



TLCHealth Ltd©
Reflexology Client Experience audit

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Introduction & Methodology

TLCHealth Ltd© is a 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 and ear care following registration with the Care Quality Commission. This report will only focus on the reflexology element of the business.

This is the second formal reflexology client feedback report, last report published on TLCHealth Ltd© website April 2025.

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 second formal client feedback audit which has been completed on the service. The purpose of the review is to ensure TLCHealth Ltd© remains a learning organisation and responds to feedback in a timely way. To date, formal review has taken place 6 monthly although feedback can be received live and in a variety of ways from verbal, email, social media platforms (Instagram and Facebook), google business profile and via TLCHealth Ltd© website and responses are provided contemporaneously to that feedback.

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.

At the last audit there were two specific actions that clients asked for:

- Consideration of music during treatments

- ‘Keep warm’ mail shots to clients on top of the current website reminders provided

TLCHealth Ltd© now has music available for clients, and this is offered as part of the treatment for those having treatments in the treatment room. This is not offered as part of domiciliary treatments and has not been requested from clients during home visits. TLCHealth Ltd© also asks clients if they want to receive reminders as part of the plan for future treatments.

Findings

The survey form was updated for this review, and this was redesigned via google forms asking 22 short questions which provided both quantitative and qualitative data. The survey was sent to clients who had used the service between May-Oct 2025. The response rate of the survey was 28.6%.

Results to questions as follows:

- 50% of clients stated they had not tried Reflexology prior to the treatment with TLCHealth Ltd©.
- 50% of clients stated they heard of TLCHealth Ltd© though a google search and 50% through a friend.
- 100% of clients stated their reason for trying reflexology was for an ongoing health issue (compared to 37.5% last review)
- 50% of clients said their reason for trying reflexology was to help reduce stress (compared to 12.5% last review)
- All clients stated they were hoping for health and wellbeing benefits.
- 100% of clients documented that Tara at TLCHealth Ltd© had excellent communication regarding the process and their needs.
- 100% of clients rated their overall experience as excellent
- Clients reported that the environment was calm, relaxing, quiet, warm and comfortable. None (0%) of the clients reported noise, cold and being uncomfortable.
- 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.
- 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.

Qualitative feedback is not mandated as part of the survey but clients are able to provide narrative feedback if they choose. Below is some qualitative feedback from

clients regarding their treatment and experience and what improvements could be made.

'Everything was fine'

'Nothing! My treatment sessions are perfect for me. I get great feedback from Tara on my overall health, and Tara tracks my progress very effectively. I'm delighted with how my treatment sessions are flowing!'

'Felt very calm slept well'

'Treatment helped me manage a Stressful situation. I also felt good improvement in an ongoing chronic health issue. Tara's support was very beneficial in helping me through a recent stressful situation too.'

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.

There are no recommendations that have been requested from clients or identified as part of this review. TLCHealth Ltd will continue to seek feedback from clients formally and informally.

