



## Client Consultation Form – Reflexology

**College Name:**  
**College Number:**  
**Student Name:**  
**Student Number:**  
**Date:** Feb

**Client Name:** Mrs GH  
**Address:** Dorset  
**Profession:** Care Assistant  
**Tel. No:** Day  
Eve

### PERSONAL DETAILS

**Age group:** Under 20  20–30  30–40  40–50  50–60  60+   
**Lifestyle:** Active  Sedentary   
**Last visit to the doctor:** Jan  
**GP Address:** Dorset  
**No. of children (if applicable):** 2  
**Date of last period (if applicable):** 30/01

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

Pregnancy <input type="checkbox"/>	Recent operations <input type="checkbox"/>
Cardiovascular conditions (thrombosis, phlebitis, hypertension, hypotension, heart conditions) <input type="checkbox"/>	Diabetes <input type="checkbox"/>
Any condition already being treated by a GP or another complementary practitioner <input checked="" type="checkbox"/>	Asthma <input type="checkbox"/>
Consultated about psoriasis – recommending further treatment/medication <input type="checkbox"/>	Any dysfunction of the nervous system (e.g. Multiple sclerosis, Parkinson's disease, Motor neurone disease) <input type="checkbox"/>
Medical oedema <input type="checkbox"/>	Trapped/Pinched nerve (e.g. sciatica) <input type="checkbox"/>
Osteoporosis <input type="checkbox"/>	Inflamed nerve <input type="checkbox"/>
Arthritis <input type="checkbox"/>	Cancer <input type="checkbox"/>
Nervous/Psychotic conditions <input type="checkbox"/>	Spastic conditions <input type="checkbox"/>
Epilepsy <input type="checkbox"/>	Kidney infections <input type="checkbox"/>
	Acute rheumatism <input type="checkbox"/>

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

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

### WRITTEN PERMISSION REQUIRED BY:

GP/Specialist  Informed consent   
Either of which 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  Borderline low blood pressure 110/80

**Gynaecological:** Irregular periods  P.M.T  Menopause  H.R.T  Pill  Coil

Other: Has hormone implant regularly

**Nervous system:** Migraine  Tension  Stress  Depression  Mild depression and took valium 6 years ago after the death of her mother.

**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 6

**Do you see natural daylight in your workplace?** Yes  No

**Do you work at a computer?** Yes  No  If yes how many hours 1

**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: 1 Fresh vegetables: 3 Protein: 2 source? Meat, fish, eggs

Dairy produce: 2 Sweet things: 1 Added salt: 1 Added sugar: 0

**How many units of these drinks do you consume per day?**

Tea: 2 Coffee: 5 Fruit juice: 1 Water: 0 Soft drinks: 0 Others: 0

**Do you suffer from food allergies?** Yes  No  Bingeing? Yes  No

Overeating? Yes  No  Mrs GH is unsure is sinus problems are due to food or other allergy

**Do you smoke?** No  Yes  How many per day? 10-15

**Do you drink alcohol?** No  Yes  How many units per day? 1

**Do you exercise?** None  Occasional  Irregular  Regular  Types:

**What is your skin type?** Dry  Oil  Combination  Sensitive  Dehydrated

**Do you suffer/have you suffered from:** Dermatitis  Acne  Eczema  Psoriasis  For a number of years, now getting much worse.

Allergies  Hay Fever  Asthma  Skin cancer

**Stress level:** 1-10 (10 being the highest)

At work 7 At home 6

**Reason for treatment:** Psoriasis, sinus congestions, headaches, stress. Mrs GH feels that reflexology might help with all of these conditions.

## READING OF THE FEET

**Texture:** Dry, particularly the heels which have fissures in them

**Temperature:** Cool to touch

**Colour:** Pink on soles, normal on top of feet

**Smell:** No detectable odour

**Tone:** Good

**Mobility:** Good

**Skeletal deformities:** None

**Condition of the nails:** Good but some slight thickening in little toenails.

## **Client Profile**

Mrs GH is 52 years old. She is married and has two grown up children. She works full time as a care assistant in a nursing and residential home, where she has worked for a number of years.

She enjoys her job but finds it tiring both mentally and physically. She works on average at least 36 hours each week. She has, over the years, become quite attached to some of the residents and finds the new Matron of the home difficult to work with. This is a cause of some stress, and she feels that the levels of stress in her job have risen due to changes in management and working practices. Her diet is not particularly good and she eats some ready meals. She also smokes and drinks little or no water but quite a few cups of tea and coffee in a day.

She suffers a few health problems and thinks that some may be stress related. She has suffered psoriasis for a long time but it is getting increasingly worse, and now she has large patches on her whole body, with the exception of her face, although she has small patches in her ears. She suspects she may have a wheat allergy but has not had this diagnosed properly. She has borderline low blood pressure and a varicose vein on her lower left leg from an injury experienced 15 years ago. She had pneumonia at birth but has suffered no long term respiratory problems. She did suffer from depression after the death of her mother and subsequently took the drug valium, but has not taken it for six years. Her job involves lots of lifting and moving residents and patients. She suffers aches and pains in her back and hip region which is made worse by sitting for long periods.

Although she is friendly, she is quite shy and introverted. She watches very little television, preferring instead to read romance novels and help out with her grandchildren. She finds it hard to get to sleep at night, finding it difficult to switch off. She usually gets 6-7 hours per night, but this is often broken sleep. She does not express her stresses to her husband and bottles up problems. She sometimes gets depressed, depending on the circumstances, and finds a good cry releases some of her tension/worries.

She also experiences regular sinus congestion and headaches, and thinks this may be linked to a wheat allergy. Her GP is recommending a course of treatment for her psoriasis to start in one month's time. This may cause liver damage, which she is worried about. She would like to try reflexology to see if it will help with the sinus congestion, help her relax and ease the psoriasis. Her family medical history seems to suggest that she is suffering from inherited problems. Her mother had circulatory problems which resulted in her death. Both her father and sister suffer from psoriasis and her brother has heart problems. Mrs GH also suffers tingling in her fingers and there is evidence of Raynaud's syndrome in her family, which she now worries that she might have.

She has discussed the treatment in full with her therapist and has signed an informed consent form. The treatment and effects have been fully explained and Mrs GH is happy to proceed.

## **Treatment Plan**

Sinus congestion, widespread psoriasis, circulation boost and stress. Her poor circulation will also be helped by reflexology. A full reflexology treatment is recommended once per week for a minimum of four weeks, charting progress throughout.

## **Treatment 1 - 10/02**

### **Details of how the therapist conducted the treatment**

I talked Mrs GH through the whole treatment before getting her onto the couch. I cleansed her feet and performed a full foot reading. I then worked through a whole reflexology routine to fine out if her consultation/case history was mirrored in her feet. Working through a full treatment the sensitive areas were the sinuses and eyes on both feet, the neck, throat and teeth on both feet, the spine generally, the kidneys and adrenals both feet, the lymphatics on both feet, uterus both feet and the ovary on the left foot. The sciatic on both feet was also tender. The majority of the reflex points were sore and tender but with few crystalline deposits.

### **How the client felt before the treatment**

Mrs GH arrived looking tired. Her skin is quite red where the psoriasis patches are. It is very flaky and dry and quite hot to the touch. She has trained herself not to scratch over the years and has learned to live with it. However, the unsightly appearance causes some stress. Mrs GH looked tired and stressed when she arrived for this treatment. She was looking forward to having some time to herself and relaxing.

### **How the client felt during the treatment**

She was a little apprehensive to start, but soon got used to my touch. She was quite sensitive all over, registering pain on most of the identified reflex points. She did feel comfortable and warm throughout the treatment.

### **How the client felt immediately after the treatment and immediate aftercare given**

She felt quite tired and sleepy at the end of the session but said that she found the treatment enjoyable. Mrs GH was given a glass of water and allowed to relax for a while before getting off the couch and putting her shoes back on.

### **Specific homecare advice given**

Mrs GH was given a sheet outlining general homecare advice. I suggested that she try to include some water in her daily fluid intake and apply some moisturiser to her feet before bed each night. An appointment was made for treatment in one week's time. Mrs GH was also advised of potential healing crisis – increased energy, increased bowel and bladder movements, coughing and sneezing, changes in sleep patterns, increased emotions, increase in symptoms currently felt. I advised her that these would pass if experienced, and not to panic. Drinking more water and resting would help if any of these were experienced.

### **Recommendations for self-treatment**

I showed her the reflex points for the sinus and adrenal glands on her hands and details of how/when to home treat.

### **Reflective practice**

Mrs GH needed to be positioned slightly higher on the couch and with more support under her ankles. I found it difficult to reach the areas that I needed to work without lifting the foot up quite high. Her feet were quite dry so I used a cream medium, which meant that I slipped over the points at times. I need to investigate using different mediums over the course of these treatments to find the most suitable.

### **Treatment 2 - 17/02**

#### **Reading of the feet**

**Texture:** Dry, heels slight improvement from last week – trying to use cream daily

**Temperature:** Cool to touch

**Colour:** Pink on soles, normal on top of feet

**Smell:** Slight odour today but wearing old shoes which smell slightly

**Tone:** Good

**Mobility:** Good

**Skeletal deformities:** None

**Condition of the nails:** Slight thickening in little toenails

**Treatment plan:** Full reflexology treatment, with emphasis on sinus, adrenal and lymphatic reflex points to help with drainage, detoxification and stress – approximately one hour treatment time.

### **Details of how the therapist conducted the treatment**

A full reflexology treatment was performed. Sensitivity felt in sinus and eye reflexes still. The thyroid helper was sensitive this week, together with the solar plexus and kidneys/adrenals. However, the liver and small intestine on the right foot was also sensitive this week. The lymphatics in the groin and the chest area, both feet, also sensitive. The sciatic and reproductive organs were also sensitive as were points on the spine.

### **How the client felt before the treatment**

Mrs GH still appeared tired, but she has worked some extra shifts this week. Between treatments Mrs GH felt more relaxed and felt that she slept a little better. Her ears seemed a little congested and she expelled a lot of mucus the morning after the last treatment. Sinus congestion still a problem and she had a mild headache after the last treatment. This did pass quite quickly though. Psoriasis patches still widespread, red and flaky. Some tingling in her fingers this week but the weather has been cold, and she has not always remembered her gloves.

### **How the client felt during the treatment**

She quickly relaxed on the couch but was a little cold, so an extra blanket was provided. She did not fall asleep but relaxed with her eyes closed for most of the treatment. However, her facial expressions denoted that most of the reflex points found were still very painful.

### **How the client felt immediately after the treatment and immediate aftercare given**

She felt thirsty afterwards and needed to go to the toilet. When she returned from the toilet she sat down and drank some water, whilst we went through the homecare advice.

### **Specific homecare advice given**

She has been trying to drink more water, but has not been very successful. She has been applying cream to her feet each night, and the fissures are much softer this week, although they will take a long time to heal. Appointment made for one week's time.

### **Recommendations for self treatment**

I reminded Mrs GH of the hand reflexology points, and this week included the hip and back. Working the hands will also improve the circulation in them.

### **Reflective practice**

I applied less cream and more pressure this week. As a result I did not slip off points as much. I got quite hot during the treatment and had to drink plenty after the client left – I must try to stay hydrated myself this week. I am finding it quite difficult to chart my findings and maintain continuity. However, the client was relaxed and did not seem to notice any pauses in the proceedings.

## **Treatment 3 - 24/02**

### **Reading of the feet**

**Texture:** Dry, heels show improvement from last week – now using aqueous cream daily

**Temperature:** Cool to touch

**Colour:** Pale pink but toes slightly blue

**Smell:** No discernable odour

**Tone:** Good

**Mobility:** Good

**Skeletal deformities:** None

**Condition of the nails:** Slight thickening in little toenails

**Treatment plan:** Full reflexology treatment, with emphasis on sinus points for drainage, adrenals for stress and anti-inflammatory effects and lymphatic system for drainage and detoxification – approximately one hour treatment time.

#### **Details of how the therapist conducted the treatment**

A full reflexology treatment was performed. Sensitivity was felt this week in the same areas as last treatment although there has been some movement. Some points appear to be shifting and getting less sensitive. The sinus and lymphatics are still apparent, as were the kidneys and adrenals. The thyroid helper is still also sensitive. The sciatic nerve this week seems fine on the right foot – so some progress is being made.

#### **How the client felt before the treatment**

Mrs GH reported that she had felt much more relaxed and felt that she slept much better. She has found it easier to get to sleep this week - 'I can shut my brain off quicker'. Sinus congestion has eased a little. Psoriasis patches are not as angry and red as they were and many appear to be healing. Mrs GH felt fine at the start of the treatment. She appeared more alert but still relaxed and calm.

#### **How the client felt during the treatment**

She was quite talkative at the start of the treatment asking and answering questions. She did relax as the treatment progressed and became quieter. Her toes were slightly blue at the start of the treatment but as I worked they regained their normal colour. She said that her hands and feet have felt cold this week but cannot explain why.

#### **How the client felt immediately after the treatment and immediate aftercare given**

She felt relaxed but not tired. She said that she was pleased with the way things are progressing and feels that reflexology is having a positive effect on her. She had a glass of water and got off the couch slowly.

#### **Specific homecare advice given**

Mrs GH has managed to drink more water this week, so we discussed the possibility of cutting down on her caffeine intake. She feels that she needs to drink caffeine to keep her going during a busy and stressful shift. I suggested possible alternatives such as Roibos tea, decaffeinated tea and coffee and herbal teas. She did not seem too impressed by these suggestions however but said that she might give the decaffeinated coffee a try.

#### **Recommendations for self treatment**

She is continuing to try and work on her own reflex points on her hands, but keeps forgetting! I suggested that she do them in the evening if she is watching television, rather than trying to fit them in between patients and tasks at work which is what she has been trying to do.

#### **Reflective practice**

I feel more confident when working on Mrs GH now – I feel that I am getting to know her feet and they type of treatment that she requires. I can apply a good firm pressure, in fact, I need to. She may be less sensitive in some areas, as she is standing all day at work. I think that this makes people less aware of what they are actually feeling, as they learn to override sensations of pain in the feet and legs. She also seems pleased that although the same areas are sensitive, there seem to be fewer points and a decrease in pain/sensitivity levels. Her overall levels of wellbeing are showing an improvement – she is sleeping well and is more relaxed. Her psoriasis is now showing definite signs of improvement.

## **Treatment 4 - 04/03**

### **Reading of the feet**

**Texture:** Much better – skin well moisturised and fissures are beginning to heal and close up

**Temperature:** Cool to touch

**Colour:** Pink on soles, normal colour on top

**Smell:** Slight odour today but wearing old shoes again, which smell slightly

**Tone:** Good

**Mobility:** Good

**Skeletal deformities:** None

**Condition of the nails:** Slight thickening in little toenails

**Treatment plan:** Full reflexology treatment, as before – approximately one hour treatment time.

### **Details of how the therapist conducted the treatment**

A full reflexology treatment was performed. The sinus, neck, hip and sciatic reflex points were particularly sensitive today. The knees were also sensitive, and the spine, adrenals, kidney and liver on the right hand side.

### **How the client felt before the treatment**

Mrs GH seemed less tired today. She thinks her energy levels are improving. She relaxed into the treatment quickly and almost fell asleep. Her nose was running after the last treatment – and did so for the next day or so. She has not experienced any tingling in her fingers showing an improvement in her circulation and her hands and feet felt warmer this week. She had to reschedule the planned appointment and felt that she missed the treatment – almost as if her system was expecting it! She has latterly experienced sinus pain and an increase in congestion in her head. She had to take sinus tablets for this at the weekend as the pain became too intense. She had a perm on her hair three days ago and has been rubbing down her bathroom cabinets. As a result, she has been exposed to excessive dust and chemicals since her last treatment which might explain the sinus problems. She did not wear a mask for the DIY which I recommended for use in the future.

### **How the client felt during the treatment**

The sinus areas were very sensitive today. The sciatic and hip reflexes are now evident again – perhaps due to the bout of DIY? She felt relaxed throughout the treatment.

### **How the client felt immediately after the treatment and immediate aftercare given**

Mrs GH was quite thirsty afterwards. She had two glasses of water immediately after treatment and took her time getting off the couch today.

### **Specific homecare advice given**

Mrs GH is now drinking more water albeit in the form of diluted lemon barley water – but at least this is an improvement on coffee. She should continue to apply cream to her feet on a daily basis and come for reflexology regularly.

### **Recommendations for self treatment**

She has tried some hand reflexology but is finding it difficult to fit it into her daily routine. Mrs GH needs to get her wheat allergy checked professionally and avoid overexposure to chemical and dust, as these clearly aggravate her sinus problems.

### **Reflective practice**

Her sinus reflexes this week were particularly painful. I applied the usual pressure that I work with but she found it too uncomfortable. I had to reduce the pressure considerably in these areas to stay within her tolerance levels. This surprised me, as Mrs GH normally likes a reasonable amount of pressure and is

able to withstand it. Last treatment I was able to apply a good, firm pressure throughout the treatment. This reflects a direct correlation between client lifestyle and findings on the feet. Mrs GH's DIY and hair treatments appear to have made her sinus congestion worse. Her feet certainly seemed to show this. Her skin, however, continues to show signs of improvement although the chemical and dust ingestion could become apparent in her skin at a later date – the psoriasis could 'flare' up within a few days. I must note this on the next consultation and continue to monitor it.

### **Overall Conclusion**

Mrs GH's expectations of treatment were:

1. To calm and heal her psoriasis
2. To improve her sleeping patterns and help her relaxation
3. To help stress levels
4. To ease sinus congestion

Throughout the course of four treatments, Mrs GH has seen as improvement in all of the areas that she required. Her ability to relax has increased and she is now sleeping more deeply, and for longer. As a result, her stress levels have dropped as she does not feel as fatigued during the day. She is able to 'switch her brain off' at the end of the day. Her psoriasis is improving – it often gets worse during times of stress, so this is a welcome effect of the reflexology treatments. Her sinus congestion has also improved, but this system is easily irritated as demonstrated during the last week of treatment. She has managed to drink more fluid which may also be helping ease sinus congestion.

All of her problems are chronic, and as a result may take many months to improve dramatically. However, with the simple changes that have been made by the client and the regular reflexology treatments, improvements have been felt. This has also been noted by changes in the foot charts – with reflex points disappearing completely or less sensitivity being felt in certain points.

A client with many health issues can seem daunting to an inexperienced therapist, but chronic conditions present great challenges. Both the client and therapist need to persevere, as changes in health and wellbeing may be slow to effect. Mrs GH is keen to continue with reflexology alongside orthodox medical practices. She will now have a break as her GP starts a course of medicine and will recommence reflexology once her medicine levels have been ascertained.

Mrs GH thoroughly enjoyed her reflexology treatments and felt that she benefited from time spent relaxing. She will try to work on her own hands to continue the benefits and will continue to use reflexology in the future.