



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

July/August 2025

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Introduction & Methodology

TLCHealth Ltd© is a small private business owned and managed by a dual trained Registered Nurse and Reflexologist. The Ear wax removal element of the business was approved for CQC registration on 17th April 2025. This audit is the second bi-monthly review following registration. The first audit was completed 17 April-30 June and there were two recommendations following this audit which were:

- 1 – To continue to review the effectiveness of the consent form
 - 2 – To establish ways to ensure clients with non-IT capabilities had the opportunity to provide feedback on the service provided.
- Both actions have been completed.

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) 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.

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. All clients had IT access and we able to complete the form if desired.

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% of clients were given after care advice and a follow up leaflet.
100% of the evaluation record were dated and signed by the clinician.
100% of the domiciliary visits had a risk assessment completed.
95% of the time the clinician signed the consent. There was one clinician's signature box unsigned, however the evaluation and treatment given for this client had been signed by the clinician. Consent can be documented or provided verbally. Whilst both meet the British Standard of Audiology guidance, TLCHealth Ltd© follows the standard of written consent.
90% of the records had a date of consent. Consent is always and only obtained on the day of treatment, so this can be implied, however it should be dated 100% of the time.

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). There were five reported simple complications in the reporting period, all which had resolved during the appointment with no intervention.

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 during July and August 2025. There was a 25% response rate.

Results to questions were as follows:

- 80% of clients had not had ear wax removal before their treatment with TLCHealth Ltd©.
- The most common reason for the appointment was for ears feeling blocked (60% of clients).
- 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 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 their expectations were fully met.
 - 100% of clients said the clinician talked through after care and provided an after-care leaflet.
 - 100% of clients said they would recommend TLCHealth Ltd© to others.
- When asked about improvements there was one response as follows:

'All very satisfactory'

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

- *Everything explained thoroughly and very kind, considerate manner*
- *Very clear, concise and helpful explanation of the procedure*
- *Was able to get an appointment on a Saturday afternoon at short notice*
- *Treatment really helped my overall wellbeing*
- *Excellent. Friendly and sympathetic*
- *Simple explanations and very professional*
- *Totally professional throughout*

During the audit period there were 3 reviews added to TLCHealth Ltd© google business profile following their ear treatment, detailed below:

Client 1 - *'The service provided was professional from start to finish. Every aspect of the experience was handled with care and attention. The treatment room itself was spotlessly clean and laid out nicely. Tara guided me through each step of the procedure, clearly explaining the process and making sure I understood what to expect. She regularly checked in to ensure I was comfortable and in no discomfort. I highly recommend this service to others.'*

Client 2 - *'I can't recommend microsuction enough! After years of struggling to find something that actually worked for my ears, I finally decided to try this treatment — and I'm so glad I did. The procedure was quick, comfortable, and completely painless. The practitioner was professional, friendly, and explained everything clearly, which instantly put me at ease. For years, I tried different remedies and treatments without lasting results. Microsuction was a game-changer — I noticed the improvement instantly. My hearing feels clearer than it has in ages, and there's none of the discomfort I used to experience. If you've been searching for an effective ear cleaning method, I would say don't wait as long as I did. Microsuction has been the best solution I've ever tried!'*

Client 3 – *'Professional service from start to finish. Cannot recommend highly enough. Great setting and information before and after session was comforting and made me feel I was in capable hands. I will be rebooking asap.'*

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.