



Chris . &lt;[REDACTED]@[REDACTED]&gt;

## Family home visit

3 messages

Chris . <[REDACTED]@gmail.com> 17 June 2020 at 10:23  
 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] <[REDACTED] V [REDACTED]@priorygroup.com>

Dear Sir/Madam,

This email is to inform you that my brother should arrive at 12.15 pm on Thursday 18th June 2020, for his Birthday family home visit. Confirmation via email is required.

Additionally, please don't view your distressing disregard of legislation or false statements made by your colleagues as forgotten; these I can assure you I will be addressing.

Sincerely

Chris Bury

S [REDACTED] K [REDACTED] <S [REDACTED] K [REDACTED]@priorygroup.com> 17 June 2020 at 11:32  
 To: "Chris ." <[REDACTED]@gmail.com>, D [REDACTED] W [REDACTED] <D [REDACTED] W [REDACTED]@priorygroup.com>

Hello Mr Bury,

I understand that like before, you wish for your brother not to be supported by care staff during this visit. I would like therefore to gain some reassurance that the visit will not put other service users and staff members at H [REDACTED] House at risk.

In line with Government guidelines Published 10 June 2020 and updated 13 June 2020 ([https://www.gov.uk/guidance/meeting-people-from-outside-your-household?utm\\_source=e51a81c3-504a-48be-9355-469253c88f96&utm\\_medium=email&utm\\_campaign=govuk-notifications&utm\\_content=immediate%20-%20making-a-support-bubble-with-another-household](https://www.gov.uk/guidance/meeting-people-from-outside-your-household?utm_source=e51a81c3-504a-48be-9355-469253c88f96&utm_medium=email&utm_campaign=govuk-notifications&utm_content=immediate%20-%20making-a-support-bubble-with-another-household)) can you please confirm arrangements for your brother home visit specifically in regards to:

- How long do you want your brother to visit for
- Where the meeng will be t aking place and how the visit will be facilitated in case of bad weather
- How will your brother be supported to observe social distancing guidelines and to keep at least 2 metres apart

I will be happy to confirm this as soon as I will receive your reply.

Kind regards,

S [redacted] K [redacted]

**From:** Chris . [mailto:c[redacted]@gmail.com]

**Sent:** 17 June 2020 10:23

**To:** D [redacted] W [redacted]; Craegmoor Enquiries; Priory Complaints; S [redacted] K [redacted]; A [redacted] V [redacted]

**Subject:** Family home visit

Dear Sir/Madam,

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Sincerely

Chris Bury

[redacted]

[redacted]

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**Chris .** <c[redacted]@gmail.com> 17 June 2020 at 15:39  
To: S [redacted] K [redacted] <S [redacted] K [redacted]@priorygroup.com>, D [redacted] W [redacted] <D [redacted] W [redacted]@priorygroup.com>, Craegmoor Enquiries <craegmoorenquiries@priorygroup.com>, Priory Complaints <PrioryComplaints@priorygroup.com>, A [redacted] V [redacted] <a [redacted] v [redacted]@priorygroup.com>

Dear Mr K [REDACTED],

Refer to the below to the particular information you have requested to know.

Q. How long do you want your brother to visit for

A. My brother will need picking up at 2.45 pm.

Q. Where the meeting will be taking place and how the visit will be facilitated in case of bad weather

A. The location is as previously requested ' family home'.

Regarding facilitation of the visit and weather condition, please refer back to the quoted government guidance.

Additionally, I request your staff maintain a minimum distance of 2 meters from the doors of the property; with my brother entering via the outer passage door when he is ready. Similarly, when my brother is picked up, staff should ring the doorbell on arrival and step away from the property maintaining a minimum 2-metre distance.

Q. How will your brother be supported to observe social distancing guidelines and to keep at least 2 metres apart

A. How I support my brother as an unpaid family carer, and how social distancing is observed or maintained, is information which you do not need specifics of, suffice to say adequately.

Further, and likewise, I have some question I would like answered for my reassurance and the protection of others that I may come into proximity with as an NHS volunteer.

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 also insist that Skype logs regarding call to me, which you claimed were made since you became manager of the home, and I met you 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 you and colleagues on behalf of my brother regarding the arrangement for Skype contact are provided.

I welcome an early reply.

Sincerely

Chris Bury

[Quoted text hidden]