Information for visitors

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

loros.co.uk
Visiting times

It is important to us that all patients are comfortable and happy with visiting arrangements.

LOROS generally welcomes visitors at any time. In practice, however, most visitors come between 10am and 10pm. Outside of these hours we ask that only close family members visit.

All visitors will be asked to sign in at main reception and to use the hand gel provided. New visitors will be escorted to the ward by a volunteer and will be asked to wait in the social area while they check the patient is able to accept visitors.

Sometimes patients may need to limit their visitors, especially when very tired – rest can be very important. Please do not be disappointed if this happens.

We acknowledge and respect that in many communities and cultures it is customary for extended families and friends to visit the sick and dying.

Where a large group of people (who aren’t immediate family) would like to visit at the same time, this should be agreed in advance with a member of staff so that arrangements can be made to reduce any impact on other patients.

As a visitor to the ward, please ensure you wash your hands on entering and leaving this area to reduce the risk of infection to patients and visitors.

If you have experienced vomiting, diarrhoea or flu symptoms within the previous 48 hours, please do not visit.
Information for visitors

All visitors, relatives and contractors must sign in and out at main reception.

Any accident or incident should be reported to the nurse-in-charge or main reception. If you feel unwell at any time, please ask to see a first aider.

For your own safety, and for our staff, LOROS operates CCTV with recording capabilities.

A fire alarm test takes place each Tuesday at 10.30am. If the alarms ring at any other time and you are on the ward, please follow the instructions given to you by the nurse-in-charge. Please be aware open doors may shut as part of the test.

If you are in any other areas of the Hospice, such as reception, social area or chapel, please make your way through the nearest fire exit to the designated assembly point in the visitors’ car park.

Please follow all instructions given by the fire service or officer in charge at LOROS. Do not stop to collect personal belongings.

For their own safety, children must have adult supervision at all times.

LOROS has several ponds within its grounds.

LOROS operates a no smoking policy. There is a designated smoking room for the use of inpatients only. A smoking area for visitors is situated in the rear car park.
Other useful information

There is a snack bar in the social area served by volunteers where you can purchase food and drinks. This is usually open from 9am–7pm.

A menu for visitors staying overnight is available in the relatives’ suite. Meals must be ordered before 5pm each evening and payment given to a member of the kitchen staff.

There is a shop in the reception area where you can purchase a selection of snacks, cold drinks, small gifts, cards and newspapers. This is usually open from 9am–7pm.

An internet cafe for patients and relatives visiting the Hospice is located in the social area. The password and login details can be obtained from the Ward Clerk.

Toilets for visitors are situated on the main corridor leading to the ward. A baby changing facility is situated in the ladies’ toilet in the main corridor. There are also toilets near to the Frizelle rooms.

If you require assistance while at LOROS please speak to a member of the nursing team or contact the Operations Manager.

Mobile phones may be used within the Hospice; however, please consider other patients and visitors and make your call away from patient areas if possible.
Cultural and religious provision

LOROS acknowledges the many different diverse faith communities in Leicester, Leicestershire and Rutland. We try and make every effort to ensure that patients’ and families’ religious and spiritual needs are met while they are under our care. The following facilities are available at LOROS:

Prayer room/quiet room

This room is for anyone to use for praying and to have some quiet reflection time. It is open 24-hours a day.
Ritual washing facilities

Ritual washing facilities, before prayers, are available for those that need them, for example Wudu.

Religious artefacts

In the cabinet outside the prayer room there are religious artefacts of some of the faiths practised in our local community, as well as holy books and CDs. These are available for patients and families to use.

For our Muslim families, the Qibla arrow is positioned South East, facing Mecca in the prayer room and there are discreet arrows on the walls of the ward bays and single rooms.

Please ask a member of staff if you have any questions about the above.

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
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

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