



Name: Iryna Hetman

Student ID: 2509568

Module Code: LCHS4001

Module: Academic and Employability Skills

Lecturer: Muhammed Khan

1.1 Introduction

Roles within the Health and Social Care sector are essential for promoting the physical, emotional, and social wellbeing of individuals. Each professional role contributes to safe, effective, and person-centred care. This report examines the role of a Massage Therapist and explains its importance within health and wellbeing services. The report outlines the key duties of the role, the most significant skills required, and strategies for improving these skills through evidence-based practice. Understanding the expectations and responsibilities of this role helps demonstrate how massage therapy supports high-quality care and contributes to the wider aims of Health and Social Care.

2 Massage Therapist the Health and Social Care Field

2.1 Description of Massage Therapist Health and Social Care

A Massage Therapist plays a meaningful role in supporting physical comfort, emotional balance, and overall wellbeing. The importance of this role lies in its ability to reduce pain, improve circulation, lower stress levels and support recovery from tension and fatigue. Massage therapy contributes to holistic health by addressing both physical and emotional needs, which is especially relevant within Health and Social Care, where person-centred support is essential (Mayo Clinic, 2023).

The main duties of a Massage Therapist include assessing the client's needs, identifying areas of pain or discomfort, selecting appropriate massage techniques and providing safe, effective treatments. The role also requires maintaining professional standards, ensuring a hygienic environment, adapting techniques to suit individual needs, and offering after-care guidance to promote continuous well-being (Field, 2016). Communication is a central part of the role, as therapists must listen carefully, build trust, and ensure that treatments are tailored to the client's preferences and health conditions.

Several key skills are needed to perform this role effectively. These include strong communication, excellent practical technique, empathy, professionalism, and the ability to adapt treatments safely. These skills ensure that clients receive high-quality care and experience improved physical and emotional outcomes.

2.2 Explanation of Most Significant Skills Needed for Massage Therapist in Health and Social Care

One of the most significant skills for a Massage Therapist is effective communication. This skill is essential for building rapport, understanding client needs and ensuring safe treatment. Clear communication allows the therapist to gather accurate information about pain levels, medical history and personal preferences. It also helps the client feel understood and comfortable. Evidence from the NHS (2023) shows that strong communication improves client

outcomes because it supports trust and reduces anxiety. Without effective communication, misunderstandings could occur leading to discomfort, reduced satisfaction or inappropriate treatment.

Another key skill is technical competence, which includes knowledge of anatomy, safe techniques, pressure control and the ability to adapt massage methods to each client. Skilled technique ensures that treatments are both effective and safe. Professional literature, such as Salvo (2017), explains that correct technique supports muscle relaxation, reduces pain and prevents injury. When therapists have strong technical skills, clients experience real health benefits, including reduced tension, improved circulation, and better mobility. If this skill is lacking, treatments may be ineffective or even harmful, increasing the risk of strain or bruising.

A third essential skill is professionalism, which includes reliability, ethical behaviour, confidentiality and maintaining high standards of care. Professionalism helps create a calm and respectful environment, ensuring that clients feel secure and valued. According to Field (2016), professionalism is linked to higher client satisfaction and contributes to positive therapeutic relationships. It also ensures that treatments follow established guidelines and health and safety procedures. Without professionalism, client trust may decrease, and the quality of care could be compromised.

If Massage Therapists do not have these key skills, several problems can occur. Poor communication may lead to misunderstandings or unsafe treatments. Weak technical skill may cause discomfort or injury, reducing the effectiveness of massage therapy. A lack of professionalism may damage the therapist-client relationship and result in dissatisfaction or complaints. Therefore, these skills are crucial for maintaining safe, high-quality care and supporting the overall aims of Health and Social Care service.

In addition, adaptability is essential, as every client presents different physical needs and sensitivities. Being able to adjust pressure, techniques, and communication style ensures safe, person-centred treatment. Time-management also supports effective service delivery and helps therapists maintain a calm, professional environment throughout the working day.

3.Strategies for Skill Improvement for Massage Therapist

3.1 Three Strategies to improve Skills

One effective strategy for improving communication skills is participation in professional workshops or short courses focused on interpersonal communication. These programmes provide opportunities to practise active listening, empathy and clear verbal expression in a structured environment. Evidence from NHS Education for Health (NHS, 2023) indicates that communication training enhances practitioners' ability to understand and respond to clients' needs more accurately. This strategy works by strengthening confidence and helping therapists develop consistent habits that improve the client experience. In practice, therapists who receive communication training are better equipped to explain treatment plans, respond to client concerns and adapt their approach to different personalities and cultural backgrounds.

A second strategy for developing technical competence is regular continuous professional development (CPD) in advanced massage techniques. These courses may include deep tissue methods, lymphatic drainage, or pregnancy-specific massage. CPD ensures that therapists remain up-to-date with current research, correct body mechanics, and evidence-based practices. According to the AMTA (2023), ongoing training improves both safety and effectiveness by reinforcing anatomical knowledge and correct technique. In real practice, therapists who engage in CPD deliver higher-quality treatments, achieve better client outcomes, and reduce the risk of injury to themselves and clients.

A third strategy for strengthening professionalism is structured reflective practice, which involves reviewing treatments, identifying what went well, and recognising areas for improvement. Reflective practice encourages self-awareness and accountability, helping therapists maintain professional behaviour and high standards. Research by Field (2016) supports the use of reflection, explaining that reflective practitioners are more likely to deliver safe, consistent, and ethical care. In practical settings, reflective practice may include keeping a reflective journal, seeking supervision, or discussing professional challenges with colleagues. This strategy helps therapists develop maturity, emotional intelligence, and confidence in their decision-making.

All three strategies rely on credible, evidence-based approaches and have been shown to improve the essential skills needed in massage therapy. Communication training enhances client relationships and safety, CPD improves technical ability and treatment outcomes, and reflective practice strengthens professionalism. By applying these strategies consistently, Massage Therapists can maintain high-quality care and support positive health outcomes for clients. Another helpful strategy is peer feedback, where therapists exchange observations to identify strengths and areas for improvement. This supports professional growth through practical, real-time learning. Setting small development goals, such as improving posture or refining technique, also helps therapists progress steadily and maintain high-quality practice.

4 Conclusion

Massage Therapist play an important role in supporting physical comfort, emotional wellbeing, and holistic health. The role requires strong communication, technical skill and professionalism to ensure high-quality, person-centred care. Evidence-based strategies such as communication training, ongoing CPD and reflective practice help strengthen these essential skills and promote safe, effective treatments. By developing these abilities, therapists contribute to improved client satisfaction, enhanced physical and emotional outcomes, and the overall quality of care within health and well-being services. Overall, strengthening these core skills enables Massage Therapists to adapt to diverse client needs and deliver consistently high standards of care.

Reference list

AMTA (2023) Benefits of Massage. Available at: <https://www.amtamassage.org> (Accessed: 1 December 2025).

Field, T. (2016) 'Massage therapy research review', *International Journal of Neuroscience*, 126(10), pp. 1–10.

Mayo Clinic (2023) Massage: Get in touch with its many benefits. Available at: <https://www.mayoclinic.org> (Accessed: 1 December 2025)

NHS (2023) Complementary and alternative therapies. Available at: <https://www.nhs.uk> (Accessed: 1 December 2025)

Salvo, S. (2017) *Massage Therapy: Principles and Practice*. 6th edn. Elsevier Health Sciences