



# Code of Ethics and Practice

Alura Holistic Healing is committed to ensuring that the highest standards of practice are always maintained and are regularly reviewed to professional guidelines and legislation.

## **Therapist's responsibility to the profession:**

- The therapist must ensure that they practice in a professional manner and are competent to provide a treatment with the duty of care to the client being at the forefront. The therapist must refrain from practicing if they are unable to do so due to personal circumstances or ill health – mental or physical.
- The therapist must ensure that they are qualified and competent to carry out the treatment they are providing.
- The therapist must be aware of their limitations and refer or advise clients to see other appropriate and qualified professionals. The therapist will not make any medical diagnosis or prescribe treatment that they are not qualified for.
- The therapist must be aware of contra-indications and enquire with the client of any medical issues or medications before carrying out the treatment. The therapist will advise the client to consult with their doctor or medical team before a treatment if appropriate.
- The therapist will not make claims to cure the client.
- The therapist will maintain and develop their knowledge and skills through continued professional development.
- The therapist will practice within the law.

## **Practitioner/Client Relationship:**

- An appropriate and professional relationship will always be maintained.
- The therapist's obligation to clients is based primarily on the contractual relationship between them. The nature of the contract will be explained before the treatment including the duration of the treatment, payment (including cancellation fees) and method of payment.
- The therapist will take a client-centred approach when forming and implementing a treatment plan, taking into account the client's individual needs and preferences.
- The therapist will always act with integrity and will not abuse the trust of the client.
- Confidentiality will always be observed for all clients. Consent of the client must be obtained before any information is disclosed, except in the case of professional supervision or when the law requires it. All records will be kept confidential and within the GDPR regulations.
- The therapist can refuse or discontinue client care for a justified reason including, the client is under the influence of alcohol or drugs, if the client's health needs have changed, if the client has withheld or not provided relevant information, if the client's actions are inappropriate or if the client is having a detrimental impact on the therapist professional reputation.
- The therapist will have respect for the religious, political and social views of any individual irrespective of race, colour, creed, sex or sexual orientation.



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## **Issues of Practice Management:**

- The therapist will maintain high standards of hygiene, both personal and in the work environment.
- The work environment and equipment must be fit for purpose.
- Marketing and information will be informative, accurate and factually correct.
- The therapist will only advertise skills and services that they are qualified to provide.
- The therapist will respect other practitioners and healthcare professionals and will not canvass their clients.
- The therapist will ensure that there is appropriate insurance in place.
- The therapist shall keep comprehensive records of all clients and treatments given, both for the benefit of maintaining continuity of treatment, reviewing treatment methods and to defend themselves in any action that may be brought by a dissatisfied client.

## **Discipline and Complaints**

- The therapist will observe this Code of Practice.
- The therapist will respond to any complaint at the soonest opportunity.