



C [REDACTED] . <d [REDACTED] @gmail.com>

D home visit

2 messages

P [REDACTED] G [REDACTED] <P [REDACTED] G [REDACTED] @priorygroup.com>

22 March 2017 at 14:31

To: "C [REDACTED] ." <d [REDACTED] @gmail.com>

Cc: S [REDACTED] S [REDACTED] <S [REDACTED] S [REDACTED] @priorygroup.com>, Priory Complaints <PrioryComplaints@priorygroup.com>, "A [REDACTED] .M [REDACTED] @herefordshire.gov.uk" <A [REDACTED] .M [REDACTED] @herefordshire.gov.uk>

Dear Mr B [REDACTED]

Hope you are well?

I sent an e-mail to yourself on the 13th March 2017 at 10.26 am, this e-mail was in response to concerns you raised with a staff member at Ha [REDACTED] house during a phone call on the 12th March 2017, that earlier e-mails sent by yourself requesting home visits had not been responded to, unfortunately i have not yet received a response to this email from yourself.

Our records show that the last family home visit was implemented on the 8th February 2017.

As a company we would very much like D to maintain regular contact with his family.

As D has not had a home visit since the 8th February nor have we had any requests for home visits since the 7th February, could you kindly please contact the home either by e-mail [H \[REDACTED\] House@priorygroup.com](mailto:H [REDACTED] House@priorygroup.com) or via telephone on 01886 [REDACTED]

If contact has not been made by Sunday the 26th March 2017, I will ask staff to raise with you over the phone the possibility of a family visit after D has finished his weekly phone call.

I look forward to hearing from you in due course

Regards,

P [REDACTED] G [REDACTED]

P [REDACTED] G [REDACTED]

Service Manager - Craegmoor

H [REDACTED] House Worcestershire [REDACTED]

T: 01886 [REDACTED]

M: 07715 [REDACTED]

E: p [REDACTED] g [REDACTED] @priorygroup.com

W: www.craegmoor.co.uk

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C [REDACTED] . <c [REDACTED] @gmail.com> 23 March 2017 at 23:13
 To: F [REDACTED] G [REDACTED] <P [REDACTED] G [REDACTED] @priorygroup.com>
 Cc: S [REDACTED] S [REDACTED] <S [REDACTED] S [REDACTED] @priorygroup.com>, Priory Complaints <PrioryComplaints@priorygroup.com>, "A [REDACTED] .M [REDACTED] @herefordshire.gov.uk" <A [REDACTED] .M [REDACTED] @herefordshire.gov.uk>, Craegmoor Enquiries <craegmooreenquiries@priorygroup.com>, h [REDACTED] house@priorygroup.com, "B [REDACTED] S [REDACTED]" <S [REDACTED] .B [REDACTED] @herefordshire.gov.uk>

Dear Mr G [REDACTED],

In response to your email of 22nd March 2017.

I am indeed aware of your email of 13th March 2017, which I received on the same day at 10:30 am, and which I replied to on 17th March 2017 at 16:53 pm. I am also mindful of the fact that my reply was, contrary to your statement, received; evidence of which will be available in due course on our website.

Further, your own records will also provide proof that you initially refused a visit on 8th February 2017 for my brother to come home, evident in your email of 7th February 2017 received at 11:24 am, Incidentally, it is 147 days since you reluctantly agreed, at the meeting of 14th September 2016, to provide a monthly schedule of my brother's activities to me, and which I have not received, to date, only what appears to be a strict regimental weekly rota for my brother.

Regarding requests for home visits for my brother, I duly note that no less than the six recent requests for such have been wilfully ignored, evidence of which is available on our website.

3/25/2017

Gmail - D home visit

Ms S [REDACTED] will also recall the past refusal to allow my brother home for his [REDACTED] 0th Birthday with a false claim made concerning his sister, the Easter visit refusal, and your refusal to allow him to attend my 50th Birthday due to your lack of provision for transport for an established celebratory event? Denying us of particular time together that will not occur again.

I ingeminate that my requests to allow my brother home when he and we wish should not continue to be wilfully ignored, neither should the repeated abuse of his and our rights.

The seventh request for family home visits will be sent to the regular addresses used, including as previous the specified address by The Priory Group; I suggest that you do not ignore it.

Sincerely

C [REDACTED] B [REDACTED]

[Quoted text hidden]