



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

September-October 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 third 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 were completed prior to the second audit.

The second audit July-August 2025 audit also had two recommendations:

- 1 – To review consent and consultation documentation using templates from the British Society of Audiology making the consultation process more streamlined.
- 2 – To monitor the new process for notes filing during domiciliary visits.

Action 1 has been completed, the new consultation and consent form was completed on 30th September, the after-care advice leaflet on 10th October. Action 2 – Monitoring continues of the new process with no concerns identified. Monitoring of this action will continue to January 2026 following which it will then be closed.

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 service provided.

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.

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

These results showed full compliance in every area and an improvement since the last 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, but this was subsequently successfully removed.

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 September and October 2025. There was an 11% response rate and responses were from new clients only.

Results to questions were as follows:

- 50% of clients had not had ear wax removal before their treatment with TLCHealth Ltd©.
- The two most common reasons for the appointment was for ears feeling blocked and waxy 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 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 they would recommend TLCHealth Ltd© to others.
- One client reported that they were not given an after care leaflet but on review of their notes, an after-care leaflet was given and explained.
- No clients made suggestions for any improvements.

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

- *'Tara was very professional in her approach'*
- *'Lovely caring specialist. Talked me through the whole process and It was pain free and well worth going private. The noise of having your ear wax removed is very unpleasant so would highly recommend this lady'*
- *'I could hear again and the pressure was relieved in my ears'*
- *'Very person centred'*
- *'Her professional approach to care and treatment continued throughout the consultation'*

TLCHealth Ltd has updated the aftercare leaflet which now has a QR code directing clients to feedback.

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.