



TLCHealth Ltd©

Ear Microsuction Quality, Safety, Client Experience
and Documentation audit

April-June 2025

Report prepared by Tara Ledger

Director of TLCHealth Ltd©

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. Ear Wax removal was approved for CQC registration on 17th April 2025. This audit is the first bi-monthly review following registration.

Standards and best practice

TLCHealth Ltd© clinician is a registered nurse and is the registered manager of the regulated services under the Health and Social Care Act (2008) updated 2014. Through the registration of the service with the Care Quality Commission (CQC), TLCHealth Ltd had to demonstrate evidence of compliance to regulated activities. These activities are based on the key lines of enquiry:

Safe, effective, caring, responsive, well led.

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 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. Client feedback for this report has been based on a google form survey. 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

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 treatment. This includes making the client aware of risks and benefits of the treatment.

The following areas were audited with recorded compliance:

- Reason for treatment – 100% compliant
- Clients provided with after care advice and an after care leaflet – 100% compliant
- Consent to treatment – 100% compliant
- Documentation signed and dated by clinician – 100% compliant
- Demographic details completed – 100% compliant
- Allergies documented – 100% compliant

Outcomes

There were no complications in any of the treatments carried out during the audit periods, no accidents, incidents, near misses or complaints.

Client Survey/Feedback

A survey was designed via google forms asking 14 short questions which provided both quantitative and qualitative data. The survey was sent to clients who had used the service. There was one client who did not use email so this needs to be considered in future audits. The response rate of the survey was 50% which is a good response rate.

Results to questions as follows:

- 75% of clients stated they had not had ear wax removal prior to the treatment with TLCHealth Ltd©.
- 75% stated they heard of TLCHealth Ltd© through a friend.
- 100% of clients said their ears felt blocked
- 25% of clients had pain in their ears
- 50% of clients had balance problems/vertigo
- 50% of clients had hearing loss
- None had itchy ears or were prone to waxy ears
- 100% of clients said they felt well informed prior to signing the consent form
- 100% of clients said communication was excellent
- 100% of clients said the experience was excellent with health benefits
- 100% of clients said the clinician was knowledgeable and professional

- 100% of clients felt assured with Infection Prevention and Control measures, and cleanliness
- 100% of clients said their expectations were fully met
- 100% of clients said they received an after care leaflet and advice
- 100% of clients would recommend TLCHealth Ltd© to others

There were no suggestions on how the service could be improved. Below is some qualitative feedback from clients regarding their experience from TLCHealth Ltd© (verbatim comments lifted from the survey)

- *Tara explained everything step by step including showing the equipment she would be using*
- *A first visit, and explained each step to me as we progressed*
- *It was quick and pain free. A very good experience*
- *My balance improved greatly*
- *Attending Tara's clinic helped me immediately. I was able to have a lower setting on my TV and my balance improved*
- *Tara made me feel very comfortable and confident to have the procedure with her knowledge and patience*
- *Very comforting and reassuring*
- *Tara is knowledgeable and confident. Her clinic is very comfortable. Tara will always talk after collecting your history and treatment of her findings. I have re-booked for 3 months.*
- *I was very reassured with the cleanliness of the equipment, Tara wearing gloves etc.*
- *A really professional approach*
- *A scrupulously clean clinic and hand hygiene observed before and after treatment*

There have also been 2 positive 'recommendations' and comments on TLCHealth Ltd© social media during the audit period

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.