3 times and then move to a new area within the centre of the ear by slightly rotating your finger. When you have completed this move, then repeat the same press and release movement along the front of the ear (from in front of the centre of the ear you have been working on) where the client's ear meets their jawline. Including pressure points will coincide with specific internal organs and hunger control.



The final move is to hook your thumbs into the centres of the client's ears not into the ear canal), one at a time, then gently pull the ears upwards towards the crown of the client's head and move the ears in a circular motion (complete this move 3 times). Move your fingers in circles so you are gently massaging the client's scalp and the inside of their ear.



Ear Reflexology can be used as a treatment in its own right, or can be a wonderful addition to a facial, head or whole body massage.

## Facial Reflexology

### What is Facial Reflexology?

Facial Reflexology manages to combine the theories of acupressure points, Meridian points and also body maps in order for the Reflexologist to create a different sequence of points for each client, depending on their particular needs. Facial Reflexology is similar to hand Reflexology in that you could either perform a full treatment on a client, or you could give them a routine to take away to perform on themselves in their own homes.

Facial Reflexology Sorensensistem™ was developed over 30 years by Reflexologist Lone Sorensen and follows the theory that parts and systems of the body are reflected on the face. This approach combines aspects of the theories of acupressure points, Chinese energy meridians and South American tribal body maps which enables a practitioner to work holistically by creating a different sequence of points for each individual. Facial Reflexology can be described as a highly relaxing technique which encourages full relaxation, release of body tension and an improvement in general wellbeing.

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## Facial Massage Routine

We will begin the Facial Reflexology routine by performing a facial massage routine in order to relax the client's facial muscles in order to receive Facial Reflexology:

Have the client lie on their back and put a hairband on them in order to protect their hair and to remove it from their face.

Apply oil to the centre of your palm (around the size of a 10p) and then rub your hands together in order to warm up the oil.

Apply the oil in upward strokes from the client's chin to their forehead (ensuring you cover the cheeks) do this at least 3 times.



Then perform jaw circles from one ear to the other ear (alternate thumbs one after the other) x 3 times.



Then perform circle motions on the client's cheeks using your thumbs (be careful not to apply too much pressure).



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Next move on to the client's forehead and using your two index fingers, perform a criss cross pattern across the client's forehead (x 6 times). Then using all of your fingers stroke from the client's eyebrows towards their hairline (x 6 times).



Using your ring finger on both hands, starting at the eyebrows (closest to the client's nose) then sweep out sideways and circle around their eyes and over the top of their cheekbones (almost like the client has panda eyes) - do this movement x 6 times.



Finally, perform a prayer motion beginning from the client's chin, sweeping over their cheeks, then bringing your hands together on their forehead and pulling off at their hairline.



Finish with performing light stroking motions all over the client's face in the same way as outlined in the picture below.



## Facial Reflexology Routine

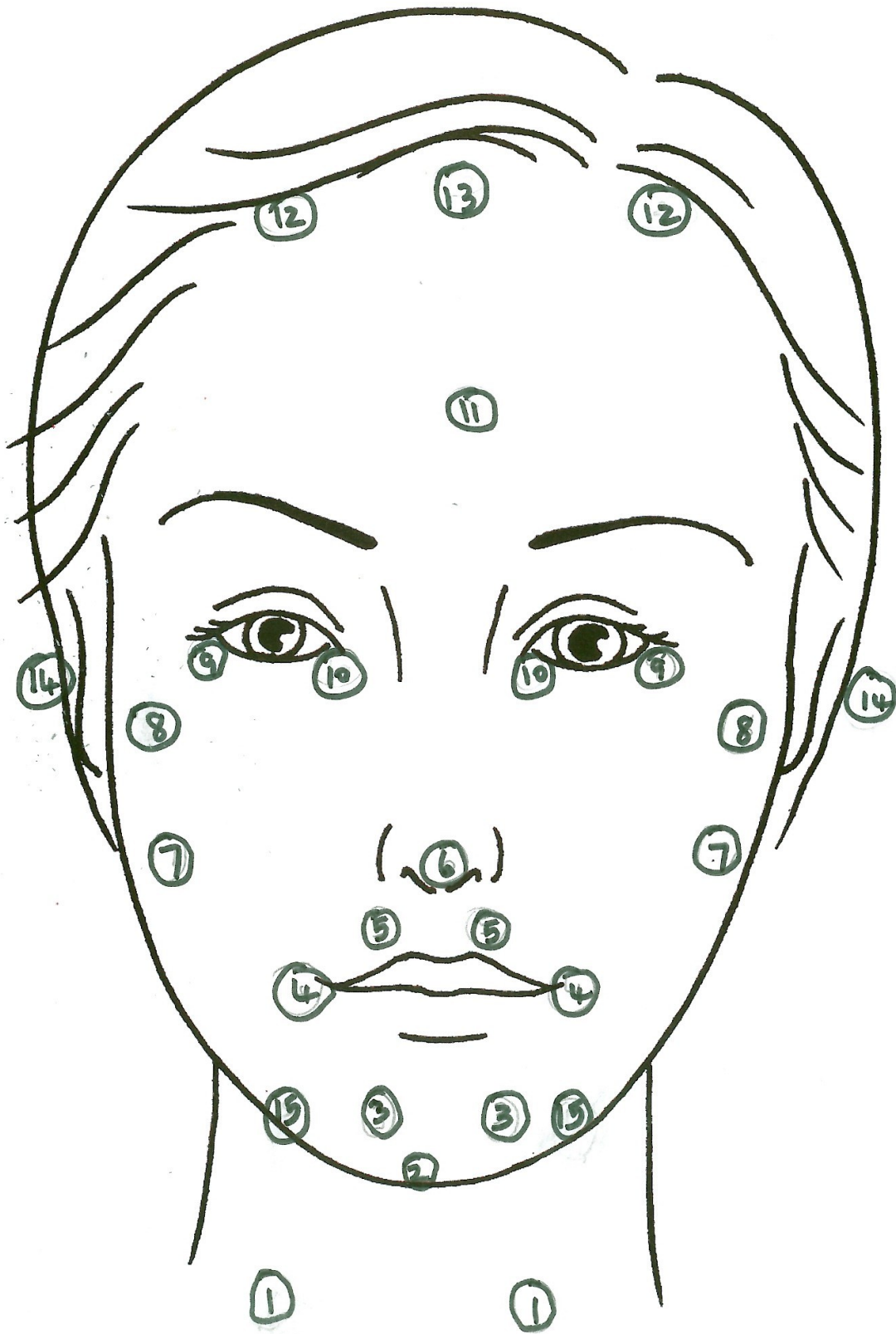
The way in which you perform Facial Reflexology, is very similar as to how it will be applied to the hand although you will not need to be as deep as you do with the hands as the reflexes are relatively close to the surface.

There are 15 points on the face that represent areas and systems within your body. By performing Face Reflexology and stimulating these points, you are increasing circulation and bringing about balance to a client.

Initially you need to stimulate each of the points listed. To do this, you need to use either your index finger or thumb (whichever is more comfortable for you) and apply firm pressure on the face reflex point. Without lifting the finger or thumb, you need to apply pressure in a circular motion. Ensure you stay on the same reflex point for 30 seconds clockwise and then 30 seconds anti-clockwise. Ensure you follow the numbers in sequence i.e. 1, 2, 3 through to 15.

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## Facial Reflexology Helpers

If you want to work a specific area and associated ailment (e.g. chest area to help a cough) then you would need to involve using 'helper areas' as stated below. You should only complete these moves when you have completed the stimulating points.

thyroid gland - gently rub either side of gland.

bowels - indent in the chin which is good for constipation and dull facial skin.

pancreas - gently rub from underneath lower lip to edge of lower lip.

lungs - either side of mouth.

spleen - either side of the ridges under the nose.

stomach - the tip of the nose.

liver and lymphatic - deepest pit of the cheek, jaw and cheek joint.

digestive process - gently press along ridge of cheekbone.

facial skin and colon - tap gently under eyes starting on outside moving in.

kidneys - tap gently under eyes, starting on outside moving in.

pituitary gland and reproductive system - helps imagination and perception.

mental awareness - edge of forehead helps improve thinking capacity.

nervous system - centre point of forehead.

ears - pinch and down ear with forefinger and thumb - helps whole body.

sex glands - massage ridge of jawline begin and ear and go to chin.

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## Unit 12: Aftercare

What is the purpose of giving aftercare advice?

The purpose is to advise the client what they should do following a Reflexology treatment and also how they may feel. We have already talked about contra-actions and what may happen as a result of a Reflexology going ahead. As therapists we are well aware of what contra-actions are but obviously a client who has never had Reflexology (or possibly any other holistic therapy) will not know what these are and so it is our role to provide them with this information.

Other aftercare advice which you may give a client could consist of the following:-

to eat a light diet – as toxins will have been released during the Reflexology treatment and the lymphatic system will be helping the body to get rid of toxins and waste, it makes sense for a client to keep their diet light for the rest of the day as eating a heavy meal will mean the digestive system will have to work harder and could result in the client feeling either bloated or nauseas.

to avoid alcohol – this is a similar reason to the above in the fact that alcohol produces toxins and so if we are trying to help the client by getting rid of toxins and bringing about balance, then it is not a good idea to 'feed' the client more toxins. Also alcohol can dehydrate the client which would not be a good idea after they had had a holistic therapy treatment as this could make them feel light-headed.

try to relax – a lot of clients will attend for a Reflexology treatment because they want to feel relaxed and to relieve themselves of the stresses and strains of life. After their Reflexology treatment they may be feeling very relaxed and then have to go back to a house full of children or to work. If they can, it is a good idea if they can have some more relaxation time such as having a bath or reading a book.

What could a client do in order to maximise the benefits of Reflexology?

There are different tips and techniques which you could give to your client in order to help them maximise the benefits of Reflexology. As mentioned, Reflexology will help to restore balance within a client's body and thus to bring about equilibrium.

Stress reduction techniques – as a client may have attended for Reflexology in order to reduce their stress levels, it is a good idea to provide them with some other techniques which they could apply to help to reduce their stress. They could practice tensing and then relaxing their muscles – they could do this from their head right the way through to their toes.

Breathing techniques – this could be difficult for a client to master at first but advise them to

lie on their back with their hands resting on their stomach, then to breathe in as deeply as possible, hold for a few seconds, and then breathe out letting all of the air go. If they can do that a few times, they will start to feel their bodies releasing tension.

Meditation – this is good to help clients with breathing techniques. You can do meditation alone or join a group – the purpose of it is to help you to empty your mind of negative thoughts and to focus on yourself, your breathing and to calm your mind and body.

Listening to relaxing music – the benefits of listening to relaxing music cannot be underestimated

– music has been known to help relax people and there is even music therapy.

Using essential oils – there are many different ways in which you can use essential oils, from having them on a hanky, to using pre-blended oils for self massage (you should not mix oils if you are not qualified in Aromatherapy as certain oils should not be used on people with certain medical conditions), you can use them in the bath or have some burning in your bedroom before you go to sleep – such as Lavender.

Use the words ‘peace or calm’ – this particular relaxation technique would sit well with the breathing exercises. When you have inhaled deeply and are ready to exhale, say the word calm or peace as you exhale and this will train your brain to feel the words you are saying. You could do this at any time of the day whenever you are feeling stressed.

Using Reflexology on yourself – unless you are very flexible you may not be able to administer Reflexology on your feet, but you could perform it on your hands. Most of the movements are very similar to those on the feet and one of the main ones is the solar plexus (which is the hub of our emotions) and is located in the centre of the palm of the hand – take time to press your thumb within this point, again when you feel stressed or anxious.

Drinking water

We all hear that we should drink more water (and indeed it would also be the aftercare advice that you would give to a client) but what is the reason? The simple answer is that we need to keep our bodies healthy with water to ensure we do not become dehydrated, especially when you think that our bodies are made up of over 70% water with the brain alone being over 85% water. The average amount of water we should drink a day is 2 litres, although this will depend on the weather, the size of a person and how active they are. If we sweat etc then we will lose fluid and so need to ensure that we are replenishing what we are losing.

## Dehydration

If you were to let your body become dehydrated it will have no stored water to draw on, and so adapts to this shortage of water so that vital bodily functions are preserved until water is supplied to the body.

Prolonged dehydration results in proteins and enzymes becoming inefficient, and eventually, the cells cease to function. When the body is deficient in water, these cells wrinkle like prunes and cannot function efficiently.

Symptoms of dehydration include:-

feeling thirsty;  
dark coloured urine;  
dizziness or light-headedness;  
headache;  
tiredness;  
dry mouth, lips and eyes;  
passing small amounts of urine infrequently (less than three or four times a day);  
loss of strength and stamina.

If dehydration is ongoing it can also affect your kidney function and can cause kidney stones to develop. It could also lead to:

liver, joint and muscle damage;  
cholesterol problems;  
constipation.

So you can see from the above just how important drinking the right amount of water is.

## Aftercare leaflet

After a Reflexology treatment, you may find that a client is very relaxed and thus may not be taking in everything which you say and so you may find it helpful to have an aftercare leaflet which you could give to a client to take away with them. You could also use it as a marketing tool by including details of what other treatments you carry out or details of your website so clients can have a look at this as well. In the days of Social Media, you could also have details for both Facebook and Twitter.

### Formal Task 9: Details

You have been treating 3 different clients with different ailments and they have asked if there is any self help guide which you could provide them with.

Devise a home care depending upon the client's other ailments and any other homecare recommendations.

Client A has been coming to you for Reflexology to help with his Headaches. He now wants to do some self help movements at home.

Client B has been receiving help from you for his IBS

Client C came to see you for Reflexology to help with their symptoms of eczema, but currently they have a flare up on both their feet and hands.

A short paragraph for each

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## SUMMARY OF REFLEXOLOGY COURSE

You have now completed your Reflexology course – well done!

You will see that from everything you will have studied throughout the course, Reflexology is more than just a 'foot rub' and has many benefits to the person you are treating. Reflexology is a complex treatment and has been created from thousands of years of beliefs and theories.

You have also studied and gained knowledge of carrying out Reflexology on other parts of the body which is invaluable, especially if a client is contraindicated to regular Reflexology.

What does set Reflexology apart from other holistic therapies is that it can be experienced by just about anyone from babies to the elderly. It can have immediate results and can help people who are facing challenging circumstances.

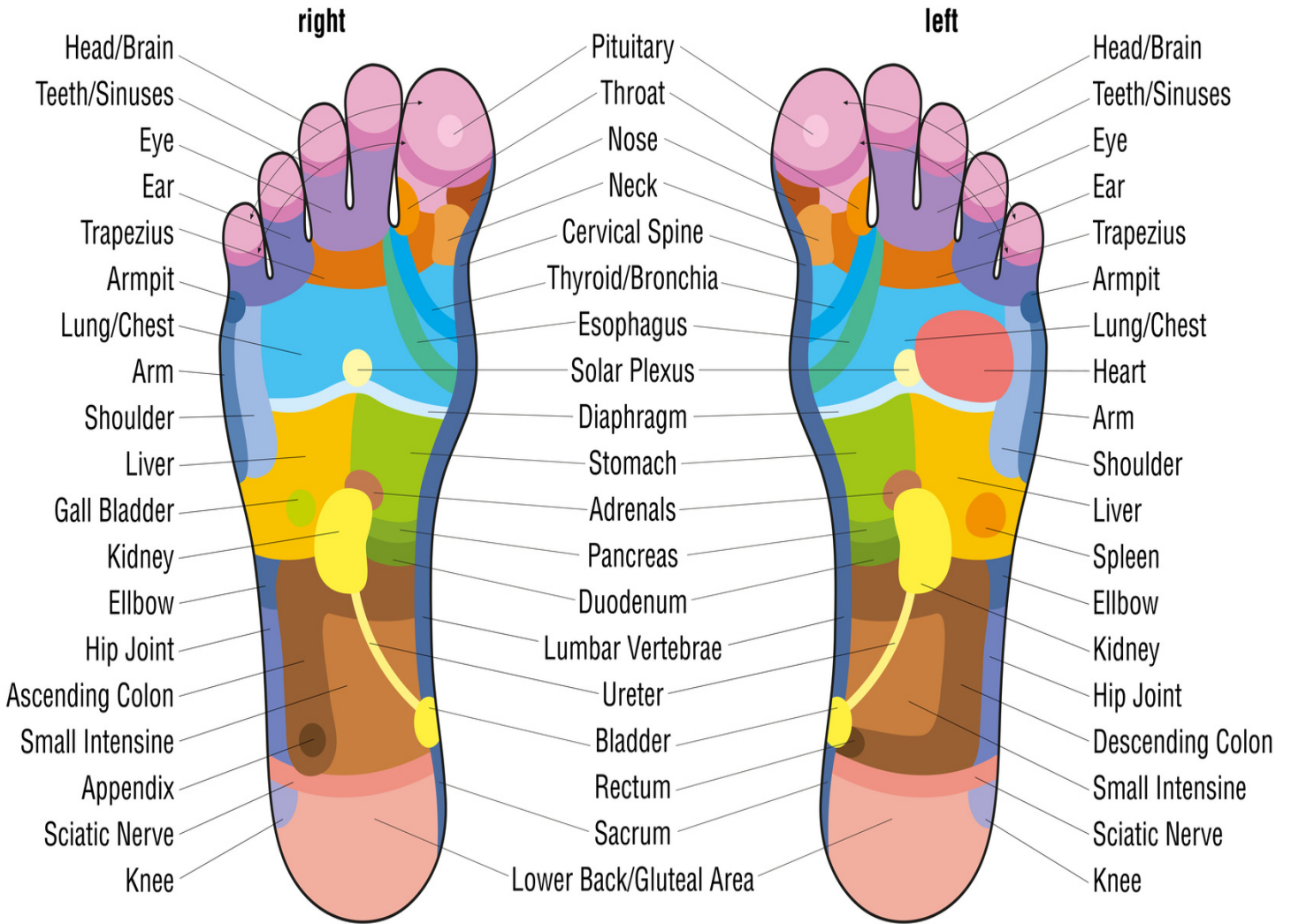
If you take the time to practise your techniques and embrace the theory and principles that go with this ancient practice. This will help you and refine you in your professional development by becoming a caring Reflexologist.

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Appendix A: Reflexology Foot Chart

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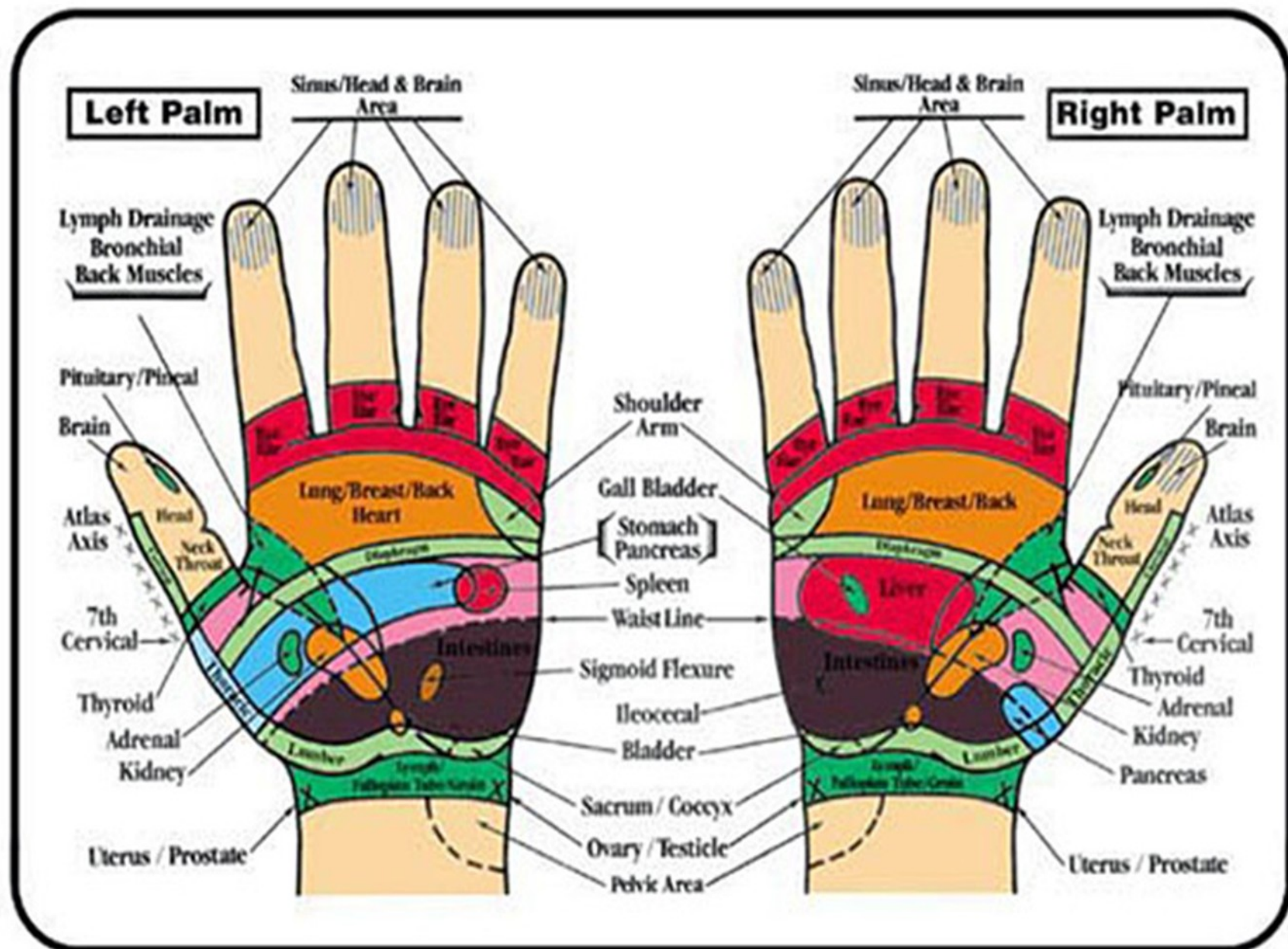
# Foot Reflexology Chart



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Appendix B: Reflexology Hand Chart

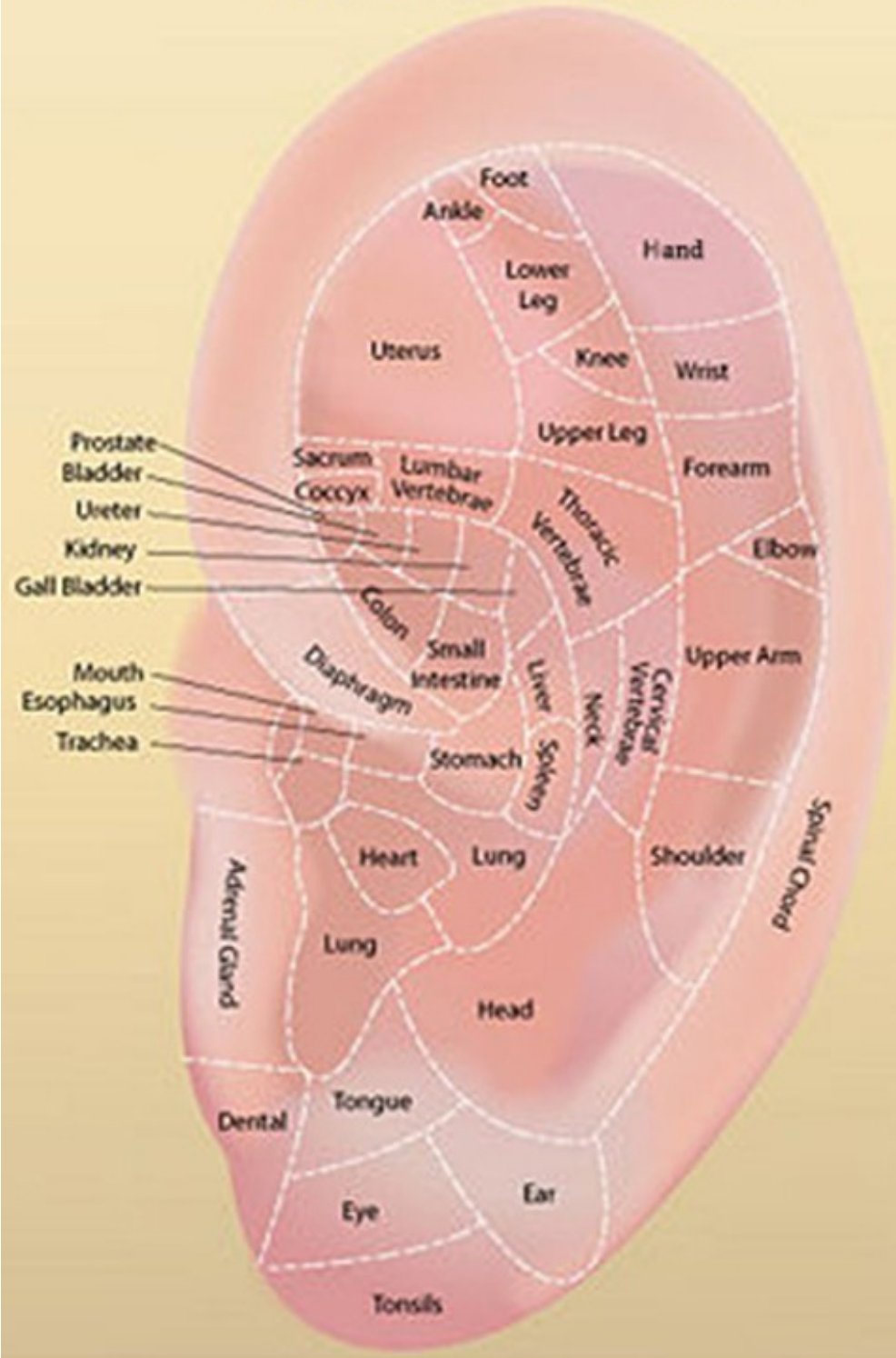
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Appendix C: Reflexology Ear Chart

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# Physical Ear Reflexology Chart

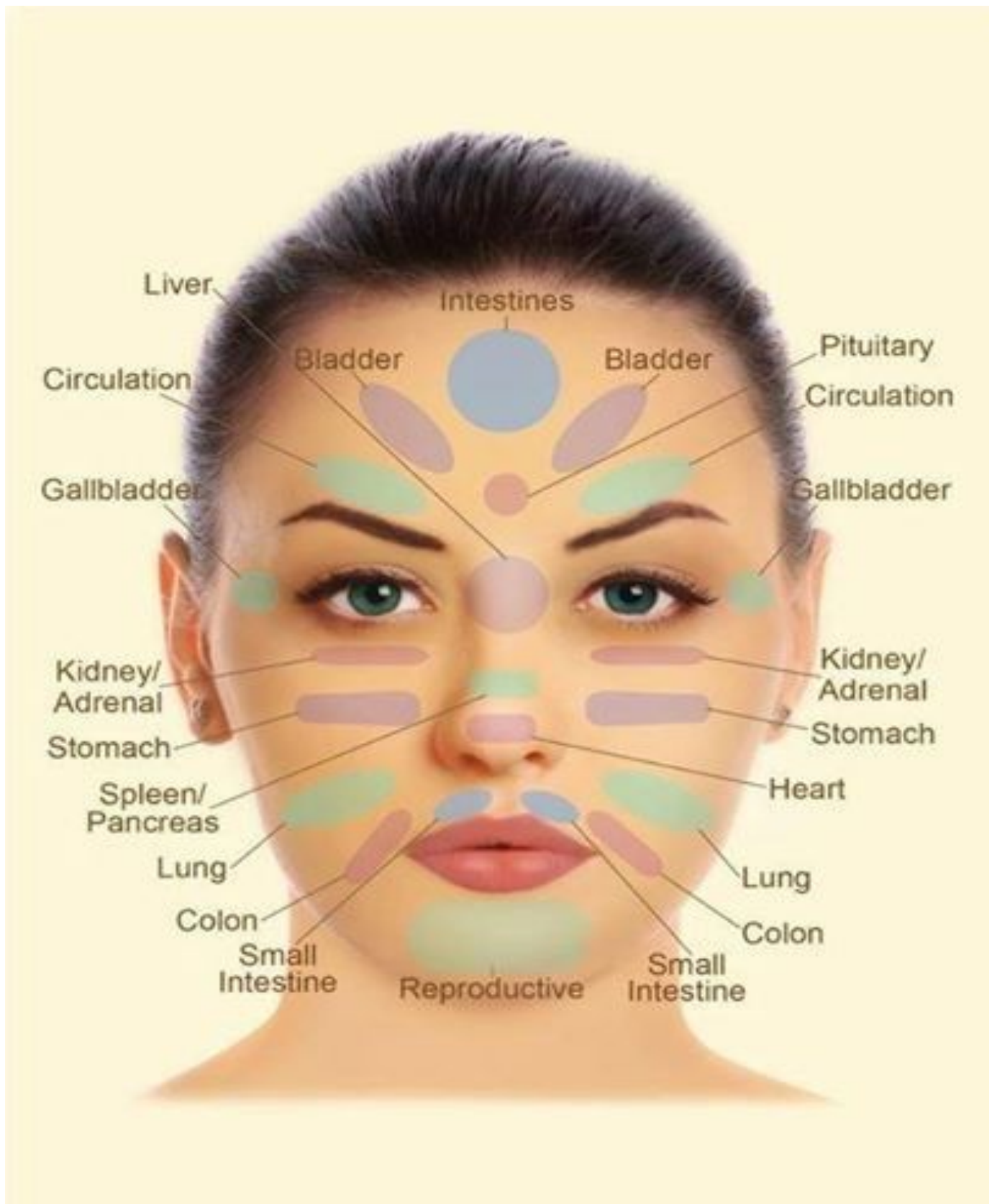


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Appendix D: Reflexology Face Chart

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## CASE STUDIES

To attain a level 3 Reflexology Certificate, you will need to submit case studies to demonstrate your ability and understanding of the subject. This needs to be 100 hours made up of 10 people x 4 treatments showing the client's progression, and 60 Individual treatments (please keep a log book of their name, address, when conducted and have the client sign to confirm that you have given them a treatment)

Include brief personal details of your client, any health issues, condition of feet, how you conducted the treatment and your findings, how the client felt during and after the treatment, aftercare and home care advice. Finally reflective treatment, of how you felt the treatment went and how you could change or improve on the treatment you have given.

Example below:-

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### CLIENT 3 (DL)

#### CLIENT PROFILE & MEDICAL HISTORY

Client 3 is a 38 year old married male, with a 9 year old daughter from a previous relationship with whom he has regular contact. He is a self employed painter and decorator and, consequently, works long hours and has little time to enjoy a home or social life. He does not exercise as much as he should or would like to, but plays football once a week which enables him to meet up with his friends and he enjoys this immensely. He smokes about 15 cigarettes a day and his diet is poor, tending to be the working mans staple diet of café fry ups. His wife, however, is very diet conscious and his evening meals are a lot healthier.

Stress can, on occasions, be quite high as his work load is erratic, going from being inundated with work to having nothing lined up. His mother recently had a heart attack from the shock of hearing that she had breast cancer and his father has had a rapid onset of senile dementia, so he has had to shoulder more responsibilities, although he feels he is coping quite well under the circumstances.

On first appearances Client 3 seems to be a "jack the lad" but, during the consultation, it emerged that he is very into holistic healing and regularly gives and receives Reiki. He has in the past attended retreats to re-energise and re-balance his body. Although his health is generally quite good, he has suffered from occupational lower back and shoulder pain through most of his adult life. He has visited a chiropractor and osteopath with limited success and, because he has had reflexology previously, feels that having it again will offer him a "whole" approach to treatment.

#### TREATMENT AIMS & OBJECTIVES

To give a general treatment, which will benefit the whole of the body, but to focus on the shoulder, neck and cervical spine and the associated arm and solar plexus. To treat the lower back concentrate on lumbar, sacral, coccygeal, together with associated pelvic muscles, sciatic nerve, solar plexus and adrenal glands. I will also pay particular attention to brain, pituitary, pineal, thyroid and parathyroid to help with the stress.

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## Client 3, Treatment 1

Home Stressors 1 2 3 4 5 6 7 8 9 10

Work Stressors 1 2 3 4 5 6 7 8 9 10

### Foot reading & observations

Areas of hard skin on the back of the heels, big toes and balls of the feet. The skin is quite dry, but the skin tone is good and the feet were warm and mobility was good on both feet. There was a yellowish tinge to the area directly on the ball of the right foot, which may be because of the clients' smoking habit. Nails were very thick and hard and needed trimming. No noticeable smell and no contraindications to treatment.

### Treatment

Gave general treatment to begin with before reworking problem areas. Great deal of tenderness on the right shoulder, which I worked thoroughly and client reported that this had been a problem recently. I thumb walked spine several times and there were crystallised areas between L1 and L5. Tender areas on the gall bladder, possibly from eating high fat food. Hip and pelvic muscles on left foot were sore and client commented audibly how painful these were. Went back and reworked these areas as much as time would allow. After I had treated both feet, I finished with stretching and twisting movements around the spine and a relaxing massage.

### Feedback during treatment

Apart from where I worked on the hip and pelvic muscles which client found painful, he was able to relax very quickly into the treatment. I think this was helped by the fact that he has experienced reflexology previously and knew what to expect. He was in a dreamlike state for most the treatment.

### Feedback after treatment

Client reported feeling spaced out and unable to come off of the table. I ensured that he drank water and left him for a while to become grounded.

### Home/aftercare advice

Advice sheet given. Explained the possibility of his having a healing crisis and homeostasis, but client already had an understanding of this. We discussed his smoking and how all the body systems would be affected by this and, although, he is keen to stop, feels it is the wrong timing. Asked him to drink more water and, if possible, cut out some of the fatty foods he is having on a daily basis which he has said that he will try and do.

### Reflective practice

Felt an instant rapport with this client and "tuned in". Helps that he is very receptive to treatment. Feel I am gaining a better understanding with each treatment given.

Client 3, Treatment 2

Home Stressors 1 2 3 4 5 6 7 8 9 10

Work Stressors 1 2 3 4 5 6 7 8 9 10

Feedback from previous treatment

Client reported having a headache that evening and having to urinate frequently during the night. He had a stomach upset the next day and his appetite had been poor for a few days following treatment. However, he felt much better towards the end of the week and realised it was his body rebalancing. He was feeling much more energised.

Foot reading and observations

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No noticeable changes to feet, although they were less dry and client said that he had upped his water intake, which may have helped.

#### Treatment

Kept my notes with me to ensure I worked areas as previous treatment and to continue to help relieve back and shoulder pain and alleviate symptoms of stress.

Found several areas of tenderness on both feet. The (lateral) inside of the big toe on the right foot was sore when I finger walked across, and the shoulders on both the left and right feet were very crunchy and sore. I worked these areas several times, together with the associated reflexes of the neck, cervical spine and solar plexus to relieve any congested areas. Whilst working the lung reflex I noticed some congestion under the 3rd and 4th toes and, along with the yellowish tinge to the skin, feel that this may be caused by the clients smoking habit. Slight improvement on L1-L5. Gall bladder was no longer tender and client said that he had cut out the fatty food, which might explain improvement. Finished on relaxing massage.

#### Feedback during treatment

Client slept throughout treatment.

#### Feedback after treatment

Client reported feeling great and was very relaxed and had been in a very deep sleep throughout treatment.

#### Home/aftercare advice

To continue drinking more water and stay away from fatty foods. To enjoy his renewed energy levels, but not to over-do things, as his body was working to return to homeostasis.

#### Reflective practice

Increasing confidence in the treatments given.

#### Client 3, treatment 3

Home Stressors 1 2 3 4 5 6 7 8 9 10

Work Stressors 1 2 3 4 5 6 7 8 9 10

#### Feedback from last treatment

Client had slight headache following treatment, but this was shortlived. His right shoulder was painful for a few days, but was much improved as was his lower back which hadn't felt as good for a long time. Client was feeling much better generally and felt re-energised.

### Foot reading & observations

No changes to feet, apart from client cutting his toenails.

### Treatment

Shoulders were noticeably improved, and areas were free of congestion. Generally feet were much better. L1-L5 was less gritty, but still some needed working on. Still some congestion on lung reflex, but less so than last treatment, although feel this might be a problem that is ongoing whilst client smokes. Found the sciatic reflexes crunchy and slightly tender, but this lessened after working several times. Hip and pelvic areas were clear of congestion. Felt that on the whole, previous problem areas had improved. Was able to give relaxing massage at the end of the treatment.

### Feedback during treatment

Client was relaxed and comfortable during treatment and drifted in and out of sleep.

### Feedback after treatment

Client was thirsty after treatment, but said that his feet felt warm and glowing.

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### Home/aftercare advice

Continue the increased water intake and fat reduction, but to really think about tackling his smoking, as his body would never be working at its optimum until he did.

### Reflective practice

Haven't been very well this week and, although I am much better and fit to work, didn't feel I gave my best and was disappointed in myself, even though client was unaware and happy with his treatment.

### Client 3, treatment 4

Home Stressors 1 2 3 4 5 6 7 8 9 10

Work Stressors 1 2 3 4 5 6 7 8 9 10

### Feedback from previous treatment

Client had a really good week. He was less stressed and had managed to fit in a game of squash during the week. He fully expected pain in his shoulders and back and was pleasantly surprised that he had been pain free. He feels that his dietary improvements have helped him feel better generally and, because of this, he has made a decision to give up smoking at the end of the month. He is feeling far better than he had in months and realises he is sleeping much better and is coping better with the responsibilities he has recently had to take on. On the whole, is really pleased with the effects that the reflexology is having on him.

### Foot reading and observations

No visible changes to feet.

### Treatment

Gave general reflexology treatment and observed that L1-L5 had definitely improved. I thumb walked spine several times and made sure that I gave the whole of the spinal area a thorough treatment. Sciatic reflexes were a little tender, but less so after I worked these areas. Shoulders, which were such a problem at the beginning of his reflexology treatments were now clear. Slight areas of congestion still under 3rd and 4th toes of lung reflexes, which I paid particular attention to. Noticeable improvement generally.

### Feedback during treatment



Client was chatty for first 15 minutes and then fell into a deep sleep.

#### Feedback after treatment

Client reported feeling relaxed and well. He has asked to continue treatment in the future and stated that the 4 treatments he had with me had made him feel better than months of treatment with the osteopath or chiropractor and he wishes he had come to me first.

#### Reflective practice and overall treatment evaluation

Feel quietly confident about the difference these treatments have made to my clients life. From looking and feeling miserable, he is now upbeat, and even though his problems have not gone away, he is coping better, not only because the pain has lessened, but his stress levels have lowered. There is a need to remember to look after yourself when you are having to look after others and the reflexology has given him an hour out each week just for himself. This has been a good case study for me and a reminder that I need to be in good health too to give a successful treatment.

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## INSURANCE AND OTHER INFORMATION

Once you have completed your course, you will need to hold adequate insurance cover before you put your new skills into practice, or if you are thinking of changing your insurance policy, please note the following:-

If you have already have Anatomy & Physiology, then Balens insurance company is a good option, their email is [info@balens.co.uk](mailto:info@balens.co.uk) and telephone number is 01684 893006.

As a lot of our courses are for complete beginners, Torgate Professional Risks Insurance will insure you without prior certification. You can obtain an online quote by visiting their website [www.torgateprofessionalrisks.co.uk](http://www.torgateprofessionalrisks.co.uk). You may also telephone them on 0844 892 1500 (this is a local rate number) for a free quote.

You do not have to have had training with Body & Soul to obtain Torgate's Insurance, this is available to any beginner or therapist wanting complementary therapy insurance.

If you are looking for cover for our beauty courses, then we highly recommend The Guild of Beauty Therapists, [www.beautyguild.com](http://www.beautyguild.com)

Tel: 0800 288 9493.

Please quote reference code 10456 for £10 off your joining fee.

We would also recommend Balens <http://www.balens.co.uk/> and the IICT <http://www.iict.co.uk/>

If you already have insurance cover, most companies will recognise our CPD courses and add our training courses to your existing policy, but please check with your current insurers.

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