

Mr Chris Bury,

████████████████████
15-01-2024

Ms Rebekah Creswell and Head of Legal,
Priory Group,
80 Hammersmith Rd,
London,
W14 8UD.

Dear Ms Cresswell,

I am writing to you today with a profound sense of disappointment and outrage regarding the persistent disregard for the well-being of my vulnerable adopted brother and his rights, with all attempts requesting your legal representatives to contact me ignored.

The prolonged denial of visitation rights, the blatant disregard for a court order, and the callous disregard for, not least, the Mental Capacity Act have caused irreparable harm to our families.

It has been over three years since you last communicated with me regarding your Visiting Policy on the 27th of July 2020, an alleged policy which has remained as elusive as the numerous promises.

Additionally, over three hundred and sixty separate promised weekly and monthly reports, to date, have not been received from your organisation. I therefore insist on an explanation as to why this flagrant disregard has been permitted.

Such lack of transparency and action/inaction is a clear indication of your institution's apathy towards the needs of our loved ones in your 'care' and their family members.

The denial of permission for my brother to attend family funerals, not once but twice, including for that of our beloved mother, conflicting with pandemic guidelines and the Mental Capacity Act at the time, is reprehensible and a stark reminder of your organisation's disregard for established and fundamental human rights and other statutory legislation.

This decision has caused immense emotional distress, a consequence that could have been easily prevented had you adhered to guidance and law and acted with compassion and empathy.

The continued failure to provide clear and consistent guidance on visitation rights, while I note your rodomontade in corporate videos, has left families in a state of perpetual uncertainty and anxiety.

The lack of support by yourself and colleagues to allow my brother contact and visits to his former home and community exacerbated the isolation of my brother from his remaining family, whom he had lived happily with for almost four decades before being forced into your 'care'.

Further, I am aware of the disgraceful and extended, for many months, lack of specific health support by your organisation, as is evidenced in a document held by a legal firm for safekeeping.

The well-being of my brother should have been and remained your paramount concern, not an afterthought. Your failure to prioritise his needs and uphold his rights is a dereliction of duty that cannot be tolerated any longer.

I also add that I am mindful of your organisation's unlawful hacking attempt and monitoring of my family website, for which I understand you had no lawful permission.

In closing, it has also been an unreasonably extended time since your colleague, after ignoring the court order contact schedule, informed me matters would have to be returned to court, yet your organisation has disregarded applying to the Courts since, and for no less than three years.

Therefore, I urge you to start court proceedings and that the three hundred and sixty plus weekly and monthly reports are provided to me without further disregard or delay.

Sincerely

A black rectangular redaction box covering the signature of the sender.

C. Bury

Cc Head of Legal Priory Group
Cc Head of Legal Care Quality Commission