

Archived: 28 August 2020 13:00 [redacted]
From: Nicky Cooper
Sent: Mon, 25 Sep 2017 10:00 [redacted] +0100X
To: M [redacted]
Cc: Stephen Coates-Williams; [redacted]
Subject: RE: Complaint received re Hamilton House
Sensitivity: Normal

Hi Julia

[redacted]
Steve please could you respond to Julia and Mr Bury with regard to the query below (I think this issue has already been raised by Mr Bury via our complaints procedure?) [redacted]

Thanks very much
Nicky

Nicky Cooper
Quality Director
Priory Adult Care

Mobile: [redacted]
E mail: [redacted]

Priory Adult Care Divisional Office | Clerkenleap Barn | Bath Road | Broomhall | Worcester | WR5 3HR

From: M [redacted] [mailto:[redacted]]
Sent: 25 September 2017 09:00 [redacted]
To: Nicky Cooper
Subject: Complaint received re H [redacted] House

Dear Nicky,

[redacted]
We have received a complaint from Mr Bury, this is outside of CQC remit, and it is part of our process to share this with the provider for the complaint to be managed under your complaint policy and procedure. I have detailed the complaint how it was recorded by our customer service team, as I have not spoken with Mr Bury myself.

Callers brother arrived at their mother's home with his desktop, which he doesn't use very often. Carer brought his desktop in and placed on the counter. Caller noticed his brothers desktop was smashed. On CCTV at his mother's house he sees the carer bring the laptop in the house. When caller asked his bother what happened he claimed not to know it was damaged.

Caller thinks carer has damaged it in transit. Caller doesn't know who has done it however he hasn't seen the desktop for 4 weeks so unsure how and when this happened.

Any queries please do not hesitate to contact me.

Kind Regards

[redacted]
J [redacted] M [redacted]
Inspector
Care Quality Commission
Adult Social Care Inspection Directorate

Telephone number: [redacted]
Email: [redacted]

By post to:
CQC Central Midlands
Citygate
Gallowgate
Newcastle Upon Tyne
NE1 4PA

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