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The Word from the Top...

# Welcome to the first Newsletter of 2024



It is that time of the year when new life blossoms and with winter almost over everyone takes a big breath of fresh air, the first day of spring was on the 21st March and I'm sure that we all are looking forward to warmer and drier weather.

I was reading recently that one of the secrets of a long healthy life was, good friends a family and belonging to a community. This certainly rings true to me and belonging to a great organisation like the LCSP Register is a big part of that.

Through the newsletter and particularly the coffee mornings we can catch up with old friends and colleagues, exchange ideas and feel that sense of community that is the family of the LCSP Register. It is also very important for many of us in our profession who often work in isolation and perhaps lack that feeling of connection.

At a recent Board meeting we were discussing ways of attracting new members, the point was made that because our fees were a little higher than some of the other Professional Organisations it may be deterring practitioners from joining us.

Although cost is obviously a factor in these inflationary times, I think that to a certain extent, you only get what you pay for. Compared to other Professional Organisations in our field the LCSP gives you so much

more, with its history, financial stability, reputation and prestige, is it not worth paying a little extra to know that you belong to the best?

Through my work with the GCMT and other organisations over many years I have seen many Professional Associations come and go, some being reincarnated under a different name, promising much but in real terms delivering very little.

One particular organisation that I know of has a very fancy website with a very high presence on social media, but when you delve a little deeper you find that financially they are bankrupt! All that glistens is not gold.

I am proud to be the President of the best Professional Association in our field of work, with its heritage and stability that has stood the test of time over the last 105 years.

I wish you all a very happy springtime; let's hope we all get some lovely spring sunshine to make up for the wet winter we have endured.

Looking forward to catching up with some of you at the coffee mornings in the near future.

Mel Eyres

President  
April 2024

## Fozzy's Forum

fozzy@fosterclinic.co.uk



### So how are we doing as your Professional Association?

A bit of an odd question and one I thought I would never actually ask. Sadly I have been around (probably) too long, I remember the days when the Dead Sea, was just ill! Back in the yesteryears, a Professional Association was what you joined after qualification, they gave you some designatory letters to use after your name, which we all very proudly did, after that the only contact you had was the request for payment for the annual renewal. There was no CPD, no statutory regulations, no DBS checks, no first aid requirement; it was really just get on with it. And then there was also Ken Woodward... How times have changed!

Fast forward to today and all expectations are far higher across the board. Greater regulatory processes for the therapies and therapists, higher patient expectation and therapist accountability, increased costs due to required CPD, DBS, First aid, data protection etc, the list goes on and don't even get me started on the paperwork!

With this great increase in the standard of professionalism of therapists, it is only right and proper that you would expect a similar increase in the provision of services from your Professional Association. I would like to think that the LCSP Register has risen to this challenge.

Now it is unusual if you do not hear from me or the office every couple of weeks, we have the free CPD events every month, meetings of special interest groups, mental health, supervision and talking heads. The digital side is beyond recognition, the website is vast with the specific members' only sections where you can access any number of research documents, recorded tutorials and a sale room where you can literally buy anything from a single Theraband to a fully equipped 3 storey building and multi-disciplinary practice in North Devon! Likewise the social media presence is growing and developing with professional media companies being overseen by Jo Graveson. The LCSP Register even has a dedicated welfare officer, Pauline Kelly, who is available to listen, talk and help with any members in situations or circumstances of distress. We have a brilliant admin Secretary in Christine who is based in the office every morning to personally take calls and answer queries. Any other time I would like to think that I am available to you and easy to contact. The Register aims to have a same day contact service with you, so nobody has to wait unduly for a response or answer.

So I think it is reasonable to assume that we have come a long way from the former style of management but is it far enough? Are there areas still that could be improved? Back to that first question I had, How are we doing as your PA ? Come to that, how am I doing as your CEO? I may well pester you again with a (very) short survey to gauge your responses to these questions as I personally value members input and thoughts and then you can help further shape the development of the Register. Any immediate thoughts or suggestions that you have and wish to share then you can always contact me at [ceo@lcsp.uk.com](mailto:ceo@lcsp.uk.com)

Fozzy

## Renewals:

If you are reading this and have not renewed "Then you are Late!!!" Boo, Hiss, Shame on you! I fully accept that times are tough for lots of us, but not dealing with something like this is really playing Russian roulette with your career and potentially your savings or God forbid, house. A condition of insurance cover is that you are a paid up and bona fida registered member of a Professional Association. Insurance companies (not all) have not covered themselves in glory when it comes to paying out and have found technicalities to invalidate claims, you can scarcely read a money related section of a newspaper without another letter being printed asking for help and telling of a insurance claim being rejected for a misinterpretation, not ticking the right box, ambiguous information and deliberately woolly policy wording designed to catch us out.

Life is stressful enough, add running a business to that and it is no wonder my own hair went grey and fell out ! Don't run that risk for yourselves (a claim not the hair!), even within the remedial and sports massage therapy sector of work we have seen claims reach a Million Pounds.

The world of insurance is fraught with difficulty and danger and shows no sign of getting easier! Taking out any insurance policy is like buying an invisible safety blanket. For years you pay for it, forking out money in exchange for something you can't see or feel, in good faith that when some unforeseen inconvenience or tragedy befalls you the blanket will shield you from the worst. That takes a lot of trust, particularly if the price you're asked to pay constantly increases and what you get back stays the same; nothing. I fully accept that there are cheaper insurance options out there for therapists, but regrettably like that invisible blanket you will have no idea how good it is until you need it. I believe that now in this world you 'get what you pay for' applies more than ever. The trust and relationship between a therapist and the insurance company has to work in two ways: Insurers place faith in us to be honest and we expect them to have integrity and do the right thing. In terms of the working relationship between the LCSP Register and James Hallam, it is a premium service, transparent and we have a long history which has bonded us together in protecting and serving you the therapist. I personally have complete trust and faith in Asgar Hassanali and James Hallam and as such would have no hesitation in recommending them for peace of mind and quality of service.



## Coffee mornings:

The continuation of both the general coffee mornings and then the tutorial coffee mornings is being well received with continuing good numbers of attendees. Not only are these monthly events free CPD but are proving to be invaluable for therapists seeking help or advice. I would strongly suggest that students and new graduates will find them a good resource of genuine 'front line' help and advice with the older and more experienced therapists very happy to impart their amassed wisdom to benefit the newer therapists. These meetings are held on the last Thursday of each month at 10:15, so ideal time to grab your coffee break and join in, Finishing by 11:15 thereby allowing you to resume treating. Make the effort and support your Professional Body as it supports you.

**Upcoming dates:** April 25th will be a general coffee morning, hosted by yours truly, everybody welcome and any topic or question can be aired. Next tutorial morning will be May 30th

and a presentation on 'SIJ-Therapy' which is a series of modified joint mobilisation techniques based on the AKA-Hakata method from Japan that effectively treats SIJ Dysfunction and lower back pain.

This will be presented by Csaba Horvath, Co-Developer/Co-Founder of the SIJ-Therapy course and the only European trainer of this technique and therapy.

Csaba is a highly experienced sports massage therapist with over 23 years of practice. His expertise extends to Dorn Therapy and the Bowen Technique, complemented by an SI Qualification rooted in the AKA-Hakata method from Japan. He further developed his skills during a 6-year tenure in Germany at a Spine Institute, where he also received internal training in Cranio Sacral Therapy. Csaba's diverse qualifications also encompass Tibetan massage and Prana Nadi energy work, making him a holistic wellness practitioner with a wealth of knowledge. As ever more details and Zoom codes will wing their way to you closer to the events.

## True Insurance story:

I made reference to a story relating to insurance in the coffee morning announcement. It was a therapist who went to do a domiciliary treatment, the therapist took an ultrasound machine with him to use on the patient. The therapist plugged the machine into the power supply in the kitchen and went with the patient to another room to do some paperwork and consult etc. Shortly after, both men were alerted to the sound of smoke detectors emanating from the back of the house where the kitchen and conservatory was. Yes, that area was indeed on fire and burning well. They called the Fire Brigade and left by the front of the property, luckily nobody was hurt. Subsequent investigation by the Fire Officer concluded that the cause of the fire was a faulty plug on the Ultrasound machine. Cost of insurance claim against the therapist for rebuilding and damage £750,000! One important point... this was not an LCSP Member !

Some Important things are raised in this story. Firstly, claims can arise from any number of issues, this particular one involved a therapist not even putting a hand on the patient. Secondly and luckily the therapist was up to date with his insurance and membership so his insurers had to honour the claim. Finally, there was a delay in paying and the reason for that was the equipment itself, it was bought on the web not from a recognised manufacturer, and had a non EU or kitemarked plug which clearly caught fire.

This incident is likely to cause repercussions for us all if we use any electrical equipment. The insurers are now looking at electrotherapy equipment generally and making sure that the equipment is purchased from a reputable UK supplier and importantly is serviced and calibrated as per the manufacturers' guidelines.

The calibration issue has come about by an influx of 'cheaper' Chinese imported Low Level Lasers, these are not all calibrated correctly and have caused several quite severe burns to patients which of course has resulted in insurance claims.

## 2024 Annual General Meeting:

Saturday 15th June at 1100. The difference is that this year the Annual General Meeting will take place on line via Zoom. Every member will have due notification and the relevant papers in good time. The Board hope that this on line move will encourage more members to attend and participate in this meeting.







## LCSP Member Benefits:

News of an exciting new collaboration! We can't say too much yet but we have been busy working on a new and exciting collaboration with yet another major UK supplier, one we have a long history with... I wonder if you can guess... keep your eye on the website and socials for further information coming very soon!

2024 sees us focussing on building our online presence and moving further into a convenient and easy digital format. Website development will continue to ensure you can, with ease, navigate your way around the amazing library of information and resources that are available to you.

We have a full calendar of online events ahead with our monthly mix of Coffee Mornings, Tutorials, Talking Heads and Peer-Support sessions. Later this year we will be developing these further to include User Guides for Therapists to help you make the right choice when

investing in new products and equipment – we all know how essential it is to get best value and with so many products to choose from it can be tricky to choose!

Always available is the experience and wisdom of our own members in our Clinical Discussion Group on Facebook. Whether it's a tricky patient situation, a condition you've not come across before, or you just fancy saying hi – head over to our Facebook page, find the Group Section and dive in! There's always someone else on hand to offer advice, wisdom, share a win or a chuckle with and offer support.

Don't forget to make use of our Affiliations when you are shopping on line! Head on over to the website before you buy to make sure you get the discounts available. Here's a quick reminder of who we currently have affiliations with:

**PhysiQue** 15% off non-promo items  
— BE CONFIDENT — across their website



25% off retail plus additional 10% off first order



10% discount site-wide



5% commission earned for LCSP Benevolent Fund on purchases made within 90 days of clicking on the [Medisave](#) link on our website

# Members Panel – get involved in the future of our profession!

It can be really tricky as a newly qualified practitioner navigating your way through the early days of setting up a practice – we've all been there right? And these days there are even more options out there to help or hinder you, from online calendars to patient record software, different equipment, what's worth investing in when you're just starting out and cash is critical?

Our Members Panel will be offering the benefits of many, many years of wisdom and experience to those just starting out in our profession. We'd love experienced members like you to get involved! If you'd like to share your knowledge and thoughts on the issues and challenges facing students and new starters today, let us know and we can put you on the mailing list. All you need to do is be willing to answer a question or 2 each month which will be emailed to you or via text/DM whatever is easiest for you. Your answers will remain anonymous and we will use them to benefit the next generation of Therapists.



Date	Venue	Course Info	Cost:	Provided by:
Throughout the year	Bookings and further information about venues at <a href="http://www.mcloughlin-scar-release.com">www.mcloughlin-scar-release.com</a>	<b>McLoughlin Scar Tissue Release Technique* (MSTR)</b>	1 day workshop £159/197	
27th - 28th April 2024	Business & Technology Centre, Bessemer Drive, Stevenage, Hertfordshire, SG1 2DX	<b>Taping for Sport</b>	2 day workshop £317.00	
30th April 2024	Business & Technology Centre, Bessemer Drive, Stevenage, Hertfordshire, SG1 2DX	<b>First Aid for Sport and Exercise</b>	1 day workshop £189.00	
18th May 2024	Business & Technology Centre, Bessemer Drive, Stevenage, Hertfordshire, SG1 2DX	<b>One Day Introduction to Sports Massage</b>	1 day workshop £85.00	
24th - 26th May 2024	Business & Technology Centre, Bessemer Drive, Stevenage, Hertfordshire, SG1 2DX	<b>Injury Rehabilitation &amp; Exercise Therapy</b>	3 day workshop £400.00	
26th May 2024	The Hub, Unit 3i & 3J, 25 Ashley Road, London, N17 9LJ	<b>Massage Introduction Course</b>	1 day workshop £145.00	
1st - 2nd June 2024	Business & Technology Centre, Bessemer Drive, Stevenage, Hertfordshire, SG1 2DX	<b>Musculoskeletal Anatomy</b>	2 day workshop £180.00	
5th June 2024	Englefield Village Hall, The Street, Englefield, Reading RG7 5ES	<b>McLoughlin Scar Tissue Release Technique* (MSTR)</b>	1 day workshop £197.00	
6th June 2024	Rowington Village Hall, Rowington Grn, Warwick CV35 7BU	<b>McLoughlin Scar Tissue Release Technique* (MSTR)</b>	1 day workshop £197.00	
7th June 2024	Brindle Community Centre, Water St, Brindle, Chorley PR6 8NH	<b>McLoughlin Scar Tissue Release Technique* (MSTR)</b>	1 day workshop £197.00	
11th June 2024	Bridgehouse Village Hall, Westfield, West Lothian, EH48 3DN	<b>McLoughlin Scar Tissue Release Technique* (MSTR)</b>	1 day workshop £197.00	
26th June 2024	Business & Technology Centre, Bessemer Drive, Stevenage, Hertfordshire, SG1 2DX	<b>One Day Introduction to Sports Massage</b>	1 day workshop £85.00	
5th October 2024	Britannia Hotel, Bramhope, Leeds, LS16 9JJ	<b>Foot, Ankle, Knee</b>	1 day workshop £250.00	

**For more information or to book, please contact the course provider on the details below:**

All workshops are subject to change.



**The Hub**  
Unit 3i & 3J  
25 Ashley Road  
London  
N17 9LJ

Tel: 020 8885 6062  
Email: [info@nlssm.com](mailto:info@nlssm.com)  
Web: [www.nlssm.com](http://www.nlssm.com)



Bookings and further information about the courses at:  
[www.sportstherapyuk.com](http://www.sportstherapyuk.com)



**Presented by**  
**Sue Bennett FLCSP (Phys)**

**Bookings and cheques made payable to "Flexible Healing"**  
45 St David's Road, Otley, West Yorkshire, LS21 2AW. Or alternatively book and pay online

If you need more information on any of our workshops, please contact us by:  
Tel: 01943 461 756  
Email: [info@flexible-healing.co.uk](mailto:info@flexible-healing.co.uk)  
Web: [flexible-healing.co.uk](http://flexible-healing.co.uk)



Practitioner education for the treatment of scar tissue using the McLoughlin Scar Tissue Release® technique takes the form of face-to-face Classroom tuition (8 hours).

Bookings and further information about venues at  
[www.mcloughlin-scar-release.com](http://www.mcloughlin-scar-release.com)