



How you can help us

Get involved and help support local people living with a terminal illness

loros.co.uk

LOROS

Hospice Care for Leicester, Leicestershire & Rutland

Being there for *you*
and *your family*

It is only with the support of people like you that we can continue to care for our patients, their families and carers.

LOROS is a local charity and every year we care for over 2,500 people across Leicester, Leicestershire and Rutland. We deliver high-quality, compassionate care and support to terminally ill patients, their family and carers. We deliver care that is special and unique to each individual.

We do not charge for our services, which are available to all adults (18+) and are based upon clinical need.

We need your help

It is only with the support of people like you that we can continue to care for our patients, their families and carers.

Here's how you can help us:

1) Volunteer

At LOROS we rely on a team of around 1100 volunteers who give up their time to help us with a wide range of tasks.

From working on reception or in our snack bar, to volunteering in our shops, as drivers, at our events and

as members of our fundraising and pastoral care teams - we just couldn't operate without them!

If you are over 18 and can offer some time whether weekly, fortnightly or monthly we would love to hear from you. If you are aged 16-18 you could also volunteer in one of our charity shops or back office areas such as fundraising, finance, operations or education.

loros.co.uk/volunteer

2) Fundraise

It costs us £7.7 million each year to be able to deliver our services. The NHS does provide us with some money, but we still need to raise at least £5 million each year from our local community.

We're proud that 91% of funds received go towards patient care.

Please help us by:

- Making a cash donation
- Leaving LOROS a gift in your Will

- Joining our lottery
- Buying from, or donating to, our shops
- Giving regularly by becoming a Friend of LOROS
- Organising or going to fundraising events

loros.co.uk/fundraise

3) Share your experience by telling us your story

One of our biggest challenges is raising awareness of the work we do. People that haven't experienced our services may perceive the hospice as gloomy because of the nature of our work, or be anxious about coming to us or being treated by us.

We are looking for patients and families to share their experiences of LOROS to help try to dispel these feelings. Whether you, or someone close to you, have been cared for at the hospice, or LOROS services have been provided in your home - your story could be incredibly powerful. Sharing how LOROS has helped you really does help others.

We would love you to share your experience of our care with others. We will listen sensitively to your story, seek your approval on what we write and then share it with the people of Leicester, Leicestershire and Rutland.

4) Shape our services

If you have experienced our services, hearing your views is really important to us. We have a number of opportunities that you can access.

Would you like to joint our Patient and Carer Participation Group?

What is the Patient and Carer Participation Group?

It is a meeting between LOROS patients, carers, ex-carers and Hospice staff. We meet four times a year to discuss services, listen to your views and explore ways we can improve the care we deliver.

The meeting is chaired by a patient or carer and the atmosphere is friendly and encourages open and honest feedback about the services you or your family member have received from the Hospice.

Where does it take place?

At LOROS Hospice

How long does it last?

It starts at 5pm and finishes around 7pm. Members usually meet at 4.30pm for tea and refreshments.

How does it work?

Meetings are informal, and usually between 10-15 people attend. You'll

be able to comment on the papers circulated prior to the meeting, and you can bring your own agenda items for discussion.

What difference does the group make?

Discussions and outcomes from the meetings influence service delivery at the Hospice and have a real impact on patient care. Members can get involved in a number of other activities as well, such as helping with surveys and audits and reviewing patient information. Your involvement really can make a difference to the care patients and families receive at LOROS.

Would you like to join our Reader's Panel

Our reader's panel helps us to review current and new patient information leaflets and factsheets. You will be commenting on the content to ensure that they are written appropriately for our patients and families. This can all be done by email.

Tell us what you think/Small things make a big difference

If you want to make any suggestions about how we do things, positive or not so positive, then you can fill in one of the 'tell us what you think' forms or 'small things make a big

difference' cards located around the building.

We will listen to what you have to say and will take the necessary steps. This could be passing on a compliment to a member of staff, or taking to key staff about your recommendations for improvement.

5) Shape our training

Every year our Education Department helps to train student doctors and nurses, teaching them about end of life care. It is very important that the trainees have an understanding of what it's like to live with a terminal illness and the impact that this has on the lives of patients, their families and carers.

To do this we invite bereaved family members and carers to talk to the trainees, so that they can hear first-hand about the experience of looking after someone before they died. We appreciate that this isn't for everybody, but many people find this opportunity therapeutic. If someone you cared for has died recently and you would like to help, please contact us and we can agree if this is the right time for you to get involved or if it is something you may want to consider at a later date.

Why help?

With your help we can continue to develop LOROS as a place of care and support for terminally ill patients, their families and carers from across Leicester, Leicestershire and Rutland.

Private health insurance

If you have private health insurance your insurance scheme may contribute towards the cost of your treatment in the hospice.

If you are a member of such a scheme and would be willing to talk to someone about claiming a contribution for LOROS please speak to a member of the nursing team for further advice.

Get in touch

If you would like to find out more, please call us on **(0116) 231 3771** or email **info@loros.co.uk**

You can also visit loros.co.uk for the latest news and events and to learn more about supporting LOROS.



This leaflet is updated regularly. For the most up-to-date information please visit loros.co.uk/care

LOROS Hospice is dedicated to ensuring equality and diversity is at the core of all our activities.

In case of comments or complaints, please contact:

Chief Executive, or 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

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 xiriiir 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 ایکسپیرینس لیڈ کے PA سے اس فون نمبر پر بات کریں 0116 231 8435

LOROS Groby Road, Leicester LE3 9QE

☎ (0116) 231 3771

✉ info@loros.co.uk

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