

Registered pharmacy inspection report

Pharmacy name: Seascale Pharmacy

Address: Gosforth Road, SEASCALE, Cumbria, CA20 1PR

Pharmacy reference: 1084737

Type of pharmacy: Community

Date of inspection: 19/08/2026

Pharmacy context and inspection background

This community pharmacy is located in the village of Seascale, West Cumbria. It is situated inside a local village store along with a Post Office counter. The pharmacy dispenses NHS prescriptions, private prescriptions and sells over-the-counter medicines. It also provides a range of services including seasonal flu and COVID vaccinations, and the NHS Pharmacy First service. The pharmacy supplies some people with medicines in multi-compartment compliance packs to help them take their medicines at the right time.

This was a full routine inspection of the pharmacy. The pharmacy was last inspected in September 2019 and all standards were met.

Overall outcome: Standards not all met

Required Action: Improvement Action Plan

Follow this link to [find out what the inspections possible outcomes mean](#)

Standards not met

Standard 1.1

- The pharmacy has written procedures for the services provided. But part of the premises forms part of a village store, which is open at times when the pharmacy is closed. Non-pharmacy team

members have access to all parts of the building and have not undertaken training on the written procedures to help manage risk. So they may not understand the limitations to their role.

Standard 1.6

- The pharmacy has records related to the pharmacy services provided. But it does not state when the responsible pharmacist has ended their responsibility. And it does not record the details of the prescriber when supplying private prescriptions. Records for higher-risk medicines are not kept up to date. So the pharmacy may not have the necessary, or up to date, information available in the event of a query or a concern.

Standard 3.2

- The pharmacy provides various clinical services as part of its NHS contract. But the premises does not have a purpose-built consultation room and is reliant upon a curtained area of a general village store. This does not provide the necessary structure to protect people's privacy and dignity for the provision of such pharmacy and clinical services.

Standard 3.4

- The pharmacy forms part of a shared premises with a general village store and Post Office which have different opening and closing times. However, the pharmacy has not taken appropriate steps to help prevent unauthorised access when closed.

Standards that were met with areas for improvement

Standard 1.2

- The pharmacy has a process to record and review when mistakes occur. But they had not undertaken a review for some time. So the pharmacy may not be able to demonstrate it is doing all it can to identify improvements to its processes.

Standard 1.7

- The pharmacy has written information governance procedures in place. But members of the team have not read or signed them. So they may not always fully understand their responsibility to protect people's information.

Standard 2.2

- Members of the pharmacy team have completed the required training for their role. But ongoing training is not routinely provided in a structured and recorded manner. So the pharmacy may not always be able to demonstrate how often team members learn new skills and remain up to date.

Standard 4.2

- Medicines dispensed into multi-compartment compliance packs are not always supplied with a patient information leaflet. So people may not always have all of the information they need to take their medicines safely.
- The pharmacy assembles multi-compartment compliance packs for people who benefit from

them. But the pharmacy does not have a record of people who order their own prescriptions as part of the service. So there is a risk that potentially vulnerable people may be overlooked and experience delays in receiving their medicines.

Standard 4.4

- The pharmacy receives drug safety alerts and recalls. But it does not keep an audit trail of how it actions the alerts. So the team may not be able to show it always actions these appropriately.

Principle 1: The governance arrangements safeguard the health, safety and wellbeing of patients and the public

Summary outcome: Standards not all met

Table 1: Inspection outcomes for standards under principle 1

Standard	Outcome of individual standard	Area for improvement/ Area of good or excellent practice
1.1 - The risks associated with providing pharmacy services are identified and managed	Not met	
1.2 - The safety and quality of pharmacy services are regularly reviewed and monitored	Met	Area For Improvement
1.3 - Pharmacy services are provided by staff with clearly defined roles and clear lines of accountability	Met	
1.4 - Feedback and concerns about the pharmacy, services and staff can be raised by individuals and organisations, and these are taken into account and action taken where appropriate	Met	
1.5 - Appropriate indemnity or insurance arrangements are in place for the pharmacy services provided	Met	
1.6 - All necessary records for the safe provision of pharmacy services are kept and maintained	Not met	
1.7 - Information is managed to protect the privacy, dignity and confidentiality of patients and the public who receive pharmacy services	Met	Area For Improvement
1.8 - Children and vulnerable adults are safeguarded	Met	

Principle 2: Staff are empowered and competent to safeguard the health, safety and wellbeing of patients and the public

Summary outcome: **Standards met**

Table 2: Inspection outcomes for standards under principle 2

Standard	Outcome of individual standard	Area for improvement/ Area of good or excellent practice
2.1 - There are enough staff, suitably qualified and skilled, for the safe and effective provision of the pharmacy services provided	Met	
2.2 - Staff have the appropriate skills, qualifications and competence for their role and the tasks they carry out, or are working under the supervision of another person while they are in training	Met	Area For Improvement
2.3 - Staff can comply with their own professional and legal obligations and are empowered to exercise their professional judgement in the best interests of patients and the public	Met	
2.4 - There is a culture of openness, honesty and learning	Met	
2.5 - Staff are empowered to provide feedback and raise concerns about meeting these standards and other aspects of pharmacy services	Met	
2.6 - Incentives or targets do not compromise the health, safety or wellbeing of patients and the public, or the professional judgement of staff	Met	

Principle 3: The environment and condition of the premises from which pharmacy services are provided, and any associated premises, safeguard the health, safety and wellbeing of patients and the public

Summary outcome: Standards not all met

Table 3: Inspection outcomes for standards under principle 3

Standard	Outcome of individual standard	Area for improvement/ Area of good or excellent practice
3.1 - Premises are safe, clean, properly maintained and suitable for the pharmacy services provided	Met	
3.2 - Premises protect the privacy, dignity and confidentiality of patients and the public who receive pharmacy services	Not met	
3.3 - Premises are maintained to a level of hygiene appropriate to the pharmacy services provided	Met	
3.4 - Premises are secure and safeguarded from unauthorized access	Not met	
3.5 - Pharmacy services are provided in an environment that is appropriate for the provision of healthcare	Met	

Principle 4: The way in which pharmacy services, including management of medicines and medical devices, are delivered safeguards the health, safety and wellbeing of patients and the public

Summary outcome: **Standards met**

Table 4: Inspection outcomes for standards under principle 4

Standard	Outcome of individual standard	Area for improvement/ Area of good or excellent practice
4.1 - The pharmacy services provided are accessible to patients and the public	Met	
4.2 - Pharmacy services are managed and delivered safely and effectively	Met	Area For Improvement
4.3 - Medicines and medical devices are: obtained from a reputable source; safe and fit for purpose; stored securely; safeguarded from unauthorized access; supplied to the patient safely; and disposed of safely and securely	Met	
4.4 - Concerns are raised when medicines or medical devices are not fit for purpose	Met	Area For Improvement

Principle 5: The equipment and facilities used in the provision of pharmacy services safeguard the health, safety and wellbeing of patients and the public

Summary outcome: **Standards met**

Table 5: Inspection outcomes for standards under principle 5

Standard	Outcome of individual standard	Area for improvement/ Area of good or excellent practice
5.1 - Equipment and facilities needed to provide pharmacy services are readily available	Met	
5.2 - Equipment and facilities are: obtained from a reputable source; safe and fit for purpose; stored securely; safeguarded from unauthorized access; and appropriately maintained	Met	
5.3 - Equipment and facilities are used in a way that protects the privacy and dignity of the patients and the public who receive pharmacy services	Met	

What do the summary outcomes for each principle mean?

Finding	Meaning
✓ Good practice	The pharmacy performs well against most of the standards and can demonstrate positive outcomes for patients from the way it delivers pharmacy services.
✓ Standards met	The pharmacy meets all the standards.
Standards not all met	The pharmacy has not met one or more standards.