



**Birmingham and Solihull  
Mental Health  
NHS Foundation Trust**

Date: 23 March 2020

**JUNIPER CENTRE**  
Moseley Hall Hospital  
Alcester Road  
Birmingham  
B13 8AQ

*(Postcode for Satellite Navigation: B13 8JL)*

Tel: 0121 301 5838  
Fax: 0121 301 5801

Dear Relative/Carer/Friend

It is with regret that following scientific and medical advice from government that we have had to review our visiting policy. To keep our patients, staff and the public safe we will need to suspend all visiting to the wards from today. This will be reviewed regularly and as soon as we are informed that it is safe to do so, face to face visiting will be restored.

We will be looking at all alternatives to ensure that you are still able to converse with your loved one in terms of technology and telephone communication.

We will allocate a member of the team to make contact with family and carers on a daily basis to keep you up to date on their well-being. This will be done at a specific time to ensure the smooth running of the ward.

We understand that this decision will be really difficult for you and your loved one and we really appreciate your support at this difficult time. We will be guided by expert advice and we will keep you fully informed.

Yours sincerely

**DEREK TOBIN**  
**ASSOCIATE DIRECTOR FOR OPERATIONS**

**DR. FAROOQ KHAN**  
**CLINICAL DIRECTOR**

Chair: Sue Davis, CBE | Chief Executive: Roísín Fallon-Williams

Customer Relations | Mon – Fri, 8am – 6pm  
Tel: 0800 953 0045 | Text: 07985 883 509  
Email: [bsmhft.customerrelations@nhs.net](mailto:bsmhft.customerrelations@nhs.net)  
Website: [www.bsmhft.nhs.uk](http://www.bsmhft.nhs.uk)

