

**PRIORY**

GROUP OF COMPANIES

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Wednesday 13 June 2018

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

**Private and confidential**

Dear Mr B [REDACTED]

Re. Your email dated Tuesday 5 June 2018

Thank you for your email in which you have raised several queries.

To assist in resolving your queries I enclose a copy of the letter that I sent to you earlier this year giving the reasons for removing the loaned telephone from your brother D [REDACTED]'s bedroom.

You will see that in my letter I encouraged you to provide a replacement telephone to D [REDACTED] which did not have a recording facility. This was an entirely reasonable request in the circumstances.

I enclose with this letter a document that the staff at H [REDACTED] House previously submitted to me. It was this document that led me to the conclusion that we had no option but to remove the telephone from D [REDACTED]'s bedroom. I took this decision to protect not only D [REDACTED] but the staff team at H [REDACTED] House as well.

The telephone that you gave to D [REDACTED] had an active recording facility. D [REDACTED] did not agree to having recordings of him being made and nor did the staff team who provide D [REDACTED] with care and support. You did not seek permission to record D [REDACTED] or the staff team.

You have now posted three short videos of staff on your website albeit password protected. These videos, which I have viewed, were recorded using the telephone that you loaned to D [REDACTED]. The videos do not in any way at all show that D [REDACTED] is being mistreated. It is however unacceptable that these recordings were made and it is unacceptable that you have posted the recorded videos on your website. You have not sought permission from

anyone to post the videos on your website. I therefore ask that you remove the videos from your website.

On a separate note, you will be aware that there is profane language heard in one of the videos. Please note that I am satisfied that none of the H [REDACTED] House residents were witness to such language being used. My view is that the context to that language being used is that the staff in question were simply reacting in surprise and shock to having learnt that the telephone that you loaned to D [REDACTED] had a recording facility and that it had likely been recording your brother and the staff team. Regardless, we have however advised the staff in question to reflect on their use of such language

In respect of your request for documentation in the form of emails etc please be assured that I will review this request but my thoughts remain, as they always have, that disclosure of such information to you will not assist D [REDACTED] and will not help enhance your relationship with the H [REDACTED] House staff team.

Finally I feel obliged to advise you that I struggle to understand how D [REDACTED]'s quality of life is improved in response to the angry and inappropriate content of some of your written communication and some of your actions e.g. the profane language that you recently used on an envelope addressed to me and the loaned telephone episode (as outlined above). My experience is that progress is made when all parties communicate with each other in an appropriate, mature and reasonable manner. I know that you have D [REDACTED]'s best interests at heart and that you want the best for him therefore I would encourage you to engage with our staff team at H [REDACTED] House in a sensible and respectful manner. I am sure that this will help achieve the results that you are looking for.

As ever you are welcome to call me if you feel it would be helpful to discuss matters further. You will see my contact details at the head of this letter.

Yours sincerely

[REDACTED]

David Watts  
Director of Risk Management

Copy to:

A [REDACTED] W [REDACTED], Home Manager, H [REDACTED] House

Enclosures:

Letter dated 17 January 2018

Document re telephone recording facility