

Registered pharmacy inspection report

Pharmacy name: IRC Heathrow

Address: Harmondsworth Immigration Removal Centre, Colnbrook By Pass, Harmondsworth, West Drayton, UB7 0HB

Pharmacy reference: 9012667

Type of pharmacy: Prison / IRC

Date of inspection: 03/09/2025

Pharmacy context and inspection background

The pharmacy is newly opened and provides healthcare for people in this Immigrant Removal Centre (IRC). The range of services available to people is influenced by their length of stay. It provides services for people who misuse drugs, and also medicines for people to take out when leaving.

This was the first routine inspection of the pharmacy since it was registered in February 2025.

Overall outcome: Standards met

Required Action: None

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

Areas of good practice

Standard 1.1

- The pharmacy identifies and manages the risks associated with providing services. It has up-to-date standard operating procedures (SOPs) to underpin its services. And local operating procedures which reflect the pharmacy's activities and context. All incidents are recorded on

Datix and the pharmacy is able to review these records at a regional level. The pharmacy team can describe the follow up to share learnings and what steps they take to avoid making the same mistakes again.

Standard 1.2

- The pharmacy carries out regular reviews and audits to monitor patient safety. For instance, it makes sure that procedures and National guidance such as NICE guidelines are properly followed. All incidents and interventions are recorded. The information is shared and discussed in medicines management meetings to monitor how safe and effective services are and how they could be improved.

Standard 2.1

- The pharmacy completes capacity projections and plans contingency arrangements to make sure it manages changing workloads with appropriately skilled and trained team members.

Standard 2.2

- The pharmacy team members are appropriately trained for their roles. They are supported in developing their skills with ongoing training. For instance, monitoring people taking high-risk medicines, managing asthma and medicines administration via patient group direction.

Standard 4.1

- The pharmacy team members actively make sure services are accessible to people who use the pharmacy. For instance, people can request appointments, repeat prescriptions, homely remedies and provision is made for people whose first language is not English.

Standard 4.2

- The pharmacy team members manage and deliver services safely and effectively. For instance, they manage and prioritise the dispensing workflow to supply medicines in a timely manner. They make provision for people who cannot attend the pharmacy to collect their medicines. And they make sure people who are leaving this establishment have an appropriate supply of medicines to take with them.

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

Summary outcome: **Standards 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	Good practice
1.2 - The safety and quality of pharmacy services are regularly reviewed and monitored	Met	Good practice
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	Good practice
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	Good practice
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 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	Good practice
4.2 - Pharmacy services are managed and delivered safely and effectively	Met	Good practice
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	

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
✓ 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.