

Client : Gladys Richards

Contact Date: 07/09/1998

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Contact From/To:

Type:

Subject: J Hoggarth 7.9.97 t/c from Mrs McKenzie

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To request that any correspondence sent to her sister, Mrs Lack, should also be copied to her. I advised that I have had no correspondence with Mrs Lack except for one letter to request she send in her written account of her concerns about Mrs Richards' care.

I advised Mrs McKenzie that a case conference would be arranged in the near future and that she would be invited, and will be fully involved in any matters regarding her mother's care.

Mrs McKenzie said she understood from what her sister tells her that nothing further will happen re their complaint unless it is put in writing. I advised that perhaps I had not explained clearly enough to Mrs Lack, that she could have made an official complaint to Glen Heathers in which case they would have had to respond in accordance with their complaints procedure, but that as they had chosen to bring the matter to our attention we and the Inspectorate were now looking into the situation to ascertain whether there is any evidence of abuse having taken place, or any breach of the regulations of registration, and that this would continue regardless of any further action taken by the family.