

# PRODUCT RECALL

## Clinisan Bodywash

(SBA250 and SBA500)

### ALL IN-DATE BATCHES

24<sup>th</sup> November 2023

Dear Healthcare Professional,

As per our previous communication sent on November 17<sup>th</sup> 2023, we wish to advise you that all in-date batches (latest expiry date: 3<sup>rd</sup> July 2025) of the product listed above are being **voluntarily recalled with immediate effect**.

This recall is being issued to the **level of end-users**.

**This action has been notified to the UK Office for Product Safety and Standards.**

The reason for the recall is that microbial contamination was detected in certain product batches. This contamination can be a safety risk and therefore all batches are being voluntarily recalled as a precautionary measure.

We request that you perform the following actions:

1. Please immediately identify and quarantine any units of these products within your pharmacy. For hospital pharmacies or other such healthcare facilities, this includes units at wards, clinics and any other relevant locations within the hospital or facility.
2. If you have supplied packs of these products to any other pharmacy, hospital, clinic or other such establishment, please forward a copy of this recall letter to them, and request they quarantine and return any unused units to you.
3. Please destroy any quarantined units in your possession through appropriate measures. Please ensure that all units are destroyed within 4 weeks of this notice. Please complete the Customer Reply Form confirming the details requested and contact [product.safety@vernacare.com](mailto:product.safety@vernacare.com) for information in relation to credit. Please note: customer credits will not be managed by Vernacare if you have not purchased directly from us. Please facilitate any credits with your direct supplier.

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1 Western Avenue, Matrix Park, Buckshaw Village, Chorley, PR7 7NB, UK  
+44 (0)1204 529494 [hello@vernacare.com](mailto:hello@vernacare.com) [vernacare.com](http://vernacare.com)

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Registered office: 1 Western Avenue, Buckshaw Village, Chorley, England, PR7 7NB.



4. Alternatively, if you are not able to destroy any quarantined stock, please return the quarantined stock to the wholesaler from whom you obtained the stock, or alternatively to the following: Vernacare Ltd, Matrix Park, 1 Western Avenue, Buckshaw Village, Chorley, PR7 7NB, United Kingdom. Please ensure that all units are returned to either your distributor or Vernacare Ltd. within 4 weeks of this notice. Please contact [product.safety@vernacare.com](mailto:product.safety@vernacare.com) for information in relation to credit. Please note: customer returns and credits will not be managed by Vernacare if you have not purchased directly from us. Please facilitate any credits with your direct supplier

We apologise for any inconvenience this action may cause. Should you have any queries, please contact [product.safety@vernacare.com](mailto:product.safety@vernacare.com).

**Please return a signed copy of the Customer Reply Form below to Vernacare with the confirmed actions.**

Yours sincerely,

A handwritten signature in black ink that reads "Aga Sikorska-Brzozowska".

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Agnieszka Sikorska-Brzozowska  
Head of QARAC and UK Responsible Person  
Vernacare Limited

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## Customer Reply Form

1. Recall information	
Recall Date	23 <sup>rd</sup> November 2023
Product name	Clinisan Bodywash
Product Code(s)	1. SBA250 2. SBA500
Batch Number(s)	All in-date batches

2. Customer Details	
Account Number	
Organisation Address*	
Department/Unit	
Contact Name*	
Title or Function	
Telephone number*	
Email*	

3. Customer action undertaken - Healthcare Professional				
<input type="checkbox"/>	I confirm receipt of the Recall Notice and that I read and understood its content.			
<input type="checkbox"/>	I performed all actions requested by the Recall Notice.			
<input type="checkbox"/>	The information and required actions have been brought to the attention of all relevant users and executed (if applicable).			
<input type="checkbox"/>	I have destroyed affected products	Qty SBA 250 (Case/Units):	Lot Number/s:	Date Destroyed (DD/MM/YY):
		Qty SBA 500 (Case/Units):	Lot Number/s:	Date Destroyed (DD/MM/YY):
		N/A		
<input type="checkbox"/>	I do not have appropriate measures to destroy stock and have returned affected products	Qty SBA 250 (Case/Units):	Lot Number/s:	Date Returned (DD/MM/YY):
		Qty SBA 500 (Case/Units):	Lot Number/s:	Date Returned (DD/MM/YY):
		N/A		
<input type="checkbox"/>	No affected products are available for return/ destruction			
Print Name*				
Signature*				
Date*				

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<b>4. Return acknowledgement to sender</b>	
Email	<a href="mailto:product.safety@vernacare.com">product.safety@vernacare.com</a>
Postal Address	Vernacare Ltd, Matrix Park, 1 Western Avenue, Buckshaw Village, Chorley, PR7 7NB
Deadline for returning the customer reply form	22 <sup>nd</sup> December 2023

Mandatory fields are marked with \*

It is important that your organisation takes the actions detailed in the Recall Notice and confirms that you have received the Recall Notice.

Your organisation's reply is the evidence we need to monitor the progress of the corrective actions.

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# Dear Healthcare Professional - Clinisan Bodywash Recall Notice - UK

Final Audit Report

2023-11-24

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