



Chris . &lt;chris[REDACTED]@gmail.com&gt;

## Skype Contact 20-06-2020

2 messages

Chris . &lt;chris[REDACTED]@gmail.com&gt; 19 June 2020 at 11:26

To: D[REDACTED] W[REDACTED] <D[REDACTED] W[REDACTED]@priorygroup.com>, Craegmoor Enquiries <craegmoorenquiries@priorygroup.com>, Priory Complaints <PrioryComplaints@priorygroup.com>, S[REDACTED] K[REDACTED] <S[REDACTED] K[REDACTED]@priorygroup.com>, A[REDACTED] V[REDACTED] <a[REDACTED] v[REDACTED]@priorygroup.com>

Dear Sir/Madam,

I will be attempting to contact my brother via Skyper tomorrow, Saturday 20th June 2020 at 11.30 am.

Priory Group staff should be completely aware of the agreed arrangements at the meetings with representatives solicitors regarding contact details, none of which have changed; and the CoP contact schedule.

I suggest during our planned Skype session; our rights are respected.

Further, and as my questions remain unanswered, as is common practice, I reproduce them as below.

Q1. What date were residents and staff of the home you manage tested for coronavirus?

Q2. Were any residents or staff of the home confirmed to be carrying coronavirus after testing?

Q3. What was the result of my brother's coronavirus test?

Q4. Is the home currently clear of coronavirus, if so for how long?

Additionally. I insist that Skype logs regarding call to me, which Mr K[REDACTED] claimed were made since he became manager of the home and met with me at my home on 10th February 2020, are sent to me.

The Skype logs to include from 15th August 2019 to 16th June 2020.

I also insist that copies of sent emails to me from Priory Group or its staff and colleagues on behalf of my brother regarding the arrangement for Skype contact are provided.

Sincerely

Chris Bury

S[REDACTED] K[REDACTED] &lt;S[REDACTED] K[REDACTED]@priorygroup.com&gt; 19 June 2020 at 14:38

To: "Chris ." <chris[REDACTED]@gmail.com>, D[REDACTED] W[REDACTED] <D[REDACTED] W[REDACTED]@priorygroup.com>, Craegmoor Enquiries <CraegmoorEnquiries@priorygroup.com>, Priory Complaints <PrioryComplaints@priorygroup.com>

Dear Mr Bury,

Thank you for your email.

In regards to Skype contact we will support contact on Skype tomorrow at 11:30 am – can you please send me your Skype account/username please so we can facilitate this effectively. I appreciate your comment about arrangements however it would be most helpful if you could provide those details. We have attempted to contact you previously on live:chris[REDACTED] – please see attached images of attempted contact with this username on previously arranged dates.

In regards to Skype contact with user live:chris [REDACTED] between 15/08/19 and 16/06/20 from reviewing Skype logs I understand that this occurred on two occasions (24/03/20 and 09/04/20).

As to your questions – we are working on arranging testing for all staff and service users. Testing kits have been made available by government to specialist residential services during the last week. We have ordered the testing kits and we are waiting to hear when the kits will arrive at H [REDACTED] House. As soon as the kits do arrive we will immediately begin work on carrying out the tests.

There have been no cases of suspected or confirmed cases of Coronavirus among the residents and staff here at H [REDACTED] House to date.

I am unable to provide copies of emails sent to you because of the automatic deletion of emails after 60 days. I had understood that this information had been provided to you already.

I hope my email answers your questions. I do hope that your Skype contact tomorrow goes to plan. As ever you are welcome to call me or come to meet me here at H [REDACTED] House if you would find it helpful to discuss matters relating to your brother's care.

Kind regards,

S [REDACTED] K [REDACTED]

[Quoted text hidden]

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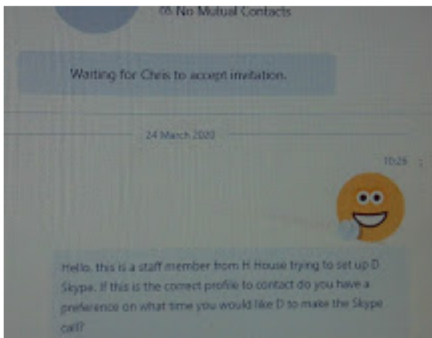
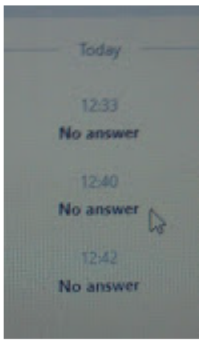
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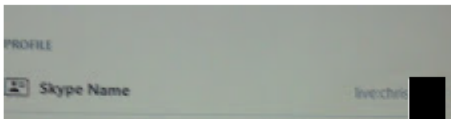
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**3 attachments**

**D 2.jpg**  
1741K



**D 4.jpg**  
3330K



**D 5.jpg**  
1440K