



# Applicant prospectus

**LOROS**

Hospice Care for Leicester, Leicestershire & Rutland

Being there for *you*  
and *your family*





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## Message from the Chief Executive

### **Thank you for your interest in a role at LOROS.**

**As you will read throughout this application pack, we are very proud of both the breadth and quality of the care that we provide to patients and their families across Leicester, Leicestershire and Rutland. LOROS is a widely known, highly regarded and passionately supported local charity**

You will find in this pack all the information you need to make your application as well as contact details should you wish to ask any more detailed questions.

Kindest regards

Rob Parkinson,  
Chief Executive





# Introduction to LOROS

**LOROS is one of the UK's largest hospice charities, providing specialist palliative care for adults with a terminal illness, and support for their families. The Hospice provides a wide range of care services including a 31 bed Inpatient Unit, Community Nurse Specialists, Day Therapy, Lymphoedema and other Outpatient Clinics. Care is provided free of charge to patients living in Leicester, Leicestershire and Rutland.**

## What we offer

- Specialised care for those aged over 18 who are suffering from a terminal illness when cure is no longer possible
- Short-stay inpatient ward for symptom management and/or end of life care
- Outreach support in the patient's home - Clinical Nurse Specialist and home visiting service
- Day therapy
- Complementary therapy
- Counselling

## Research and Education

We work in partnership with higher and further education providers to supply education, training and support to over 2,165 health and social care professionals every year.

Research is a key part of our work and goes directly to inform improvements in patient care both within LOROS and externally through education programmes for care homes, GPs, trainee doctors and many other health care professionals. LOROS works collaboratively with other local health and social care providers to benefit patient care. We also work closely with those responsible for commissioning health care across Leicester, Leicestershire and Rutland.

## Funding

Each year we invest £10.5 million in service delivery. 26% of this comes from the NHS, the rest must be raised through voluntary income, via our network of 29 shops, fundraising events, lottery, philanthropic giving and other commercial ventures.

## Our vision

Everyone with an incurable illness has the right to excellent care. This should value and respect their uniqueness and their own choices. People should be enabled to live and die with dignity and with appropriate and compassionate support for themselves and their loved ones.

 [Click here to see our Strategic Plan](#)

 [Click here to see our Annual Reports](#)



# LOROS key aspirations



The following are provided simply as an overview of some key future aspirations for LOROS. They should be considered alongside the ongoing responsibilities of sustaining the Hospice’s key services and are ‘in addition to’ rather than ‘instead of’ what the Hospice currently does. They have the potential to form part of the longer-term plans of the organisation.

## Even greater service provision in the community

There are multiple opportunities for LOROS to develop service provision out in both the towns of Leicestershire and Rutland as well as the more isolated rural communities. LOROS already owns a mobile resource called ‘LOROS Local’ which can travel to pre-planned destinations and help give support, information and advice, education and even some non-clinical service delivery in a very local way.

In addition, there are several ‘outreach’ initiatives in the organisation’s pipeline;

A well-being centre in Market Harborough – funded through a large local charitable trust and currently at design stage with architects and other charity partners.

The further growth of ‘Compassionate Communities’ including compassionate towns across Leicester, Leicestershire and Rutland (LLR).

## Mergers, acquisitions and properties

LOROS is well underway on a ‘commercial innovations’ journey – looking to create a profitable fourth income stream alongside shops, lotteries and fundraising. This will include buildings and property that may well also allow a growth in service provision and the potential to acquire other charities where there is a suitable alignment of vision and mission.

## Centre of Excellence

LOROS is the named ‘Affiliated Teaching Hospice’ of the University of Leicester. This significant accolade is based upon our large investment in to education and research and the aspiration to be a true Centre of Excellence – joining up research in to patient care, education content informed through this research and then resulting in improved patient care nationally.

## Key facts

**£8.3M**

Expenditure on patient care per year

**£6.0M**

Minimum amount of **income** to be raised per year



**>1,878**

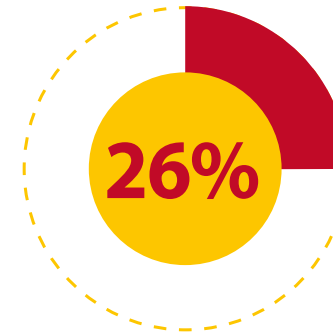
No. of individuals receiving patient care from LOROS per year



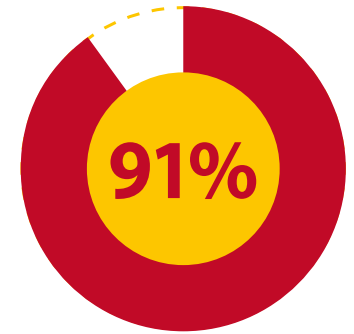
**Cost per hour** of running the charity



**380** <sup>306 FTE</sup> employees  
**1,300** regular volunteers



Portion of expenditure covered by NHS



Portion of charity costs directed to care services

**3,228**   
Participants in LOROS educational activities

**20,685**   
LOROS Lottery numbers

**29**   
LOROS Shops

**All money raised is spent locally in Leicester, Leicestershire and Rutland.**

Figures accurate as of February 2022 | Source: 2020/21 Statutory Accounts and Clinical Dashboard

## Staff survey comments



### In 2021 a staff survey was undertaken by Birdsong Charity Consulting.


Below are a selection of comments made by LOROS staff to the question of 'What do you like most about working for LOROS?'


- Making a difference. Enjoy working with the people. The development opportunities I am given by my line manager. The fact I am valued and respected.
- The care we provide and the support we are given to help provide it. LOROS has such a great reputation. I say 'I work for LOROS' with a large amount of pride.
- The values and aims really do run through what we do. There is a collective feeling of compassion, care, teamwork and pride for what we do. The people really make it. From SMC to volunteers and everyone in between.
- The ability to make a difference to the lives of patients and their families.
- I like the support that is offered to me in my role by my line manager. I feel my ideas and thoughts are well received and listened to. Working for LOROS gives me a sense of purpose and the feeling that my work helps support patient care.
- I like the small community and friendliness of all the staff
- Hearing how our services positively affect a patients/carers/family member(s) quality of life
- I enjoy working for a charity that has a positive impact on its local community
- That in some way I am playing a part in making a small difference to patients lives by working at LOROS, within a passionate team






# Staff benefits

-  Comprehensive induction and orientation programme
-  Competitive rates of pay
-  Discount at LOROS owned cafes Peppercorns at Anstey and Abbey Park
-  10% off at Progress gym in Glenfield
-  Access to Company shop and the Blue Light discount card (subject to their terms and conditions, check websites)
-  Free tea and coffee
-  Generous holiday entitlements
-  Contributory pension scheme, including the NHS pension scheme for eligible employees
-  Flexible working practices
-  Learning and development opportunities including supervision and leadership development
-  Eye care vouchers







-  **Wellbeing support**
  - Access to Amica, a free and confidential counselling service
  - Progressive and active wellbeing programme
  - Staff wellbeing coordinator
  - Wellbeing strategy
  - Trained mental health first aiders
  - LLR Wellbeing hub access
  - Free access to our in house complementary therapies
  - Chaplaincy department
  - Clinical supervision
  - Freedom to speak up guardian
  - Development opportunities including in house training and access to LOROS coaching staff
  - Opportunities for volunteering and job shadowing

-  **Hospital Saturday Fund cash plan (part funded by LOROS)** offering benefits such as, money back from dental and optical fees, a birth grant and an overnight hospital allowance. In addition there are many money saving offers for example, discounted gym membership, special priced cinema tickets and every day shopping discounts.

-  **Salary sacrifice for eligible staff- cycle to work scheme, pension contributions**

-  Death in service benefit cover for eligible employees
-  Recognition of long service

## Hospice site specific

-  Free parking
-  Changing rooms and staff showers
-  On site gym facilities
-  Staff quiet room
-  A smart and stylish staff dining room, social area and on site cafe with competitively priced food and beverage
-  Relax and have your lunch in our beautiful surrounding gardens

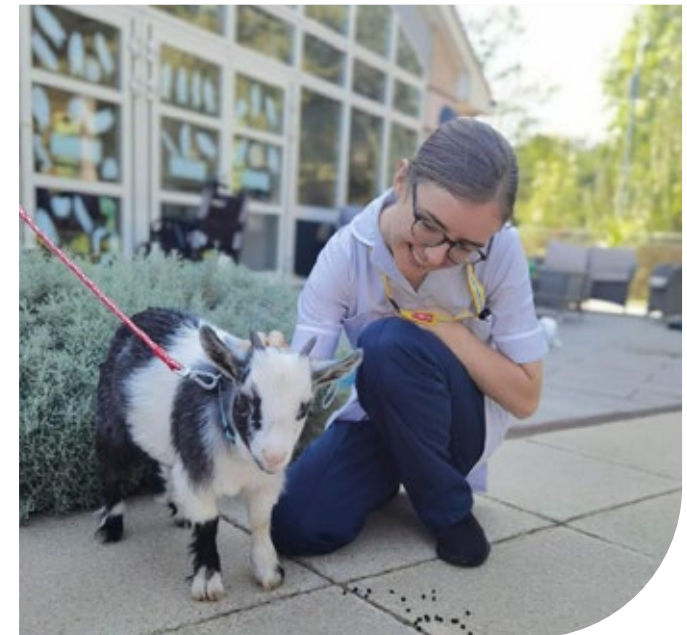
# LOROS Staff and Volunteer Wellbeing

**Wellbeing is different to everyone but we all need to look after ourselves.**

At LOROS we have a dedicated Wellbeing Strategy that was designed out of staff feedback and further research into wellbeing at work.

We have a wellbeing offering to support you from your very first day and to enable you to maintain your own holistic wellbeing for life.

One of the best features of wellbeing at LOROS is that you have the opportunity to have your say about what we can do.





# LOROS Values and Behaviours



## Professional

Showing respect to patients and families, as well as members of our community, staff and volunteers.



## Focused

On exceptional quality service and support for patients and families whilst listening, learning and adapting to their diverse needs.



## Collaborative

Working together as colleagues and with local, regional and national partners to grow meaningful relationships and achieve sustainability.



## Compassionate

Showing kindness, discretion and sensitivity as we care for our patients, families, our community, staff and volunteers.



## Trustworthy

Be honest, reliable and consistent, showing respect and dignity in everything that we do.



## Accountable

To our patients, their families, our community, staff, volunteers and external organisations/bodies.



## Application process

If you would like to discuss a role in more detail, please contact the person detailed on the vacancy. Alternatively please email **HR@loros.co.uk** and we will do our best to assist you with your query

**Closing dates and interview dates can also be found on the vacancy**

To view our current vacancies, please visit [loros.co.uk/vacancies](https://loros.co.uk/vacancies)











# Directions to LOROS and the Professional Development Centre

You can find us just off the Groby Road (A50) in Leicester.

## From the East - A46 from Newark

At the Leicester Western bypass roundabout (Hobby Horse pub will be on your left, and is visible from the roundabout), turn right onto A46 North & West (also signed for M1/M69).

Take 2nd exit off A46 signed Beaumont Leys.

At roundabout take 2nd exit (Gynsills Lane).

At A50 roundabout take 2nd exit (first one goes into County Hall) onto A50 towards Leicester City.

At next roundabout take 3rd exit still on the A50 towards Leicester City.

Turn left at next traffic lights at Heathley Park pub.

Take first left (Duncombe Road) and follow the road round until you come to the LOROS entrance.

## Using Motorways - M1/M69 Junction 21

Take A563 Outer Ring Road.

At the first roundabout, take 3rd exit, following Leicester North & West and continue to follow A563 (north).

At the Groby Road roundabout with A50, take 4th exit onto A50 towards City Centre.

Turn left at next traffic lights at Heathley Park pub.

Take first left (Duncombe Road) and follow the road round until you come to the LOROS entrance.

## Using Motorways - M1 Junction 22

Take A50 towards Leicester and stay on this road.

At 4th roundabout, Glenfield Hospital on left, take 3rd exit (still on A50) towards Leicester City.

Turn left at next traffic lights at Heathley Park pub.

Take first left (Duncombe Road) and follow the road round until you come to the LOROS entrance.



# LOROS

Hospice Care for Leicester, Leicestershire & Rutland

Being there for you  
and your family

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**loros.co.uk**

Registered Charity No: 506120

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