

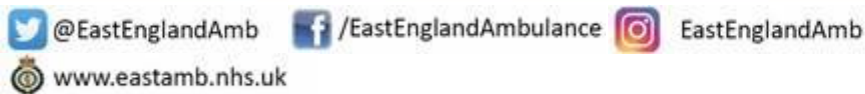
Hi

As attached all sent to [REDACTED].

Regards

REDACTED]

REDACTED]



From: [REDACTED]

Sent: 01 February 2019 09:40

To: [REDACTED]

Subject: Re: SSG south report released

Hi

Was the workbook completed- if so can I have a copy of the last final inspection?

[REDACTED]

Sent from my iPhone

On 1 Feb 2019, at 07:40, [REDACTED] wrote:

<https://www.cqc.org.uk/location/1-3991238219>

We carried out an unannounced focused inspection of the service on 6 November 2018. This was to follow up on specific concerns we had identified at our inspection on 23 August 2018 and 4 September 2018 which were not covered in warning notices issued following those previous inspections.

We found the following issues that the service provider needs to improve:

- Absence of effective and safe medicines management process.
- No clear audits of controlled drugs (CDs). CD registers at station and held by paramedics not fit for purpose.
- No effective and safe process for the distribution, storage and return of CDs.
- An ineffective staff database which did not provide the service with clear information regarding staffing numbers, the skills of staff and their primary operational location.
- Lack of clear communication from senior leaders to operational staff.
- Lack of effective risk management within the organisation.