

This leaflet is updated regularly. For the most up-to-date information please visit [loros.co.uk/care](http://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 દુપા 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 ایکسپیرینس لیڈ کے PA سے اس فون نمبر پر بات کریں 0116 231 8435

# 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](http://loros.co.uk)

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# Community Nurse Specialist

Supporting you in your home

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

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## 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 I am out visiting patients, or I am otherwise unavailable, my administrator will do all she can to help you, including taking messages for me.

**Our direct telephone number is: (0116) 231 8402.**

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.