16th March 2020

**To All Relatives/Friends/Visitors to Andrew Cohen House**

Dear All

Following on from our letter sent on 12th March 2020 and considering the level of vulnerability of our residents, **WE ARE STOPPING VISITS ALTOGETHER FROM TODAY, 16TH MARCH 2020.**

The current advice is that anyone over the age of 70 is far more at risk from this virus and we all have a duty to ensure our loved ones are considered a priority.

We will be reviewing this constantly and will make exceptions in certain circumstances.

Please contact us by telephone and we will discuss each individual situation.

We are planning to offer skype or facetime facilities, but these will need to be pre-booked so that we can manage them efficiently. Please telephone us to ensure we have your correct contact details. We can only take bookings Monday – Friday in office hours but can facilitate this process over the weekends.

This has been a very difficult decision for us to make and we thank you for your continued support and understanding in these unprecedented times.

Kind regards,

**Sharon Grey**

**Registered Manager**