

# Annual review of accreditation 2018/19

Federation of Holistic Therapists (FHT)

December 2018

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## About Federation of Holistic Therapists

The Federation of Holistic Therapists (FHT) registers Complementary Therapists practising one or more of the following professions:

- Alexander Technique Teachers
- Aromatherapists
- Bowen therapists
- Craniosacral therapists
- Healers
- Homeopath
- Hypnotherapists
- Kinesiologist
- Massage therapists
- Nutritional therapists
- Reflexology practitioners
- Reiki practitioners
- Shiatsu practitioners
- Sports therapists
- Sports massage therapist
- Yoga therapists

Its work includes:

- Setting and maintaining standards of practice and conduct
- Maintaining a register of qualified professionals
- Assuring the quality of education and training
- Requiring registrants to keep their skills up to date through continuing professional development
- Handling complaints and concerns raised against registrants and issuing sanctions where appropriate.

As of November 2018, there were 9,723 registrants on FHT's register.

FHT was first accredited on 9 January 2014. This is its fifth annual review and this report covers 9 January 2018 to 9 January 2019.

## Background

The Professional Standards Authority accredits registers of people working in a variety of health and social care occupations not regulated by law. To be accredited, organisations holding such registers must prove that they meet our demanding [Standards for Accredited Registers](#) (the Standards). Accreditation is reviewed every 12 months.

Accreditation can be renewed by a Moderator in cases where all Standards are evidenced to be met. A Moderator can issue Recommendations and note Achievements.

Where concerns do exist, or information is not clear, a targeted review will be initiated by a Moderator. The outcome of this review is assessed by an Accreditation Panel, who can decide to renew accreditation, renew accreditation with conditions, suspend accreditation or remove accreditation. Panels may also issue Recommendations and note Achievements.

- **Condition** – Changes that must be made within a specified timeframe to maintain accreditation
- **Recommendation** – Actions that would improve practice and benefit the operation of the register, but do not need to be completed for compliance with the Standards to be maintained. Implementation of recommendations will be reviewed at annual renewal
- **Achievement** – Areas where a register has demonstrated a positive impact on one of the four pillars of the programme; protection, choice, confidence and quality.

## Outcome

Accreditation for FHT was renewed for the period of 9 January 2019 - 9 January 2020.

Accreditation was renewed by a Moderator following a review of evidence gathered by the Accreditation team and supplied by FHT.

No Conditions were issued.

The following Recommendations were issued to be implemented by the submission of annual renewal documentation:

1. FHT to review its risk matrix and consider the scoring used to calculate the inherent risk factors and the range of controls that may be in place. (See paragraphs 3.1 to 3.3)
2. FHT should consider further mechanisms for ensuring routes of complaint are known, for example by ensuring that registrants are making their clients aware of FHT's complaints procedures. FHT should consider how it could make the information about making complaints easier to find and more accessible on its website for example by making the complaints process feature more noticeably on its home page. It should also consider adding a statement to its complaints page about support available to complaints. (See paragraphs 11.1 to 11.5)

The following report provides detail supporting the outcome.

# Assessment against the Standards for Accredited Registers

## **Standard 1: the organisation holds a voluntary register of people in health and/or social care occupations**

- 1.1 There were no significant changes reported or noted in the past year. FHT reported a drop in its membership numbers despite the number of new registrants.
- 1.2 FHT stated that registrants did not always provide specific reasons for leaving the register but noted a consistent increase from October to December annually, potentially due to end of year expenses.
- 1.3 FHT has submitted a request for change for the addition of acupuncture to its register. This will be considered through a separate notification of change process.
- 1.4 The Authority found that this Standard continues to be met.

## **Standard 2: the organisation demonstrates that it is committed to protecting the public and promoting public confidence in the occupation it registers**

- 2.1 There were no significant changes reported or noted in the past year.
- 2.2 The Authority found that this Standard continues to be met.

## **Standard 3: risk management**

- 3.1 There were no significant changes reported or noted in the past year. FHT supplied an updated risk matrix with its annual review application. When comparing the risk matrix to the one submitted last year, the team noted that there have been no changes to the risks included within the register, however, FHT had reduced the inherent risk factors for risks 2a - technical competence - training standards and 2b - technical competence - obtaining informed consent. FHT advised it had reduced the inherent risk factors rather than the residual risk factors of the two risks due to decreased occurrences of incidents involving those risks, and the residual risk remained the same.
- 3.2 The team also noted that residual risks were only lower for three out of the 17 risks noted and that in three risks the residual risk had increased (risks 1e, 2c and 3a) despite the mitigations put into place by FHT. FHT noted that 'the likelihoods are reviewed at each matrix review and increased or decreased accordingly' and that 'the likelihood is already at the lowest score and we do not feel that the impact should change, so it's not possible to decrease the residual risk factor any further.'
- 3.3 The Authority noted that it appeared as if the controls put in place by FHT were having little or no positive impact, possibly due to the low inherent risk scores. The Authority also noted that there may be some controls that have not been considered. The Authority decided to issue a Recommendation for FHT to review its risk matrix and consider the scoring used to calculate the

inherent risk factors and the range of controls that may be in place.  
(Recommendation 1)

- 3.4 During the year the team raised the issue of Complete Elimination of Autistic Spectrum Expression (CEASE) therapy with FHT. FHT confirmed that it does not endorse the practice of CEASE therapy and that homeopaths practising this would not be accepted onto its register. FHT carried out an audit of its members who practise homeopathy and noted that all confirmed that they did not practise CEASE therapy. FHT informed its registrants that it does not accept, endorse or insure this practice and has added a statement on its [homeopathy therapy descriptor](#) page of its website.
- 3.5 The Authority found that this Standard continues to be met.

**Standard 4: the organisation demonstrates that it has sufficient finance to enable it to fulfil its voluntary register functions effectively including setting standards, education, registration, complaints and removal from the register**

- 4.1 There were no significant changes reported or noted in the past. As part of its due diligence, the Accreditation team reviewed records from Companies House and those provided by FHT and noted that FHT appears to be financially sustainable.
- 4.2 The Authority found that this Standard continues to be met.

**Standard 5: the organisation demonstrates that it has the capacity to inspire confidence in its ability to manage the register effectively**

- 5.1 There were no significant changes reported or noted in the past year.
- 5.2 FHT reported that it had updated its policies and procedures in line with the General Data Protection Regulation (GDPR), 'which involves managing members' requests not to appear on the register.' FHT highlighted this as a significant challenge as more registrants choose to opt out of being on the register.
- 5.3 The Authority found that this Standard continues to be met.

**Standard 6: the organisation demonstrates that there is a defined knowledge base underpinning the health and social care occupations covered by its register or, alternatively, how it is actively developing one. The organisation makes the defined knowledge base or its development explicit to the public**

- 6.1 There were no significant changes reported or noted in the past year.
- 6.2 The Authority found that this Standard continues to be met.

**Standard 7: governance**

- 7.1 There were no significant changes reported or noted in the past year.
- 7.2 FHT reported that it has a new President and that it is recruiting new members to its Board. Details of its Board can be found on its [website](#). FHT also noted the departure of its Executive Director which presented a challenge to FHT in the completion of some of its work such as the reviews of education providers. FHT advised its process for recruiting new Board members is laid out in the

FHT memorandum and articles of association. FHT is currently recruiting its new Executive Director.

- 7.3 FHT highlighted the work it has completed to raise awareness of the programme and its Accredited Register status including: writing a [collaborative article](#) with Sovereign Health Care about reflexology, contributing to magazines such as *Your Healthy Living*, *Psychologies* and *Natural Health*. FHT noted that it worked with the National Association for Complementary Therapists in Hospice and Palliative Care to update their guidelines relating to regulation and provided information about the programme to eCLIPS and online career resources.
- 7.4 The Authority found that this Standard continues to be met.

#### **Standard 8: setting standards for registrants**

- 8.1 There were no significant changes reported or noted in the past year.
- 8.2 The Authority found that this Standard continues to be met.

#### **Standard 9: education and training**

- 9.1 There were no significant changes reported or noted in the past year.
- 9.2 At last year's annual review, the Panel noted that non-Ofqual approved qualifications accepted by FHT do not have a set lifetime. FHT, however, works closely with awarding bodies and its education experts to ensure it is aware of any changes to standards requiring review of qualifications. The Panel instructed FHT to ensure it has sufficient mechanisms in place to assure that non-Ofqual qualifications has approved continue to meet its standards.
- 9.3 FHT advised that non-Ofqual qualifications are reviewed every two years, FHT accredited courses are reviewed every three years and Ofqual qualifications are reviewed every five years.
- 9.4 The Authority found that the Instruction had been implemented and that this Standard continues to be met.

#### **Standard 10: management of the register**

- 10.1 There were no significant changes reported or noted in the past year.
- 10.2 The Authority found that this Standard continues to be met.

#### **Standard 11: complaints and concerns handling**

- 11.1 There were no significant changes reported or noted in the past year.
- 11.2 At last year's annual review, the Panel noted that FHT placed accessible links to its complaints process on its website but considered that FHT received relatively few complaints for an organisation with many registrants and members. To assure that potential complaints were not missed, the Panel issued the following Learning Point: FHT should consider how it can ensure that service users and the public are made aware that they may raise concerns about practitioners.

- 11.3 FHT reiterated that every page of its website links directly to its complaints procedures. Registrant profiles enable the public to supply feedback and signpost to the complaints section.
- 11.4 Also, at last year's annual review, the Panel issued the following Learning Point: FHT should consider how it could explicitly offer support to individuals who cannot put complaints in writing. FHT advised that support is provided on a case by case basis. The team noted that the complaints form states 'If you need help with this form, please telephone FHT and we will do our best to help you' but that the complaints page of the website doesn't.
- 11.5 The Moderator considered all the information provided by FHT in response to the two Learning Points and reviewed the information on the website. The Moderator decided to issue a Recommendation: FHT should consider further mechanisms for ensuring routes of complaint are known, for example by ensuring that registrants are making their clients aware of FHT's complaints procedures. FHT should consider how it could make the information about making complaints easier to find and more accessible on its website for example by making the complaints process feature more noticeably on its home page. It should also consider adding a statement to its complaints page about support available to complaints. (Recommendation 2)
- 11.6 FHT noted that it has received five complaints in the past accreditation year and that none of those received had progressed to full hearing. FHT provided information about these complaints, such as the allegations and reasons for not progressing to a hearing and appeared to take proportionate action. Registrants appeared to respond to recommendations to improve their practice, for example, improvements in data protection. FHT confirmed the actions it will take when informed of a police investigation: removal from its register until an outcome is known and publication of this when a conviction is made.
- 11.7 FHT noted that it had received five organisational complaints in the past accreditation year all of which had been resolved by FHT. No issues were noted.
- 11.8 The Authority found that this Standard continues to be met.

### Share your experience

- 12.1 The Accreditation team did not receive any responses to the invitation to share experience and did not receive any concerns about FHT during the accreditation year.

### Impact assessment

- 13.1 FHT noted the impact of GDPR on its register, as described under Standard 5 above.
- 13.2 The Authority took account of the impact of its decision.

### Equality duty under the Equality Act 2010

- 14.1 The Authority had regard to its duty under the Equality Act 2010 when considering the application for renewal of accreditation.



