

Archived: 28 August 2020 [REDACTED]
From: Stephen Coates-Williams
Sent: Wed, 27 Sep 2017 [REDACTED]
To: M [REDACTED]
Cc: N [REDACTED]
Subject: RE: Complaint received re H [REDACTED] House
Sensitivity: Normal

Hi [REDACTED]

[REDACTED]

As discussed we are in the process of formally responding to Mr Bury in relation to his brothers nail care & computer . As mentioned a very small amount of debris was evident under one of DB nails which has been addressed immediately and we will be offering to support DB to purchase a new computer which we will make a contribution of £250 towards.

The above points will be put in writing to Mr Bury and I will forward a copy of the letter to you in due course.

Please do not hesitate to contact me if you require any further information

Kind Regards

Stephen Coates-Williams
Operations Director - South West & Wales
Priory Adult Care

M: [REDACTED]
T: [REDACTED]
F: [REDACTED]
E: [REDACTED]
W:www.craegmoor.co.uk

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

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From: M [REDACTED] [mailto:[REDACTED]]
Sent: 27 September 2017 [REDACTED]
To: Stephen Coates-Williams
Cc: N [REDACTED]
Subject: RE: Complaint received re H [REDACTED] H [REDACTED]

Dear both,

We have received a further concern regarding their family member's nail care. You may already be aware of this also, however wanted to ensure I shared this with you.

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

The Care Quality Commission is the independent regulator of all health and adult social care in England. www.cqc.org.uk. For general enquiries, call the National Customer Service Centre (NCSC) on 03000 616161 or email enquiries@cqc.org.uk.

Statutory requests for information made under access to information legislation such as the Data Protection Act 1998 and the Freedom of Information Act 2000 should be sent to: information.access@cqc.org.uk.

From: Stephen Coates-Williams [mailto: [REDACTED]]
Sent: 26 September 2017 [REDACTED]
To: M [REDACTED]
Cc: N [REDACTED]
Subject: RE: Complaint received re H [REDACTED] House

Hi Julia

In relation to the below I can confirm that Mr Bury has raised this with our internal complaints team and we are in the process of resolving the matter

[REDACTED]

Please do not hesitate to contact me if you require any further information

Kind Regards

Stephen Coates-Williams
Operations Director - South West & Wales
Priory Adult Care

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