



TLCHealth Ltd©  
Reflexology Client Experience audit

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## **Introduction & Methodology**

TLCHealth Ltd© is a new small private business owned and managed by a dual trained Registered Nurse and Reflexologist. The business opened on 30th October 2024 providing evidence based clinical reflexology.

The purpose of this audit is to review client feedback on the service provided.

## **Standards and best practice**

TLCHealth Ltd© clinician has completed a specialist reflexology diploma with integrated medicine. Whilst reflexology is not a mandatory regulated profession in the UK, training has been approved by Centralia Advanced Reflexology Education Authority (CAREA) which is regulated by the UK regulator OFQUAL. TLCHealth Ltd© adheres to the CAREA ethics and codes of practice. TLCHealth Ltd© is also a member of the Association of Reflexologists (AoR).

As a registered Nurse, the Nursing and Midwifery Council (NMC) who 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.

## **Demographics**

This is the first formal client feedback audit which has been completed on the service. As the service grows, the frequency of feedback and reporting will be reviewed to ensure timely feedback is received to embed learning and changes where and as required. Current plan is that this audit will take place 6 monthly although feedback can be received live and in a variety of ways from verbal, email, social media platforms (Instagram and Facebook) and via TLCHealth Ltd© website.

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.

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

## Findings

A survey was designed via google forms asking 20 short questions which provided both quantitative and qualitative data. The survey was sent to clients who had used the service, via email with a follow up email after 1 week. The response rate of the survey was 61.5% which is an excellent response rate.

Results to questions as follows:

- 75% of clients stated they had not tried Reflexology prior to the treatment with TLCHealth Ltd©.
- The majority of clients 75% stated they heard of TLCHealth Ltd© though a friend.
- 50% of clients stated their reason for trying reflexology was for relaxation.
- 37.5% of clients stated their reason for trying reflexology was to support an ongoing health issue.
- 12.5% of clients stated their reason for trying reflexology was to relieve stress.
- 62.5% of clients did not have any expectations prior to their treatment with TLCHealth Ltd© compared to 37.5 of clients who was hoping for health and wellbeing benefits.
- 100% of clients documented that Tara at TLCHealth Ltd© had excellent communication regarding the process and client needs and gave a detailed explanation throughout.
- 100% of clients documented that they really enjoyed their experience and treatment with TLCHealth Ltd© and it helped with their wellbeing.
- 100% of clients documented that they found Tara at TLCHealth Ltd© to have excellent knowledge and be very professional.
- 100% of clients documented that they found TLCHealth Ltd© environment (lighting, noise, cleanliness) as excellent.
- 87.5% of clients described the atmosphere at TLCHealth Ltd© as 'Calm and relaxing'.
- 50% of clients described the atmosphere TLCHealth Ltd© as 'Quiet'.
- 37.5% of clients described the atmosphere at TLCHealth Ltd© as 'Warm'.
- 62.5% of clients described the atmosphere at TLCHealth Ltd© as 'Comfortable'.
- 100% of clients documented their expectations were met fully at TLCHealth Ltd©.
- 100% of clients documented they would recommend TLCHealth Ltd© to others.
- 100% of clients documented they felt there was no improvements needed at TLCHealth Ltd©.
- 100% of clients documented that Tara at TLCHealth Ltd© focused on everything needed during the session.

Below is a word cloud of client's feedback including any benefits that were noticed after the treatment with Tara at TLCHealth Ltd©.



Below is some qualitative feedback from clients regarding what could be improved by TLCHealth Ltd© and the experience.

"It's my first experience with reflexology and was a very positive one"

"I like listening to relaxing music when having treatments"

"Nothing my experience was beyond my expectations"

"Longer sessions. I could lay there all day."

"I was extremely pleased with all aspects"

"Nothing- it was an amazing experience"

"Reminders to come back and see her"

"Nothing"

There has been 3 positive 'recommendations' left on TLCHealth Ltd© social media platforms and testimonials provided by clients has been added to the TLCHealth Ltd website, again all positive.

During the period of the audit, there has been no complaints raised to TLCHealth Ltd© regarding any part of the provision of the service.

There have been no near misses or concerns.

## 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.

From the findings of this audit an improvement plan has been devised based on the recommendations:

- Consideration of music during treatments
- Reminders to return for further treatments