SET 1 CONSULTATION FORM

To be completed by the Reflexology Learner and signed by the case study client

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| **TITLE:**  **Mrs** | **NAME:**  **ER** | | | | | |
| **DATE OF BIRTH:**  **21/3/49** | **SEX:** FEMALE | | | | | **OCCUPATION: Retired** |
| **ADDRESS:**  **1 super street Belfast** | | | | | | **POSTCODE:**  **BT21 8RF** |
| **CONTACT TEL NOS:028** | | | **EMAIL:happy.com** | | | |
| **CLIENT’S CONDITION/S : Tired/Poor sleep**  **ORIGIN: From when they suffered a stroke 3 years ago -2016**  **WHAT MAKES IT/THEM WORSE: Stress/Anxiety**  **WHAT RELIEVES THE CONDITION/S: Exercise, Good diet and not worrying.** | | | | | | |
|  | | Yes | | NNO | DETAILS:- | |
| 1. Are you Taking any medication? | | √ | |  | If yes, what for?  Warfarin: Protein C def, history of a DVT >30 years ago.  Atorvostatin and Canderstatin for Blood Pressure and Cholesterol. | |
| 2. Do you have any contagious disease? | |  | | √ |  | |
| 3. Are you allergic to any medicines, foods or materials? | |  | | √ |  | |
| 4. Pregnant or planning to become  pregnant? | |  | | √ |  | |
| 5. Do you have thrombosis, or are receiving medication for this condition? | | √ | |  |  | |
| 6. Are you exposed to stressful situations? (i.e., work, noisy neighbours, family). | |  | | √ |  | |
| 1. Had any cardio-vascular disorders? i.e. angina or unstable heart condition? | |  | | √ |  | |
| **\* If your client is suffering from the following conditions, Reflexology may be inappropriate at this time – use caution, contact your Tutor, if in doubt do NOT treat:**  **Thrombosis (including D.V.T’s), Embolus, Phlebitis, Unstable heart condition, Shingles (while pustules are present) or during the first 3 months of pregnancy (at this moment in time).**  **PROVIDE ANY OTHER RELEVANT DETAILS.** | | | | | | |
| Pt takes cholesterol and blood pressure medication daily.  The DVT happened in 1989 and was a clot in an artery in the leg was found. Patient has been stabilised since then. She is on meds and is reviewed regularly by GP. | | | | | | |

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| Treatment **SOAP** Notes - Study Client ID: ER | | | | | | | |
| Date: | 20/9/2009 | Start time: | 18:00 | Finish time: | 18:55 | Treatment number: | 1 |
| Preferences:  Depth of Touch: Light Medium Deep Varies  Music: No  Reclining position / postural support: Reclining,  Infection prevention / Allergies: N/A  Psychological & relevant information between treatments: Yes  Need for referral? No | | | | | 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: Relaxation  Other: |

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

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| Visual:   1. Evident signs of dehydration on both feet. 2. Small callous/corn in lung reflex. 3. Toes cramped. 4. Small Cut on medial aspect of left ankle. 5. Colour Paler from diaphragm line to pelvic reflex. Otherwise normal pink colouration. 6. Feet Close together.   Will look to see if there is any meaning for feet in ‘Feet Speak’ |
| Tactile:  Temperature normal not sweaty or cold. ‘ |
| Areas of Focus: Introductory Reflexology Moves, for relaxation. |
| System/s focus: No Specific System, possibly stress relief |
| Other: |

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

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| Preparatory Techniques: 1) Set up of the room involved, dimming the lights, plugging in the salt lamp and burning the frankincense incense.   1. I washed my hands and got a facecloth and warm water for cleansing the feet. 2. Used a bolster under the knees to raise them up and a pillow with a towel under the feet. 3. Set my notes to my side, for guidance.   Even though I knew the person, I introduced myself and advised what I planned today obtained necessary consent and med history, all relevant forms signed at this point.  Following this I turned the lights in the room to very dim (probably to dim as I provided my explanation of reflexology to the client, with no contraindications noted I began…)  After cleansing the feet, I used Frankinscence and may chang reflexology balm. |
| Treatment Responses + interpretation/relevance:  I was surprised at the feedback:   1. While working the shoulder reflex there was a small shock into my other hand which was in the intestinal zone on the foot. (which my rh thumb was supporting), this was not repeated on the other side. 2. Shoulder reflex had evident tenderness on both feet. 3. The Thymus responded on both feet very mildly. 4. Eyes on both feet were a bit cracky (not sure what other word to use) I will ask the client if there are any issues with their eyes. 5. The client fell asleep and needed to be woken at the end of the session. But I was so pleased to see that they relaxed enough to fall asleep. 6. Glass of water given will pt was assisted with sitting upright. |
| Study Client Responses: The Client felt very relaxed following the treatment, I asked did anywhere feel tender or different, she advised the area around the small toe she felt on both feet, I also questioned any issues with eyes and was advised glasses need replacing, she is due an eye test and then I was asked her about her bowels advised they were sluggish (possibly the stress in shoulders..!!) I can’t believe I picked up on so many issues! |
| Other: |

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

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| Number of Treatments recommended: 6 in total | Date of next treatment:23/9/2019 |
| Techniques for next treatment and reasons: 1) Work the shoulder reflexes longer.  2) Use better light to follow sequence correctly.  3) Use a warm cloth at the end to cleanse feet before drying them. | |
| Plan for Self-Care/support between treatments: Increase Fibre in the Diet, Take Walks, Drink water and have an Epsom salt bath to aid muscle relaxation. I also told the client about healing responses and gave her an advice sheet for reference. | |
| Other: | |

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| Treatment **SOAP** Notes - Study Client ID: ER  Checked Mh: No change since last visit.  Advised at Start of Treatment Felt More relaxed | | | | | | | |
| Date: | 23/9/19 | Start time: | 19:20 | Finish time: | 20:15 | Treatment number: | 2 |
| Preferences:  Depth of Touch: Light Medium Deep Varies  Music: Yes -Panpies Sea music for relaxation-Youtube  Reclining position  Infection prevention / Allergies No  Psychological & relevant information between treatments:  Self Care, Relaxation,Baths walks etc.  Need for referral? No | | | | | 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: Relaxation and Better Sleep  Client Questioned me about the ability to help her bowel movements as still issues, although improved from last session, advised we can keep doing what we are doing along with self care should see an improvement, but if it is longer term issue might need to visit GP.  Other: reminded the client to continue to drink water as this may help |

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

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| Visual: Feet Still placed close together.  Feet appear redder than last time- possibly just out of shoes and socks.  Feet Good Colour.  Toes still cramped – hopefully as the sessions continue the toes might appear less cramped  Corn Still present.  Cut on ankle scabbing over and healing. |
| Tactile:  Feet slightly sweaty and warm to touch. |
| Areas of Focus: General Relaxation. Shoulders, bowel. |
| System/s focus: MSK, Digestive |
| Other: |

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

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| Preparatory Techniques: Room prepared, in advance with salt lamps, clove, sage and citronella incense.  Bed prepared by placing cushions and bolster, blanket also available.  Hands washed prior to treatment commencement  Face Cloth and warm water.  Reflexology Balm  Notes available  Welcomed the client and checked in with how they were following the last treatment.  Felt sleep improved. |
| Treatment Responses + interpretation/relevance:  Ankles are not as stiff as on the previous appointment.  There was still a response from the shoulder region, on working it, kept on it tonight for longer to see if this helps the client.  When working on the plantar of the right foot, and left foot, client advised tenderness distal to the diaphragm line so repeated the plantar press, to see if this helped.  The Thyroid reflex had improved from the last visit – it had felt firmer.  The eye reflex was still tender more on the left foot than the right. |
| Study Client Responses:  Felt some release of tension following me walking the shoulder reflex a few times, also felt plantar press was slightly tender, will monitor at the next session, bowel movements are improving, but not normal as per client’s ‘normal’ bowel motion. I will try sweeping across both feet to see if this helps  During the second part of treatment client once again fell asleep. |
| Other: |

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

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| Number of Treatments recommended: 4 | Date of next treatment: 1/10/2019 |
| Techniques for next treatment and reasons: Continue to work on tender areas identified ie shoulders, diaphragm, bowel, eye. Assess thyroid – any more improvements felt | |
| Plan for Self-Care/support between treatments: Continue to take in fibre, and lots of water.  And an Epsom salt bath also. | |
| Other: | |

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| Treatment **SOAP** Notes - Study Client ID: ER  Checked Mh: Blood Pressure has been slightly elevated.  Advised at Start of Treatment Felt More relaxed, although BP reading with GP increased | | | | | | | |
| Date: | 1/10/2019 | Start time: | 18:00 | Finish time: | 18:58 | Treatment number: | 3 |
| Preferences:  Depth of Touch: Light Medium Varies  Music: Yes : Music for Sleep.  Reclining position: Yes  Infection prevention / Allergies: N/A  Psychological & relevant information between treatments:  Need for referral? No | | | | | 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: Relaxation and Stress Relief√5/11/19dk  Other: |

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

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| Visual:  Feet Close Together  Corn in Lung Area on Both Feet  Also Bunion on Left foot above shoulder reflex  Cut above ankle still not healed on right foot. |
| Tactile: Feet are Cold to touch.  Dry Skin on heel area.  I should check Feet Speak to see if there is a meaning. |
| Areas of Focus:  Stress Relief I will cover the lung, trapezius, shoulders, bowel and do lots of the relaxation techniques I have learnt so far |
| System/s focus:  MSK, Intestines, Chest |
| Other: |

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

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| Preparatory Techniques: Set up my bed, some clean roll covering the bed, pillow placed and blanket ,made available. Bolster set up for knee support, Frankinscence incense burning, as client likes this scent. I will record this in her notes for future reference  Sleep Music playing softly.  Hands Washed.  Wipes available for cleansing the feet.  Frankinscence and May Chang reflexology balm.  Towels also available for keeping feet warm – I wrapped a hot water bottle with towels and placed this under the feet. |
| Treatment Responses + interpretation/relevance:  Right Foot: Plantar Press some discomfort in abdominal area.  Spinal Twist : Tenderness in several; places on right foot.   Toe Rotations big toe tender also on the second toe  Small twitch on third toe while rotating the second toe  Right Foot: Breast/Intercostal finger walking between finger zones 2/3 very tender,- couldn’t work even with reduced pressure. So I tried to sweep downwards instead.  Right Foot Shoulder worked repeatedly. Also repeated outer and inner ear reflexes.  The Left Foot: Twitch registered with plantar press on the abdominal region.  Big Toe Tender on rotation clockwise, repeated a few times, slight improvement.  Also Zone 1 Very Tender repeated thumb walking.  Also outer and inner ear tender – I will ask the client |
| Study Client Responses: ..  Very Tender and Sensitive feet, advised feels stressed as imminent flight anxious about flying. |
| Other: |

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

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| Number of Treatments recommended:3 | Date of next treatment: 3/10/2019 |
| Techniques for next treatment and reasons: Try to get relaxation prior to trip, work a bit more all reflexes to try and get more relaxed prior to trip especially ears and bowel | |
| Plan for Self-Care/support between treatments: Salt Baths, Walking, Rest. Drink more water. | |
| Other: | |

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| Treatment **SOAP** Notes - Study Client ID: ER  Checked Mh: No change since last visit.  Advised at Start of Treatment Felt More relaxed, BP stabilised GP content | | | | | | | |
| Date: | 3/10/2019 | Start time: | 20:15 | Finish time: | 21:50 | Treatment number: | 4 |
| Preferences:  Depth of Touch: Varies  Music: Yes -Sleep Music  Reclining position: On Bed supine  Infection prevention / Allergies No  Psychological & relevant information between treatments:  Need for referral? No | | | | | 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:  General Relaxation.  Other: |

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

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| Visual:  Feet Close Together.  Bruising on the dorsal aspect on the left foot  Trauma healing on ankle.  Still some evidence of dehydration on the feet. |
| Tactile: Feet Cold. Came in without socks and it is a cold evening |
| Areas of Focus: General Relaxation, shoulders, lungs ears and bowel. |
| System/s focus:  MSK, digestive, special senses, chest |
| Other: |

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

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| Preparatory Techniques: Room Set up:  Frankincense incense lit, prior to the treatment.  Some Sleep music playing.  May Chang Frankincense Reflexology Balm and dipping stick set out.  Bolster, Blankets and Wipes set out.  Prior to arrival of client, I washed my hands.  Checked in to see how client, was feeling, more relaxed since last session, still anxious about flying on the 9th October. |
| Treatment Responses + interpretation/relevance:  Right Foot: Tenderness on Breast/Intercoastal, when finger walking, between 2nd and 3rd metatarsals, Also big toe tender on toe rotations. Shoulder still requires, some work on the right foot, so worked it for longer, lungs also felt tight, thumb walked from lateral to medial 5 times to see if this helped, also on plantar press some tenderness still in the abdominal area.  On the Left Foot Tenderness while rotating all toes, due to evident bruising dorsally didn’t carry out dorsal sweep on this foot. Shoulder tenderness still evident, continued to work five times also worked the diaphragm line 4 times as felt tight. Plantar press could feel crackling in the abdominal area. |
| Study Client Responses: Client Fell Asleep |
| Other: Worked with lighter pressure and possibly next session continue with lighter pressure, as client felt more relaxed this session. |

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

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| Number of Treatments recommended: 2 | Date of next treatment: 5/10/2019 |
| Techniques for next treatment and reasons: Lighter pressure throughout treatment and assess reflexes as I progress. | |
| Plan for Self-Care/support between treatments: Some Breathing and Meditation advised due to imminent flight and associated anxiety. Client said she was considering buying Rescue Remedy to see if this would help her. | |
| Other: | |

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| Treatment **SOAP** Notes - Study Client ID: ER  Checked Mh: No change since last visit.  Advised at Start of Treatment Felt More relaxed, sleep improving | | | | | | | |
| Date: | 5/10/2019 | Start time: | 15:00 | Finish time: | 16:10 | Treatment number: | 5 |
| Preferences:  Depth of Touch: Light  Music: Yes : Pan pipes Ocean Sounds  Reclining position  Infection prevention / Allergies N/A  Psychological & relevant information between treatments:  Need for referral? No | | | | | 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: Relaxation and any areas that are imbalanced.  Other: |

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

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| Visual: Feet Close Together.  Bruising on the dorsal aspect on the left foot  Trauma healing on ankle.  Still some evidence of dehydration on the feet.  Bunion still present on left foot on shoulder area.  Also corns on right foot in lung area. |
| Tactile: Feet Warmer than on previous sessions |
| Areas of Focus:  General Relaxation |
| System/s focus: Relaxation |
| Other: |

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

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| Preparatory Techniques: Room Set up:  Frankinscence incense lit, prior to the treatment.  Some Sleep music playing.  May Chang Frankinscence Reflexology Balm and dipping stick set out.  Bolster, Blankets and Wipes set out.  Prior to arrival of client, I washed my hands.  Checked in to see how client, was feeling, more relaxed since last session, still anxious about flying on the 9th October. Also feels a cough coming on, dry in nature, went to get client a glass of water, and offered to prop her up but was happy on pillows. |
| Treatment Responses + interpretation/relevance: Right Foot: Ankle Boogie, some tightness, worked for longer. Tenderness on toe Rotations, the big toe and 3rd toe. Plantar Press, slight tenderness in lung and abdominal area, Also Shoulder area some cracking when using my knuckle to sweep it, has improved on thumb walking. Also, some response with flicking toes on finger walking the breast/intercoastal region.  Left Foot: Bruising has spread, so left out the finger walking and foot flex, instead I used a sweeping motion down the feet, there was some ankle boogie tightness., also toe rotations every toe tender, (possibly due to dorsal bruise from hitting the foot on a step), plantar press- was very light due to bruising, shoulder tender kept working the shoulder reflex, and the eye area responded as toe flicked. |
| Study Client Responses: Felt better after treatment, felt the toes tender, and lung reflex also tight. |
| Other: |

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

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| Number of Treatments recommended: 1 | Date of next treatment: 7/10/2019 |
| Techniques for next treatment and reasons: Focus on Relaxation. | |
| Plan for Self-Care/support between treatments: Baths, Walks and other relaxation techniques, to help prior to travel. | |
| Other: | |

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| Treatment **SOAP** Notes - Study Client ID: ER  Checked Mh: No change since last visit.  Advised at Start of Treatment Felt More relaxed, sleep better | | | | | | | |
| Date: | 7/10/2019 | Start time: | 19:30 | Finish time: | 20:20 | Treatment number: | 6 |
| Preferences:  Depth of Touch: Light  Music: Yes Piano Music for Sleep  Reclining position: Yes  Infection prevention / Allergies: No  Psychological & relevant information between treatments:  Need for referral? No | | | | | 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: General Relaxation prior to flight.  Other: |

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

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| Visual: Feet not as close together  Bruising on the dorsal aspect on the left foot  Trauma healing on ankle.  Still some evidence of dehydration on the feet.  Bunion still present on left foot on shoulder area.  Also corns on right foot in lung area. |
| Tactile: Feet Smoother  Warm not sweaty. |
| Areas of Focus: General relaxation |
| System/s focus: Head, Lungs |
| Other: |

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

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| Preparatory Techniques: Room Set up:  Frankincense incense lit, prior to the treatment.  Some piano music playing.  May Chang Frankincense Reflexology Balm and dipping stick set out.  Bolster, Blankets and Wipes set out.  Prior to arrival of client, I washed my hands.  Checked in to see how client, was feeling, more relaxed since last session, still anxious about flying on the 9th October. Felt like they have a cold, runny nose and cough. |
| Treatment Responses + interpretation/relevance: Right Foot: Foot Flex tender (repeated this a couple of times, felt improved. Plantar press, lung area tender, shoulder reflex not as tight, still needs more work, so repeated thumb walking 3 times, also shoulder sweep, repeated. Outer and Inner ear tender.  Left Foot: Bruising on dorsal aspect, so worked around, some tenderness on spinal twist. Only rotated big toe small toe flicked, eyes tender and ear also tender repeated working these reflexes, plantar press, lung area some tenderness, abdominal area not as tender. Neck area also responded as I worked around the big toe. |
| Study Client Responses: Client Fell Asleep, On waking, asked pt to take several deep breaths to aid relaxation, and gave a glass of water. |
| Other: |

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

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| Number of Treatments recommended: | Date of next treatment: |
| Techniques for next treatment and reasons: Course of Treatment Completed. Advised Client to attend a reflexologist when away, to ensure relaxation | |
| Plan for Self-Care/support between treatments: Lots of Vitamin C and Rest; prior to flight as well as walks in nature. | |
| Other: | |