



Community Nurse Specialist

Supporting you in your home

loros.co.uk

LOROS

Hospice Care for Leicester, Leicestershire & Rutland

Being there for *you*
and *your family*

Who I am and what I can do for you

I am a member of the LOROS community nurse specialist team. I am based at LOROS but visit people at home.

I am a member of a team of registered nurses who are trained in specialist palliative care.

Specialist palliative care focuses on controlling the symptoms of your illness to improve the quality of life for you and your family, by dealing with the problems created by the illness. These may be physical, emotional, psychological, social, financial or issues around belief and meaning.

I am able to work with colleagues and family to help with these problems should you wish.

I am able to provide assistance with the following:

- Symptom control for example - pain, discomfort, sickness, bowel problems
- Support for you and your carers around worries or feeling low
- Information about other services



Direct nursing or personal care such as washing and dressing is not part of my role and will be provided by your community nurse.

For some issues, and with your permission, I may need to ask for help for you from other organisations.

If your symptoms prove difficult to control, I may, with your consent, refer you to the LOROS medical team for an outpatient appointment or recommend you are admitted to the ward for a short stay.



In some circumstances admission to LOROS may not be appropriate, for example:

- If your condition is stable and you do not have specialist palliative care needs, it may be that another place of care may be more suitable, for example a care home
- If your condition means you are too unwell to travel to LOROS
- If you need a specific treatment that cannot be provided at LOROS you may need hospital admission

If all beds at LOROS are occupied, your name can be added to a waiting list. I will guide you through the admission process.

Once your needs have been met, I may not need to meet you regularly. However, I can always be contacted by telephone.

I will leave you a 'tell us what you think' comment card with a postage paid envelope.

You can return this anytime you wish to comment about the service. It is not sent directly back to me but allows us to improve the service.

How to contact me

I work from 9am – 5pm Monday to Friday. If you need to contact me please call the number below. If I am out visiting patients or are otherwise unavailable a team member will help you as much as they can, including taking a message so I can call you back if needed.

**Our direct telephone number is:
0300 300 7777.**

If you need to speak to someone urgently outside of these hours, it may be more appropriate to contact your GP or District Nurse.

However, if you feel LOROS can help at this time, **please call our main switchboard on (0116) 231 3771.** They can transfer you to the advice line.

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

If you require this leaflet in an alternative language, please contact the Patient Experience PA on 0116 231 8435.

*Information about your health and care helps the NHS to improve your individual care, speed up diagnosis, plan your local services and research new treatments. You can choose to opt out of sharing your confidential patient information for research and planning. To find out more visit: **nhs.uk/your-nhs-data-matters***

LOROS

Hospice Care for Leicester, Leicestershire & Rutland

Being there for *you*
and *your family*

LOROS Groby Road, Leicester LE3 9QE

☎ (0116) 231 3771

✉ info@loros.co.uk

📺 LOROSHospice

📘 LOROSHospice

loros.co.uk

Registered Charity No: 506120

© LOROS. September 2019. To be reviewed September 2022.