

visit [redacted]th August 2018 (never arrived)

S [redacted] [redacted] telephoned at approximately 10 am this morning saying it

[redacted]
[redacted]
[redacted]

had already arranged for her to visit at 1400 pm with someone from [redacted] Care to assess mum's needs for extra care.

[redacted]
[redacted]
[redacted]
[redacted]
[redacted]
[redacted]
[redacted]

S [redacted] [redacted] arrived at our mothers at approximately 1 [redacted].00 pm with M [redacted] from [redacted] Care, to discuss mum's needed increase to her care package, this to hopefully assist in helping mum get used of carers without so much support from me. We arrange hours and S [redacted] asked about [redacted]'s desktop PC and whether I wanted her to take it. I said it would be best for her to take it as [redacted] has been without his PC since September 2017 when it was damaged at [redacted] House and he needs it. I carried the boxed PC, keyboard, webcam and instruction on how to plug it in to S [redacted]'s car, a [redacted] VW Passat, and loaded it in the boot; we chatted for a little time and S [redacted] left to make the necessary arrangements for mum and the return of the PC to [redacted].

[redacted] did not arrive while S [redacted] was her or afterwards.