



Chris . <[REDACTED]@gmail.com>

Neglect and Loan of Equipment

Chris . <[REDACTED]@gmail.com>

12 October 2017 at 21:55

To: M [REDACTED] D [REDACTED] <M [REDACTED] D [REDACTED]@priorygroup.com>, D [REDACTED] W [REDACTED] <D [REDACTED] W [REDACTED]@priorygroup.com>, D [REDACTED] P [REDACTED] <D [REDACTED] P [REDACTED]@priorygroup.com>

Cc: COP Shared Mailbox <cop@herefordshire.gov.uk>

Bcc: "B [REDACTED], S [REDACTED]" <S [REDACTED].B [REDACTED]@herefordshire.gov.uk>, "C [REDACTED], R [REDACTED]" <R [REDACTED].C [REDACTED]@herefordshire.gov.uk>

Dear Sir/Madam,

I duly note you neglected my request for insurance claim details, on behalf of my vulnerable brother, sent to you on 22nd September 2017, and did not reply to my follow up email of 25th September 2017; both of which were sent to Mr M [REDACTED] D [REDACTED], Mr D [REDACTED] W [REDACTED], and Mr D [REDACTED] P [REDACTED].

I further note the neglect to respond to my email as to why my personal information has been additional shared within your organisation without my permission.

Ignorance and neglect, from our experience, appears to be a common practice within The Priory Group.

Regarding the care and support claimed to be provided to my vulnerable brother by your organisation, I have evidence that such is not true, and will be sharing this information with others.

Further, my brother, in the coming days, will be provided with a mobile device, charger and stand. Partly due to the disregard of his needs by your organisation, during the past years to provide a reliable and suitable telephone service and any special equipment necessary to him, while in your questionable care, and in part due to your neglect of statutory rights and the severe restrictions imposed on his contact with his family.

The equipment will be borrowed by my brother for an unspecified time and is required to be returned promptly, if or when requested, as he and I discussed.

A loan of equipment form will be provided and should be signed and authorised by your representative, to ensure he has not been denied of communication equipment, and for insurance purposes.

The form is required to be returned on hand-over and setup of the equipment.

When the equipment is returned undamaged, the form will be achieved and a copy sent to The Priory Group via email.

The equipment is NOT to be mistreated by your staff, and while with my brother remains for his sole use, or that of a carer for emergency only relating to my brother.

While my brother has the use of the equipment, he will require support to ensure that it is powered and charged at all times, with the charger itself plugged into the phone at one end and a fully working electrical socket that is also permanently powered on at the other.

Further, the equipment will be required to remain in a static and easily accessible location, should he wish to use it for telephone, VOIP or VVOIP services to or from his family.

I understand that you may not approve of how my brother remains in contact with his mother, me or other family members. However, as an interested party in my brother's health and welfare, and considering the neglect of statutory rights, mandatory right and institutional abuse of my vulnerable brother by your organisation, I believe such is necessary, and not least a safeguarding measure.

Sincerely

Chris [REDACTED]