



Education, Care and Health Services

Early Intervention Service

Initial Response Function

Civic Centre, Room N211, North Block, Bromley BR1 3UH

Telephone: 020 8464-3333 Fax: 0208 313 4261

Direct Line: 020 8461 7777 Internet: www.bromley.gov.uk

Email: Adult.Early.Intervention@bromley.gov.uk

Your Reference: P158362

Our Reference : P158362

31 May 2017

Mr Daniel McMorrow

Email: dmcmorrow@mage-net.net

Response to Complaint

Firstly, I am sorry that you have had cause to complain to Bromley Education, Care and Health Services about our contacts with your mother Mrs Pauline McMorrow.

My understanding is that your complaint relates to our speaking with your mother regarding your care. I would like to assure you that we take confidentiality and data protection issues very seriously and we would not share your personal information with anyone people who do not have the right or need to know.

Our records show that we have had two contacts with Mrs Pauline McMorrow on 10th and 30th August 2016:

I spoke with Mrs Pauline McMorrow on 10th August 2016 in order to get a full understanding of the issues and to check that we have addressed every concern you raised in the complaint. As you may recollect you copied Mrs McMorrow in the email complaint you sent on 28 July 2016. I also informed you about the need to phone Mrs McMorrow when I spoke with you on 10 August 2016 and you did not raise any objection.

On 30th August 2016 Mrs McMorrow phoned the Adult Early Intervention Service and requested an urgent call back regarding your move to Haringey as it seemed Haringey Council had not received our referral. The allocated worker phoned back and confirmed with

Mrs McMorrow that a referral was indeed sent and contact details for the Haringey Council were provided to her.

As you can see from the above, Mrs McMorrow was only contacted when we had need to do so and your personal care needs were not discussed at any of those times.

I do hope I have succeeded in addressing your concerns to your satisfaction and I am happy to discuss further if that is helpful. However if you remain unhappy with the outcome of your complaint, you have the right to approach the Local Government Ombudsman, PO Box 4771, Coventry, CV4 0EH. For further information, you can visit the LGO's website at: www.lgo.org.uk

Yours sincerely



Adesina Suleiman

Acting Team Leader

Initial Response – Adult Early Intervention Service

London Borough of Bromley

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