

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

S [REDACTED] C [REDACTED]
Operational Services Manager

The Nelson Building
Whitecross Road
Hereford
HR4 0DG

Tel: 01432 383890

Email: S [REDACTED] .C [REDACTED] @herefordshire.gov.uk

15th November 2016

Dear Mr Bury,

I am writing in reply to your email response in reference to my complaint response for 17 October 2016.

You have responded to my original reply in point format and whilst the Adult Wellbeing, (AWB) Directorate, and more specifically the staff and team manager involved in supporting your brother's assessed needs are happy to consider the details you raise I am concerned that we could continue to converse in this manner, taking up a great deal of both of our time.

In reference to your specific questions to me regarding evidence, my use of the word evidence referred to the fact that the allocated worker was able to explain and demonstrate that all parties were given an opportunity to share information. This is confirmed in the minutes of the meeting. In reference to your concerns about the use of the term Best Interests, whilst there are formal Best Interest Meetings, the term 'best interest' is often used by professionals, particularly when discussing a client and any plans or decisions being made about them or for them. Please accept my apologies for any confusion caused.

There are no handwritten notes for the meeting and all information gathered at the time is represented in the formal minutes.

I have been in liaison with your brother's GP and am fully aware of [REDACTED] concerns of being misrepresented in my original response. I have apologised to the GP but also made [REDACTED] aware that I shared information received at the time from the worker and provider that was thought to be a true representation of facts. After liaison with the GP I am fully aware of the situation and understand you have now resolved the provision of medication to your brother whilst he is on home visits.

In reference to the name and involvement of S. H [REDACTED], I can find no evidence of this in my communication with you and would need further information to consider this question.

Chief Executive: Mr Alistair Neill

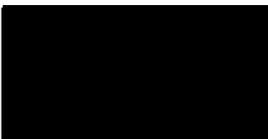
However, in relation to this point, in response to all other elements raised and going forward I feel it would be far more helpful to support a face to face meeting with you to address your concerns, to find multi agency resolution and agreement on actions for all to take forward. I suggest the meeting is held with the allocated worker and the provider who can respond to your concerns regarding specific instances of care management. I would also like GP representation to finally resolve your concerns regarding medication management for your brother and attendance by our Information Governance team for clarity in the recording of meetings.

I am happy for the meeting to be chaired (by the team's manager J [REDACTED] S [REDACTED]) and for it to be minuted by the team business support role for verification for all parties.

In liaison with your brother's allocated worker I understand Wednesdays are the most helpful day of the week for you to attend meetings. With that in mind I am suggesting a meeting on Wednesday 23rd November room 107 at Nelson House, Whitecross Rd at. 1.30 – 3pm and a staff member will meet you at reception. In line with information shared in my initial response I would ask politely that you do not attempt to make an audio or video recording of the meeting.

I hope you are able to make this meeting date and we can all work together to ensure the most supportive and positive engagement to ensure the most effective care for your brother

Yours sincerely,

A large black rectangular redaction box covering the signature area.

S [REDACTED] C [REDACTED]
Operational Services Manager