



C [redacted] <[redacted]@gmail.com>

### Conflicting information RMSS2 (2nd attempt)

S [redacted] S [redacted] <S [redacted] S [redacted]@priorygroup.com> 15 November 2016 at 13:54  
 To: [redacted]@gmail.com  
 Cc: D [redacted]@herefordshire.gov.uk, "G [redacted], E [redacted] <e [redacted].g [redacted]@herefordshire.gov.uk>, "K [redacted]@herefordshire.gov.uk" <k [redacted]@herefordshire.gov.uk>, Priory Complaints <PrioryComplaints@priorygroup.com>, Craegmoor Enquiries <CraegmoorEnquiries@priorygroup.com>, "J [redacted], B [redacted] <b [redacted]@herefordshire.gov.uk>, "safeguarding@herefordshire.gcsx.gov.uk" <safeguarding@herefordshire.gcsx.gov.uk>, M [redacted] D [redacted] <M [redacted] D [redacted]@priorygroup.com>, J [redacted] H [redacted] <J [redacted] H [redacted]@priorygroup.com>, R [redacted] M [redacted] <R [redacted] M [redacted]@priorygroup.com>, "F [redacted], J [redacted]" <J [redacted].F [redacted]@herefordshire.gov.uk>, "S [redacted].G [redacted]@herefordshire.gov.uk" <s [redacted].c [redacted]@herefordshire.gov.uk>, S [redacted] H [redacted] <S [redacted] H [redacted]@priorygroup.com>

Dear Mr B [redacted]

Further to your concerns regarding misuse of medication at H [redacted] Hse I can confirm that without any specific times and dates I am unable to identify any specific error or errors, however I can see from the attachments you have emailed over recently that a DoLS assessment states that medication is used to manage behaviors, this is most certainly not the case and I have asked the management team at H [redacted] Hse to contact the DoLS assessor to get this statement rectified.

I have been through several months records and all PRN records suggest that PRN is provided when D has a facial twitch, this is in line with a PRN protocol which has been signed by the GP on 1/6/16.

I am glad you have asked for confirmation from the GP that you can administer your brothers medication in your own home when he visits you, at least it clears things up for you and we have also got a copy of a letter from the GP which we will keep on file for future reference for the avoidance of any doubt about your request to administer medication to your brother, please be advised our previous actions in relation to medication to take out on community or home leave was fully in accordance with our company policies and procedures of Management of medication which were last reviewed July 2016.

I am sorry you feel that myself or R [redacted] have lied about the arrangements for your brothers birthday celebrations In June 2016 however I cannot be responsible for your own views and opinions on this, it is true that we had plans in place for D's birthday and another relative visited on that day [redacted]

I can confirm we have a list of celebratory dates on file for D which has been gathered over the years since he moved to H [redacted] in 2013 and these will be sent in the post in due course so you can add anything you think maybe missing or maybe not required anymore.

Please may I ask you to contact the local authority to discuss any further issues or complaints you have in regards to this matter, as I am confident there are no further concerns.

Kind Regards

S [REDACTED]

S [REDACTED] S [REDACTED]

**Regional Manager - Craegmoor - West/South West**

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**From:** C [REDACTED] [mailto:c [REDACTED]@gmail.com]

**Sent:** 12 November 2016 18:56

**To:** S [REDACTED] S [REDACTED]

**Cc:** DoLS; G [REDACTED], E [REDACTED]; k [REDACTED]@herefordshire.gov.uk; Priory Complaints; Craegmoor Enquiries; J [REDACTED], B [REDACTED]; safeguarding@herefordshire.gcsx.gov.uk; M [REDACTED] D [REDACTED] J [REDACTED] H [REDACTED]; R [REDACTED] M [REDACTED]; H [REDACTED], J [REDACTED]; s [REDACTED].c [REDACTED]@herefordshire.gov.uk

**Subject:** Re: Conflicting information RMSS2 (2nd attempt)

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