



Chris . <[REDACTED]@gmail.com>

Conflicting information RMSS2 (2nd attempt)

Chris . <[REDACTED]@gmail.com>

21 November 2016 at 22:10

To: "C [REDACTED], S [REDACTED]" <sc[REDACTED]@herefordshire.gov.uk>

Cc: S [REDACTED], S [REDACTED] <S [REDACTED]@prioritygroup.com>, DoLS <DoLS@herefordshire.gov.uk>, "G [REDACTED] E [REDACTED]" <e [REDACTED]@herefordshire.gov.uk>, "C [REDACTED], J, K [REDACTED]" <k [REDACTED]@herefordshire.gov.uk>, "J [REDACTED] B [REDACTED]" <b [REDACTED]@herefordshire.gov.uk>, "H [REDACTED], J [REDACTED]" <J [REDACTED].H [REDACTED]@herefordshire.gov.uk>, "S [REDACTED] J [REDACTED]" <[REDACTED].s [REDACTED]@herefordshire.gov.uk>, "A [REDACTED] M [REDACTED]" <ma [REDACTED]@herefordshire.gov.uk>

Dear Ms C [REDACTED],

your email raises further cause for concern.

It is a clear indication that you have the providers interests as a primary priority rather than the best interests of my brother. Further, it is evident to me that the concerns I have raised have been willfully disregarded, including misuse of medication, the inaccurately documented records and the neglect of my brother's human rights.

As to your wish to seek counsel with Ms C [REDACTED] to deny me, a family member, carer and interested party in my brother's care and support, I am stunned at the display of inadequate knowledge of The Mental Capacity Act that you possess and it's code of practice.

The Mental Capacity Act says that health and social care professionals MUST consult with relevant people to determine the best interests of someone who lacks the capacity to make a decision for themselves, this is not an option, but an obligation clearly defined in the legislation. Further, I have not unbefriended my brother, and it is documented that I am a family member whom the Council must consult on any significant decision or change to my brother's care. I am also aware I can challenge a decision made.

I note since my concern were raised, there has been no attempt to involve the court of protection or to address the indications of neglect and abuse.

While under your care, and for the past two years, but not limited too, my brother has:

- * Suffered a poorly monitored fluid restriction that lasted for over three months
- * Is claimed to have, and yet not have, Diabetes
- * Received incorrect medication on more than one occasion
- * Had ill-fitting and ripped clothes provided to wear, on several occasions over many months
- * Suffered a fall and was left for two days before receiving professional medical attention, with an overnight stay in hospital
- * Had missing inaccurate/emergency contact details recorded
- * Now requires the use of a wheelchair
- * Has missing documentation, originally supplied by me to the home during his transition
- * Been denied casual family home visits due to lack of adequate support and provision
- * Had false claim made concerning his G.P.
- * Been denied visits for Birthday's, significant religious and established celebratory occasions due to lack or support and provision
- * Had lack of privacy during telephone calls
- * Had personalised activities withdrawn

- * Had request for a dietician neglected for over 18 months
- * Has increased in weight, significantly
- * Has had a poor diet
- * Has been regressed rather than encouraged to develop his skills
- * Has been isolated from his family support
- * Was supplied with an IMCA and advocate who falsified record and/or neglected their duty
- * I had to become involved to arrange medication for family home visits, due to lack of support by those at the meeting of 14th September 2016
- * I had to become involved once more, to find who was responsible for his finance within the organisation, due to the home and Ms S [REDACTED]'s refusal to tell me who was the person assigned, when he obviously was in need of clothes that fit and not torn.

All this while you state as professionals "how we and the home can look after DBs best interests." I believe your willful ignorance and lack of knowledge of The Law and guidelines is not that of a true professional.

I have started the process to seek appropriate specialist legal advice and redress.

Sincerely

C [REDACTED] B [REDACTED]

[Quoted text hidden]