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| Treatment **SOAP** Notes - Study Client ID: XH |  |
| Date:**27/09/2020** |  | Start time:**5.15pm** |  | Finish time:**5.45pm** |  | Treatment number:1 |
| Preferences: Depth of Touch: Light **Medium** Deep VariesMusic: **Yes** / NoReclining position / postural support: **support 'V' pillow and warm blanket**Infection prevention / Allergies: **Penicillin**Psychological & relevant information between treatments: **N/A**Need for referral? **Possibly Acupuncture for the shoulder, review after few sessions of reflexology.** | Measurements:MYCAW Yes **/** **No**Pain: 1 2 3 4 5 6 7 8 9 Detail:Stress: 1 2 3 4 5 6 7 8 9 Detail: |

**Subjective:** (why they came for a treatment, what they say, what are they experiencing, what makes things better / worse)

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| Study Client symptoms and goals:* The Client has a very positive out look on life and tends to deal with difficult situations daily. She has been taught to do this by being calm and level-headed. She has a very busy lifestyle at the minute and is finding it hard to get a good work life balance. She works full time as a Dental Nurse and in the evenings helps out with St Johns Ambulance. No kids, 1 dog.
* The client has had a few sessions of reflexology before and felt is very relaxing and said that it helped with her sleeping pattern so when I asked her to be my case study she said yes straight away.
* At the moment she is experiencing pain from the left shoulder which is made worse by lifting anything heavy. I will monitor this pain level as we move threw the sessions to see if the reflexology helps. She is currently a number 4 on the MYCAW scale.
* The pain from the ovaries is a constant pain but is controlled with Ibuprofen. Over the next few months I hope to learn more about this area on the feet and spend some time on these areas to see if the client notices any changes. She is currently a number 5 on the MYCAW scale.
* Main goal is to be more relaxed as client finds it hard to get time for just her.
* Client did mention there are times where she struggles to sleep so hopefully the reflexology will help calm the mind and as the months progress once I learn new techniques I may be able to help induce better sleep patterns.
* Coming into the winter months her chest can become tight so I will ask how her chest feels at each session and keep working on the chest reflex throughout the sessions.

Other:  |

**Objective:** (what I see / observe / find)

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| Visual: The client has a medium frame and average height. Walks even pressure on both feet, tends not to wear heels, more flat comfortable shoes. Size 5.5 feetI noticed the Client is slightly hunched from the shoulder area which may be coming from the sore shoulder.**Right foot**: Soft pale skin around the adrenal glands, kidney, small intestine but darker hard skin around the lateral, middle, and medial metatarsals – representing the shoulder reflex, trapezius region and the base of the big toe. Lateral arch very deep pink in colour. Also around the right lung area was deep pink skin, slightly rough. Mottled colour of skin (mixture of pale & pink) around the right descending colon along the lateral arch. 3rd toe turned inwards, others fairly straight. Possibly from poor fitting footwear over the years. **Left foot**: quite a lot of hard skin visible around the lung area, circular in shape spanning into the trapezius reflex area. Also hard skin around the heel on areas look to reflect bladder and right hip region. Visible dry skin swirls on the left lung area also. Quite a lot of lines around the abdomen possibly suggesting dehydration. |
| Tactile:* T The feet were both cool to touch, dry overall.
* There was rough skin present mainly felt on the lateral and medial areas of the feet.
* Smooth skin around the abdomen region on both feet

remember to refer to ‘Feet speak’ when discussing hard/rough skin on feet |
| Areas of Focus: * All the areas I have covered so far but paying particular attention to the large lung area using breaking chocolate & bending and flexing the top of the foot when working the diaphragm to help open up the lungs.
* Left Shoulder is still causing pain so I will be mindful when working on the shoulder reflex, gentle pressure but working up the pressure as the sessions progress to see if it helps. I will look for feedback at the start of each session.
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| System/s focus: We have only completed 2 days of learning but in that time we have been shown how to work the lung area/chest reflex and the shoulder region so I will focus on what I know so far to help with these. I will incorporate the breast and intercostal reflexes in relation to the musculoskeletal area as this is all linked to help with better breathing. |
| Other: |

**Assessment:** (what happened / what changed)

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| Preparatory Techniques:* Soft relaxation music
* Lavender Oil in the burner
* Both feet covered with warm towel before treatment
* Adjusted saddle seat and pillows under client’s feet for good vision
* New couch was used - these steps are to be followed for each session:

Clean down couch with non-alcohol spray, place protective cover on pillow. Couch roll on couch, wipes to cleanse feet, hand sanitizer for clients when entering. Couch roll to be replaced after client is finished in treatment room. All door handles wiped with 70% alcohol and operated by me entering and leaving premises.* Covid-19 questionnaire was sent to patient before appt and asked same questions before entering treatment room due to the ongoing pandemic. No concerns so we could proceed.
* I helped client up onto the bed and made her comfortable before we started.
* On completion of the consultation form there were no contraindications noted.
* I provided my client with my definition of reflexology.

As this is the first session for the client she had no feedback or any changes to record. |
| Treatment Responses + interpretation/relevance:* I explained to the client what I was going to do before we started, the areas I would be working on and she seemed very happy for me to proceed.
* I advised if she felt anything “funny” to let me know so I could explain what area I'm working on and how it could be relevant to the healing process.
* I started with the ankle boogie – Client was a little stiff on the left side, could be due to previous injury but was able to loosen up the ankles no problem with the help of the soothing music and darkened atmosphere. Heat seems to help this area the client says so maybe apply a warm towel on this foot/ankle region at the start of the treatment and work on the other foot first to see if this helps then swap over.
* At the end of the treatment, bearing in mind the client has had sessions of reflexology before she commented on how I worked on one foot and kept the other covered. She said she really liked this. She said it was like I was preparing her for what was to come, like a mirror image. As I completed a sequence on one foot the client was prepared for the same to happen on the other foot. I used a large warm towel which she also felt helped with the relaxation process.
* Firm pressure was used to loosen up the ankles – Client seemed fine with this type of pressure.
* Working on the Diaphragm on both feet these areas felt quite spongy.
* The client did mention that at the end of the treatment she found the right foot more tender in places like the Thyroid gland and when doing the lymphatic plough. I explained how the top of the foot is related to the chest area / intercostal muscles and explained how it can “reduce muscular tension throughout the body, including the neck, shoulders, hips and spine. It can also reduce swelling in the feet and lower limbs, which results in greater range of motion” ([https://www.reflexologyhealing.com](https://www.reflexologyhealing.com/))
* On the Left + Right Foot, working on the shoulder region I did feel them both very tight, I could feeling popping on the left foot as I was doing the thumb walk up zone 5.
* The Thyroid region on both feet felt a bit crunchy as well. The client did mention she could feel this area more tender on the right foot
* The Right and Left foot do look similar in terms of colour but the main area that stands out is on the right foot below the big toe (lungs) looks slightly swollen, almost spongy to look at.
* Client mentioned that the right foot overall was more tender than left foot
* Texture in different areas meaning there could be a conflict between the two environments – Right (Career) Under great pressure. Left (Feeling/Family) more even pressure.
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| Study Client Responses: Very relaxed – She mentioned that during the treatment she could see a “ purple haze” as she lay with her eyes closed. She did say she could feel herself “dropping off” Client is happy to come back for another session. |
| Other: |

**Plan:** (future treatments / techniques / focus / self-care suggestions)

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| Number of Treatments recommended: 4 | Date of next treatment: 04/10/2020 |
| Techniques for next treatment and reasons:* Revisit lung area on both feet – Khatry S et al (2010) suggests that Reflexology may be useful in managing inflammatory conditions such as asthma. It can help to improve lymphatic drainage, supports the cardiovascular system and thereby recover from respiratory infections quicker and reducing stress on the lungs and chest.
* Once we learn hand reflexology I will be able to incorporate these individual reflexes associated with the shoulder into future sessions.
* On the feet the main focus will be the finger walking on the dorsum of the foot along with pinching the sides of the foot and thumbing walking from lateral to medial on the plantar region to help loosen up the shoulder reflexes. Finishing with breaking chocolate. Always feeling for a change of texture. I will continue to come back to these areas at each session.
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| Plan for Self-Care/support between treatments:* Staying hydrated - Client does drink plenty during the day but could probably drink more
* Trying a non impact sport like Yoga or Meditation
* Alternative options: Deep Breathing routine
* Epsom Salt bath to help with relaxation of all the smooth muscles before bed.

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| Other: I explained to my client regards the healing response and gone over the aftercare advice form. Stressed the importance of plenty of water over the next few days. - To aid in detoxification |

References:

Website: Red Shoe Reflexology 2017, *Benefits of reflexology;* [https://www.reflexologyhealing.com](https://www.reflexologyhealing.com/)

Journal: Khatry S et al / IJRAP (2010) Holistic approach to the management of asthma, 1, (2) 367-383