



The Regulation  
Quality Improvement  
Authority

Hillsborough Private Clinic  
RQIA ID: 10632  
Cromlyn House  
2 Main Street  
Hillsborough  
BT26 6EA

Inspector: Frances Gault  
Inspection ID: IN23866

028 9268 8899  
Email: [d.shanks@hillsboroughprivateclinic.com](mailto:d.shanks@hillsboroughprivateclinic.com)

**Announced Medicines Management Inspection  
of  
Hillsborough Private Clinic**

**20 November 2015**

The Regulation and Quality Improvement Authority  
9th Floor Riverside Tower, 5 Lanyon Place, Belfast, BT1 3BT  
Tel: 028 9051 7500 Fax: 028 9051 7501 Web: [www.rqia.org.uk](http://www.rqia.org.uk)

## 1. Summary of Inspection

An announced medicines management inspection took place on 20 November 2015 from 10.00 to 11.10.

The management of medicines was found to be safe, effective and compassionate. The outcome of the inspection found no areas of concern. A Quality Improvement Plan (QIP) was not included in this report.

This inspection was underpinned by the Department of Health, Social Services and Public Safety (DHSSPS) Minimum Standards for Independent Healthcare Establishments, July 2014.

### 1.1 Actions/Enforcement Taken Following the Last Medicines Management Inspection

Other than those actions detailed in the QIP there were no further actions required to be taken following the last inspection on 14 October 2010.

The Review Directorate within RQIA had undertaken a review of theatres, including those in Hillsborough Private Clinic in July 2014 and this included the management of medicines.

### 1.2 Actions/Enforcement Resulting from this Inspection

Enforcement action did not result from the findings of this inspection.

### 1.3 Inspection Outcome

	Requirements	Recommendations
<b>Total number of requirements and recommendations made at this inspection</b>	0	0

This inspection resulted in no requirements or recommendations being made. Findings of the inspection can be found in the main body of the report.

## 2. Service Details

<b>Registered Organisation/Registered Person:</b> Hillsborough Private Clinic Mr Gary John McKee and Mr James Sharkey	<b>Registered Manager:</b> Mrs Dianne Shanks
<b>Person in Charge of the Home at the Time of Inspection:</b> Mrs Dianne Shanks	<b>Date Manager Registered:</b> 1 May 2007
<b>Categories of Care:</b> AH(DS), PT(E), PT(L), PD	<b>Number of Registered Places:</b> Day services only

### 3. Inspection Focus

The inspection sought to assess progress with the issues raised during and since the last medicines management inspection and to determine if the following standards have been met:

Standard 25: Management of Medicines  
Standard 26: Medicines Storage  
Standard 27: Controlled Drugs  
Standard 28: Medicines Records

### 4. Methods/Process

Specific methods/processes used included the following:

Prior to the inspection, it was ascertained that no incidents involving medicines had been reported to RQIA since registration.

The following records were examined:

Medicines requested and received	Medicine audits
Personal medication records	Policies and procedures
Medicines disposed of or transferred	Medicines refrigerator temperatures
Controlled drug record book	

### 5. The Inspection

#### 5.1 Review of Requirements and Recommendations from the Previous Inspection

The previous inspection of Hillsborough Private Clinic was an announced care management inspection dated 29 July 2015. No requirements or recommendations resulted from that inspection

## 5.2 Review of Requirements and Recommendations from the Last Medicines Management Inspection

Last Inspection Statutory Requirements		Validation of Compliance
<p><b>Requirement 1</b></p> <p>Ref: Regulation 15(6)</p> <p>Stated once</p>	<p>The policies and procedures regarding medicine supplied to patients must be reviewed and revised to ensure the following:-</p> <ul style="list-style-type: none"> <li>• A record of medicines supplied to patients pre-procedure must be maintained; and</li> <li>• Each medicine must be suitably labelled</li> </ul> <p><b>Action taken as confirmed during the inspection:</b></p> <p>The policies and procedures had been reviewed and revised.</p> <p>A written protocol was in place for each doctor who may request medicines to be supplied to patients prior to their procedure. Records were maintained of the supplies made to patients.</p> <p>Printed labels were in use to ensure that all medicines are suitably labelled with directions and the name of the patient and clinic.</p>	<p><b>Met</b></p>
Last Inspection Recommendations		Validation of Compliance
<p><b>Recommendation 1</b></p> <p>Stated once</p>	<p>The frequency of audits should be increased and include a range of medicines.</p> <p><b>Action taken as confirmed during the inspection:</b></p> <p>The frequency of medicine audits had been increased. The registered manager clarified that audits were undertaken every six months and covered a three month period. Minor anomalies had been found which were discussed with the relevant staff.</p>	<p><b>Met</b></p>

<b>Recommendation 2</b>  <b>Stated once</b>	The necessary arrangements should be made to ensure that record entries in the controlled drug register are not amended.	<b>Met</b>
	<b>Action taken as confirmed during the inspection:</b>  An examination of the register identified that, with one exception, entries had not been amended.  The registered manager agreed that this oversight would be addressed with the relevant staff.	

### 5.3 The Management of Medicines

#### Is Care Safe? (Quality of Life)

Staff had access to up to date information relating to relevant legislation, medicines reference sources and guidance with respect to the safe and secure handling of medicines.

There were incident reporting systems in place for identifying, recording, reporting, analysing and learning from adverse incidents and near misses involving medicines and medicinal products. No incidents have occurred in the clinic.

The registered manager advised of the processes in place for the management of any drug alerts, medical device alerts and safety warnings about medicines.

The staff advised that it had been clarified that a local community pharmacist had the appropriate licence to lift any unused medicines.

Medicines were safely and securely stored. Medicines were stored in accordance with the manufacturers' instructions. There were systems in place to monitor medicine equipment so it remains in good working order e.g. medicine refrigerators.

Equipment for medical emergencies was checked prior to the opening of each operating list.

As the clinic is not open 24 hours, robust arrangements were in place for the safe keeping of all medicine keys, including outside of opening hours.

Medicine records were legible and accurately maintained to ensure that there was a clear audit trail. The registered manager was reminded of the need to be specific regarding the quantity of medicines supplied to patients i.e. the term "1box" should not be used. \*

The registered manager is the Accountable Officer for Hillsborough Private Clinic and is accountable for all aspects of the management of controlled drugs. She advised that practice in relation to controlled drugs is regularly reviewed as a result of her meetings with other Accountable Officers.

The receipt, storage, administration and disposal of all controlled drugs subject to record keeping requirements were maintained in a controlled drug record book.

The frequency of the reconciliation of the stock balances of controlled drugs which are subject to safe custody requirements was reviewed after the Theatre Review. Additional staff have been trained and deemed competent in order that they can act as a witness to the procedures. This good practice was acknowledged.

#### **Is Care Effective? (Quality of Management)**

Written policies and procedures for the management of medicines were up to date and cover all aspects of medicines management. These were kept under review. The registered manager advised that these had been reviewed to include the management of injectable medicines.

Standard Operating Procedures (SOPs) were in place that cover all aspects of the management of controlled drugs in line with DHSSPS guidelines for the management of controlled drugs in primary care.

The management of medicines was undertaken by qualified, trained and competent staff and there was evidence that systems were in place to review staff competency annually in the management of medicines. Training in relation to medicines had been provided to all nurses in March 2015.

There were arrangements in place to audit all aspects of the management of medicines. The registered manager advised that these audits had been reviewed as a result of the RQIA Theatre Review in 2014 and now included injectable medicines.

#### **Is Care Compassionate? (Quality of Care)**

Patients were provided with detailed information regarding any medication prescribed within the clinic.

#### **Areas for Improvement**

No areas for improvement were identified during this inspection

<b>Number of Requirements:</b>	<b>0</b>	<b>Number of Recommendations:</b>	<b>0</b>
--------------------------------	----------	-----------------------------------	----------

No requirements or recommendations resulted from this inspection.

I agree with the content of the report.			
Registered Manager	<i>Dianne Shaw</i>	Date Completed	9/2/15
Registered Person	<i>James Henry</i>	Date Approved	14/04/15
RQIA Inspector Assessing Response	<i>Marty</i>	Date Approved	5/1/16

Please provide any additional comments or observations you may wish to make below:

\*Please ensure this document is completed in full and returned to [pharmacists@rqia.org.uk](mailto:pharmacists@rqia.org.uk) from the authorised email address\*

It should be noted that this inspection report should not be regarded as a comprehensive review of all strengths and weaknesses that exist in the home. The findings set out are only those which came to the attention of RQIA during the course of this inspection. The findings contained within this report do not absolve the registered person/manager from their responsibility for maintaining compliance with minimum standards and regulations.