In case of comments or complaints, please contact:

Simon Proffitt (Chief Executive), or Jo Kavanagh (Director of Care Services)
LOROS, Groby Road, Leicester LE3 9QE

or, Care Quality Commission, East Midlands Office, Citygate, Gallowgate, Newcastle Upon Tyne NE1 4PA

Alternative language copies available

If you would like this information in another language or format, please contact the Patient Experience Lead PA on 0116 231 8435

જો તમને આ માહિતીની અન્ય ભાષા અથવા સ્વરૂપમાં આવશ્યકતા હોય તો કૃપા કરી ટેલીફોન નંબર 0116 231 8435 પર Patient Experience Lead PA (પેશન્ટ એક્સ્પેરીયન્સ લીડ પીએ) નો સંપર્ક કરો

Jeżeli chcieliby Państwo otrzymać niniejsze informacje w tłumaczeniu na język obcy lub w innym formacie, prosimy skontaktować się z PA Zespołu Patient Experience pod numerem telefonu 0116 231 8435.

ਜੇਕਰ ਤੁਸੀਂ ਇਸ ਜਾਣਕਾਰੀ ਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਜਾਂ ਪ੍ਰਾਰੂਪ ਵਿੱਚ ਪ੍ਰਾਪਤ ਕਰਨਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਰੋਗੀ ਅਨੁਭਵ ਪ੍ਰਤੀਨਿਧੀ PA ਨਾਲ 0116 231 8435 ਟੈਲੀਫੋਨ ਨੰਬਰ ਤੇ ਸੰਪਰਕ ਕਰੋ।

Haddii aad ku dooneyso macluumaadkan luqad kale ama habeyn kale fadlan la soo xiriir Hogaan Bukaanka Waayo-aragga PA taleefoon nambarka 0116 231 8435

আপনি অন্য কোনো ভাষা বা ফরম্যাটে এই তথ্য পেতে চাইলে অনুগ্রহ করে 0116 231 8435 টেলিফোন নম্বরে প্যাসেন্ট এক্সপেরিয়েন্স লিড পিএ-তে যোগাযোগ করুন

اگر آپ کو یہ معلومات کسی اور زبان یا فارمیٹ میں درکار ہوں تو برائے مہربانی پیشنٹ ایکسپیرئینس لیڈ کے PA سے اس فون نمبر پر بات کریں 0116 231 8435

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LOROS
Hospice Care for Leicester, Leicestershire & Rutland

Being there for *you* and *your family*

Registered Charity No: 506120
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The care we provide

Being there for you and your family, 365 days a year

loros.co.uk

LOROS
Hospice Care for Leicester, Leicestershire & Rutland

Being there for *you* and *your family*

Our dedicated team of staff and volunteers makes LOROS what it is

LOROS is an independent local charity providing palliative care and support to over 2,500 people each year within Leicester, Leicestershire and Rutland.

What we offer

- Specialised care for those over 18 with complex problems who are suffering from a terminal illness when cure is no longer possible
- Short-stay inpatient care for symptom management and respite - with help, half of these patients go home
- Outreach support in the patient's home
- Palliative day therapy

How to refer

- Patients are accepted from the geographical area of Leicester, Leicestershire and Rutland
- Referrals are generally made by a GP, hospital consultant or hospital palliative care team, or are facilitated by a Community Nurse Specialist
- Patients eligible for referral are usually suffering from advanced cancer or other life-limiting conditions e.g. Motor Neurone Disease (MND), heart failure or respiratory failure

Services

Inpatient unit

The aim of our 31 bed inpatient unit is to provide high quality care to patients, their families and friends, addressing physical, psychological, social and spiritual needs. The focus of this care is to enhance quality of life.

The team of doctors, nurses and other hospice staff promote dignity and individual choice and strive to improve the patient's care experience.

Enablement team

Occupational therapists, physiotherapists, discharge liaison nurses and a social worker, together provide ways of maximising a patient's independence and helping them to get home if appropriate.

Counselling

A specialist confidential counselling service is available to patients and their families. Counselling gives people the opportunity to talk through their experience with trained counsellors who enable patients and families to make more sense of their feelings.

Chaplaincy

The chaplaincy team is available to support patients, their families and friends, staff and volunteers. The purpose of the team is to meet the spiritual and religious needs of individuals of any or no faith.

Family support services

Patients and carers can be provided with a home visitor a few hours a week to allow carers to leave the home with peace of mind so they can spend time doing other things. A bereavement support visiting service is also available.

Day therapy

LOROS day therapy is open three days per week and provides multidisciplinary care including complementary therapy, diversional and creative activities, information and support, chaplaincy and review by a specialist doctor, day therapy nurses, physiotherapy and occupational therapy.

Community nurse specialists (CNS)

The LOROS CNS team provides specialist palliative care and advice to patients and families in their own homes. This is achieved through direct patient contact and liaising with other health and social care providers.

Lymphoedema

The lymphoedema clinic provides

specialised care and treatment for those patients with lymphoedema due either to cancer and its treatments or to other causes unrelated to cancer.

Complementary therapy

A range of complementary therapies are offered to patients and relatives primarily to enhance well-being and quality of life.

Outpatients

The Hospice provides a medical outpatients service where patients may be seen by a palliative care doctor. Some patients who are too unwell can be seen at home.

Cultural support

The Cultural Support Worker (CSW) helps where there are particular cultural needs. The CSW works alongside the different teams at the hospice and does joint visits in the community with the LOROS CNS team and Macmillan nurses.

Our care

All of our services are free of charge to all patients and family members based upon clinical need.

Our charity

It costs £7.5 million each year to be able to deliver our services.

The NHS does give us some money, but we still need to raise at least £4.5 million each year from our local community.

90% of funds received go towards patient care.

Please help us by:

- Volunteering some of your time
- Sharing your story to help raise awareness of the work we do
- Making a cash donation
- Joining our lottery
- Buying from, or donating to, our shops
- Organising or going to fundraising events
- Leaving LOROS a gift in your Will