

PT- LH5 - Allegation 1

DATE	BANK WITHDRAWAL	TIME	ATM LOCATION	RECEIPT	BOOKED IN JOURNAL	NOTES
11.08.17	£200.00		Morrisons Brampton	No	No	PT manages her own finances
11.08.17	£86.11		MorrSIONS	No	No	PT manages her own finances

£100

TS has recorded in the journal for the morning call that PT had asked her to withdraw some money and purchase a few items . TS arrived back at PT's at 13:00 and recorded that she supported PT to put away her shopping, and that the bank card and money was given to PT who put them in her purse.

TS called the office at 10:57 to say that she is getting PT some shopping today. TS called back at 11:51 to say that she had withdrawn **£100** for PT and done her shopping on her card. There is a call recording to support this conversation, which has also been logged on the Events Log.

PT's bank statement shows that £200, not £100, was withdrawn on 11.08.17. The shopping had also been carried out. TS timesheets indicate that she carried out PT's morning call, shopping time and lunch call. The timesheet also shows an evening call, although the journal shows that another staff member carried out the tea call and recorded that PT had cancelled her evening call. Timesheet indicates that TS returned to PT's without recording this in the journal.

Attachments: Bank Statement, Journal Entry, Call Log, Timesheet, Voice Recording of Telephone Call.

03056 002613 0005 E 99999


MISS PATRICIA TAYLOR
17 SHROGGS HEAD CLOSE
DARFIELD
BARNLEY
S73 9EW



338

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
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Account name **MISS PATRICIA TAYLOR**

Account number: 30880248 Sort Code 09 01 26

BIC: ABBYGB2LXXX IBAN: GB98 ABBY 0901 2630 8802 48

Your transactions 1st Aug 2017 to 31st Aug 2017

Date	Description	Money in	Money out	£ Balance
1st Aug	Balance brought forward from previous statement			3,230.60
1st Aug	DIRECT DEBIT PAYMENT TO GUINNESS PARTNERSH REF A00619477, MANDATE NO 0041		53.21	3,177.39
2nd Aug	BANK GIRO CREDIT REF WE966358B DWP EESA, 000100160000907628	376.00		3,553.39
2nd Aug	 CARD PAYMENT TO TESCO STORES 2071,116.82 GBP, RATE 1.00/GBP ON 31-07-2017		116.82	3,436.57
2nd Aug	 CARD PAYMENT TO TESCO STORES 2071,8.76 GBP, RATE 1.00/GBP ON 31-07-2017		8.76	3,427.81
4th Aug	STANDING ORDER VIA FASTER PAYMENT REFERENCE DM221257074, MANDATE NO 0003		10.00	3,417.81
11th Aug	BANK GIRO CREDIT REF WE966358B DWP DLA, 000100038950534234	564.40		3,982.21
11th Aug	DIRECT DEBIT PAYMENT TO AXA WEALTH LTD REF 3040341, MANDATE NO 0032		30.00	3,952.21
11th Aug	STANDING ORDER VIA FASTER PAYMENT REFERENCE DM221257074, MANDATE NO 0003		10.00	3,942.21
11th Aug	 CASH WITHDRAWAL AT MORRISONS BRAMP ATM MORRISONS BRAMP, UK,200.00 GBP, ON 11-08-2017		200.00	3,742.21
14th Aug	 CARD PAYMENT TO W M MORRISON PLC,86.11 GBP, RATE 1.00/GBP ON 11-08-2017		86.11	3,656.10
15th Aug	DIRECT DEBIT PAYMENT TO BARNLEY MBC REF 9500023806, MANDATE NO 0038		312.13	3,343.97
16th Aug	BANK GIRO CREDIT REF WE966358B DWP EESA, 000100160850863020	376.00		3,719.97
16th Aug	DIRECT DEBIT PAYMENT TO YORKSHIRE WATER REF 5330119200100005, MANDATE NO 0034		16.00	3,703.97
17th Aug	DIRECT DEBIT PAYMENT TO BT GROUP PLC REF GB10241765-000069, MANDATE NO 0040		30.98	3,672.99

DAILY INFORMATION SHEET



Name: Pat Taylor		Day: Friday		Date: 11 th August 2017	
<u>Morning Activity</u> When I arrived Pat Greeted me she was outside with her cats, breakfast of choice made for Pat, Household chore completed, At Pat's request she has asked me to withdraw some money and purchase a few items, I will drop those off later.					
Time Arrived: 8:15		Time Left: 9am			
Staff Signature 1 - <i>[Signature]</i>		Staff Signature 2 -		(if applicable)	
<u>Lunch Activity</u> When I arrived Pat greeted me, supported Pat to put away her shopping card & money given to Pat who then put them in her purse. Pat's Dinner of choice made and put on the table for her. Washing brought in and put away. Pat eating her lunch on my leaving.					
Time Arrived: 13:00		Time Left: 13:35			
Staff Signature 1 - <i>[Signature]</i>		Staff Signature 2 -		(if applicable)	
<u>Tea Time Activity</u> On arrival Pat in Bedroom, fetched washing in of Linie made Pat's Tea, left pat eating meal on leaving, But clothes away on leaving.					
Time Arrived: 5:15		Time Left: 5:45			
Staff Signature 1 - V Baxter		Staff Signature 2 - <i>[Signature]</i>		(if applicable)	
<u>Evening Activity</u> <div style="text-align: center; font-size: 1.2em;">Call cancelled</div>					
Time Arrived:		Time Left:		Call log 39581	
Staff Signature 1 -		Staff Signature 2 -		(if applicable)	
Other Comments					
Staff Signature 1 -		Staff Signature 2 -		(if applicable)	

Events

ID	Date & Time of Contact	Contact from	Contact to	Contact Type	Relates to	Detail of Call	Client	Relates to Staff	Action	Outcome / Signpost	Analysis	Shift Start Date & Time
33917	11/08/2017 10:57	Terrie Spence	Nicky Joburns	Phone	33917	Terrie phoned to say that she is getting Pat some shopping today	Pat Taylor	Terrie Spence	No further action required	No further action required	Client - Information	
33923	11/08/2017 11:51	Terrie Spence	Nicky Joburns	Phone	33917	Terrie phoned to say that she has used Pat's card to get her some shopping and has withdrawn £100 for her	Pat Taylor	Terrie Spence	Nicky emailed LH and JB for information	No further action required	Client - Information	

