



# The care we provide

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

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

**LOROS**

Hospice Care for Leicester, Leicestershire & Rutland

Being there for *you*  
and *your family*

# Our dedicated team of staff and volunteers makes LOROS what it is

LOROS Hospice is a local charity and every year we care for more than 2,500 people across Leicester, Leicestershire and Rutland. We deliver free, high quality, compassionate care and support to terminally ill patients, their family and carers.

## We offer

- Specialised care for those over 18 with complex problems who are suffering from a terminal illness when cure is no longer possible. Our care is unique to each individual
- Short-stay inpatient care for symptom management - with help, half of these patients go home
- End of life care
- Outreach support in the patient's home
- Palliative day therapy

## How to refer

- Patients are accepted from across Leicester, Leicestershire and Rutland
- Referrals are generally made by a GP, hospital consultant or hospital palliative care team, or are arranged by a Community Nurse Specialist
- Patients eligible for referral are usually suffering from advanced cancer or other life-limiting conditions such as Motor Neurone Disease (MND), heart failure or respiratory failure

## Services

### Inpatient unit

The aim of our 31 bed inpatient unit is to provide high quality care to patients, their families and friends, addressing physical, psychological, social and spiritual needs. The focus of our care is to enhance quality of life where possible, and for those dying soon, to support them and their family as they die.

The team of doctors, nurses and other hospice staff promote dignity and individual choice to optimise the patient's care.



## Enablement team

Occupational therapists and therapy assistants assess patients' abilities in their daily activities and provide therapeutic interventions to enable them to be as independent as they can and want to be. We provide group and individual therapy for the ward, day therapy, out-patients and in the community. Physiotherapists and therapy assistants work in collaboration with the patient and multi-disciplinary team to assess patient's transfers, mobility level, pain, anxiety and breathlessness. Interventions are offered to enable patients to achieve their therapy goals. Acupuncture, Bowen Therapy and Scar Tissue Management clinics are also available.

## Counselling and psychological support

The team provide a specialist confidential counselling service that is available to patients and their families. We offer the opportunity to access counselling to help people talk through their experience with trained staff, who enable people to make more sense of their feelings.

We also provide psychological support to those who are bereaved through a number of bereavement and support groups. At these groups you can talk to trained staff and others who are in similar situations and circumstances, to discover new ways of coping.

## Chaplaincy

The Chaplaincy team is available to support patients, their families and friends, staff and volunteers. The purpose of the team is to meet the spiritual and religious needs of individuals of any or no faith.

## Home visiting service

Patients and carers can be provided with a home visitor a few hours a week to allow carers to leave the home with peace of mind so they can spend time doing other things.

## Day therapy

LOROS day therapy provides multidisciplinary care including complementary therapy, diversional and creative activities, information and support, chaplaincy and review by a specialist doctor, day therapy nurses, occupational and physiotherapists.

## Day therapy drop-in

We offer twice monthly Tuesday drop-in sessions to support patients and carers. A range of activities are available such as complementary therapy, creative therapy, for example arts, crafts, flower arranging and themed weeks. You must be self-caring, independent, and able to provide your own transport to attend our drop-in sessions. No prior arrangement is necessary.

## Community nurse specialists (CNS)

The LOROS CNS team provides specialist palliative care and advice to patients and families in their own homes. They see patients face to face as well as liaising with other health and social care providers.

## Lymphoedema

The Lymphoedema Service provides specialised care and treatment for those patients with lymphoedema due either to cancer and its treatments or to other causes unrelated to cancer.

## Complementary therapy

A range of complementary therapies are offered to patients and relatives to enhance well-being and quality of life.

## Outpatients

In the medical outpatients service patients are seen by a palliative medicine doctor. Some patients who are too unwell can be seen at home. There are also a number of specialist clinics including motor neurone disease, help with breathlessness, cancer related pain and neurology.

## Cultural support worker

The cultural support worker (CSW) helps where there are particular cultural needs. The CSW works alongside the different teams at the hospice and does joint visits in the community with the LOROS CNS team and Macmillan nurses.



## Community outreach services

We're developing a range of community outreach services to support and care for our patients and their families closer to home. We recognise that travelling to the Hospice from some areas in the county can be difficult because of the long distances, so we're taking our services closer to them. For more information about the services available, please contact us or visit [loros.co.uk/care](http://loros.co.uk/care)

## LOROS Local

LOROS Local is a mobile resource centre that will be taken out into the community to support people from Leicester, Leicestershire and Rutland. It will make it easier for those who might not be able to get to the Hospice to access some of our care services, gain information about the services the Hospice offers and find out about opportunities through which they can support us.

LOROS Local will also enable nurses, doctors and members of our education team from the Hospice to help train other healthcare professionals by running training sessions locally.

## Our care

All of our services are free of charge to all patients and family members based upon clinical need.

## Our charity

It costs £7.7 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 £5 million each year from our local community.

91% 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
- Becoming a friend of LOROS by giving regularly
- Leaving LOROS a gift in your Will

**Please refer to our website [loros.co.uk](http://loros.co.uk) for further information**



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 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](mailto:info@loros.co.uk)

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