



David Watts
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Ref: HH_LA/CB_S

Tuesday 20 December 2016

Private and Confidential

Mr [REDACTED] B [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Via email - [REDACTED]@ [REDACTED]

Dear Mr B [REDACTED]

Re: [REDACTED] House

I write to you in relation to the ongoing concerns that you have raised in relation to the care and support being provided to your brother [REDACTED], a service user at [REDACTED] House together with the concerns that you have expressed in respect of the overall service being provided by [REDACTED] House.

In view of the frequency of contact, the nature of the issues being repeatedly raised with managers and the fact that you appear not to acknowledge when members of the home management team have done their very best to investigate and respond in a timely and professional manner, we now formally request that you desist from emailing any concerns to the service or to any other member of Priory staff. Any future concerns should be directed to Herefordshire Council as the local authority whose ultimate responsibility is to provide for the placement of your brother.

Whilst [REDACTED] House staff will continue to provide a weekly update in respect of [REDACTED] activities and general wellbeing, and will accommodate reasonable requests for your brother to have a home visit or to receive telephone calls, no other correspondence will be accepted.

We do appreciate that our decision will not meet with your approval however this arrangement will stand for a minimum period of 6 months from the date of this letter; following which we will revisit and carefully review the situation.

In the meantime, please address any and all concerns that you may have to Social Worker Ms [REDACTED] at the following address:

County Team
Adult and Wellbeing Directorate
Herefordshire Council
Nelson Building
Whitecross Road
Hereford
HR4 0DG

You may, should you wish, also contact the Care Quality Commission and Local Government Ombudsman.

Yours sincerely

David Watts
Director for Risk & Safety