



The Kent School of Beauty

Indian Head Massage

HANDBOOK

Accredited by

theguild
of Beauty Therapists

Safety and hygiene:

It is a legal requirement that therapists comply with certain regulations, and a good idea that therapists become familiar with the details of these acts:

Health and Safety Legislation

Control of Substances Hazardous to Health (COSHH) Regulations (Recently consolidated in 2002)

Many substances that seem to be harmless can sometimes prove to be hazardous if incorrectly used or stored. The employer has to carry out a risk assessment to assess which could be a risk to health from exposure and to ensure that these are recorded; this must be carried out regularly.

Hazardous substances must be identified by symbols and handled and stored correctly.

Whenever possible high risk products should be replaced by low risk products.

An assessment must be carried out on all members of staff who may be at risk.

Personal protective equipment should be provided and staff training should be carried out if required.

Hazardous substances can enter the body via:

Eyes - contact

Nose - inhalation

Mouth - ingestion

Skin - contact/absorbed

Body - injected or via cuts

All suppliers must legally provide guidelines on how their materials should be stored and used.

The Personal Protective Equipment at Work Regulations 1992

Usually the requirements from this act are met if you comply with the COSHH regulations. All employers must provide suitable personal protective equipment (PPE) to all employees who may be exposed to any risk while at work.

The Environmental Protection Act 1990

This act states that all waste must be disposed of safely. It is important to exercise care when disposing of surplus/out of date stock and manufacturer's guidance should be sought. If in any doubt ask the manufacturer to dispose of the stock for you.

Inspection and registration of premises

The local authority's Environmental Health Department enforces the Health and Safety at Work Act. The environmental health officer visits and inspects the premises. Any area of danger is identified by the inspector, and it is then the employer's responsibility to remove the danger within a stated period of time. If the employer fails to comply, this then can lead to prosecution. The inspector has the authority to close the business until he or she is satisfied that all dangers to the public and employees have been removed.

The Consumer Protection Act 1987

This Act safeguards the consumer against unsafe products.

The Act covers general safe handling requirements, product liability and prices that are misleading.

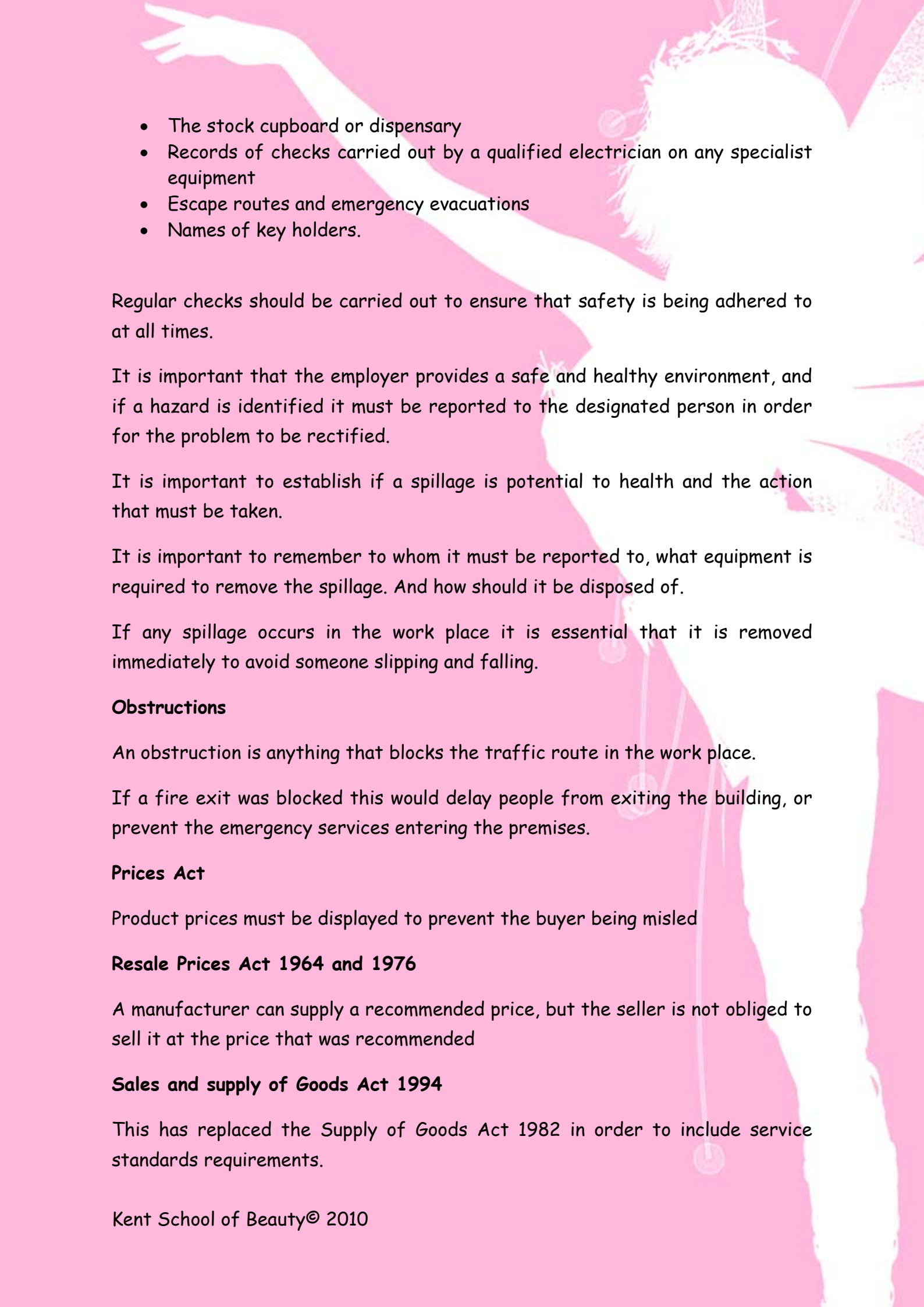
Professional Indemnity Insurance

Health and Safety (Information for Employees) Regulations 1989

The regulation states that if an employer has more than five employees they must have a written health and safety policy for the establishment and this must be available to all the staff.

It must include the following information. Details of:

- Chemicals that is stored on the premises

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- The stock cupboard or dispensary
 - Records of checks carried out by a qualified electrician on any specialist equipment
 - Escape routes and emergency evacuations
 - Names of key holders.

Regular checks should be carried out to ensure that safety is being adhered to at all times.

It is important that the employer provides a safe and healthy environment, and if a hazard is identified it must be reported to the designated person in order for the problem to be rectified.

It is important to establish if a spillage is potential to health and the action that must be taken.

It is important to remember to whom it must be reported to, what equipment is required to remove the spillage. And how should it be disposed of.

If any spillage occurs in the work place it is essential that it is removed immediately to avoid someone slipping and falling.

Obstructions

An obstruction is anything that blocks the traffic route in the work place.

If a fire exit was blocked this would delay people from exiting the building, or prevent the emergency services entering the premises.

Prices Act


Product prices must be displayed to prevent the buyer being misled

Resale Prices Act 1964 and 1976

A manufacturer can supply a recommended price, but the seller is not obliged to sell it at the price that was recommended

Sales and supply of Goods Act 1994

This has replaced the Supply of Goods Act 1982 in order to include service standards requirements.



Goods must be fit for their intended purpose and described of merchantable quality.

This Act also covers all the conditions under which a person can return goods.

Consumer Protection Act 1987

This implements the European Community directive to ensure that the consumer is protected against products and services being used or sold which are unsafe.

Clients that are unsatisfied may contact several organisations that deal with legal advice on consumer protection.

If a business is at fault it will face legal action.

Equal Opportunities

The United Kingdom has equality legislation specific to protecting employees, and covers the goods and services provision.

Race Relations Act 1976

This Act makes it unlawful to discriminate on the grounds of colour, race, nationality, ethnic or national origin.

Disability Discrimination Act 1995 (DDA)

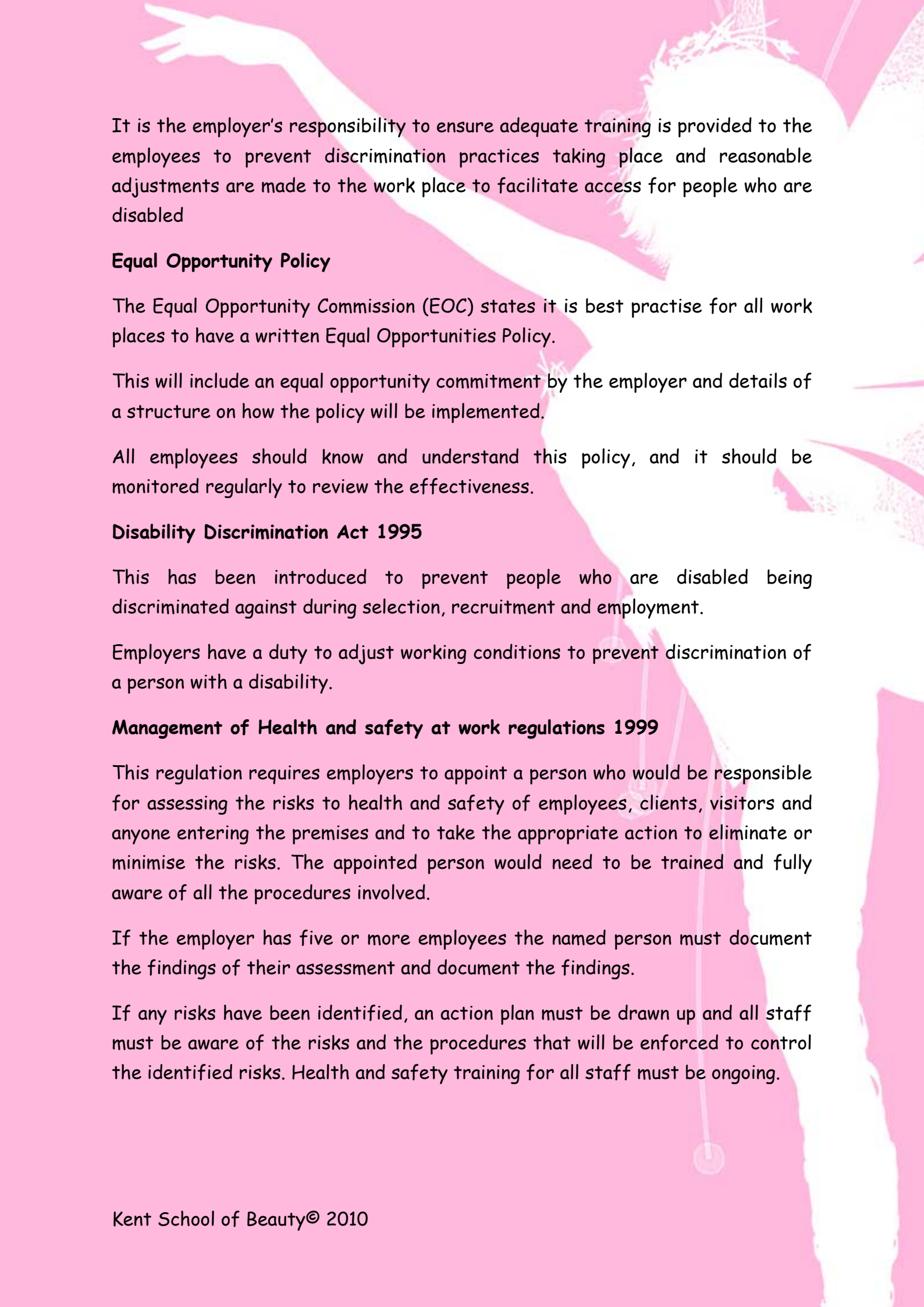
This Act makes it unlawful to discriminate on the grounds of disability.

Under the DDA from 1996 as a provider of services, goods and facilities your work place has a duty to ensure that no clients are discriminated against on the grounds of disability.

It is unlawful because of a disability to provide a service to a lesser standard or on worse terms. Fail to make adjustments that are reasonable to the way the services are provided.

From 2004 to fail to make reasonable adjustments to the service premises physical features, in order to overcome physical barriers to access.

Services can only be denied to a person who is disabled only if it is justified and other clients would be treated in the same way.



It is the employer's responsibility to ensure adequate training is provided to the employees to prevent discrimination practices taking place and reasonable adjustments are made to the work place to facilitate access for people who are disabled

Equal Opportunity Policy

The Equal Opportunity Commission (EOC) states it is best practise for all work places to have a written Equal Opportunities Policy.

This will include an equal opportunity commitment by the employer and details of a structure on how the policy will be implemented.

All employees should know and understand this policy, and it should be monitored regularly to review the effectiveness.

Disability Discrimination Act 1995

This has been introduced to prevent people who are disabled being discriminated against during selection, recruitment and employment.

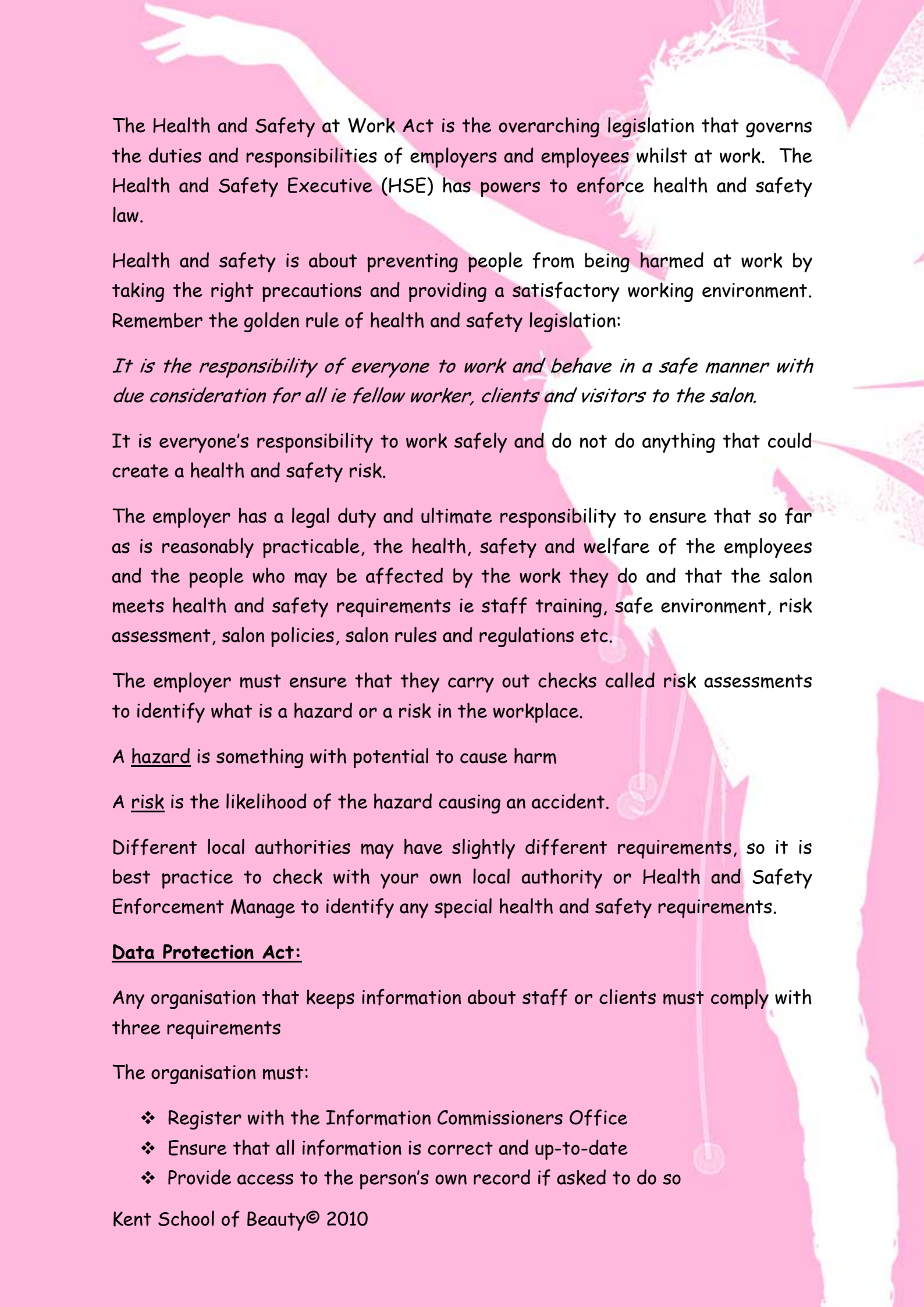
Employers have a duty to adjust working conditions to prevent discrimination of a person with a disability.

Management of Health and safety at work regulations 1999

This regulation requires employers to appoint a person who would be responsible for assessing the risks to health and safety of employees, clients, visitors and anyone entering the premises and to take the appropriate action to eliminate or minimise the risks. The appointed person would need to be trained and fully aware of all the procedures involved.

If the employer has five or more employees the named person must document the findings of their assessment and document the findings.

If any risks have been identified, an action plan must be drawn up and all staff must be aware of the risks and the procedures that will be enforced to control the identified risks. Health and safety training for all staff must be ongoing.



The Health and Safety at Work Act is the overarching legislation that governs the duties and responsibilities of employers and employees whilst at work. The Health and Safety Executive (HSE) has powers to enforce health and safety law.

Health and safety is about preventing people from being harmed at work by taking the right precautions and providing a satisfactory working environment. Remember the golden rule of health and safety legislation:

It is the responsibility of everyone to work and behave in a safe manner with due consideration for all ie fellow worker, clients and visitors to the salon.

It is everyone's responsibility to work safely and do not do anything that could create a health and safety risk.

The employer has a legal duty and ultimate responsibility to ensure that so far as is reasonably practicable, the health, safety and welfare of the employees and the people who may be affected by the work they do and that the salon meets health and safety requirements ie staff training, safe environment, risk assessment, salon policies, salon rules and regulations etc.

The employer must ensure that they carry out checks called risk assessments to identify what is a hazard or a risk in the workplace.

A hazard is something with potential to cause harm

A risk is the likelihood of the hazard causing an accident.

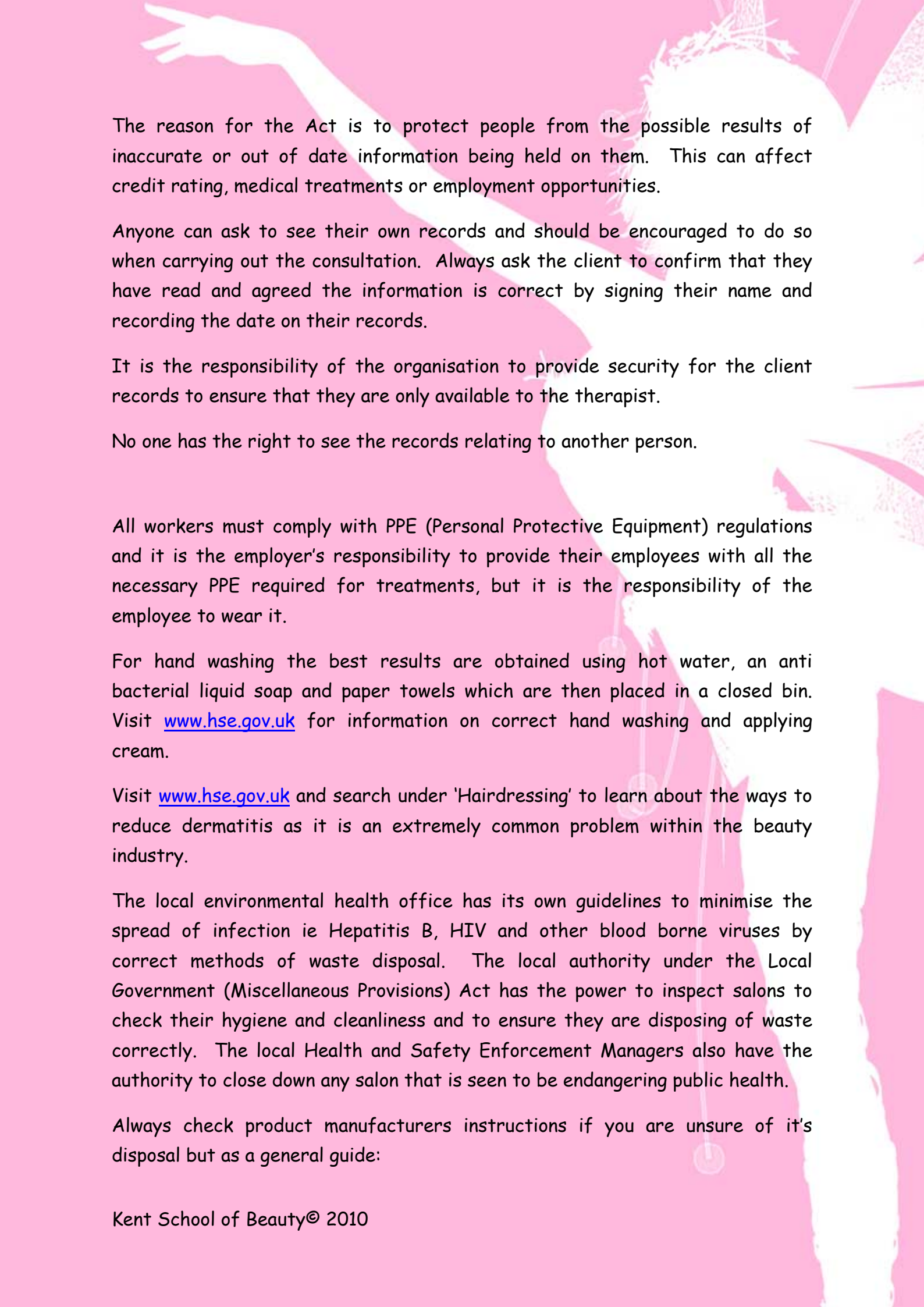
Different local authorities may have slightly different requirements, so it is best practice to check with your own local authority or Health and Safety Enforcement Manager to identify any special health and safety requirements.

Data Protection Act:

Any organisation that keeps information about staff or clients must comply with three requirements

The organisation must:

- ❖ Register with the Information Commissioners Office
- ❖ Ensure that all information is correct and up-to-date
- ❖ Provide access to the person's own record if asked to do so



The reason for the Act is to protect people from the possible results of inaccurate or out of date information being held on them. This can affect credit rating, medical treatments or employment opportunities.

Anyone can ask to see their own records and should be encouraged to do so when carrying out the consultation. Always ask the client to confirm that they have read and agreed the information is correct by signing their name and recording the date on their records.

It is the responsibility of the organisation to provide security for the client records to ensure that they are only available to the therapist.

No one has the right to see the records relating to another person.

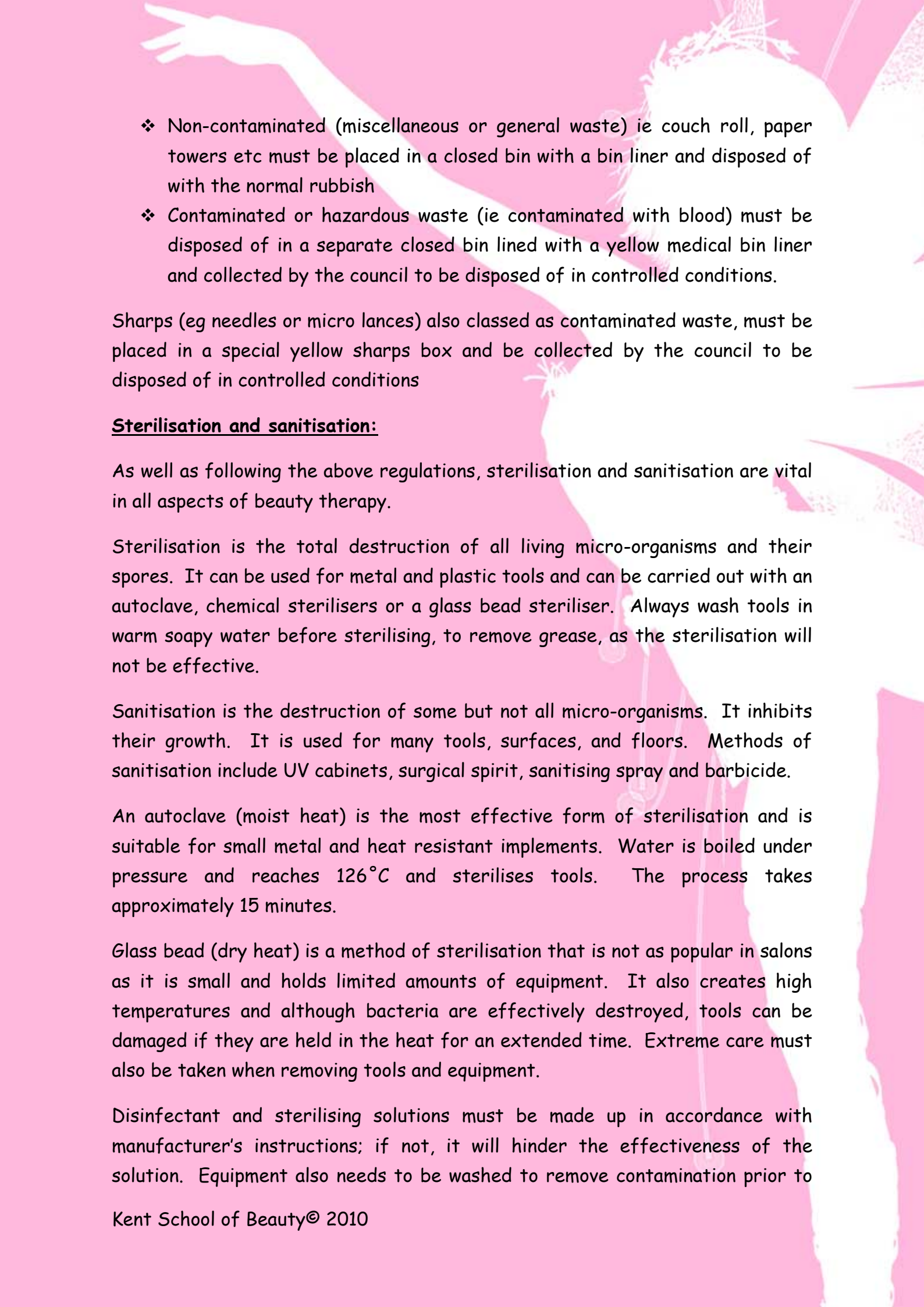
All workers must comply with PPE (Personal Protective Equipment) regulations and it is the employer's responsibility to provide their employees with all the necessary PPE required for treatments, but it is the responsibility of the employee to wear it.

For hand washing the best results are obtained using hot water, an anti bacterial liquid soap and paper towels which are then placed in a closed bin. Visit www.hse.gov.uk for information on correct hand washing and applying cream.

Visit www.hse.gov.uk and search under 'Hairdressing' to learn about the ways to reduce dermatitis as it is an extremely common problem within the beauty industry.

The local environmental health office has its own guidelines to minimise the spread of infection ie Hepatitis B, HIV and other blood borne viruses by correct methods of waste disposal. The local authority under the Local Government (Miscellaneous Provisions) Act has the power to inspect salons to check their hygiene and cleanliness and to ensure they are disposing of waste correctly. The local Health and Safety Enforcement Managers also have the authority to close down any salon that is seen to be endangering public health.

Always check product manufacturers instructions if you are unsure of it's disposal but as a general guide:

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- ❖ Non-contaminated (miscellaneous or general waste) ie couch roll, paper towers etc must be placed in a closed bin with a bin liner and disposed of with the normal rubbish
 - ❖ Contaminated or hazardous waste (ie contaminated with blood) must be disposed of in a separate closed bin lined with a yellow medical bin liner and collected by the council to be disposed of in controlled conditions.

Sharps (eg needles or micro lances) also classed as contaminated waste, must be placed in a special yellow sharps box and be collected by the council to be disposed of in controlled conditions

Sterilisation and sanitisation:

As well as following the above regulations, sterilisation and sanitisation are vital in all aspects of beauty therapy.

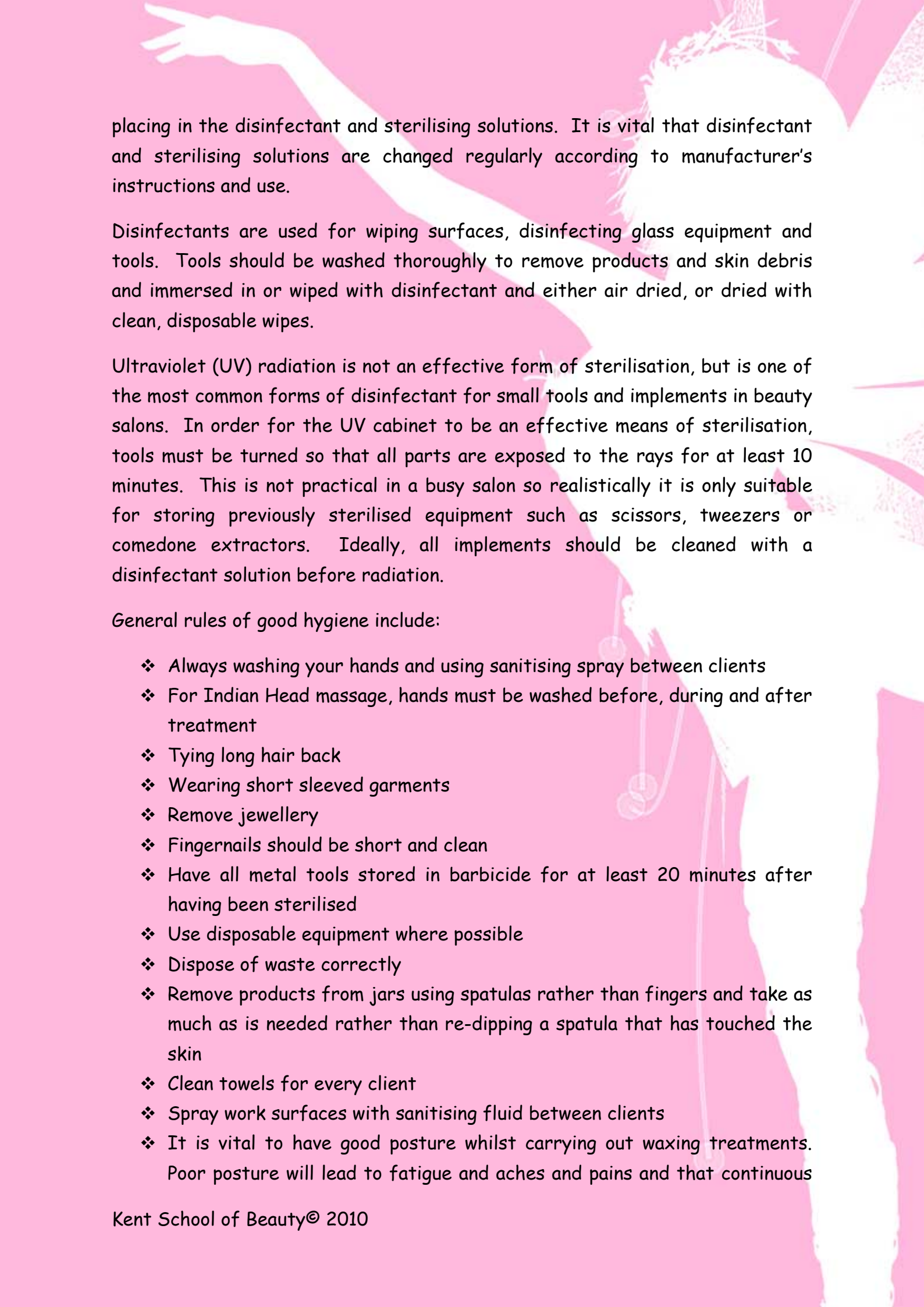
Sterilisation is the total destruction of all living micro-organisms and their spores. It can be used for metal and plastic tools and can be carried out with an autoclave, chemical sterilisers or a glass bead steriliser. Always wash tools in warm soapy water before sterilising, to remove grease, as the sterilisation will not be effective.

Sanitisation is the destruction of some but not all micro-organisms. It inhibits their growth. It is used for many tools, surfaces, and floors. Methods of sanitisation include UV cabinets, surgical spirit, sanitising spray and barbicide.

An autoclave (moist heat) is the most effective form of sterilisation and is suitable for small metal and heat resistant implements. Water is boiled under pressure and reaches 126°C and sterilises tools. The process takes approximately 15 minutes.

Glass bead (dry heat) is a method of sterilisation that is not as popular in salons as it is small and holds limited amounts of equipment. It also creates high temperatures and although bacteria are effectively destroyed, tools can be damaged if they are held in the heat for an extended time. Extreme care must also be taken when removing tools and equipment.

Disinfectant and sterilising solutions must be made up in accordance with manufacturer's instructions; if not, it will hinder the effectiveness of the solution. Equipment also needs to be washed to remove contamination prior to



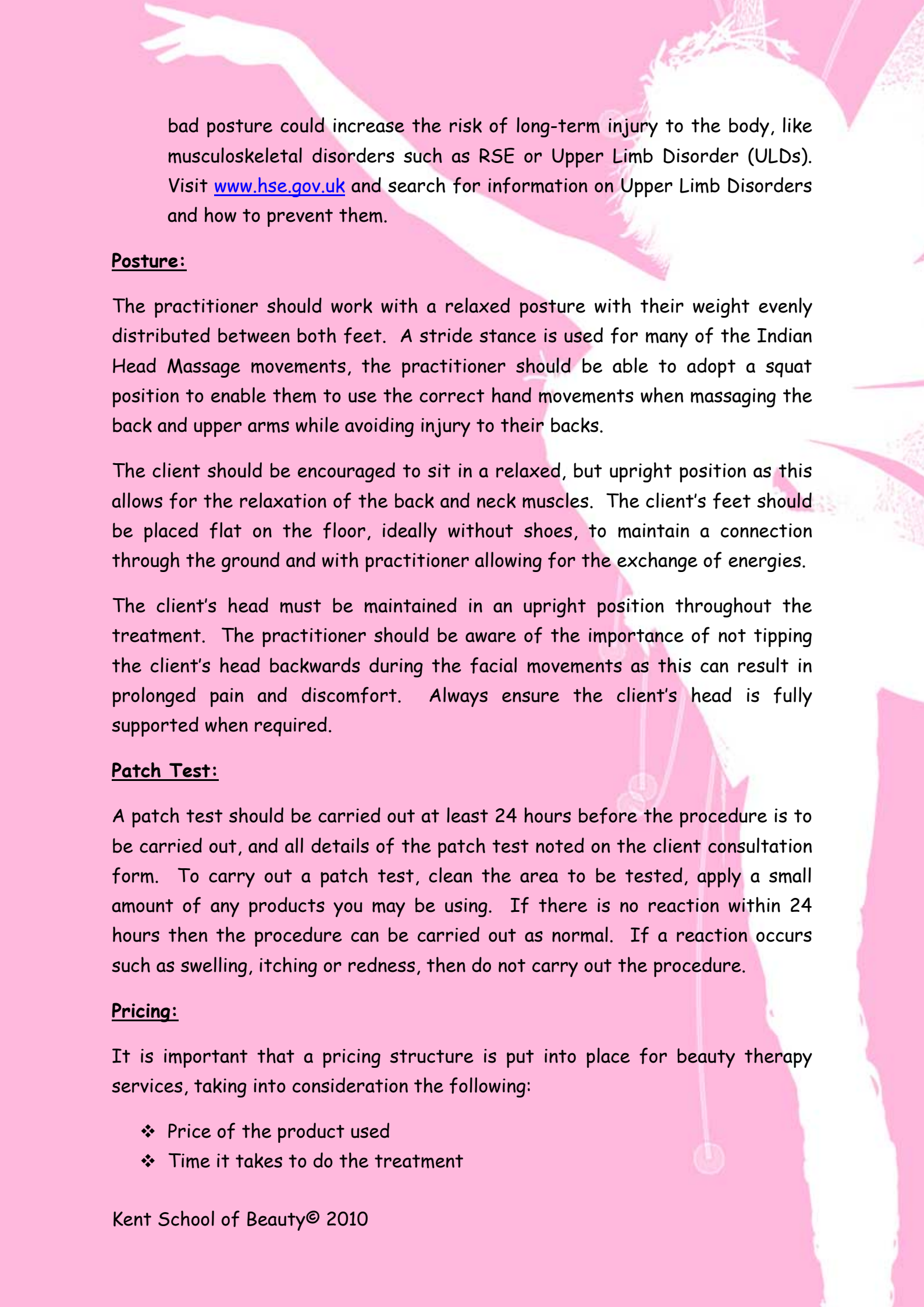
placing in the disinfectant and sterilising solutions. It is vital that disinfectant and sterilising solutions are changed regularly according to manufacturer's instructions and use.

Disinfectants are used for wiping surfaces, disinfecting glass equipment and tools. Tools should be washed thoroughly to remove products and skin debris and immersed in or wiped with disinfectant and either air dried, or dried with clean, disposable wipes.

Ultraviolet (UV) radiation is not an effective form of sterilisation, but is one of the most common forms of disinfectant for small tools and implements in beauty salons. In order for the UV cabinet to be an effective means of sterilisation, tools must be turned so that all parts are exposed to the rays for at least 10 minutes. This is not practical in a busy salon so realistically it is only suitable for storing previously sterilised equipment such as scissors, tweezers or comedone extractors. Ideally, all implements should be cleaned with a disinfectant solution before radiation.

General rules of good hygiene include:

- ❖ Always washing your hands and using sanitising spray between clients
- ❖ For Indian Head massage, hands must be washed before, during and after treatment
- ❖ Tying long hair back
- ❖ Wearing short sleeved garments
- ❖ Remove jewellery
- ❖ Fingernails should be short and clean
- ❖ Have all metal tools stored in barbicide for at least 20 minutes after having been sterilised
- ❖ Use disposable equipment where possible
- ❖ Dispose of waste correctly
- ❖ Remove products from jars using spatulas rather than fingers and take as much as is needed rather than re-dipping a spatula that has touched the skin
- ❖ Clean towels for every client
- ❖ Spray work surfaces with sanitising fluid between clients
- ❖ It is vital to have good posture whilst carrying out waxing treatments.
Poor posture will lead to fatigue and aches and pains and that continuous



bad posture could increase the risk of long-term injury to the body, like musculoskeletal disorders such as RSE or Upper Limb Disorder (ULDs). Visit www.hse.gov.uk and search for information on Upper Limb Disorders and how to prevent them.

Posture:

The practitioner should work with a relaxed posture with their weight evenly distributed between both feet. A stride stance is used for many of the Indian Head Massage movements, the practitioner should be able to adopt a squat position to enable them to use the correct hand movements when massaging the back and upper arms while avoiding injury to their backs.

The client should be encouraged to sit in a relaxed, but upright position as this allows for the relaxation of the back and neck muscles. The client's feet should be placed flat on the floor, ideally without shoes, to maintain a connection through the ground and with practitioner allowing for the exchange of energies.

The client's head must be maintained in an upright position throughout the treatment. The practitioner should be aware of the importance of not tipping the client's head backwards during the facial movements as this can result in prolonged pain and discomfort. Always ensure the client's head is fully supported when required.

Patch Test:

A patch test should be carried out at least 24 hours before the procedure is to be carried out, and all details of the patch test noted on the client consultation form. To carry out a patch test, clean the area to be tested, apply a small amount of any products you may be using. If there is no reaction within 24 hours then the procedure can be carried out as normal. If a reaction occurs such as swelling, itching or redness, then do not carry out the procedure.

Pricing:

It is important that a pricing structure is put into place for beauty therapy services, taking into consideration the following:

- ❖ Price of the product used
- ❖ Time it takes to do the treatment

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- ❖ Salon overhead costs

The history of Indian Head Massage:

One of the sacred books of Hinduism the Ayur-Veda (Art of Life) was written circa 1800 BC and includes massage as one of its hygienic principles. Massage is still a very important part of Indian family life and is performed daily by family members, the younger members learning from the experience of receiving massage and watching the massages of their elders. An Indian child will receive massage daily until the age of three and then once or twice a week until about the age of seven. It is during this time that the child begins to learn the techniques from other members of the family and is encouraged to take an active part in family massage.

Traditionally pregnant women are also massaged every day until the birth of the child and after the birth the massages continue for forty days. Traditional massages are also performed on the bride and groom the evening before their wedding.

Ayurveda is a traditional Hindu system of medicine based on the idea of balancing bodily systems and emphasising:

- Diet
- Herbal treatment
- Yogic breathing
- Massage

Ayurveda is often referred to as the 'art of life' that encourages improvement in general health and promises to help in the prevention of disease promoting a healthier and longer life. According to Ayurveda, activities in humans and all creation are categorised into three basic functions:

- The beginning - CREATION the time when you are born
- Existing life - ORGANISATION how you live your life
- End of existence - DESTRUCTION what happens when you die

Ayurvedic beliefs are that all activities in the universe are centred on the balancing of three energies or 'humours'; these energies are called:

- Vata

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- Pitta
 - Kapha

It is the balancing of these three energies that holds the key to mental, physical and spiritual health and wellbeing. Vata, Pitta and Kapha also relate to different areas of the body and are responsible for the efficient functioning of the organs and systems within these areas. The three sites are:

Kapha

The energy of creation, this energy's location is in the chest, but it also covers the neck and head area. Its main function is protection from wear and tear of all the organs in its area. Kapha's relationship is to water and earth.

Pitta

The energy of organisation, located in the area of the solar plexus. Its main function is one of digestion and absorption. Pitta's relationship is to fire.

Vata


The energy of destruction, sits in the abdomen. This is where life energy enters the body and travels upwards through its subdivisions taking the energy through:

- The sense organs
- Memory
- Speech
- Balancing digestion and metabolism

And in its own region, helping to balance the actions of the intestines, (destruction) Vata's relationship is to air and ether (sky)

Although these energies have specific centres, they do not work in isolation, but each have subdivisions which overlap and integrate with the others.

Remember the importance of the wellbeing of the whole person. If the body is fit and the mind disturbed the person cannot feel totally well. If the mind is calm but the body is suffering discomfort the person can feel unwell. Therefore the importance of treating the whole person becomes clear. If a body is unbalanced this may register as a feeling of lethargy or a general feeling



of not being very well, this will affect the mental health of the person through feelings of irritability and short attention spans.

When the body is in balance the person will feel brighter, livelier and have more energy. When the mind is out of balance with the body the effects will be felt in a physical way. For example, lack of concentration, attention, loss of appetite, listlessness. When the mind is in tune with the body the person will experience a feeling of wellbeing, patience and calmness.

Indian Head Massage helps to balance both the mind and the body through relaxation, rejuvenation and increased energy levels.

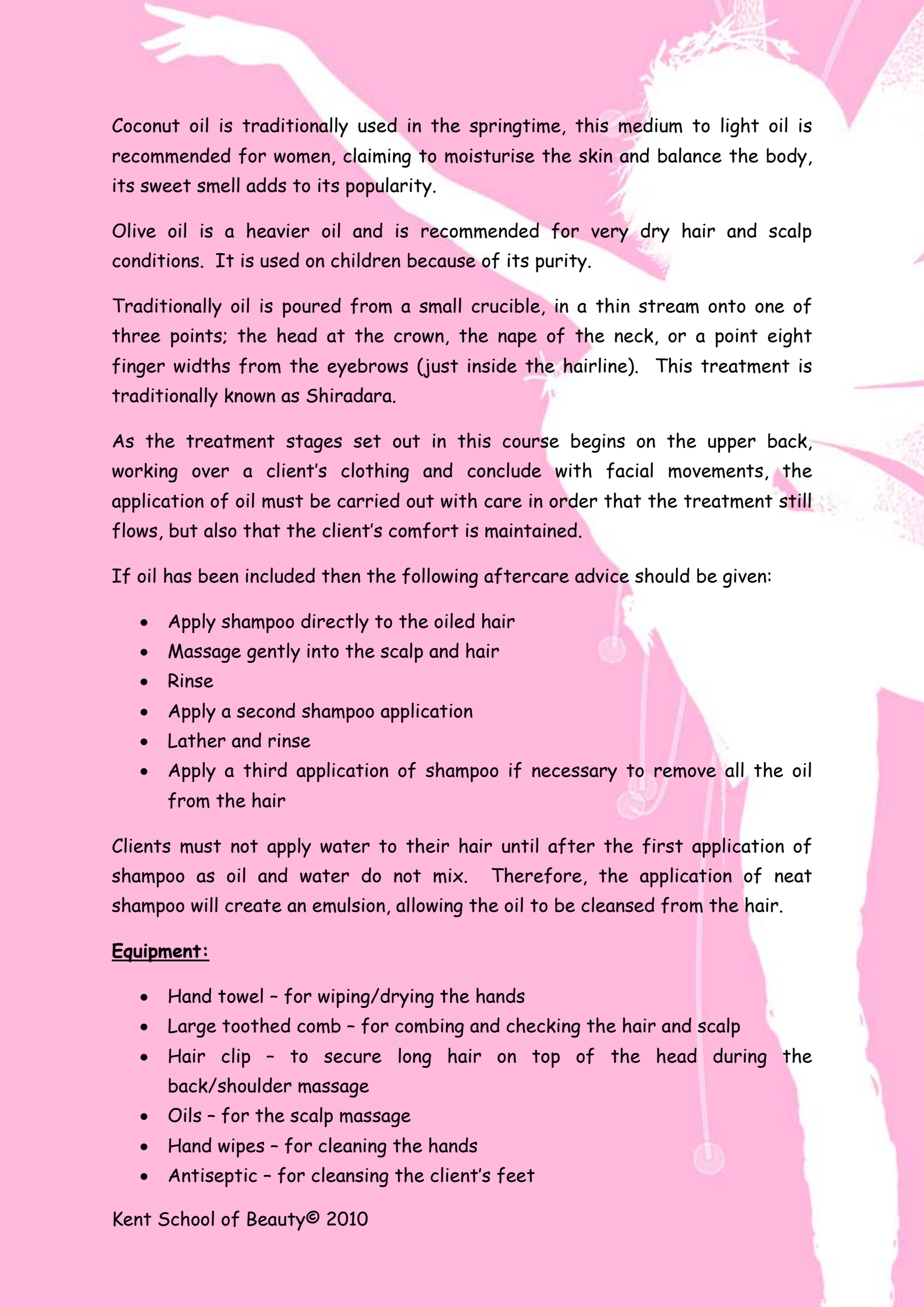
If the practitioner is qualified in pre blended aromatherapy oils then a blended oil to suit the client can also be used. If not, then a light base oil can be used. However, many clients in the West prefer to have their Indian Head Massage treatment without the use of oils but all practitioners of Indian Head Massage should have knowledge of suitable oils and the traditional methods of application. Practitioners must check with clients for nut allergies before using any of the nut oils, for example almond. Oils are suitable for all hair types except very oily hair. Organic vegetable oils are the best choice of oils as absorption through the pores of the skin is possible. Externally they have a softening effect beneficial to the skin. Care must be taken to keep vegetable oils fresh. It is recommended that oils are purchased in small quantities to ensure freshness.

Traditionally oil is used on Indian men, women and children to protect and nourish the hair and scalp. The most popular oils used in India are sesame, mustard, almond and coconut.

Sesame oil is used widely, it is very popular, particularly in the summertime and comes highly recommended by those practising Ayurvedic medicine.

Mustard oil is a very stimulating oil creating warmth; it is used in the North West of India and is favoured mainly by men.

Almond oil is used mainly in conjunction with other oils. Indians mix oils with different properties according to the person's age ie newlyweds and young couples, women over forty, men.



Coconut oil is traditionally used in the springtime, this medium to light oil is recommended for women, claiming to moisturise the skin and balance the body, its sweet smell adds to its popularity.

Olive oil is a heavier oil and is recommended for very dry hair and scalp conditions. It is used on children because of its purity.

Traditionally oil is poured from a small crucible, in a thin stream onto one of three points; the head at the crown, the nape of the neck, or a point eight finger widths from the eyebrows (just inside the hairline). This treatment is traditionally known as Shiradara.

As the treatment stages set out in this course begins on the upper back, working over a client's clothing and conclude with facial movements, the application of oil must be carried out with care in order that the treatment still flows, but also that the client's comfort is maintained.

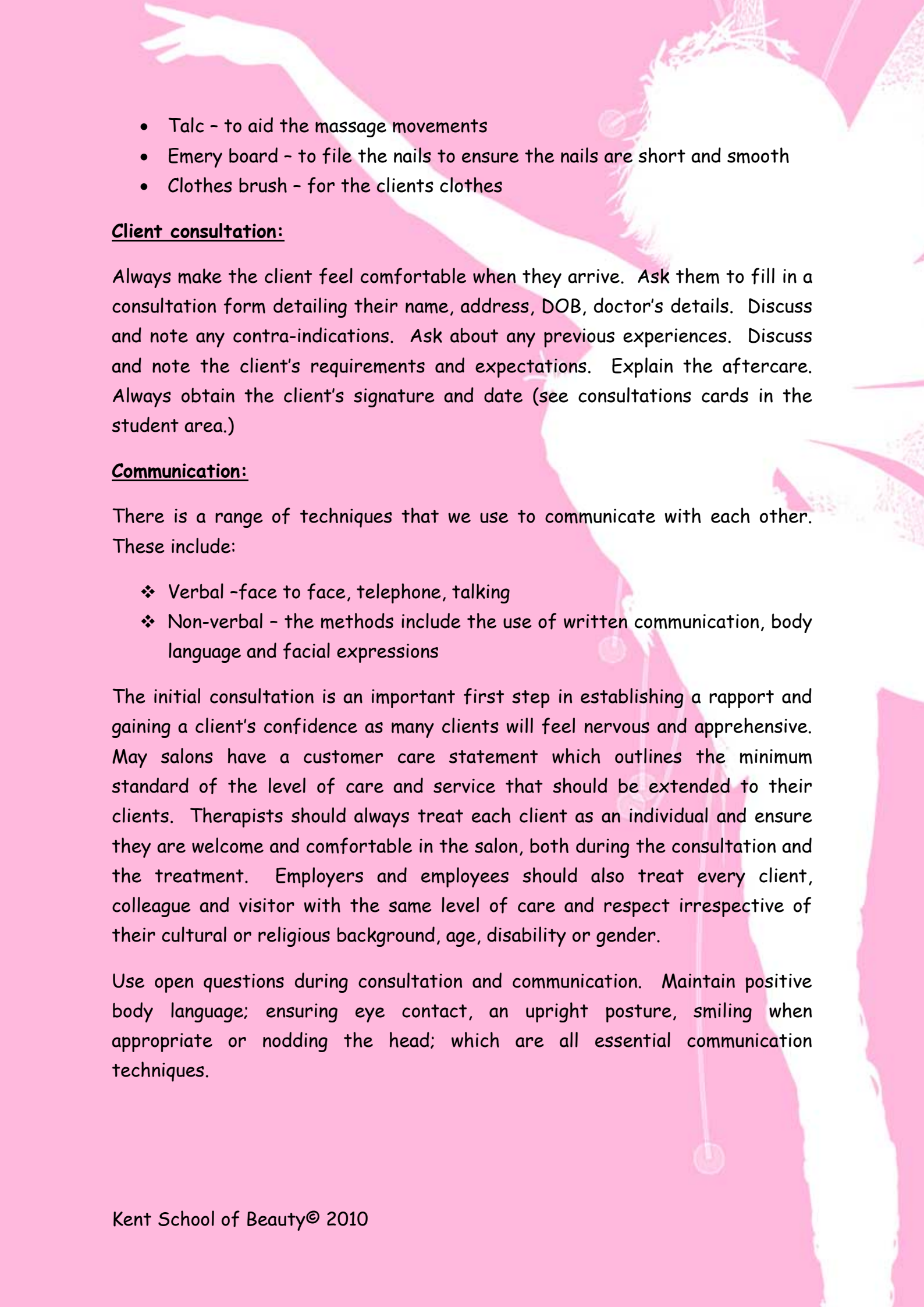
If oil has been included then the following aftercare advice should be given:

- Apply shampoo directly to the oiled hair
- Massage gently into the scalp and hair
- Rinse
- Apply a second shampoo application
- Lather and rinse
- Apply a third application of shampoo if necessary to remove all the oil from the hair

Clients must not apply water to their hair until after the first application of shampoo as oil and water do not mix. Therefore, the application of neat shampoo will create an emulsion, allowing the oil to be cleansed from the hair.

Equipment:

- Hand towel - for wiping/drying the hands
- Large toothed comb - for combing and checking the hair and scalp
- Hair clip - to secure long hair on top of the head during the back/shoulder massage
- Oils - for the scalp massage
- Hand wipes - for cleaning the hands
- Antiseptic - for cleansing the client's feet

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- Talc - to aid the massage movements
 - Emery board - to file the nails to ensure the nails are short and smooth
 - Clothes brush - for the clients clothes

Client consultation:

Always make the client feel comfortable when they arrive. Ask them to fill in a consultation form detailing their name, address, DOB, doctor's details. Discuss and note any contra-indications. Ask about any previous experiences. Discuss and note the client's requirements and expectations. Explain the aftercare. Always obtain the client's signature and date (see consultations cards in the student area.)

Communication:

There is a range of techniques that we use to communicate with each other. These include:

- ❖ Verbal -face to face, telephone, talking
- ❖ Non-verbal - the methods include the use of written communication, body language and facial expressions

The initial consultation is an important first step in establishing a rapport and gaining a client's confidence as many clients will feel nervous and apprehensive. May salons have a customer care statement which outlines the minimum standard of the level of care and service that should be extended to their clients. Therapists should always treat each client as an individual and ensure they are welcome and comfortable in the salon, both during the consultation and the treatment. Employers and employees should also treat every client, colleague and visitor with the same level of care and respect irrespective of their cultural or religious background, age, disability or gender.

Use open questions during consultation and communication. Maintain positive body language; ensuring eye contact, an upright posture, smiling when appropriate or nodding the head; which are all essential communication techniques.



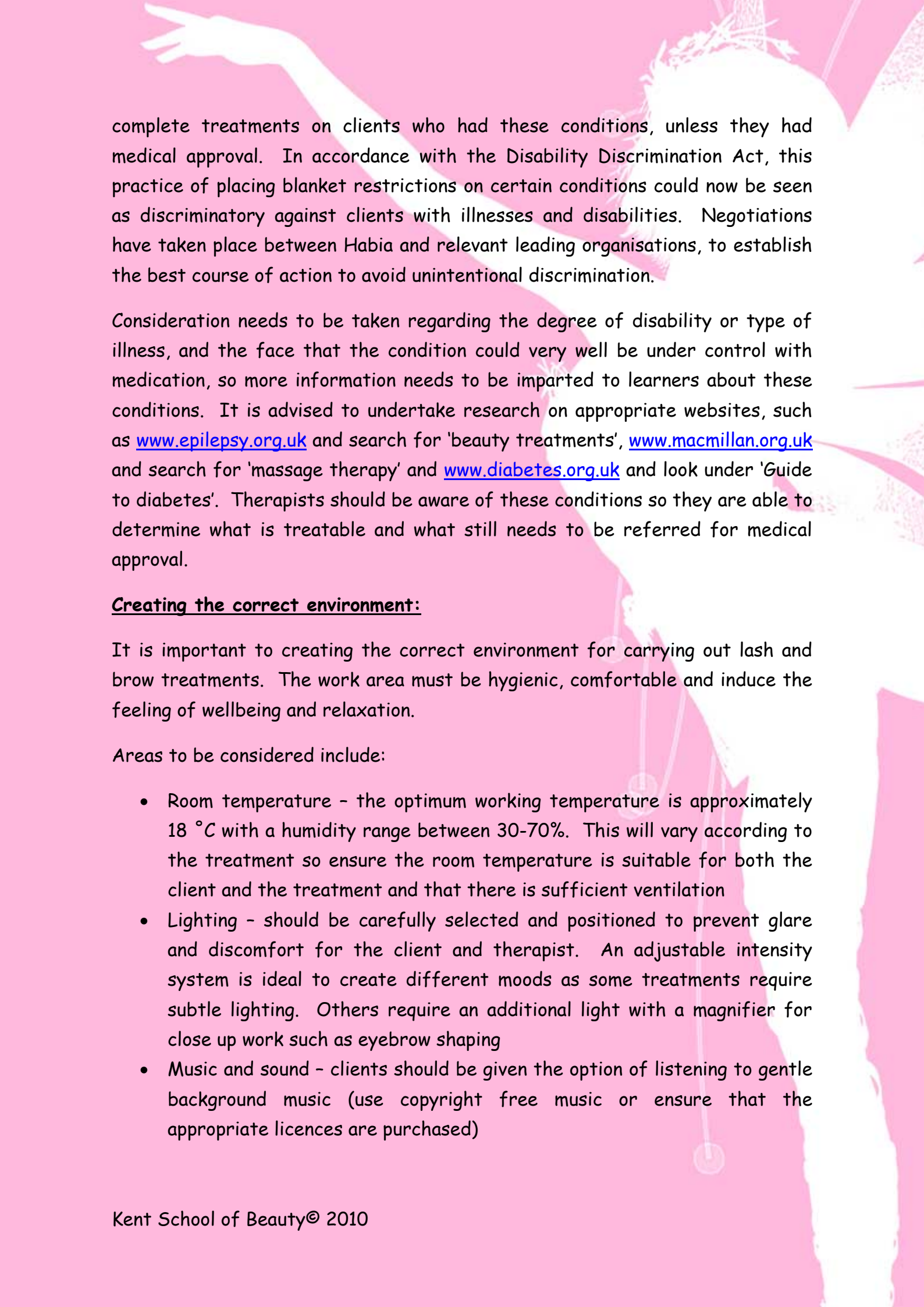
Contra-indications:

What is a contra-indication? This is a condition that can restrict or stop you having the treatment that you planned to have. Here is a list of the contra-indications that are treatment specific to Indian Head Massage.

- Any recent head or neck injury
- Severe bruising in the treatment area
- Epilepsy
- Recent haemorrhage
- High or low blood pressure
- Migraine
- History of thrombosis or embolism
- Diabetes
- Spastic condition
- Dysfunction of the nervous system
- Skin disorders - sunburn
- Infectious diseases
- Scalp infections
- Scalp infestations
- Cuts and abrasions in the treatment area
- Recent operations
- Chronic ME
- High temperature/illness/fever
- Intoxication
- Localised dilation of blood vessels (artery in the temple/forehead area in the elderly)
- Malignant melanoma
- Pacemaker
- HIV or AIDS, Hepatitis B
- Any undiagnosed lump/bump or swelling
- Any other condition that may affect massage

Diabetes, epilepsy and cancer:

Until recently, systemic conditions, such as diabetes, epilepsy and cancer were classed as generic contra-indications and therapists were advised not to



complete treatments on clients who had these conditions, unless they had medical approval. In accordance with the Disability Discrimination Act, this practice of placing blanket restrictions on certain conditions could now be seen as discriminatory against clients with illnesses and disabilities. Negotiations have taken place between Habia and relevant leading organisations, to establish the best course of action to avoid unintentional discrimination.

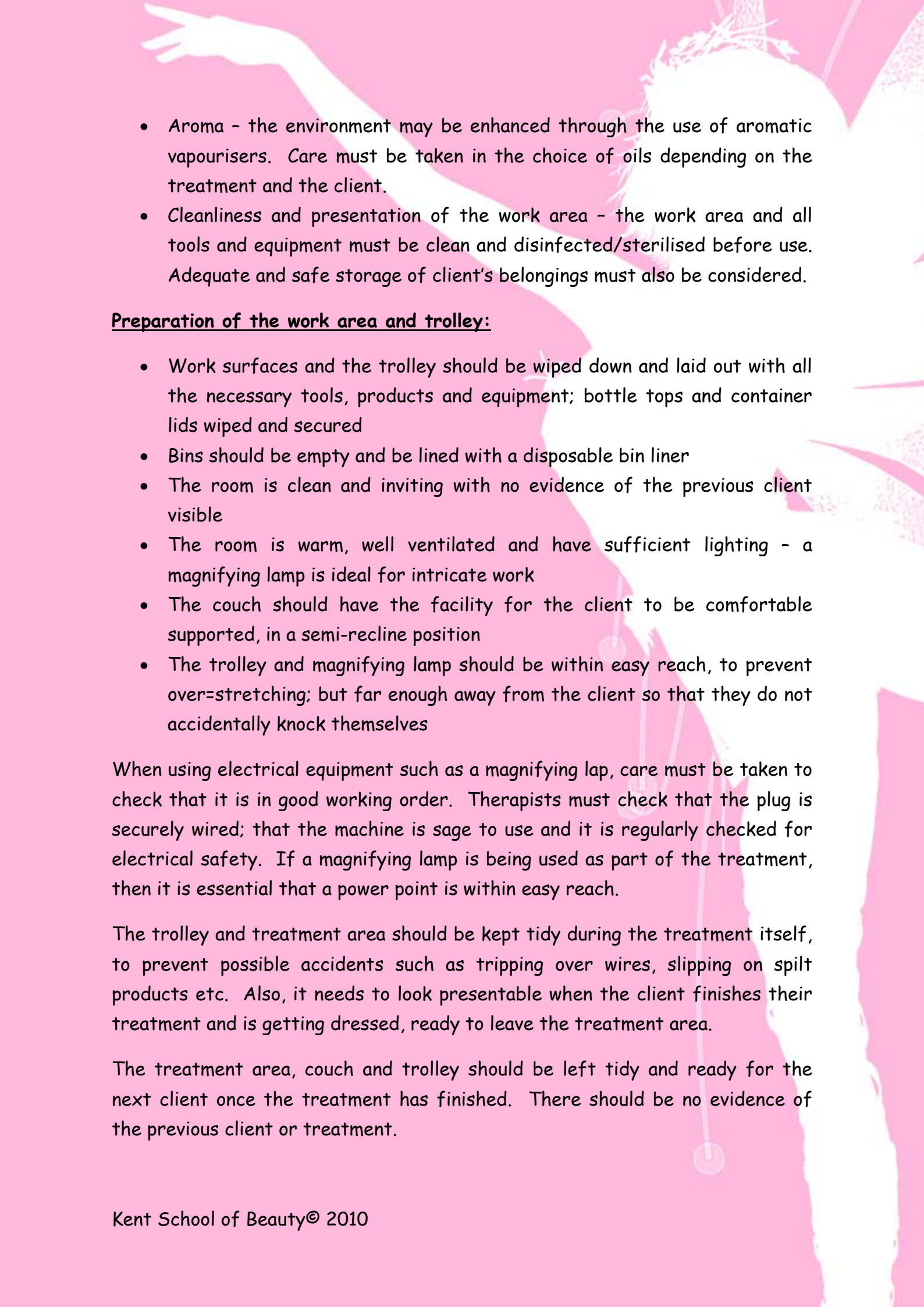
Consideration needs to be taken regarding the degree of disability or type of illness, and the fact that the condition could very well be under control with medication, so more information needs to be imparted to learners about these conditions. It is advised to undertake research on appropriate websites, such as www.epilepsy.org.uk and search for 'beauty treatments', www.macmillan.org.uk and search for 'massage therapy' and www.diabetes.org.uk and look under 'Guide to diabetes'. Therapists should be aware of these conditions so they are able to determine what is treatable and what still needs to be referred for medical approval.

Creating the correct environment:

It is important to creating the correct environment for carrying out lash and brow treatments. The work area must be hygienic, comfortable and induce the feeling of wellbeing and relaxation.

Areas to be considered include:

- Room temperature - the optimum working temperature is approximately 18 °C with a humidity range between 30-70%. This will vary according to the treatment so ensure the room temperature is suitable for both the client and the treatment and that there is sufficient ventilation
- Lighting - should be carefully selected and positioned to prevent glare and discomfort for the client and therapist. An adjustable intensity system is ideal to create different moods as some treatments require subtle lighting. Others require an additional light with a magnifier for close up work such as eyebrow shaping
- Music and sound - clients should be given the option of listening to gentle background music (use copyright free music or ensure that the appropriate licences are purchased)

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- Aroma - the environment may be enhanced through the use of aromatic vapourisers. Care must be taken in the choice of oils depending on the treatment and the client.
 - Cleanliness and presentation of the work area - the work area and all tools and equipment must be clean and disinfected/sterilised before use. Adequate and safe storage of client's belongings must also be considered.

Preparation of the work area and trolley:

- Work surfaces and the trolley should be wiped down and laid out with all the necessary tools, products and equipment; bottle tops and container lids wiped and secured
- Bins should be empty and be lined with a disposable bin liner
- The room is clean and inviting with no evidence of the previous client visible
- The room is warm, well ventilated and have sufficient lighting - a magnifying lamp is ideal for intricate work
- The couch should have the facility for the client to be comfortable supported, in a semi-recline position
- The trolley and magnifying lamp should be within easy reach, to prevent over=stretching; but far enough away from the client so that they do not accidentally knock themselves

When using electrical equipment such as a magnifying lap, care must be taken to check that it is in good working order. Therapists must check that the plug is securely wired; that the machine is sage to use and it is regularly checked for electrical safety. If a magnifying lamp is being used as part of the treatment, then it is essential that a power point is within easy reach.

The trolley and treatment area should be kept tidy during the treatment itself, to prevent possible accidents such as tripping over wires, slipping on spilt products etc. Also, it needs to look presentable when the client finishes their treatment and is getting dressed, ready to leave the treatment area.

The treatment area, couch and trolley should be left tidy and ready for the next client once the treatment has finished. There should be no evidence of the previous client or treatment.

Benefits of massage:

The psychological effects of massage are more difficult to assess due to the individual client. Care of the body and relaxation of the mind through massage is an ancient art and that the main objectives for treatments are:

- Relaxation, for example, reduced stress levels and feelings of anxiety and tension
- A feeling of wellbeing, for example, feeling energised with improved levels of concentration
- Improvement of the general hair and scalp condition

It is important to assess the client's needs and expectations as a client may not be aware of their problems. For example, tension may manifest itself in aches and pains in the upper back, neck and head.

A range of things can cause psychological tension and during consultation the practitioner should be able to assess the degree of tension the client is experiencing through both questioning and touch.

Massage for relaxation:

The massage movements should be slow and rhythmical taking care not to break the continuity by taking the hands off the client during the routine. The movements should generally be of a medium pressure.

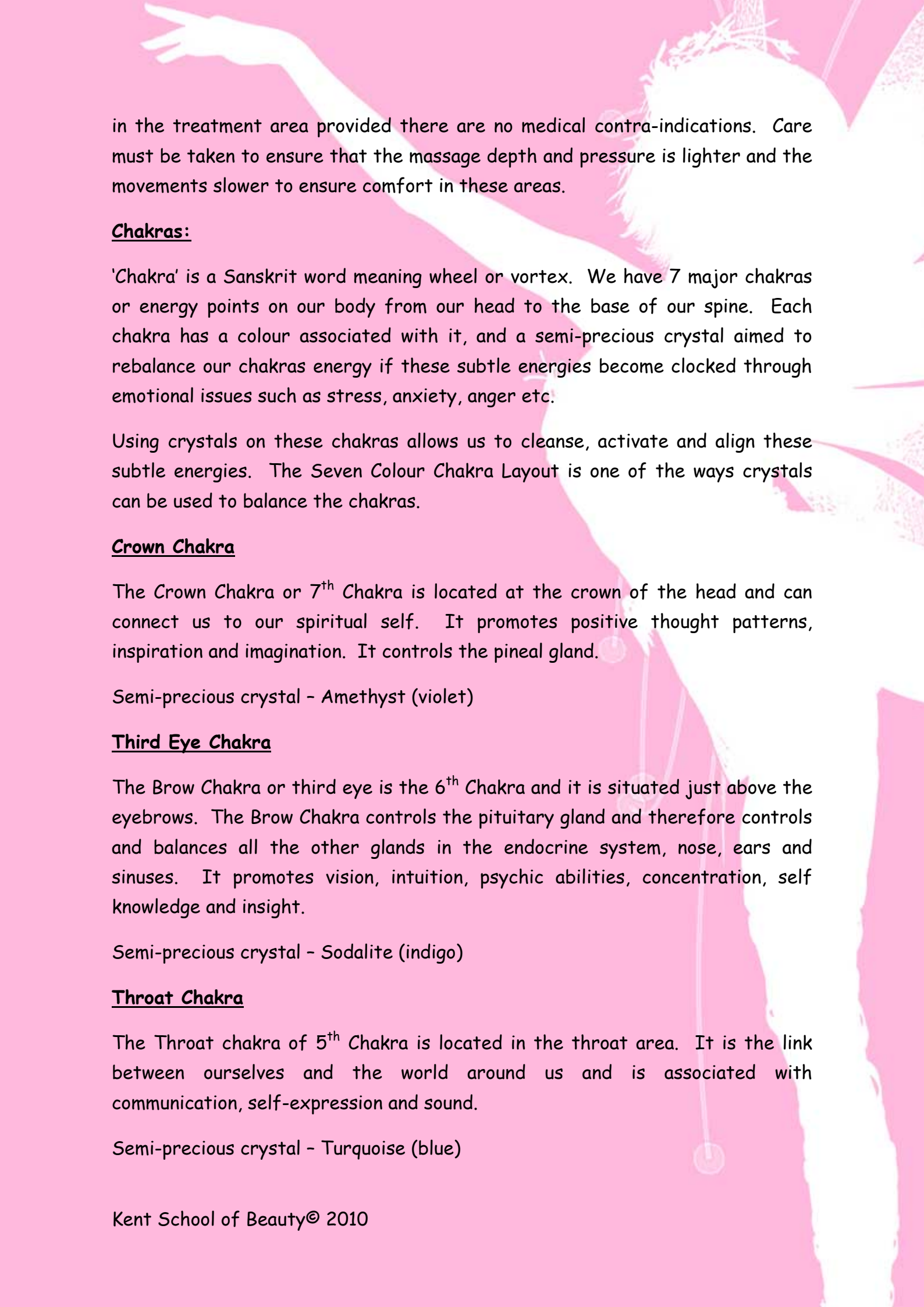
Massage for men:

Weight distribution is different in females and men may have more muscle bulk on the shoulders. The practitioner may have to increase the depth of pressure when working on a male client or adapt the movement. For example, use the heel of hand instead of finger pushes when working over the top of the shoulders.

Men may also require a more stimulating massage so faster and more vigorous friction movements may be required and champissage may be applied with increased speed, which will help to intensify the movement.

Massage for the general release of tension and related aches and pains:

Tension can be relieved, for example, in the shoulders and neck. Fatigue can also be reduced with Indian Head Massage. It also helps to ease painful joints



in the treatment area provided there are no medical contra-indications. Care must be taken to ensure that the massage depth and pressure is lighter and the movements slower to ensure comfort in these areas.

Chakras:

'Chakra' is a Sanskrit word meaning wheel or vortex. We have 7 major chakras or energy points on our body from our head to the base of our spine. Each chakra has a colour associated with it, and a semi-precious crystal aimed to rebalance our chakras energy if these subtle energies become clogged through emotional issues such as stress, anxiety, anger etc.

Using crystals on these chakras allows us to cleanse, activate and align these subtle energies. The Seven Colour Chakra Layout is one of the ways crystals can be used to balance the chakras.

Crown Chakra

The Crown Chakra or 7th Chakra is located at the crown of the head and can connect us to our spiritual self. It promotes positive thought patterns, inspiration and imagination. It controls the pineal gland.

Semi-precious crystal - Amethyst (violet)

Third Eye Chakra

The Brow Chakra or third eye is the 6th Chakra and it is situated just above the eyebrows. The Brow Chakra controls the pituitary gland and therefore controls and balances all the other glands in the endocrine system, nose, ears and sinuses. It promotes vision, intuition, psychic abilities, concentration, self knowledge and insight.

Semi-precious crystal - Sodalite (indigo)

Throat Chakra

The Throat chakra of 5th Chakra is located in the throat area. It is the link between ourselves and the world around us and is associated with communication, self-expression and sound.

Semi-precious crystal - Turquoise (blue)



Heart Chakra

The Heart Chakra or 4th Chakra is situated in the centre of the chest. It holds our emotional centre and promotes compassion, love, understanding, sharing and forgiveness. It controls the thymus gland, heart, blood pressure, circulation and the whole of the immune system.

Semi-precious crystal - Rose quartz (pink)

Solar Plexus Chakra

The solar Plexus Chakra or 3rd Chakra is situated between the navel and base of the rib cage. It promotes confidence, humour, personal power, authority, laughter and warmth. It gives us our sense of identity and personality.

Semi-precious crystal - Tigers eye (yellow)

Sacral/Navel Chakra

The Sacral or Naval Chakra is the 2nd Chakra and it is located between the pubic bone and the navel. It promotes physical force, vitality and strength and it generates creativity, new ideas, passion, endurance and sexual energy.

Semi-precious crystal - Jasper (red/orange)

Base Chakra

The Base Chakra or 1st Chakra is situated at the pubic bone. It controls the adrenal glands, kidneys, spine and the whole of the nervous system. It promotes physical survival vitality, stability, patience, courage and material success.

Semi-precious crystal - Bloodstone (green)

The Crystals:

Amethyst

This beautiful purple/lilac stone is a semi-precious variety of quartz (silicon Dioxide). The purple colour is probably due to traces of manganese. Amethyst occurs in hollow gas tubes in ancient lava flows. It is a very popular gemstone and is the birthstone of February. This stone has been tumbled and polished.

Origin: Brazil or Africa.

Sodalite

This beautiful blue mineral is a complex sodium aluminium silicate with chlorine which closely resembles Lapis Lazuli in colour. Sodalite takes an excellent polish and finds its primary use in jewellery making and ornamental carvings. Sodalite is an igneous mineral which formed as molten rock cooled slowly deep within the earth. Some stone will appear fluorescent under UV light.

Origin: Brazil.

Turquoise

Traditionally used by Indians in South West America in jewellery and medicine pouches. The mineral name for this stone is Howlite or Magnesite. Good quality is rare, many stones used in treatments are Turquoise which is naturally milky white in colour and is dyed blue.

Origin: Zimbabwe

Rose quartz

The beautiful pink colour the quartz is probably caused by tiny amounts of manganese or titanium. It is commonly used in jewellery as a semi precious gemstone. It is also sometimes used as a meditation stone. The specimen has been tumbled and polished to bring out its best colour.

Origin: Brazil or Namibia

Tiger eye

Tiger eye is a quartz (silicon Dioxide) with inclusions of other minerals such as asbestos which produces the shimmering play of colours that appear with the stone, and iron which causes brown and red colours. Tiger eye has been used since ancient times in jewellery making and carved objects because it can be buffed to a high shine. The natural colours of the tiger eye are red, blue and gold. This stone is tumbled and polished.

Origin: South Africa

Red Jasper

Jasper is a form of quartz (silicon Dioxide) containing so much that light no longer passes through it. The impurities may cause Jasper to be red, brown, yellow, green or greyish blue. Blood stone is a well known form of Jasper.

Origin: Jasper occurs worldwide

Bloodstone

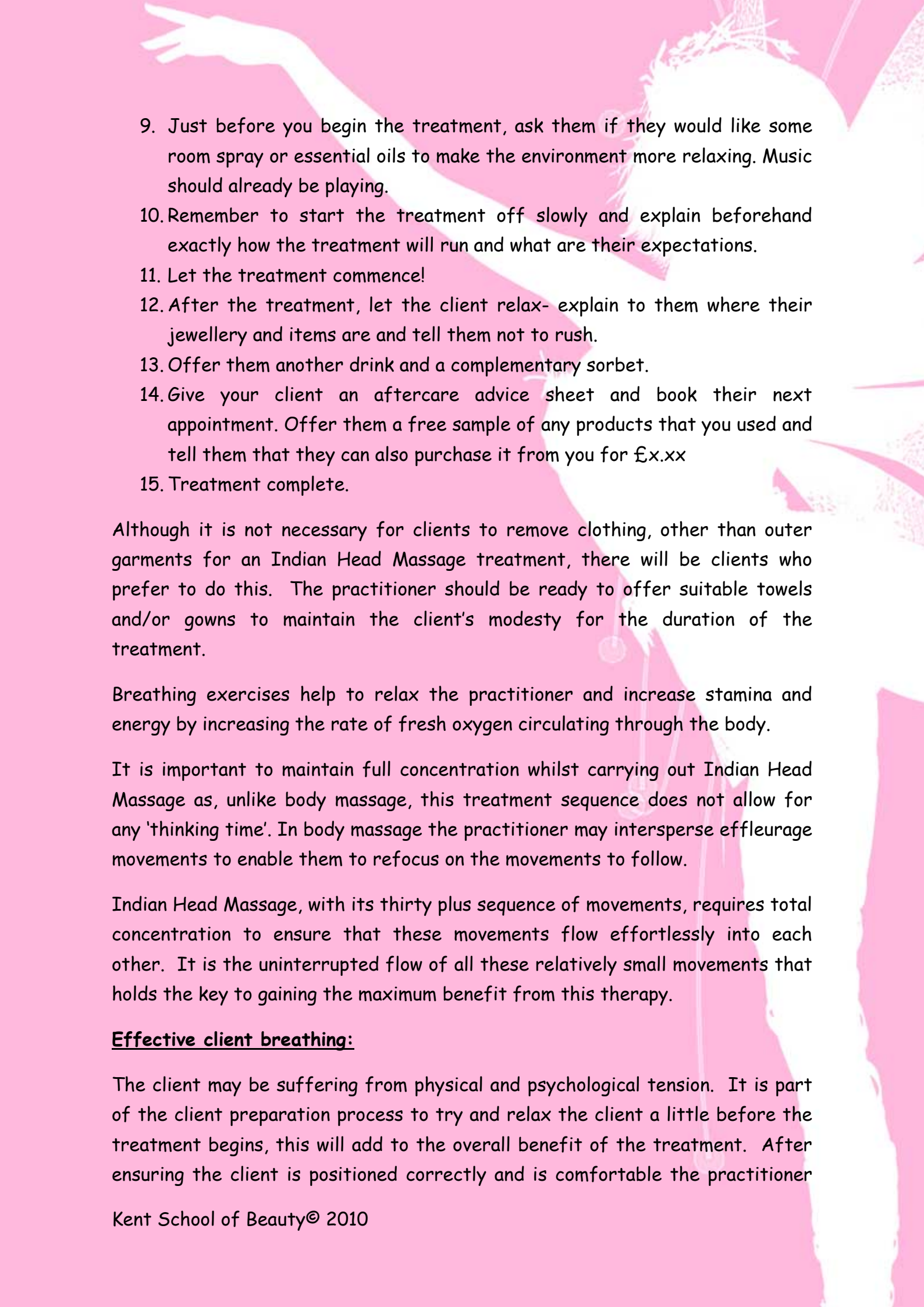
Bloodstone also called heliotrope is a dark green translucent chalcedony. The green colour results in densely packed mossy crystal growths call dendrites. Speckled throughout the green are tiny spots of red jasper which resemble drops of blood hence the name. Blood stone has been a popular stone for thousands of years and has many legends associated with it. Bloodstone is the birthstone for March.

Origin: India, Brazil or Mexico.

Preparing the client for their treatment:

The client arrives at reception. It's a new environment for them. So what do you do?

1. Introduce yourself to the client
2. Ask them which treatment they are booked in for and their name.
3. Offer them a complementary drink, a sit down and a browse through the up to date magazines and newspapers. Make sure there is relaxation music in the background.
4. Whilst they are relaxing, ask them to complete the client consultation card to the best of their knowledge.
5. Once completed welcome them into the treatment room and explain what the treatment is about.
6. Ask them to undress whilst you are out of the room and to lay on the couch and cover themselves with the towels provided.
7. Make sure that there is a safe place for their clothing and belongings.
8. Once you are back in the room, ask them to remove their jewellery and show them that you are placing them in a bowl until the end of the treatment.

- 
9. Just before you begin the treatment, ask them if they would like some room spray or essential oils to make the environment more relaxing. Music should already be playing.
 10. Remember to start the treatment off slowly and explain beforehand exactly how the treatment will run and what are their expectations.
 11. Let the treatment commence!
 12. After the treatment, let the client relax- explain to them where their jewellery and items are and tell them not to rush.
 13. Offer them another drink and a complementary sorbet.
 14. Give your client an aftercare advice sheet and book their next appointment. Offer them a free sample of any products that you used and tell them that they can also purchase it from you for £x.xx
 15. Treatment complete.

Although it is not necessary for clients to remove clothing, other than outer garments for an Indian Head Massage treatment, there will be clients who prefer to do this. The practitioner should be ready to offer suitable towels and/or gowns to maintain the client's modesty for the duration of the treatment.


Breathing exercises help to relax the practitioner and increase stamina and energy by increasing the rate of fresh oxygen circulating through the body.

It is important to maintain full concentration whilst carrying out Indian Head Massage as, unlike body massage, this treatment sequence does not allow for any 'thinking time'. In body massage the practitioner may intersperse effleurage movements to enable them to refocus on the movements to follow.

Indian Head Massage, with its thirty plus sequence of movements, requires total concentration to ensure that these movements flow effortlessly into each other. It is the uninterrupted flow of all these relatively small movements that holds the key to gaining the maximum benefit from this therapy.

Effective client breathing:

The client may be suffering from physical and psychological tension. It is part of the client preparation process to try and relax the client a little before the treatment begins, this will add to the overall benefit of the treatment. After ensuring the client is positioned correctly and is comfortable the practitioner



should invite them to concentrate for a few moments on their breathing. Using the following steps:

Gradually breathing deeper, count for them up to six on an in breath and six on the out breath

- Repeat several times
- Then focus on directing their breath down to the diaphragm
- Return to deep breathing in the chest cavity
- Repeat
- Return to a normal easy rhythm and allow a few moments of easy breathing before commencing the treatment

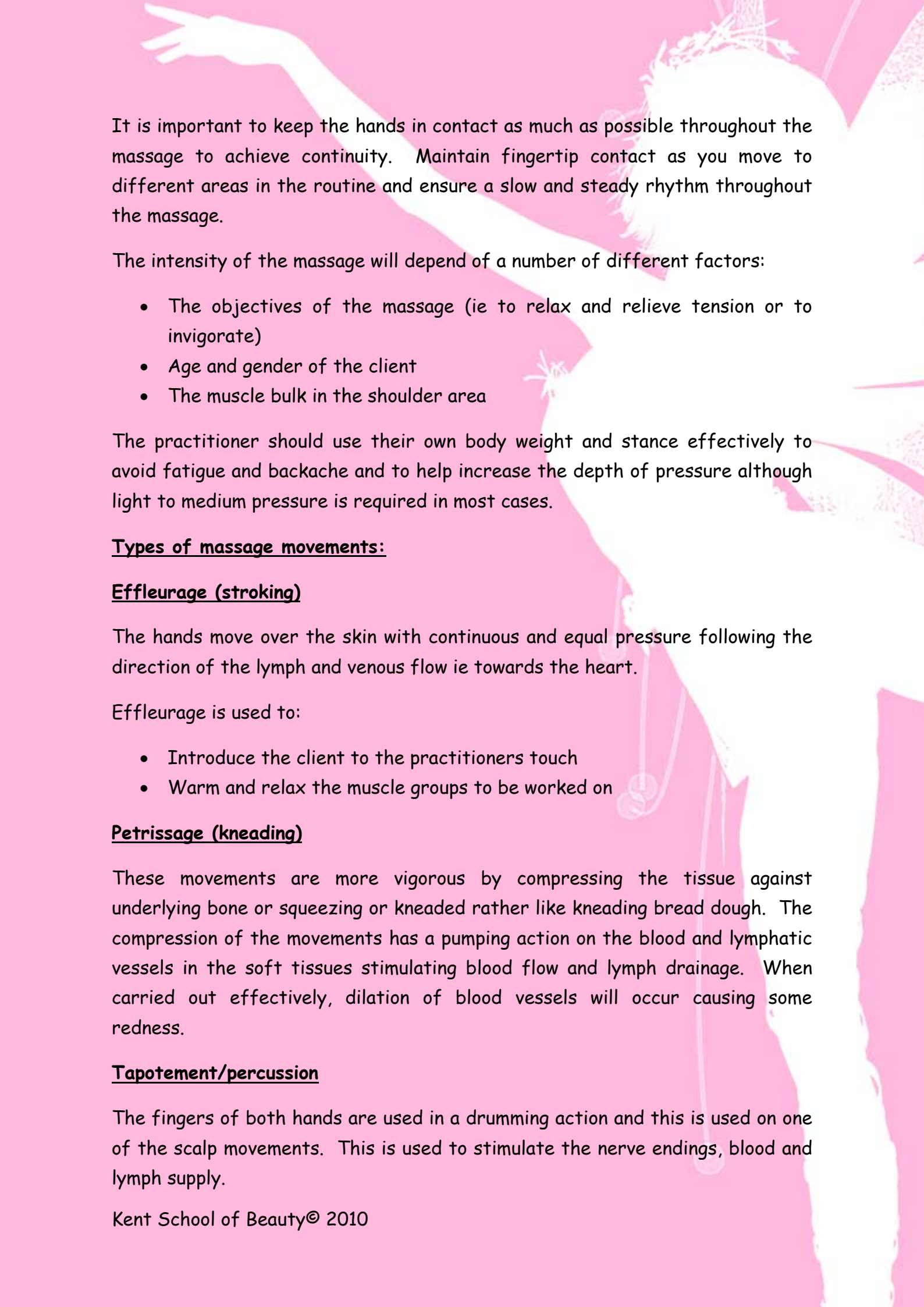
It is important that practitioners have all equipment for Indian Head Massage prepared and set out ready at least fifteen minutes prior to the treatment commencing. This will allow them to spend time mentally preparing themselves using relaxation, mind stilling (focusing the mind) and breathing techniques, which will lead to an effective and rewarding treatment.

Breathing exercises prior to the treatment should become an integral part of their preparation. The focus of these exercises is mental and physical preparation, helping to balance the body's energies and increase stamina.

Spend a few moments taking deep, full breaths which will increase the flow of oxygen helping to refresh the major organs and functions of the body. Breathing exercises will encourage the free flow of energy through the central channel helping balance the Chakras. These exercises can be used for personal preparation before giving a treatment and/or as an additional stage to be carried out with the client immediately before the treatment.

Indian Head Massage is based on a routine of movements that are applied systematically to the upper back, arms and hands, neck, head and face and the routine should be applied using:

- Continuous movements
- Rhythmical movements
- A deeper, more vigorous massage is achieved by increasing the speed of the friction movements

A woman with blonde hair is lying on her back, covered by a white towel. A therapist's hands are visible, performing a massage on her upper back and shoulder area. The background is a soft, out-of-focus indoor setting.

It is important to keep the hands in contact as much as possible throughout the massage to achieve continuity. Maintain fingertip contact as you move to different areas in the routine and ensure a slow and steady rhythm throughout the massage.

The intensity of the massage will depend of a number of different factors:

- The objectives of the massage (ie to relax and relieve tension or to invigorate)
- Age and gender of the client
- The muscle bulk in the shoulder area

The practitioner should use their own body weight and stance effectively to avoid fatigue and backache and to help increase the depth of pressure although light to medium pressure is required in most cases.

Types of massage movements:

Effleurage (stroking)

The hands move over the skin with continuous and equal pressure following the direction of the lymph and venous flow ie towards the heart.

Effleurage is used to:

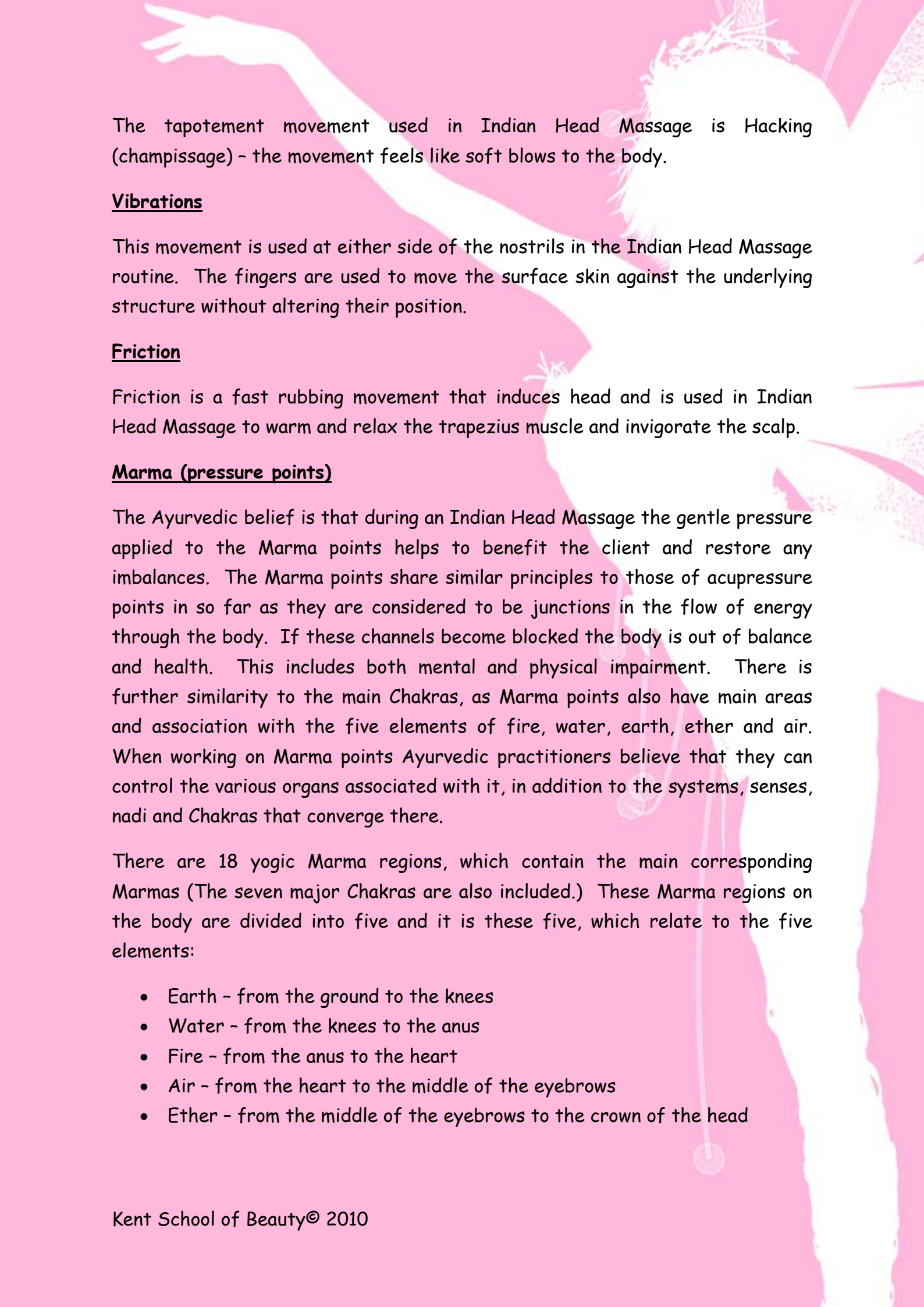
- Introduce the client to the practitioners touch
- Warm and relax the muscle groups to be worked on

Petrissage (kneading)

These movements are more vigorous by compressing the tissue against underlying bone or squeezing or kneaded rather like kneading bread dough. The compression of the movements has a pumping action on the blood and lymphatic vessels in the soft tissues stimulating blood flow and lymph drainage. When carried out effectively, dilation of blood vessels will occur causing some redness.

Tapotement/percussion

The fingers of both hands are used in a drumming action and this is used on one of the scalp movements. This is used to stimulate the nerve endings, blood and lymph supply.



The tapotement movement used in Indian Head Massage is Hacking (champissage) - the movement feels like soft blows to the body.

Vibrations

This movement is used at either side of the nostrils in the Indian Head Massage routine. The fingers are used to move the surface skin against the underlying structure without altering their position.

Friction

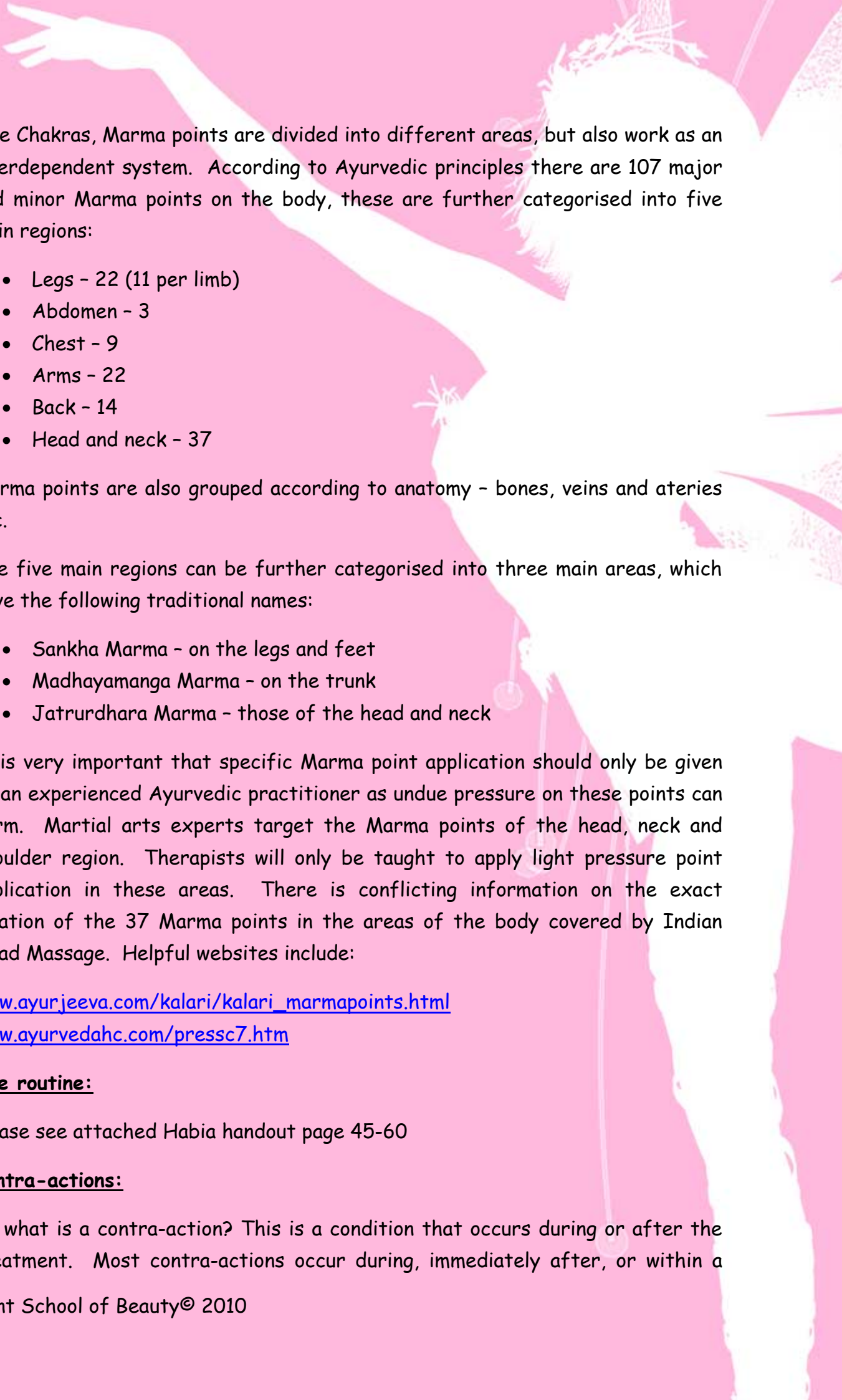
Friction is a fast rubbing movement that induces heat and is used in Indian Head Massage to warm and relax the trapezius muscle and invigorate the scalp.

Marma (pressure points)

The Ayurvedic belief is that during an Indian Head Massage the gentle pressure applied to the Marma points helps to benefit the client and restore any imbalances. The Marma points share similar principles to those of acupuncture points in so far as they are considered to be junctions in the flow of energy through the body. If these channels become blocked the body is out of balance and health. This includes both mental and physical impairment. There is further similarity to the main Chakras, as Marma points also have main areas and association with the five elements of fire, water, earth, ether and air. When working on Marma points Ayurvedic practitioners believe that they can control the various organs associated with it, in addition to the systems, senses, nadi and Chakras that converge there.

There are 18 yogic Marma regions, which contain the main corresponding Marmas (The seven major Chakras are also included.) These Marma regions on the body are divided into five and it is these five, which relate to the five elements:

- Earth - from the ground to the knees
- Water - from the knees to the anus
- Fire - from the anus to the heart
- Air - from the heart to the middle of the eyebrows
- Ether - from the middle of the eyebrows to the crown of the head



Like Chakras, Marma points are divided into different areas, but also work as an interdependent system. According to Ayurvedic principles there are 107 major and minor Marma points on the body, these are further categorised into five main regions:

- Legs - 22 (11 per limb)
- Abdomen - 3
- Chest - 9
- Arms - 22
- Back - 14
- Head and neck - 37

Marma points are also grouped according to anatomy - bones, veins and arteries etc.

The five main regions can be further categorised into three main areas, which have the following traditional names:

- Sankha Marma - on the legs and feet
- Madhayamanga Marma - on the trunk
- Jatrudhara Marma - those of the head and neck

It is very important that specific Marma point application should only be given by an experienced Ayurvedic practitioner as undue pressure on these points can harm. Martial arts experts target the Marma points of the head, neck and shoulder region. Therapists will only be taught to apply light pressure point application in these areas. There is conflicting information on the exact location of the 37 Marma points in the areas of the body covered by Indian Head Massage. Helpful websites include:

www.ayurjeeva.com/kalari/kalari_marmapoints.html

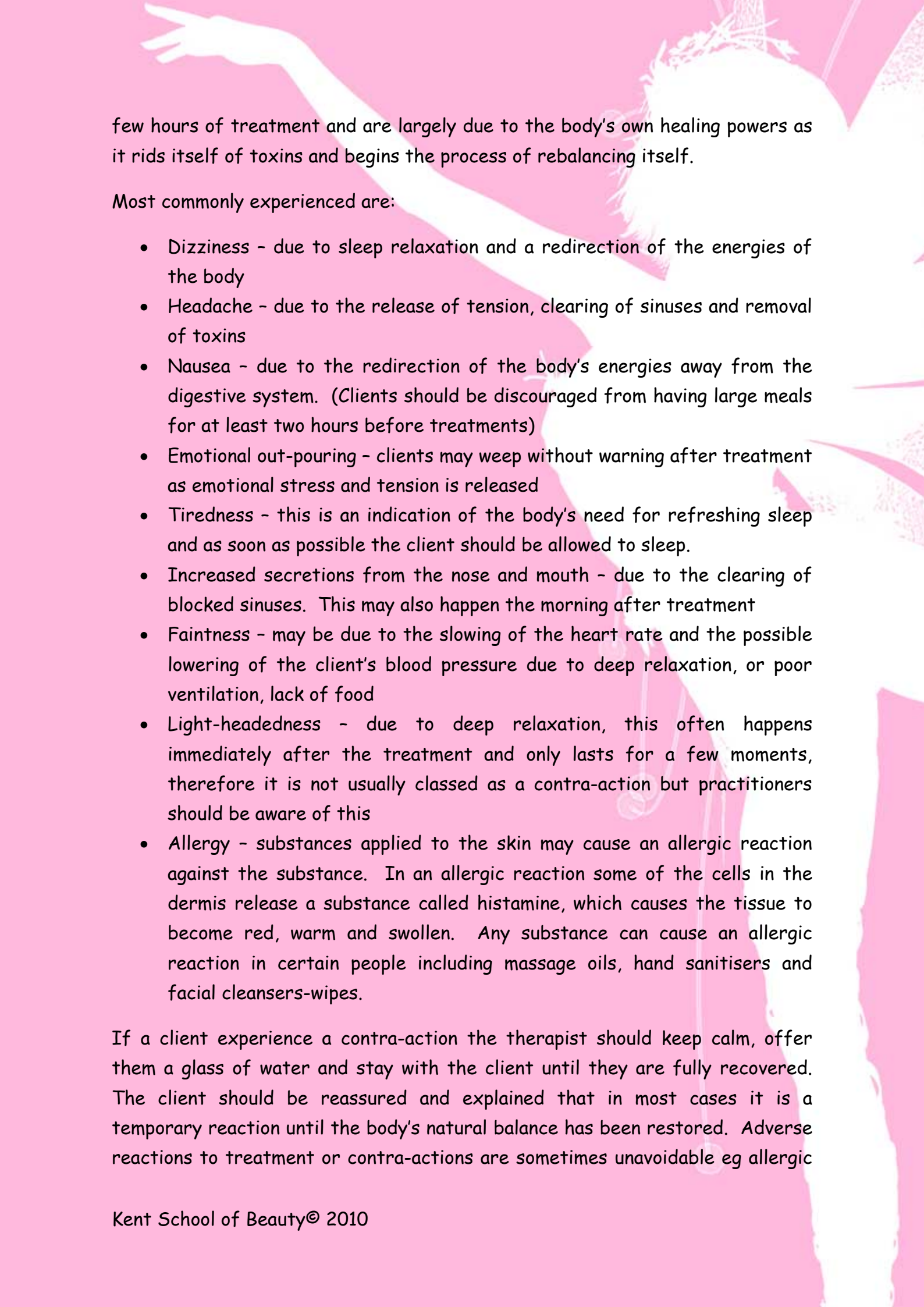
www.ayurvedahc.com/pressc7.htm

The routine:

Please see attached Habia handout page 45-60

Contra-actions:

So what is a contra-action? This is a condition that occurs during or after the treatment. Most contra-actions occur during, immediately after, or within a

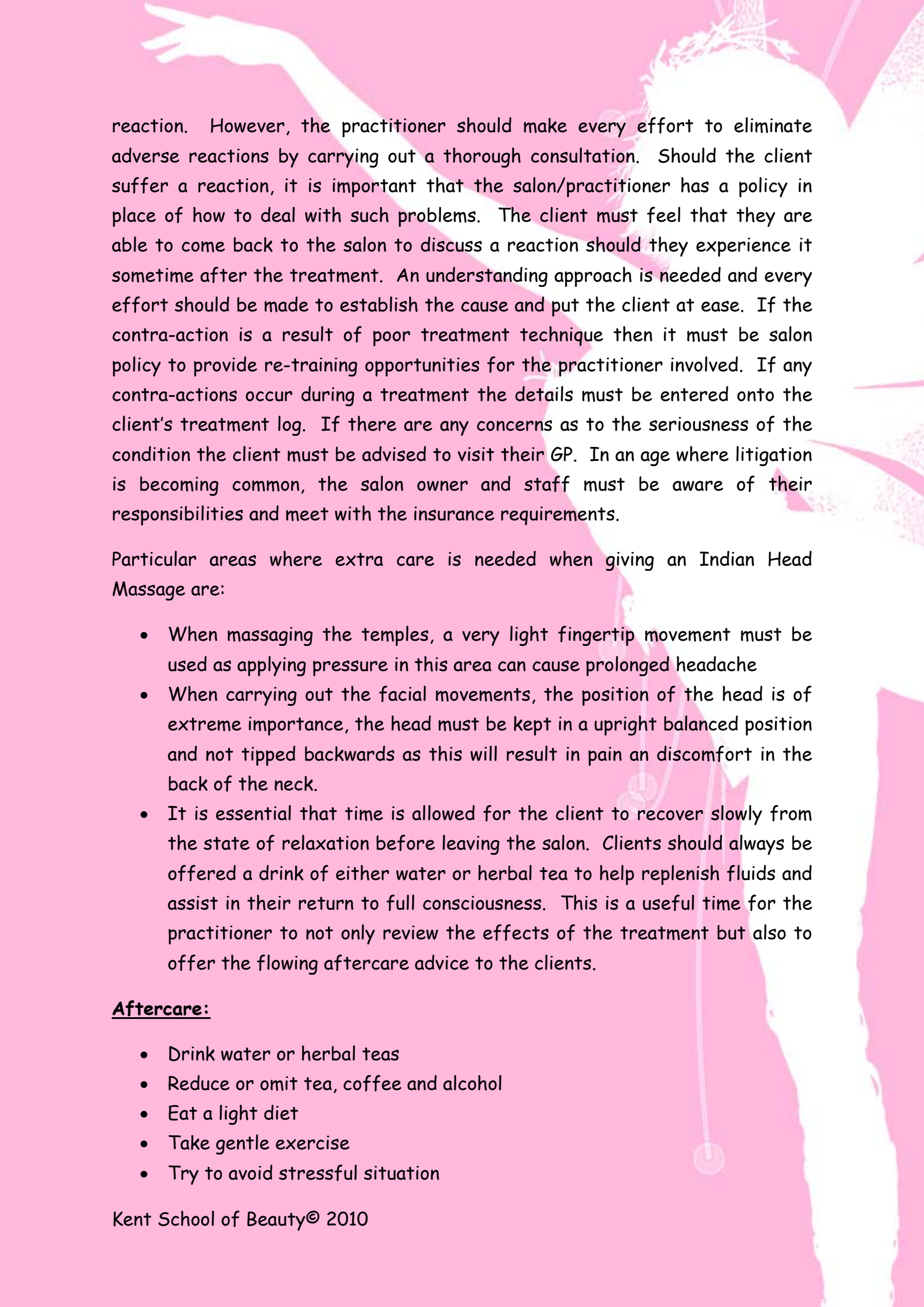


few hours of treatment and are largely due to the body's own healing powers as it rids itself of toxins and begins the process of rebalancing itself.

Most commonly experienced are:

- Dizziness - due to sleep relaxation and a redirection of the energies of the body
- Headache - due to the release of tension, clearing of sinuses and removal of toxins
- Nausea - due to the redirection of the body's energies away from the digestive system. (Clients should be discouraged from having large meals for at least two hours before treatments)
- Emotional out-pouring - clients may weep without warning after treatment as emotional stress and tension is released
- Tiredness - this is an indication of the body's need for refreshing sleep and as soon as possible the client should be allowed to sleep.
- Increased secretions from the nose and mouth - due to the clearing of blocked sinuses. This may also happen the morning after treatment
- Faintness - may be due to the slowing of the heart rate and the possible lowering of the client's blood pressure due to deep relaxation, or poor ventilation, lack of food
- Light-headedness - due to deep relaxation, this often happens immediately after the treatment and only lasts for a few moments, therefore it is not usually classed as a contra-action but practitioners should be aware of this
- Allergy - substances applied to the skin may cause an allergic reaction against the substance. In an allergic reaction some of the cells in the dermis release a substance called histamine, which causes the tissue to become red, warm and swollen. Any substance can cause an allergic reaction in certain people including massage oils, hand sanitisers and facial cleansers-wipes.

If a client experience a contra-action the therapist should keep calm, offer them a glass of water and stay with the client until they are fully recovered. The client should be reassured and explained that in most cases it is a temporary reaction until the body's natural balance has been restored. Adverse reactions to treatment or contra-actions are sometimes unavoidable eg allergic



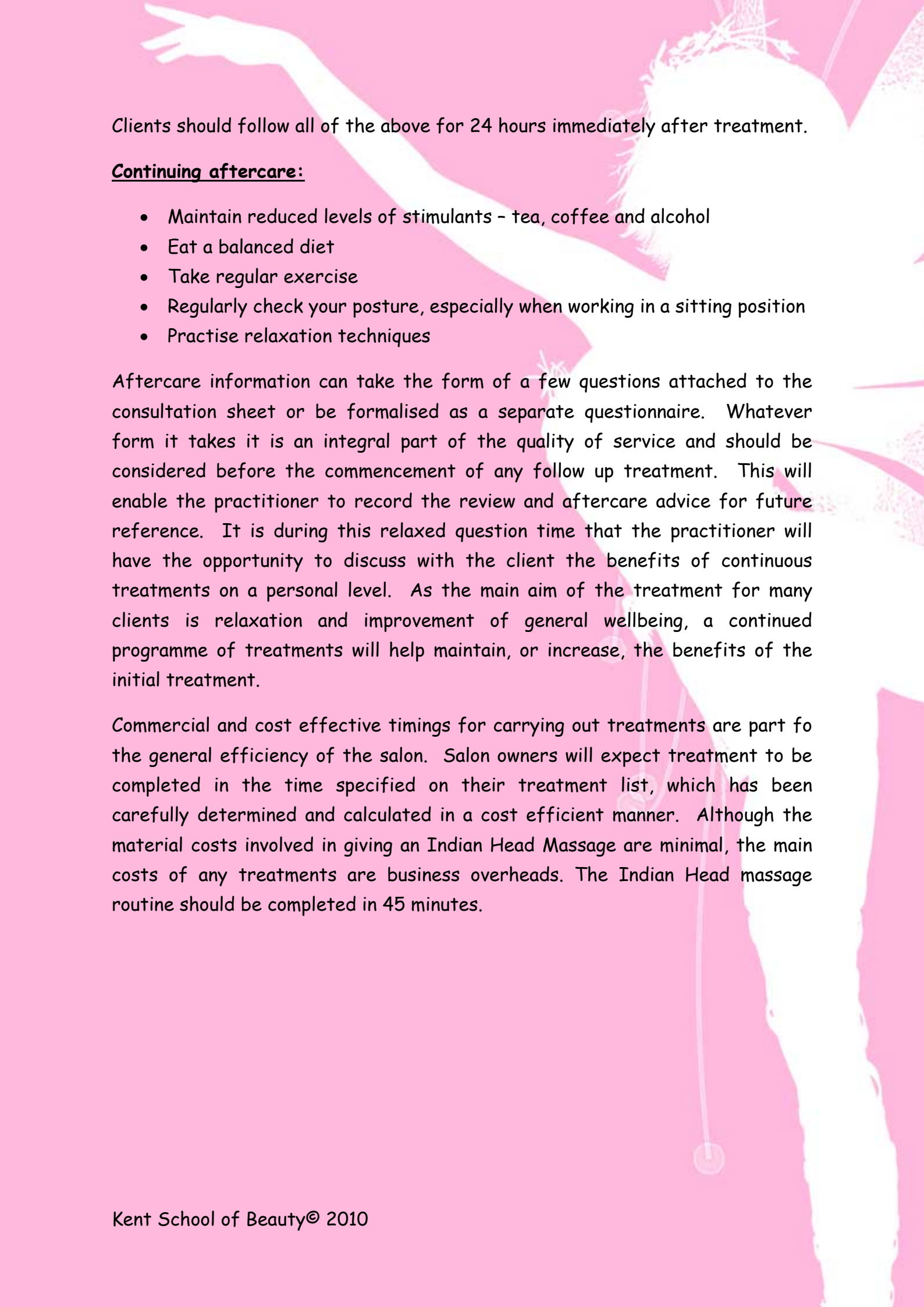
reaction. However, the practitioner should make every effort to eliminate adverse reactions by carrying out a thorough consultation. Should the client suffer a reaction, it is important that the salon/practitioner has a policy in place of how to deal with such problems. The client must feel that they are able to come back to the salon to discuss a reaction should they experience it sometime after the treatment. An understanding approach is needed and every effort should be made to establish the cause and put the client at ease. If the contra-action is a result of poor treatment technique then it must be salon policy to provide re-training opportunities for the practitioner involved. If any contra-actions occur during a treatment the details must be entered onto the client's treatment log. If there are any concerns as to the seriousness of the condition the client must be advised to visit their GP. In an age where litigation is becoming common, the salon owner and staff must be aware of their responsibilities and meet with the insurance requirements.

Particular areas where extra care is needed when giving an Indian Head Massage are:

- When massaging the temples, a very light fingertip movement must be used as applying pressure in this area can cause prolonged headache
- When carrying out the facial movements, the position of the head is of extreme importance, the head must be kept in a upright balanced position and not tipped backwards as this will result in pain and discomfort in the back of the neck.
- It is essential that time is allowed for the client to recover slowly from the state of relaxation before leaving the salon. Clients should always be offered a drink of either water or herbal tea to help replenish fluids and assist in their return to full consciousness. This is a useful time for the practitioner to not only review the effects of the treatment but also to offer the following aftercare advice to the clients.

Aftercare:

- Drink water or herbal teas
- Reduce or omit tea, coffee and alcohol
- Eat a light diet
- Take gentle exercise
- Try to avoid stressful situation



Clients should follow all of the above for 24 hours immediately after treatment.

Continuing aftercare:

- Maintain reduced levels of stimulants - tea, coffee and alcohol
- Eat a balanced diet
- Take regular exercise
- Regularly check your posture, especially when working in a sitting position
- Practise relaxation techniques

Aftercare information can take the form of a few questions attached to the consultation sheet or be formalised as a separate questionnaire. Whatever form it takes it is an integral part of the quality of service and should be considered before the commencement of any follow up treatment. This will enable the practitioner to record the review and aftercare advice for future reference. It is during this relaxed question time that the practitioner will have the opportunity to discuss with the client the benefits of continuous treatments on a personal level. As the main aim of the treatment for many clients is relaxation and improvement of general wellbeing, a continued programme of treatments will help maintain, or increase, the benefits of the initial treatment.

Commercial and cost effective timings for carrying out treatments are part of the general efficiency of the salon. Salon owners will expect treatment to be completed in the time specified on their treatment list, which has been carefully determined and calculated in a cost efficient manner. Although the material costs involved in giving an Indian Head Massage are minimal, the main costs of any treatments are business overheads. The Indian Head massage routine should be completed in 45 minutes.

Anatomy & Physiology:

The skin

The functions of the skin (which is the largest organ in the body) are sensitivity, heat regulation, absorption, protection, excretion and secretion. SHAPES.

Structure of the skin:

Consists of three main layers:

- ❖ The epidermis
- ❖ The dermis
- ❖ The subcutis

The epidermis:

Varies in thickness, the thickest being on the soles of the feet, the thinnest on the eyelids. It has no blood vessels or nerves. It's main purpose is protection, preventing water loss.

This layer is divided into two layers:

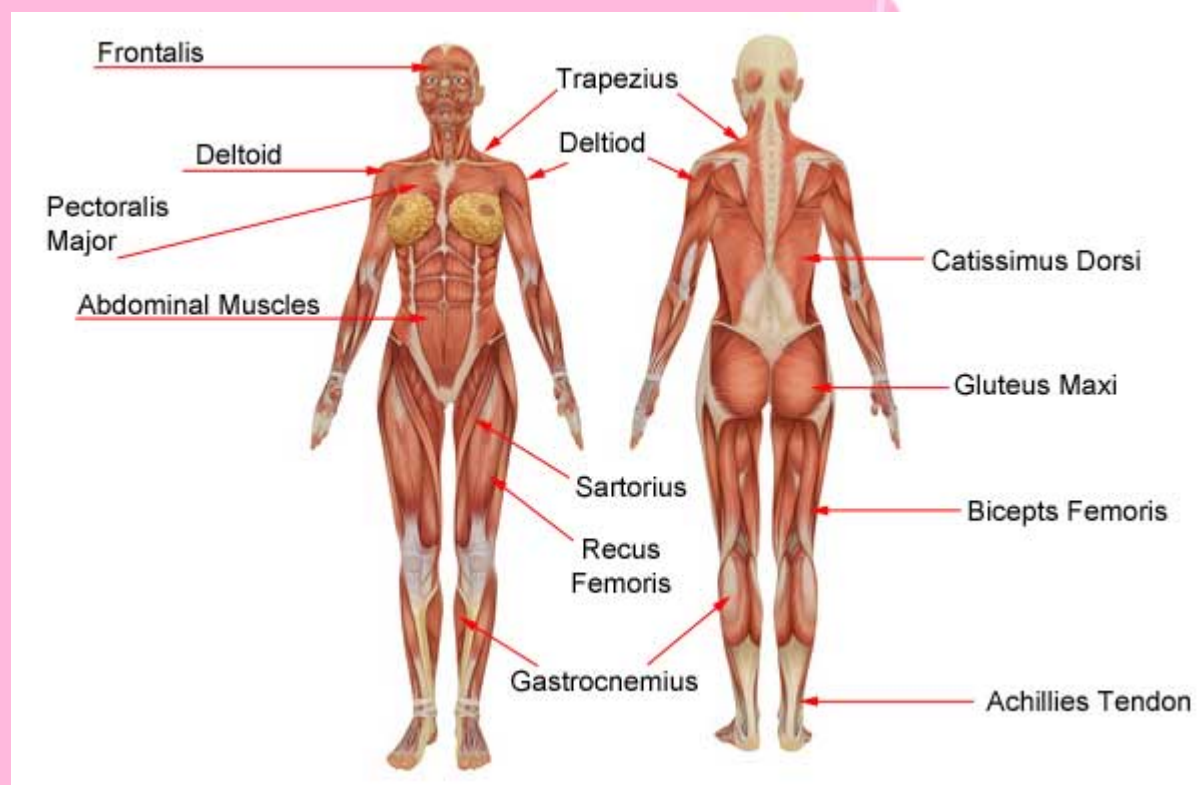
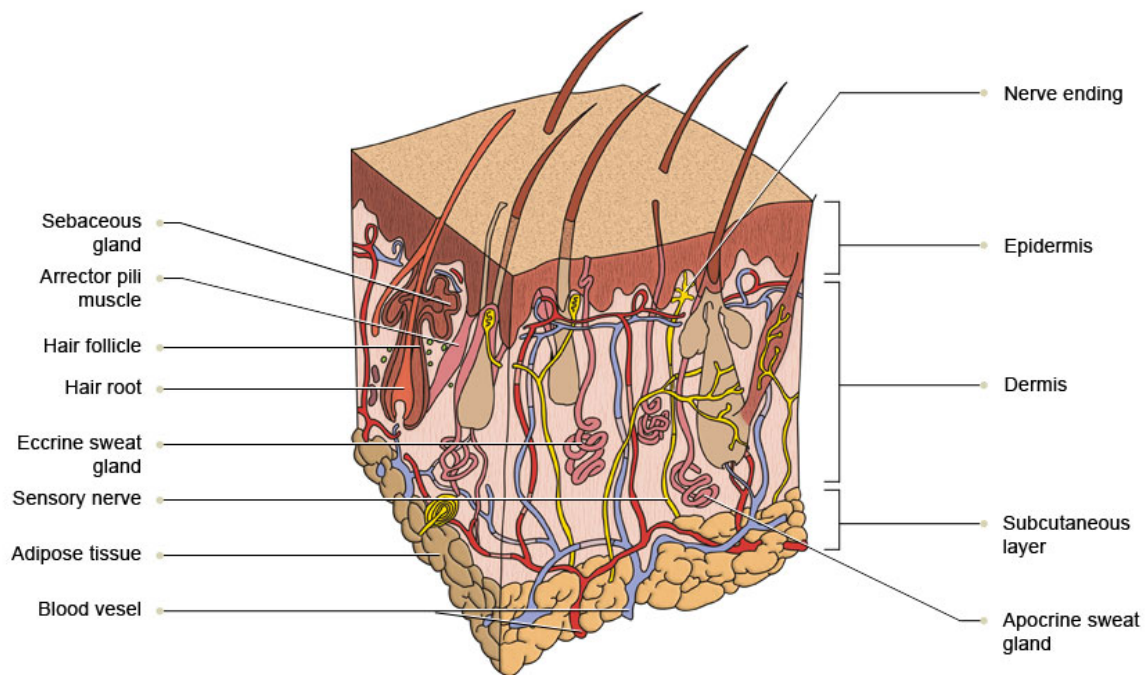
The horny zone, which is divided into three layers; the stratum corneum, the stratum lucidum and the stratum granulosum, and the Germinal Zone which is divided into two layers the most active is the basal or germinative layer where melanin is contained.

The dermis:

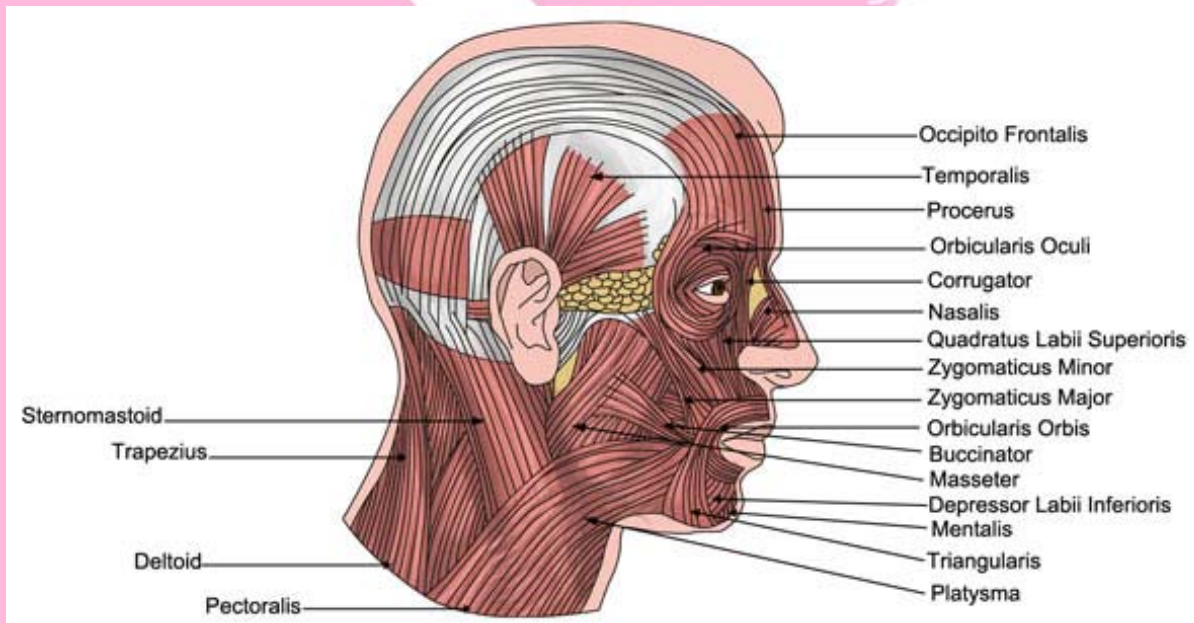
This layer contains capillaries, lymph vessels, sweat glands and sebaceous glands.

The subcutis:

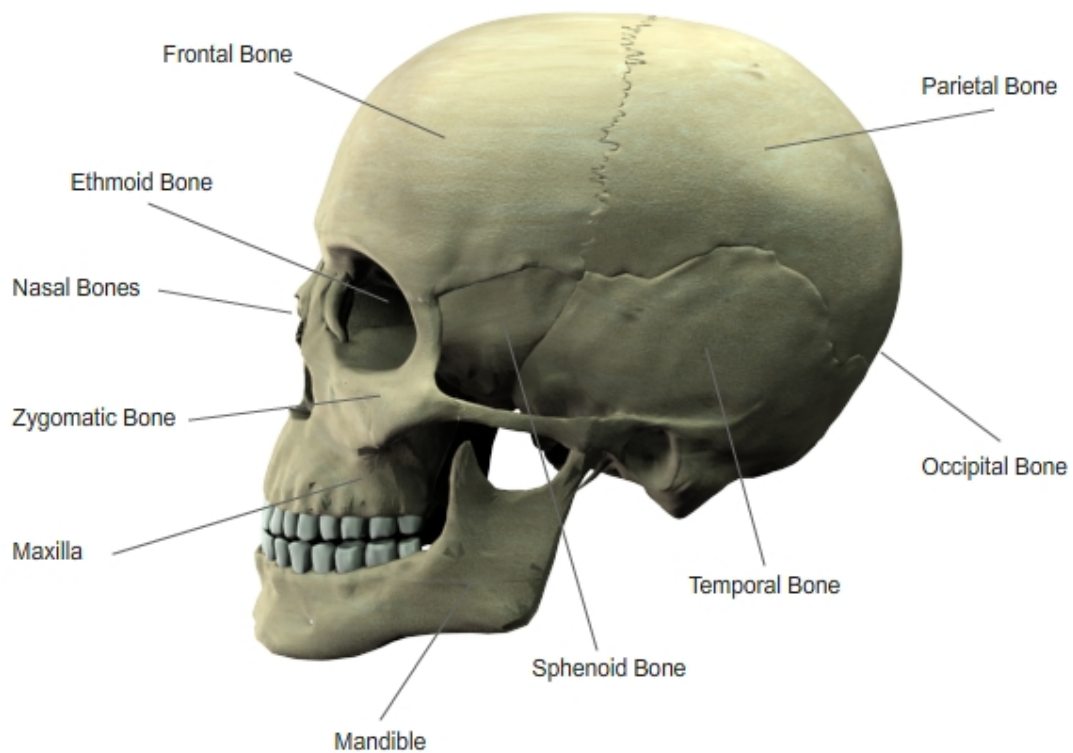
This separates the dermis from the underlying muscle and permits the skin to move easily over it.



Muscles of the head and neck:



Bones of the Skull - Side View



Treating minors:

It is important to establish the age of young clients, as the legal definition of a 'minor' varies; in England it is 18, whereas in Scotland the age is 16. It is also important to gain informed and signed parental or guardian consent prior to treating a minor. Also, to meet many insurers' requirements, therapists should ensure that a parent or guardian remains present during the treatment of a minor. Therapists should protect themselves from being in a situation of working on vulnerable clients, such as minors, in one-to-one, isolated environments, such as cubicles. This is extremely important in treatments where clothing is removed.

Beauty Therapy Treatments on under-16s

Beauty Therapy Treatments on under-16s

September 2005

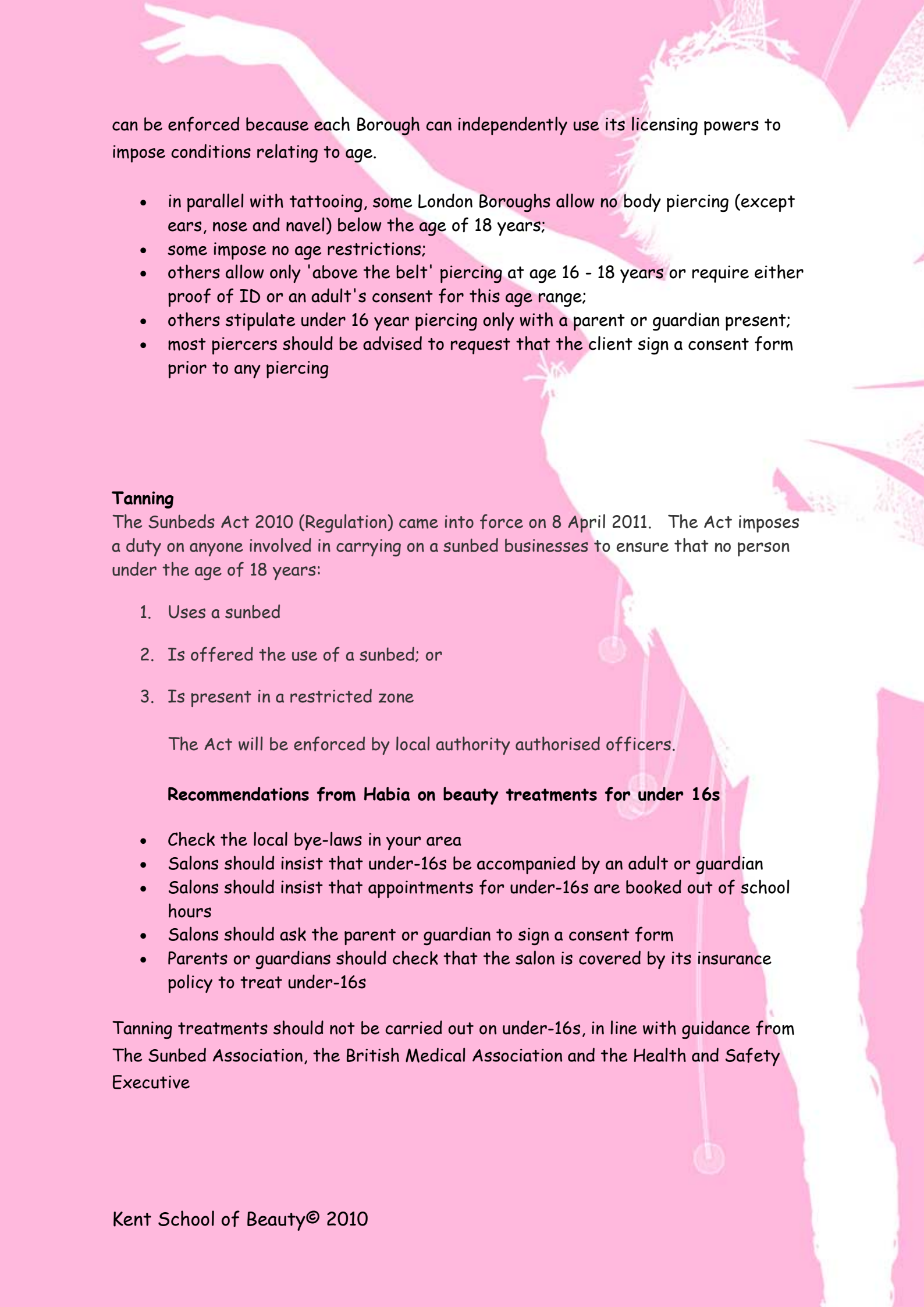
Beauty treatments on under 16s tends to come under the Local Government Miscellaneous Provisions Act (Local Authority Licensing). Age restrictions can be enforced under local byelaws recommending that clients under 16 have a parent or guardian present and that a consent form is signed prior to treatment. A declaration and proof of age can also be insisted on by law.

However, this law is applied differently in different areas.

Piercing

There is no statutory age of consent for cosmetic piercing (cosmetic body piercing and ear piercing). Cosmetic piercing of a minor is lawful provided a valid consent is given. Furthermore, the courts have held that a parent's right to decide on behalf of his or her child yields to the child's competence to make a decision (i.e. if he or she is capable of understanding the nature of the act to be done). Body piercing for sexual gratification is unlawful. Children under the age of 16 are not able to consent lawfully to a piercing that would be regarded as indecent assault. Genital or nipple piercing performed on someone under the age of 16 might be regarded as indecent assault under sexual offences legislation depending on the facts of the case. A statutory minimum age of consent for tattooing (18 years of age) is specified in the Tattooing of Minors Act 1969.

However, there is different legislation in the London Boroughs, where age restrictions



can be enforced because each Borough can independently use its licensing powers to impose conditions relating to age.

- in parallel with tattooing, some London Boroughs allow no body piercing (except ears, nose and navel) below the age of 18 years;
- some impose no age restrictions;
- others allow only 'above the belt' piercing at age 16 - 18 years or require either proof of ID or an adult's consent for this age range;
- others stipulate under 16 year piercing only with a parent or guardian present;
- most piercers should be advised to request that the client sign a consent form prior to any piercing

Tanning

The Sunbeds Act 2010 (Regulation) came into force on 8 April 2011. The Act imposes a duty on anyone involved in carrying on a sunbed businesses to ensure that no person under the age of 18 years:

1. Uses a sunbed
2. Is offered the use of a sunbed; or
3. Is present in a restricted zone

The Act will be enforced by local authority authorised officers.

Recommendations from Habia on beauty treatments for under 16s

- Check the local bye-laws in your area
- Salons should insist that under-16s be accompanied by an adult or guardian
- Salons should insist that appointments for under-16s are booked out of school hours
- Salons should ask the parent or guardian to sign a consent form
- Parents or guardians should check that the salon is covered by its insurance policy to treat under-16s

Tanning treatments should not be carried out on under-16s, in line with guidance from The Sunbed Association, the British Medical Association and the Health and Safety Executive