



C. <[REDACTED]@gmail.com>

Easter Family Home Visit (update)

4 messages

C. <[REDACTED]@gmail.com>

30 March 2016 at 00:16

To: J. H. <[REDACTED]@priorygroup.com>

Cc: craegmoorenquiries@priorygroup.com

Dear Mr H. [REDACTED]

For your records, we did not receive a telephone call from your colleague Mr S. [REDACTED]-S. [REDACTED], nor have your organisation addressed my email of 21st March 2016 concerning arrangements for D. [REDACTED]'s Easter family home visit.

D. [REDACTED]'s mother was particularly upset as this is the first time ever, in almost five years that he has lived in residential care accommodation, where his care provider has failed to make arrangements for his Easter family home visit.

Sincerely

C. B. [REDACTED]

J. H. <[REDACTED]@priorygroup.com>

6 April 2016 at 10:23

To: "C. [REDACTED]" <[REDACTED]@gmail.com>

Dear Mr B. [REDACTED]

I am somewhat confused regarding some of the content of your email as I have seen copies of emails, in response to yourself, which clearly contradict your statement about nobody trying to arrange an Easter visit for D. [REDACTED].

I think this continued back and forth is not really helping and I really think it would be helpful for you to attend Duane's next review where a full discussion can be undertaken on the matter, in an attempt to 'clear the air' and resolve the matter. I know the care manager is also very keen for you to attend and they have promised to try and fit a time in that is convenient with yourself.

Kind regards

[REDACTED]

From: C [redacted] . [mailto:c [redacted] @gmail.com]
Sent: 30 March 2016 00:17
To: J [redacted] H [redacted]
Cc: Craegmoor Enquiries
Subject: Easter Family Home Visit (update)

[Quoted text hidden]

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J [redacted] H [redacted] <J [redacted] H [redacted] @priorygroup.com>
To: "C [redacted] ." <c [redacted] @gmail.com>

6 April 2016 at 12:48

Dear Mr B [redacted]

I have just been made aware of the complaint that you sent at the beginning of the week, so obviously disregard my suggestion below suggesting a meeting, while we obviously look into this matter for you. The regional manager, S [redacted] S [redacted], will be back in touch shortly.

Kind regards

J [redacted]

From: J [redacted] H [redacted]
Sent: 06 April 2016 10:24
To: 'C [redacted] .'
Subject: RE: Easter Family Home Visit (update)

[Quoted text hidden]

[Quoted text hidden]

C [redacted] . <c [redacted] @gmail.com>
To: J [redacted] H [redacted] <J [redacted] H [redacted] @priorygroup.com>

6 April 2016 at 23:26

Dear Mr H [redacted]

3/5/2017

Gmail - Easter Family Home Visit (update)

Although I take issue with your previous email alleging that I have contradicted my own statement concerning the Easter home visit for D [REDACTED], I shall dismiss your claim due to your recourse, and what I believe may be due to the lack of evidence being provided to you.

I look forward to hearing from your colleague, Ms S [REDACTED].

Sincerely

C [REDACTED] B [REDACTED]

[Quoted text hidden]