



TLCHealth Ltd©
Ear Wax Removal Quality, Safety, Client
Experience and Documentation audit

November 2025 – February 2026

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Introduction & Methodology

TLCHealth Ltd© is a small private business owned and managed by a dual trained registered nurse and clinical reflexologist. The ear wax removal element of the business has been CQC registered since April 2025. All actions from previous audits carried out have been completed and closed. This audit has combined two audit periods reflecting 4 months of data. Previous audits have been bi-monthly. The timeframe was extended because of excellent compliance, no complaints or negative client feedback. Throughout the audit period the Director has closely monitored quality and safety for early capture and management.

Standards of best practice

The purpose of this audit is to quantitatively measure client outcomes at TLCHealth Ltd© review completion of documentation and qualitatively review client feedback on the TLCHealth Ltd© policies, processes and procedures are based on best evidence within the NHS and UK legislation.

TLCHealth Ltd© clinician is also a Registered Nurse. The Nursing and Midwifery Council (NMC) is the professional regulator for nurses, set professional standards, proficiencies and Conduct.

The National Quality Board (2022) published the document 'Improving experience of care: A shared commitment for quality for those working in the health and care system' which outlines the key principles for embedding quality and delivering safe, effective and compassionate care.

Standards and practice for Aural Care (ear wax removal) follow the British Standards of Audiology Guidelines 2021 (updated 2025).

The Care Quality Commission (CQC) set stringent regulatory standards for regulated professionals providing a regulated activity. Ear Wax removal is a regulated activity under the Health and Social Care Act 2008 (Regulations 2014), and TLCHealth Ltd© complies with these standards.

Demographics

TLCHealth Ltd© aims to ensure that the service provided not only meets but exceeds client's expectations and being a learning organisation embedding change and improvement is key to its values.

Client feedback from this audit was via a google form. TLCHealth Ltd also receive feedback from google and social media reviews which are captured in this report.

This audit will allow TLCHealth Ltd© to review client feedback alongside documentation to ensure TLCHealth Ltd© is fully compliant with principles of best practice as detailed above.

The findings from this audit will be reviewed and embedded within TLCHealth Ltd© in a 'you said, we did' model ensuring responsiveness to feedback received.

Findings

Documentation review

A documentation audit of each client record was undertaken. Each time a client receives a treatment, consultation and consent is obtained prior to the treatment being carried out. This includes making the client aware of risks and benefits.

The following areas were audited with recorded compliance:

- 100% of client demographics were completed
- 100% of allergy status was documented
- 100% of 'Reason for appointment' was documented
- 100% of relevant medical history was documented
- 100% consent/signed by client was obtained
- 100% clinician signed consent
- 100% of clients were given after care advice and a follow up leaflet
- 100% of the consent forms were dated
- 100% of the evaluation records were dated and signed by the clinician
- 100% of the domiciliary visits had a risk assessment completed

A new area was added to this audit which was documentation of time when completing the evaluation post procedure. Compliance showed 93.1% and measures are in place to achieve 100% by the next audit.

Outcomes

There have been no complaints or reported incidents in the audit period. Complications can be common especially in the event of clients having impacted wax and can range from simple complications (grazing in ear, discomfort) to more serious complications (infection, perforated ear drum, tinnitus, deafness). During this audit period, one client had to return for treatment as wax was unable to be removed from one ear at the initial visit and a second client had impacted wax with a small graze seen in their ear canal.

Client Survey/feedback.

A survey was developed on google forms asking questions which provided both qualitative and quantitative data. The survey was sent to clients who had used the service between 01 November 2025 and 28 Feb 2026. There was a 13.7% response rate.

Results to questions were as follows:

- 25% of clients had not had ear wax removal before their treatment with TLCHealth Ltd@.
- The two most common reasons for the appointment were hearing loss, itchy ears
- 100% of clients said they felt well informed about the procedure prior to signing the consent form.
- 100% of clients said they felt communication from the clinician was excellent and they were fully informed about the process, risks and benefits.
- 100% of clients rated their experience as 'having good and excellent health benefits.'

- 100% of clients said the clinician's knowledge, conduct and professionalism was excellent.
- 100% of clients said they felt that Infection prevention and control measures and standards of cleanliness were excellent.
- 100% of clients said they would recommend TLCHealth Ltd© to others.
- 100% of clients were given an after-care leaflet and advice.
- No clients made suggestions for any improvements.
- One client required further intervention for their tinnitus as wax removal did not resolve their issue.

Below is some qualitative feedback from clients regarding their experience (verbatim comments, lifted from the feedback survey)

'The complete procedure clearly explained'

'Precise at all stages'

'Very professional and easy to understand explanation of the process and possible risks'

'Tara explained fully what was going to happen by picture reference and instrument/equipment she would be using throughout the process. Tara was very reassuring and made me feel at ease.'

'Unfortunately, did not solve my tinnitus, however quite a lot of hard wax removed from my left ear'

'Highly professional'

'My ears have been more comfortable since the procedure and hearing improved'

'The removal of ear wax that was found more in one ear than the other helped with my itchy ears. I will be back for check later in year.'

'Excellent conduct and professionalism throughout the procedure'

'Very clean environment'

'Clean modern and comfortable'

'Felt very confident with cleanliness and infection control'

'Tara was very professional and took all the precautions regarding cleanliness very professional. I have used Tara for reflexology on several occasions and know her working environment is exceptional and treatment suit is very relaxing and exceptionally clean. Have recommended to friends and family.'

'Very professional, informative at all stages making me feel comfortable in a clean modern setting''

Two 5* google reviews were left for TLCHealth Ltd during this audit period detailed below:

'My husband made an initial appointment with Tara to clear a blocked ear. She explained the procedure fully and clearly and it was completed successfully. Although I hadn't made an appointment Tara had time and was kind enough to give me a consultation too. We were both very happy with our treatment and would happily recommend TLC for ear wax removal.'

'Amazing very professional sorted my wax problem immediately thank you so much Tara.'

Discussion and Recommendations

Monitoring of the service provided by TLCHealth Ltd© is crucial to ensuring the service provided to clients is the best it can be. Implementing changes as part of findings and client feedback in a 'we said you did' approach is the ethos of the business.