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**In case of comments or complaints, please contact:**

Chief Executive, or Director of Care Services

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



## Hospice care for 18 - 30 year olds

The care and support we can offer you and your family

**rainbows**  
hospice for children and young people

**LOROS**  
Hospice Care for Leicester, Leicestershire & Rutland

Being there for you  
and your family

**rainbows**  
hospice for children and young people

**LOROS**  
Hospice Care for Leicester, Leicestershire & Rutland

Being there for you  
and your family

LOROS Groby Road, Leicester, LE3 9QE

Rainbows Hospice, Lark Rise,  
Loughborough, Leicestershire, LE11 2HS

[rainbows.co.uk](http://rainbows.co.uk)  
[loros.co.uk](http://loros.co.uk)

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# Hospice care for 18-30 year olds

**Having a terminal or life threatening diagnosis can be incredibly overwhelming and you may be wondering what services can help you and your family with the challenges you are facing.**

In Leicester, Leicestershire and Rutland there are two hospices, Rainbows, which is for children and young people and LOROS, for adults. Both hospices offer a wide range of services that you and your family could benefit from.

The aim of this leaflet is to give you some brief information about the services provided at each hospice, to help you make an informed decision about what service(s) if any, best meet your needs. You might feel it would be helpful for you to access services at both hospices and this is fine, as it is about meeting your individual needs.

To help you decide, it is useful to know that Rainbows caters for children and young adults (0-30 years), and LOROS caters for adults (18 years+).

## **How do I access the services at Rainbows?**

- You need to be under the age of 30, living in the East Midlands and have a diagnosis of cancer, or a life-limiting or life-threatening condition
- Even if you expect to make a full recovery, you can still use Rainbows
- Referrals can be made by yourself or any professional involved in your care

## **How do I access the services at LOROS?**

- You need to be aged 18 or over, living within Leicester, Leicestershire and Rutland and have advanced cancer or other terminal conditions, such as Motor Neurone Disease (MND), heart failure or respiratory failure
- Referrals are generally made by a GP, hospital consultant or hospital palliative care team, or are facilitated by a Community Nurse Specialist

## **Hospice care for 18-30 year olds**

You will immediately be made to feel relaxed and looked after at LOROS and Rainbows, who will both give you a very warm welcome.

Both LOROS and Rainbows are set in large, landscaped gardens. They have social areas that can be easily accessed by both patients and their families. Both hospices also have onsite catering teams, making it easier to cater for the majority of dietary needs.

There are facilities at both hospices for those visiting with children. At Rainbows, staff may also be on hand to provide on-site support in their play facilities for those visiting with children if necessary. Although LOROS is an adult hospice, it does have a play room where children can play safely under parental supervision.

Both hospices provide free parking and are open 24 hours of the day for close friends and family members to visit.

At both LOROS and Rainbows, if you want your family or loved ones to stay with you, they can either stay in your room or in a family room, if available. This is a self-contained space on-site with independent bedrooms, a lounge and facilities to make refreshments.



If you choose to access either Rainbows or LOROS, or services from both hospices, please be assured that we will work together, to ensure you received the best possible care.

As a guide we have included a brief overview of the individual services at the end of this booklet. If you would like to find out more about either Rainbows or LOROS, and the care and services that we provide, please use the contact details below:

**To find out more about LOROS hospice** please contact either The Ward Manager or Day Therapy Manager on **(0116) 231 3771**

**To find out more about Rainbows hospice** please contact The Family Support Team, Clinical Nurse Specialist or a Senior Nurse on **01509 638000**

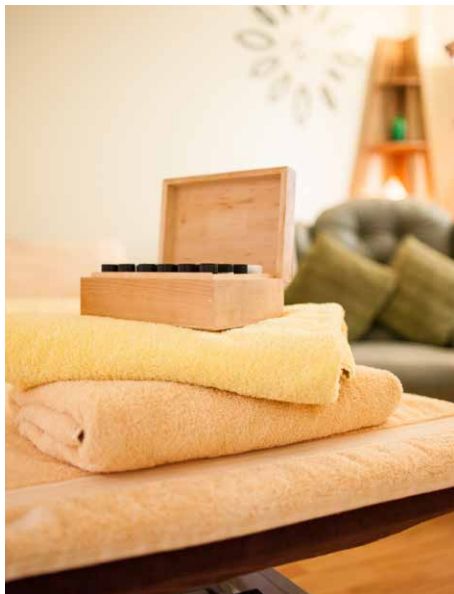
Service	LOROS	Rainbows
<b>Home Visiting Service</b>	Specially trained visitors will also visit patients at home for a few hours a week and help patients with hobbies or interests, provide respite for carers and company for patients who live alone.	There are family support workers and nurses that can visit you at home and offer support – from support with practical issues as well as emotional support.
<b>Hydrotherapy</b>	LOROS does not provide hydrotherapy care.	A heated hydrotherapy pool is available for both therapy and fun activities. It can be booked on a sessional basis during short breaks or on a day or evening visit basis.
<b>Lymphoedema clinic</b>	Specialist care and treatment available for those with lymphoedema relating to cancer and other conditions.	Rainbows does not provide lymphoedema care.
<b>Medical outpatient appointments</b>	You can be seen by a consultant in palliative medicine/ specialist registrar for symptom management and discussion about the future. We hold clinics Monday to Friday.	You can make an outpatients appointment to see one of Rainbows' doctors or a nurse specialist for symptom management or more general advice and information about your condition.

Service	LOROS	Rainbows
<b>MND Nurse Specialists</b>	Motor Neurone Disease specialist nurses provide advice and support at the hospice and in your own home.	Rainbows does not have dedicated MND Specialist Nurses, support would be provided through the Clinical Nurse Specialists for Palliative Care and Respiratory needs, including Long Term Ventilation
<b>Specialist medical care</b>	There is a team of palliative care specialist end of life care doctors based at LOROS who provide 24/7 cover.	Medical Care is provided by a team of specialist GPs with qualifications in palliative care and symptom control. Support is available 24/7 if required.
<b>Stay at the Hospice</b>	LOROS provides physical, psychological, spiritual and social care to patients, their families and carers.  Our focus is on enhancing the patient's quality of life and promoting dignity and individual choice. LOROS has a 31 bedded ward for patients who may need symptom management, blood transfusions or end of life care. There is a smoking room available for in patients.	Young people centred approach with a wide range of activities. Care includes short breaks, symptom management and end of life care. You can come on your own or with family and/or family.



Service	LOROS	Rainbows
<b>Social Activities</b>	Free Wi-Fi is available throughout LOROS and access to laptop/tablet, DVDs, PlayStation and games are available. Inpatients have access to the facilities and activities are available from our Day Therapy service.	Rainbows offers a range of social activities, free Wi-Fi and computer games. There is also a weekly drop in social group for young adults held every Wednesday.
<b>24 hours advice line</b>	Patients, families and carers can call for support and advice regarding the management of symptoms or general concerns regarding a person's condition. Your call will be answered by a nurse or doctor and we will do our best to help you.	There is access to 24/7 support and advice from the Senior Nurse or Doctor on Call via the main hospice number.

Service	LOROS	Rainbows
<b>Chaplaincy and spiritual care</b>	The Chaplaincy team are available to all including those with a faith or no faith. There is a team of volunteer visitors from Hindu, Muslim & Sikh communities if required. There is a chapel/prayer room at the Hospice.	Rainbows is a non-denominational organisation with strong relationships with spiritual leaders from a wide range of faiths. This support is led by the hospice Spiritual Support Worker who is based within the Family Support Team.
<b>Clinical Nurse Specialist Team</b>	A team of community nurse specialist provide advice, support and can prescribe medication in the comfort of your own home. We also provide a weekend advice line service 9.00am to 5.00pm.	Rainbows Clinical Nurse Specialist can provide advice and support in the hospice or at home.
<b>Complementary Therapy</b>	A range of complementary therapies are available, these include reflexology, aromatherapy, Bowen and relaxation techniques. This is available for you and your main carer.	A range of complementary therapies are available including aromatherapy, reflexology, massage and Reiki. These may also be available at home.



Service	LOROS	Rainbows
<b>Counselling and support (including through bereavement)</b>	Counselling and psychological support, including bereavement support is available on a 1-2-1 basis. Bereavement support groups are also available.	Various support groups available. Counselling also available for you and/or your family.
<b>Day Therapy</b>	Provides the opportunity to access a range of services such as complementary therapy, diversional and creative activities (jewellery making, memory boxes, painting), or help to develop your own interest. Other members of the team are available such as chaplaincy, physiotherapy and occupational therapy. Review by specialist palliative care doctors and day therapy nurses are also provided.	Day therapy includes complementary therapy, physiotherapy, hydrotherapy pool, and music therapy sessions.

Service	LOROS	Rainbows
<b>Drop in Day Therapy</b>	Regular Tuesday drop in sessions are available to patients and carers, some of the activities include creative therapy, photography, jewellery making, arts and crafts and yoga.	Weekly Drop in social group for young adults (Wednesday).
<b>Domiciliary Visits</b>	If you are too unwell to come into the Hospice for an outpatient appointment you can be seen at home by one of our doctors.	Home visits available from the Doctor and Clinical Nurse Specialist.
<b>Enablement Team</b>	A team of Occupational therapists, Physiotherapist, discharge liaison nurses and social workers provide ways of maximising a patient's independence and help them to get home following admission to the in-patient unit. In addition Occupational and Physiotherapists run outpatients clinics to provide non pharmacological interventions for symptom management.	A therapy team that can provide support and advice around a range of therapy issues and will work closely with teams from your local area to ensure continuity of care.



