

# Registered pharmacy inspection report

## Pharmacy name: Care Pharmacy

**Address: Unit 4 Cradlehall Shopping Centre, Highland, IV2 5WD**

**Pharmacy reference: 9011463**

**Type of pharmacy: Community**

**Date of inspection: 10/11/2025**

### Pharmacy context and inspection background

This is a community pharmacy in a predominantly residential area of Inverness. Its main services include dispensing of NHS prescriptions, and it provides medicines in multi-compartment compliance packs to help people take them properly. The packs are dispensed at an offsite pharmacy hub owned by the same group. The pharmacy also provides medicines to people living in local care homes. Team members advise on minor ailments and medicines use.

This was a full intelligence-led inspection of the pharmacy following information received by the GPhC. The pharmacy was last inspected in June 2021 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 off-site dispensing of multi-compartment compliance packs which do not reflect current practice. And there is no written procedure detailing the way in which prescriptions are clinically and accuracy checked when working with an

accuracy checking technician.

### **Standard 4.3**

- The pharmacy does not store and manage all of its medicines as it should, including higher risk medicines. And it removes some medicines from the manufacturer's original packaging and does not correctly label the containers with batch number and expiry date. So, the team cannot effectively action safety alerts and drug recalls and cannot effectively check expiry dates of these medicines.
- The pharmacy does not have an effective procedure to check expiry dates of medicines it stores outside of the automated dispensing system. And there are out-of-date medicines on the shelves. So, this means there is a risk people may receive medicines which are not fit to supply.

## **Standards that were met with areas for improvement**

### **Standard 1.2**

- The pharmacy team does not keep complete records of mistakes identified during the dispensing process, and it does not regularly review these mistakes. So team members may miss opportunities to identify patterns, learn from their mistakes and improve their services.

### **Standard 2.2**

- Team members complete qualification training appropriate to their role, but they are not always provided with additional ongoing training to help keep their skills and knowledge up to date.

### **Standard 4.2**

- Overall the pharmacy manages its services well. But it doesn't have enough safeguards in place to ensure all prescriptions receive a pharmacist's clinical check, including for medicines dispensed in multi-compartment compliance packs at the offsite hub pharmacy.

### **Standard 4.4**

- The pharmacy receives alerts for the recall of medicines and medical devices. But it does not keep a record of the relevant action that it takes. This means that the pharmacy cannot effectively demonstrate how it responds to recall and safety notices.

## 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	<b>Not met</b>	
1.2 - The safety and quality of pharmacy services are regularly reviewed and monitored	Met	<b>Area for improvement</b>
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	
1.7 - Information is managed to protect the privacy, dignity and confidentiality of patients and the public who receive pharmacy services	Met	
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	<b>Area for improvement</b>
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	<b>Area for improvement</b>
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	<b>Not met</b>	
4.4 - Concerns are raised when medicines or medical devices are not fit for purpose	Met	<b>Area for improvement</b>

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