



C. <C. @gmail.com>

Deprived of Birthday celebration with family

S. S. <S. S. @priorygroup.com>

21 June 2016 at 09:52

To: "C." <C. @gmail.com>

Cc: P. G. <P. G. @priorygroup.com>, R. M. <R. M. @priorygroup.com>

Dear Mr B

I am sorry you feel this way, the activity that was planned for Sat 18th June in the afternoon was in fact a planned event with a family member (His sister) and this had been arranged for some weeks prior to your request for him to come home which was only received a few days before the date you requested him to visit home.

We have raised on several occasions requests for a meeting involving the professionals relevant to DB care and support, however one date as you are aware was cancelled and so far we have been unable to get an alternative date organized. We have requested this meeting to happen again and once this has been arranged we will let you know.

I have asked the service to look into the concerns regarding the clothing, I will ask for a full audit of all items of clothing and request that any items not of a satisfactory standard are replaced.

We reiterate that if you wish to give us alternative dates for DB to visit, as you were unable to see him on Saturday due to prior commitments with another family member then please let us know so we can make suitable arrangements, I'm sure DB would like to see you and his mother so close to his birthday.

Kind Regards

S

From: C. [mailto:C. @gmail.com]

Sent: 17 June 2016 20:00
