

CHAPTER 03

Knowledge Review

Q1: Why are health, hygiene, safety, legal and ethical rules, regulations and recommendations so important?

A1:

All regulations and recommendations must be considered and acted upon as part of the process of providing all sports therapy treatments and exercise. Regulations and establishment rules are implemented in workplace situations to protect all those concerned, especially the clients, the therapists, the managers and the owners. Legislations guide the fundamental health, hygiene and safety essentials of the industry and the way in which the services are provided. Codes of ethics, as agreed by the industry regulatory bodies, set the professional standards required of their members.

Q2: List 10 legal acts of relevance to the practice of sports therapy.

A2:

1. Health and Safety at Work Act 1974
2. Management of Health and Safety at Work Regulations 1999
3. Health and Safety [First-Aid] Regulations 1981
4. Employers Liability Act 1969
5. Consumer Protection Act 1987
6. Trades Descriptions Act 1972
7. Sales and Supply of Goods Act 1994
8. Local Government Miscellaneous Provisions Act

9. Data Protection Act 1998
10. Performing Rights Act 1988
11. The Children Act 1989
12. Social Services Act 1970
13. Protection of Children Act 1999
14. Youth Justice and Criminal Evidence Act 1999
15. Crime and Disorder act 1998
16. Sex Offenders Act 1997
17. Care Standards Act 2000
18. ECHR [The Human Rights Act 1998]
19. RIDDOR [Reporting Injuries, Diseases and Dangerous Occurrences]
Regulations 1995
20. PUWER [Provision and Use of Work Equipment Regulations] 1998
21. Environmental Protection Act 1990
22. Cosmetic Products [Safety] Regulations
23. COSHH [Control of Substances Hazardous to Health Regulations]
1999
24. Manual Handling Operations Regulations 1992
25. Personal Protective Equipment at Work Regulations 1992
26. Electricity at Work Regulations
27. Gas Safety Regulations
28. Workplace, Health and Safety, and Welfare Regulations
29. Provision and use of Work Equipment Regulations
30. Fire Precautions [Workplace] Regulations
31. Local Authority Licensing Regulations

Q3: What benefits can a professional representative body offer its members?

A3:

A professional representative body will usually be able to provide:

1. Industry Codes of Practice and Ethics
2. Specialized and competitive rates of professional practitioner insurance
3. Strong and active promotion of the profession
4. Support base
5. Professional conferences and events
6. Continuing professional development programmes
7. Subsidized products
8. Practitioner register and database
9. Information website for the general public
10. Professional journal or newsletter
11. Latest news and developments in the therapy field

Q4: What are the 3 basic categories of hazard?

A4:

A hazard is simply a danger or risk, and there are three basic categories:
physical; chemical; biological.

Q5: In what ways can health and safety be encouraged in the workplace?

A5:

Health and safety in the workplace can be encouraged in the workplace by incorporating the following:

1. Encouraging safe manual handling.
2. Encouraging staff to ask for help when necessary.
3. Use equipment correctly, in accordance with training and manufacturer's instructions.
4. Performing all treatments in the correct manner.
5. Having knowledge of all contra-indications to particular treatments and exercises.
6. Careful selection of equipment and settings for each individual.
7. Ensuring there is sufficient space to work safely and effectively.
8. Ensuring client understanding.
9. Encouraging client feedback.
10. Cleaning and putting equipment away properly when finished with.
11. Reporting faulty equipment.
12. Providing and wearing protective clothing when necessary.
13. Operating an effective laundry system.
14. Maintaining efficient stock control.
15. Dispensing of products hygienically.
16. Disposing of waste products hygienically.
17. Cleaning up breakages and spillages efficiently.
18. Regular and efficient handwashing.
19. Awareness and avoidance of the possibility of cross infection.
20. Keeping all personal belongings in a secure place.

21. Keeping all client records in a secure place.
22. Performing regular fire drills.
23. Providing first-aid training for all.
24. Maintaining adequate first-aid provisions.
25. Encouraging an atmosphere of responsibility and cooperation.
26. When exercising, clients must be observed training correctly and be monitored for signs of distress.
27. Reducing the potential for hazards to occur, avoiding such situations as trailing electric cables, clutter in aisles or electrical equipment being left switched on.
28. Massage oil and cleaning product bottles need to be sealed immediately after use to reduce the possibility of spillages.
29. In the spa and changing room areas, regular documented checking, testing, cleaning and maintenance of whirlpools, hydrotherapy pools, steam rooms, saunas, baths, showers and toilets must occur.
30. Clients should not use therapeutic equipment unsupervised, unless it is appropriate and fully explained to them.
31. Emergencies must be promptly dealt with.
32. Accidents of significance must be recorded in the accident book, along with details of any first-aid treatment provided, and by whom.

Q6: Why is working with cost-effectiveness important?

A6:

Cost effectiveness is about working efficiently, being time conscious, using and maintaining all equipment appropriately, not being wasteful with disposables or products, and is crucial to the success and longevity of a business. It also fully enhances the client's experience and their overall satisfaction.

Q7: Describe the ideal professional image and attitude that the sports therapist should have.

A7:

Sports therapists obviously demonstrate high levels of hygiene, both in their personal image and in their working practice. Being well-presented and clean creates a positive image which demonstrates to the client efficiency and professionalism. Sports therapists will typically wear a clinical tunic or plain sports wear [eg. polo shirt], with plain tracksuit trousers or shorts, and clean white training shoes. Therapists should also refrain from smoking, eating certain types of foods or wearing strong perfumes prior to providing treatments. Demonstrating hygienic procedures in the view of the client helps to promote confidence and foster reassurance. In the workplace, when communicating with superiors and colleagues, being clear and to the point, but always polite, helps to generate productive working relationships, efficient responses, and keeps the atmosphere calm and reliable. Good customer relations must be generated by being responsible to clients' feelings, giving clients the opportunity to convey their feelings, trying to assess if the client is nervous or anxious, dealing with complaints constructively, demonstrating good manners, showing confidence, being supportive, being flexible and

trying to meet the clients' needs. By always remaining respectful, clear, polite and responsive means that professional integrity will be maintained, and clients should feel comfortable and gain confidence from such an approach.

Q8: How should the sports therapist respond to a client they suspect as being a victim of abuse?

A8:

Abuse could be sexual, neglectful, self-harming, bullying or discrimination. The sports therapist may notice bruising or marking on the client's body, or the client may reveal certain information about something that has happened to them [whether true or false]. This can be a particularly awkward and sensitive situation to deal with. The therapist should not exhibit shock or curiosity, and should avoid making judgments. It is considered professional to document any explanations given by the client and report any abnormal statements, events or observations to the senior person in the establishment. Records must be kept especially if any reportable matter has been raised, identified or suspected. The therapist may also choose to request advice, if in any doubt about how to proceed. Care must be taken with any advice given to the client in regard of their situation, especially with regard to minors [who must be accompanied by an appropriate adult], but the therapist may like to recommend recognized organizations that an adult client may wish to contact. The therapist must avoid getting personally involved [they should learn to dissociate and not worry].

Q9: Why is security important in the workplace?

A9:

Security in the workplace is important because it relates not just to the protection against theft and damage, but also against personal harm. Security strategies must be instigated so as to protect the staff and clients, the premises, its equipment, its stock, the client's records, the day's takings and the personal belongings of both staff and clients. Systems need to be in place both during and after working hours, and also strategies must be implemented so that staff know how and who to report to in the event of problems or breaches of security. It is important that complete, accurate and up to date records of security incidents are kept.

Q10: List 10 contra-indications to sports therapy treatment.

A10:

1. Acute injuries [first-aid required]
2. Severe sports injuries
3. Severe pain
4. Skin disorders [including: cuts; burns; sunburn; bruising; rashes; warts; folliculitis; dermatitis; fungal infections]
5. Contagious illness
6. Coronary heart disease
7. Circulatory disorders [including: varicose veins; thrombosis; phlebitis; atherosclerosis; arteriosclerosis; severe oedema]
8. Hypertension
9. Strong medications
10. Recent surgery

11. Inoculations [wait 24 hours]
12. Acute hypothermia / hyperthermia
13. Myositis ossificans
14. Hernias
15. Tumours or unrecognizable lumps
16. Melanoma [skin cancer]
17. Haemophilia
18. Diabetes
19. Epilepsy
20. Dysfunctional nervous system
21. Severe osteoarthritis / rheumatoid arthritis / osteoporosis / gout /
bursitis / ankylosing spondylitis / spondylosis / spondylolysis /
spondylolisthesis
22. Metal pins and plates
23. Pacemaker
24. Pregnancy
25. First 2 or 3 days of menstruation
26. Heavy meal
27. Alcohol / recreational drugs
28. Any other condition requiring medical supervision

Q11: Provide 3 examples of contra-actions.

A11:

Contra-actions [adverse reactions] may include:

1. Fainting

2. Increased discomfort and pain
3. Tiredness
4. Headache
5. Emotional responses
6. Tissue damage
7. Increased swelling
8. Skin reactions

Q12: In what ways can the effectiveness of therapeutic treatment be evaluated?

A12:

Evaluating the effectiveness of therapeutic treatments involves the monitoring of immediate and short-term [positive or negative] responses. Positive responses might include improved well-being and relaxation, easier range of movement, reduced fatigue, pain relief or improved performance. Follow-up treatment sessions allow for a more equitable evaluation, because the client will have had time to consider their initial response and how they felt during the days that followed their treatment, they may also have been implementing the after care recommendations. Additionally, the therapist will be able to repeat physical assessments and tests and compare the client's previous results. Client feedback during treatment is particularly important, and the therapist must encourage this, and respond to it accordingly. Evaluation must also incorporate assessment of whether the [realistic, achievable] initial objectives have been achieved.