

Mr C. B [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
06-11-2016

Ms K. H [REDACTED]
Onside,
Williamson House,
14 Charles Street,
Worcester,
WR1 2AQ.

Dear Ms H [REDACTED]

Thank you for your email of 2nd November 2016.

My complaint consists of the poor support and failure of service, by your advocate, provided to my vulnerable brother.

Your colleague Mr S [REDACTED], whether through willful ignorance or intention to falsifying record, as is documented, stated "D has lost 3 stone in weight since January. I calculate that this is an average of 2 lbs per week. I understand, from talks with a specialist in nutritional medicine, that this is a healthy rate of weight loss, in that it will not place any undue stress on the person's metabolic functions." The information I received following our meeting of 14th September indicates the above statement is false and does not correspond to records I have obtained.

Mr S [REDACTED] failed his duty to my brother to challenge or question, at the meeting of 14th September, the rigid restrictions imposed on my brother by H [REDACTED] House and their lack of flexibility and choice; making a change to our agreement after the meeting. Further, he neglected to report my concern of the documented misuse of medication administered to my brother.

The abuse of my brother and his human rights continues and was, in my opinion, assisted with the aid of your colleague. Contact with family, in particular, casual arrangements for family home visits and established celebratory dates have deteriorated to none existence.

You will appreciate the seriousness of the failure of your colleague and his false claim, particularly as his appointment as an IMCA and a paid representative were to have my brother's best interests at the core of his obligation. There is no defence for negligence that involves a vulnerable person, be they an Advocate or a paid or unpaid representative. I have a concern as to how many times a similar situation may have occurred involving a vulnerable adult who was unable to communicate directly and have the opportunity to examine and query data themselves.

My brother's care and support are of paramount importance to me, as such, I request an appropriate, suitable and diligent replacement advocate for my brother without haste, and that my complaint is investigated thoroughly and as a matter of urgency, failing which I shall seek redress.

Sincerely

A large black rectangular redaction box covering the signature area.

C. B. [Redacted]