

Mr C. B [REDACTED],
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
23-09-2016

Ms E. G [REDACTED],
Social Worker,
County Team,
Adult and Wellbeing Directorate,
Herefordshire Council,
Nelson Building,
Whitecross Road,
Hereford,
HR4 ODG.

Dear Ms G [REDACTED],

Further to our meeting of 14th September 2016.

Having reviewed my record of the meeting, and as I am my brother's litigation friend, I inform you that I am somewhat disappointed with the rushed manner you conducted our session and your insistence on completing the meeting by 15:00 pm, notwithstanding the meeting had been planned well in advance.

In my opinion, you appeared to lean toward the care homes representative's wishes rather than my brother's best interests. On occasion, you seemed to have a concern at what I was showing the advocate. Further, allowing limited empathic listening and a constrained opportunity for me to speak on behalf of my brother, or to provide the full evidence of the inadequate care and support my brother has received to date; evading my concerns on more than one occasion.

You will be aware that it is a best practice that the person who chairs or co-ordinates the best interests' meeting is not the person who is the decision-maker, this avoids possible conflict of interest.

As you may know, I attend a government advisory forum, where I am accustomed to having the meetings minutes professionally and accurately recorded. Your refusal to record the minutes of the meeting and insistence on relying on your hand-written notes alone, was in my opinion, unprofessional and conflicts with guidelines for meetings that involve the Mental Capacity Act 2005. As such I request a certified photocopy of your notes for and of the meeting of 14th September 2016. I contend these are the property of Herefordshire Council, so can be disclosed.

Your insistence on not wanting the meeting recorded is a particular concern. Your demand for me to power off my mobile phone, only allowing it to remain powered on once checked by the advocate, in my opinion displays a wilful ignorance and neglect of a vulnerable adult's right to have access to accurately recorded records of meetings. This also contravenes my brother's best interest, my human rights and the data protection act.

I struggle to understand why you did not question the circumstances surrounding the injury to my brother's ankle and the manner in which he was dealt with at the time. In my view there was a clear element of neglect on their part, resulting in D [REDACTED] suffering unnecessarily.

Further, I fail to understand why you did not address or question the care home manager's failure to ensure proper formal arrangement for the administration of medication during D [REDACTED]'s family home visits.

Another concern was your agreement with Ms S [REDACTED] in using "Google" to seek advice on dietary needs and meals, when D [REDACTED] clearly needs a professional dietician's assessment and support.

Even a layperson such as I, question some attendees knowledge of current UK legislation, that as professionals in the care industry have an obligation to be aware of.

For your records, and for future understanding of current UK law, which includes social workers, I inform you of the following which you mentioned I know more about than you, and which should not be so:

- The Data Protection Act 1998 does not prevent parents or family members recording meetings. It was designed to apply to organisations processing data, not individuals, particularly if the data is collected for personal use.
- When it comes to matters of human rights the social worker, as an agent of the state, owes a professional duty to the family and must act with a respect for the rights of privacy, family life and expression.

I look forward to your early reply and a review meeting in the future.

Sincerely

[REDACTED]

C [REDACTED] B [REDACTED]