

Registered pharmacy inspection report

Pharmacy name: Daynight Pharmacy Ltd

Address: 41 Sherrard Street, MELTON MOWBRAY, Leicestershire, LE13 1XH

Pharmacy reference: 1116805

Type of pharmacy: Community

Date of inspection: 20/06/2025

Pharmacy context and inspection background

This is a community pharmacy located on a busy main road in the centre of Melton Mowbray. It is open extended hours Monday to Saturday and most of its activity is dispensing NHS prescriptions. It also provides a prescription delivery service, the NHS Pharmacy First service, and it supplies medicines in multi-compartment compliance packs to some people.

This was a full reinspection following an inspection in November 2024 where the pharmacy did not meet Standards 1.1, 1.6, 1.7, 2.2, 4.3. The pharmacy had addressed some of the failings found during the last inspection. But there were ongoing issues identified during the reinspection which included medicine storage and learning from adverse events.

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 1.2

- The previous inspection had highlighted concerns around how the team recorded and learnt from

dispensing errors. Although there was some indication a new process had been introduced to record and review errors, the pharmacist on duty during the reinspection (a regular locum) could not explain the new process or provide evidence that this was being followed. So, the pharmacy was still unable to demonstrate that it had sufficiently robust processes to adequately record and learn from dispensing errors.

Standard 4.3

- The pharmacy does not always keep stock medicines in appropriately labelled containers. It does not always ensure that medicines in cut blisters have information such as batch numbers or expiry dates for pharmacy staff to check that they are safe to use. And it does not always manage medicines that require safe custody appropriately.

Standard 5.2

- The pharmacy cannot show that it always accurately supplies the right volume of a liquid because it does not always use calibrated measuring cylinders.

Standards that were met with areas for improvement

Standard 1.2

- The pharmacist discusses when there is a near miss incident with members of the team to help identify learning. And the team do record their mistakes in a near miss log. But the pharmacy doesn't routinely review the logs for trends and patterns which might mean opportunities to improve ways of working are missed.

Standard 1.6

- The pharmacy keeps adequate records about medicines that require secure storage, but it needs to make sure that the records, such as prescribers' details, can be clearly understood. All pharmacists providing services should have signed the appropriate patient group directions.

Standard 1.7

- The pharmacy generally protects people's information. But smartcards used to access information on the NHS spine are not always kept securely by the holders. This could increase the chances of unauthorised use.

Standard 4.2

- The pharmacy provides medicines in multi-compartment compliance packs to help people take their medicines. But does not routinely provide patient information leaflets to people each time with their medicines. So, people may not always have up-to-date information about their medicines.

Standard 4.3

- The pharmacy doesn't always ensure out-of-date stock medicines are destroyed in a timely manner. This increases the chances of mistakes or diversion happening.

Standard 4.4

- The pharmacist knows the right actions to take if a medicine or a device is not safe to use. But because they do not make a record of the action they have taken it could make it harder for them to show what action was taken in response to an alert.

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	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	Met	Area for improvement
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	
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 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	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	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 not all 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	Area for improvement
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 not all 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	Not 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
✓ Excellent practice	The pharmacy demonstrates innovation in the way it delivers pharmacy services which benefit the health needs of the local community, as well as performing well against the standards.
✓ 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.