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Wednesday 17 January 2018

Mr Chris B [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Private and confidential

Dear Mr B [REDACTED]

Re. Mobile telephone

I write further to your recent inquiries in respect of the mobile telephone that you passed to your brother in November 2017.

Please be assured that we actively facilitate and encourage all of our residents to maintain close and healthy links with their family members and D [REDACTED] is absolutely no different in this respect.

We do however have concerns about the telephone that you passed to D [REDACTED]. Our care staff identified that it had a visual and audio recording facility and this was timed to switch on at a particular time of the day. Although I have not examined the telephone I have no reason to doubt our care staff. When the care staff discovered this aspect of the telephone they contacted me and on my advice they removed the telephone and placed it in a locked drawer where it remains in safekeeping.

The reason why I advised the staff to remove the telephone was because I had concerns that your brother D [REDACTED] may have been recorded without his knowledge and without his consent. Given that the telephone had been placed in D [REDACTED]'s bedroom there was every likelihood that intimate matters would be recorded: this is clearly not in D [REDACTED]'s best interests.

Please be assured that I am happy to arrange for the telephone to be returned to you. I am also agreeable for a replacement telephone to be given to D [REDACTED] but would ask that this does not have an active recording facility i.e. a facility that can be remotely operated or one that is timed to switch on at particular time(s) of the day or night.

Thank you for your assistance with this matter.

Yours sincerely



David Watts
Director of Risk & Safety