

LOROS matters

For friends
and supporters
of LOROS Hospice

Winter
2016/17
Issue 5



**Two-night luxury spa
break at Ragdale Hall**



**A 4* long weekend
in Rome**



**A weekend of Leicester City
Football Club**

Experience this!

At just £1 per chance, you can click away to win any of these three amazing experiences in our exciting new online raffle!

LOROS

Hospice Care for Leicester, Leicestershire & Rutland



“It’s going to be a very exciting year for LOROS with building well underway for the new Professional Development Centre”

Welcome

A very happy New Year to all of you. Thank you for your continued support throughout 2016 and into 2017!

It’s going to be a very exciting year for LOROS with building well underway for the new Professional Development Centre – set to open in summer – with work on the new Day Therapy and Outpatients facilities to follow immediately.

Competition for space is always fierce within LOROS Matters, simply because there are so many new things happening. This issue is no exception, covering the start of our growth into providing services in local communities and specifically the introduction of LOROS into Rutland.

We also launched our three year Strategic Plan (2016-2019) which sets out our organisational route map for the coming three years.

The exciting twinning initiative with Ndi Moyo Hospice in Malawi is another highlight made possible by a generous endowment from the late John and Elsie Orr. How wonderful that LOROS can share mutual learning with another hospice which is so far away, but doing so much good for its own community.

All of this is possible thanks to your generous support!

I hope you enjoy reading this issue.

John Knight
Chief Executive



LOROS

Hospice Care for Leicester, Leicestershire & Rutland

Being there for you
and your family

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Fold out form

Twilight Walk 2017 – join us for the biggest girls' night out in Leicester!

Cutting the turf with the Birch

In October, we officially marked the start of our exciting two-year site development with a turf-cutting ceremony attended by LOROS Patron Alan ‘the Birch’ Birchenall.

Staff, volunteers and patients watched LOROS CEO John Knight make the

first dig which celebrated the beginning of our £6-million extension.

Speaking about his involvement with LOROS, the Birch said: “I got involved with the Hospice when it opened, and five years ago you asked me to be one of your Patrons,



LOROS CEO John Knight and the Birch take the first dig

which I am honoured to be.”

The extension, is a two-year project with two phases, the first of which is the creation of a brand new Professional Development Centre that should be complete by summer 2017 (read more about this on page 15).

The second phase – set to be completed by summer 2018 – will see the expansion of the Day Therapy Unit, which means around 250 more patients will be able to make use of the Hospice’s services every year.

“This is an extremely exciting time for LOROS and it’s

Key

- LOROS Professional Development Centre
- Existing buildings
- Willow Ward re-extension
- New Outpatient department
- New Day Therapy department
- New Enablement department (Supporting patients with activities of daily living)



brilliant that we have finally been able to mark the start of the extension,” said LOROS CEO John Knight.

“What a lovely morning we had. It was great to see so many members of staff coming together to mark the occasion and of course, as always, it was brilliant to

welcome our Patron Alan Birchenall to LOROS for the event too.

“It’s amazing to think that the Birch was here, at LOROS, when the very first brick was laid 31 years ago; what an honour it was for us to have him join us to mark the extension more than three

decades later.”

Shortly after the turf-cutting ceremony took place, the foundations were dug in preparation for the first brick being laid.

Contractor Jeakins Weir, which is overseeing the site development, has been at the

Hospice for around 20 weeks now.

To find out more about the site development visit loros.co.uk/sitesdevelopment

For regular updates on progress, like us on Facebook or follow us on Twitter and search [#LOROSBuild](https://twitter.com/LOROSBuild)

Experience **this!**

At just **£1 per chance**, you can click away to win any of these three amazing experiences in our exciting new online raffle!

Visit **experiencethis.org.uk** to play today.

Maybe you've always wanted to experience the luxurious tranquillity of Ragdale Hall?

Maybe you've always wanted to experience Rome, exploring the city's breath-taking landmarks?

Or maybe you've always wanted to experience the electrifying atmosphere at Leicester City's King Power Stadium, the home of the Premier League champions?

No need to dream anymore because we've got you covered!

Play online now for the chance to win a variety of unforgettable experiences. Entries will close at midnight on 31st March 2017. Winners will be picked at random and announced on 10th April 2017.

Experience one!



Two-night luxury spa break at Ragdale Hall

Sit back and let your chauffeur drive you and your guest to the UK's Best Spa, Ragdale Hall, for a two-night pampering break.

You'll enjoy unlimited use of Ragdale Hall's state-of-the-art Thermal Spa, pools, gym, exercise sessions and tennis courts, or you can just snuggle into your fluffy white robe and enjoy the many indoor and outdoor relaxation areas.

All meals are included throughout your stay (three course lunch and dinner, breakfast delivered to your Superior room), and you'll experience selected spa treatments.

Plus, before your chauffeur whisks you back home, spend your £200 spa shop voucher so you can experience a little bit of Ragdale luxury in your own home!

Experience two!



A 4* long weekend in Rome

You and a friend will fly directly to Rome and enjoy a three-night-stay in a city centre boutique hotel.

Experience one of Europe's most sought after destinations, as you lose yourself in the historic centre and winding streets of Italy's beautiful capital city.

Spend three days experiencing the wonders of Rome, discovering the ancient ruins such as the Coliseum, the Vatican City, St Peter's Basilica and much more.

Your stay is on a half-board basis - bed, breakfast and evening meal. A sightseeing tour and airport transfers are also included. As an extra special treat, we're giving you £1,000 spending money too.

Experience three!



A weekend of Leicester City Football Club

You and a friend can experience a two-night stay at the 4* Leicester Marriott hotel, with dining and full use of their leisure facilities included. You will also get a BMW 4 Series to drive for the weekend.

On Saturday, experience the Premier League Champions, Leicester City, playing a 2017/18 match at their home

ground in luxury with a premium hospitality package. Enjoy complimentary beers, wines and soft drinks, a four-course-meal, all hosted by your own LCFC legend. Experience Leicester City backstage, thanks to a stadium tour to complete your trip, with signed merchandise for you to take home with you.

Fresh new looks

LOROS vehicles

Did you know that every year our LOROS vehicles drive more than 90,000 miles across Leicester, Leicestershire and Rutland? That's why we've given them a much-needed makeover to help us raise awareness.

We have nine vehicles, which include our shop



delivery vans and patient transportation vehicles.

Make sure you keep your eye out and see if you can spot one of our vans in your area.

We're always looking for volunteer drivers to join our team. If you are interested visit loros.co.uk/volunteer



Relatives' suite

Did you know we have a suite at the Hospice for the families of our Ward patients to stay if they want to?

There are two double bedrooms and one twin bedroom, all with ensuite bathrooms, joining onto a communal space with a television, sofa and kitchen area.

Complete with brand new sofas, curtains, bed sheets and



appliances, the relatives' suite has been given a fresh look.

The suite gives families and carers a place to go to relax and have that necessary head-space or much-needed time on their own. It also means that relatives can be close to their loved ones, yet comfortable, during those often very difficult times.



LOROS opens its doors to summer school students

Last year saw the LOROS Education team deliver our first ever summer school.

The aim of the pilot project was to encourage 16 and 17-year-olds from across Leicester, Leicestershire and Rutland who are interested in health and social care careers to learn about the Hospice and our services.

Health Education East Midlands (HEEM) partly financed the project, with the summer school helping

students make decisions about their future career ambitions.



One of the students, Megan Erridge, said: "LOROS summer school was a truly excellent experience, which helped us all not only to gain a better understanding of what end of life care is about, but also to see for ourselves the incredible bravery of both the patients and the staff"

The students took part in a range of activities during the week, including working with patients in Day Therapy, meeting carers, team

building, group work and quizzes.

Megan added: "It was invaluable in terms of experience and really helped me to get a feel for what working in health care is like."

The students were able to gain the Level 2 Award in End of Life Care, by completing a workbook each evening.

To find out about LOROS education opportunities, visit loros.co.uk/education

We're recruiting

Are you a nurse looking to move jobs? Maybe you would like a change of environment, a new challenge and want to make a difference?

We're looking for Registered General Nurses to join our team at LOROS. Newly qualified nurses welcome.

We have full-time and part-

time posts available on our Inpatient Ward.

This is your chance to work proactively, providing holistic care for patients with palliative care needs. You will work alongside a multidisciplinary team and will be able to develop your skills and knowledge.

We also have banking opportunities for Registered



LOROS nursing team

Nurses on our Inpatient Ward and in Day Therapy, working on an adhoc basis, with variable hours over three shifts.

If you are interested and would like to have an informal chat about the roles, please contact Jacky McBlain, Ward Manager, or Jayne Highland, Human Resources Manager on **(0116) 231 3771**.

"It's such a privilege to be able to nurse at such a special place. It's rewarding, the environment we work in is supportive, I am able to learn new skills and develop those I already have, but best of all, I can help provide holistic care to patients, families and their carers." – Clare Dixey, Registered Nurse on the LOROS Inpatient Ward.

LOROS celebrates Malawi link

We are pleased to announce we have twinned with a hospice in Malawi, Africa.

This exciting news comes after nurse Agnes Rupango visited Ndi Moyo, a hospice supporting more than 4,000 patients annually.

“The concept is the same, their passion is the same and their goals are the same as LOROS; they just lack the resources to do it,” said Agnes, a Team Leader on the Inpatient Ward.

“It was shocking, comparing what we have, to what they have. It was very emotional and sad. They make use of everything, like a garden chair



From L-R: LOROS Spiritual Care Lead Helen Newman, LOROS Nurse Agnes Rupango, Ndi Moyo Hospice founders Lucy and Tony Finch, and LOROS CEO John Knight.

they had stuck wheels onto to adapt into a wheelchair.”

With an annual income of £170,000, Ndi Moyo is privately run, with no financial support other than fundraising.

Ndi Moyo has 10 employees, including four nurses, three

administrative workers and three general workers.

LOROS Board of Trustees agreed to this exciting initiative after Agnes presented it to them.

“It’s not just money - we can offer our expertise, support, knowledge and guidance,” added Agnes.

Money from a gift left in their Will by John and Elsie Orr will support our work with Ndi Moyo, with specific fundraising events held throughout the year. An annual exchange programme will allow two clinical members of staff from each hospice to visit the other organisation.





Patient letter

Dear old Nina,

Maybe you think you know what hospices do and maybe you know what LOROS does; you know that place you think of, which you so highly regard but so deeply fear since your diagnosis. You go in the charity shops, play the lottery and think of all those lives that have been cut short. You have sympathy but don't really delve any further.

And now your life is

threatened and you think of LOROS again, but not as a place you're supporting and fundraising for, but now as a place you need. But that can't be now, surely?

Things start to get a little bit tough and someone suggests you might like to go to the drop-in sessions at LOROS. Right, I'm at that stage, am I? You think.

You'll have initial fears of being roped into things you don't feel happy about, but don't worry Nina, you'll

■ As part of national Hospice Care Week (3rd-9th October 2016) we published a series of letters showcasing our services. One of the letters was written by 49-year-old mother-of-two Nina Storer, who has terminal cancer...

look back and laugh.

The staff will gradually and gently put you at ease, listen to your fears and let you work it through at your own pace. There will be tears, tetchiness and then most importantly, trust. 'Slowly, slowly, catchy monkey' our gran used to say, didn't she? Well, lighten up, I'm telling you. Let go. It's a unique type of care at LOROS and they see you as that unique person too.

You know you thought you knew what hospices were? Well, you'll learn you didn't know what LOROS was about at all.

You'll discover it's very much for the living we are doing each and every day. It's for our families and friends. It's a complex and diverse machine powered by doctors, nurses, administrators, fundraisers, planners, spiritual advisors, therapists, volunteers, all who seem to love being here. No complaints, moans

and groans; no later's, no can't's, no couldn't's.

You'll realise how much it has changed your life for the richer, and your family's too, as the responsibility for your care is both shared with and lifted from them.

So Nina, here's some advice: take your time, give them a chance and soon you'll be part of the big family that LOROS clearly is. Not only that but you'll feel proud of them and for yourself for giving them a chance to

prove that life is yours still and they will help you live it. So breathe, let them in and breathe again.

Yours sincerely,

New Nina

This is just a snippet from Nina's letter. To read it in full, as well as the other four letters, visit loros.co.uk/letters



Research Manager Wendy Gamble

"I am delighted to have been offered this new post, working alongside the team to develop and deliver the research portfolio."

Wendy said: "Research is an important area. Working practices should be based on evidence, and in order to produce this evidence good quality research needs to be undertaken."

LOROS strengthens research with new role

LOROS is one of an increasing number of hospices nationally that are active in research with the aim of improving the care of patients and families and the skills of staff that support them.

As part of ensuring the highest standards for this, LOROS has introduced the role of research manager and is delighted to welcome Wendy Gamble to the post.

Wendy's interest in research began in 1991, working as a nurse at LOROS and becoming involved in projects happening at that time. She went on to work

as a research nurse and research manager, firstly at University Hospitals of Leicester NHS Trust and latterly for the University of Leicester.

"I am delighted to have been offered this new post, working alongside the team to develop and deliver the research portfolio. I look forward to working collaboratively with other organisations to ensure that we are established and recognised as a centre of excellence for research and development in palliative, supportive and end of life care for the future."

Professional Development Centre is exciting education milestone



The first phase of the LOROS site development is well underway for the creation of our new **Professional Development Centre (PDC)**.

This is the next exciting milestone in the history of LOROS education and research. By enhancing our education and skills development facilities we can support staff to deliver excellent end of life care in hospitals, care homes and in people's own homes.

Education is one way of enabling LOROS to extend its corridor of care to ensure everyone in Leicester, Leicestershire and Rutland has access to excellent end of life care, no matter where they are.

We are currently on track to open the doors to the new PDC in the summer and we look forward to welcoming you all!

Did you know?

- Over the past 14 years, the Education and Research team has grown from one education facilitator to 21 staff working in a variety of roles providing education and research activities.
- The new PDC will include a clinical skills suite to allow

students to gain experience and confidence in excellent end of life care practices.

Key

- Training suites/library
- Breakout/dining area
- Education and research offices
- Washroom facilities
- Anxillary rooms



Find out more about our education and training at loros.co.uk/education



Pictured (L-R): LOROS lottery's 20th birthday cake; Gem 106 presenter Amy Voce with patient Alan Bird; and LOROS President Lady Gretton, LOROS Lottery Manager Liz Singleton with Amy Voce.

Happy Birthday, **LOROS Lottery!**

A cake fit for royalty and a visit from a local celebrity made LOROS Lottery's 20th anniversary extra special.

The afternoon event was held in the Hospice grounds last summer, where guests enjoyed tea and a slice of delicious cake created by royal baker Fiona Cairns, known for making the Duke and

Duchess of Cambridge's wedding cake in 2011.

Radio star Amy Voce, half of 'Sam and Amy' on the Gem 106 breakfast show, made a guest appearance. She said: "I'm always blown away by what an incredible job all at LOROS do and what a fun and warm place it is. Here's to another 20 years of more fantastic work."

President of LOROS and Lord Lieutenant of Leicestershire, Jennifer, Lady Gretton also attended the event.

Skylark Bakery provided a selection of delicious cakes, while acoustic guitarist Martin the Wedding Singer kept everyone entertained.

Lottery Manager Liz Singleton, part of the team

since the beginning, said: "It took a little convincing from the rest of the team to hold a party but I'm so pleased we did."

The team has grown from two people to more than 10, and has 80 collectors and 25 volunteers. They have raised more than £11 million in the last two decades.

Did you know?

More than a third of our voluntary income is funded by gifts in Wills.

Did you know?

LOROS relies on gifts in Wills to provide vital services for local people affected by terminal illnesses.

Did you know?

A gift to LOROS in your Will costs you nothing today, but will help secure the future of the Hospice.

Did you know?

Every gift in every Will makes a difference, however large or small.

Be the author of your own story ...*write away*

"It's comforting to know I'll be helping to secure the care and support LOROS offers when I'm gone," says Catherine Osborne, who has included LOROS in her Will.

"Two of the hardest things to

talk about are money and death, but adding LOROS into my Will was just so easy," said the 69-year-old. "I've seen first-hand just how hard the people at LOROS work to raise money. I would prefer to leave money to my local

Hospice rather than a huge organisation; this way, I feel more reassured that the money is helping something close to my heart."

To find out more, visit loros.co.uk/wills

MAY 2017

Save the date

LOROS Will Writing Month
To register your interest, please call Rachel Hill on **(0116) 231 8431** or visit loros.co.uk/wills

LOROS 2017 events

Friday 17th February

Laughter at LOROS

LOROS Hospice

An evening of charitable chuckles featuring 2014 English Comedian of the Year, Jack Campbell.

loros.co.uk/laughter



Wednesday 10th May

Ladies Lunch

King Power Stadium

Enjoy a three-course lunch at the King Power Stadium, with guest speaker Gloria Hunniford.

loros.co.uk/ladieslunch



Saturday 25th February

Laughing with LOROS

Melton Mowbray Theatre

LOROS takes funny fundraising on tour as part of the Leicester Comedy Festival.

loros.co.uk/laughing



Sunday 14th May

LOROS Skydive Sunday

Sibson Aerodrome, Peterborough

Could you leap out of a plane and fall more than 13,000ft?

loros.co.uk/jump

Saturday 8th April

Twilight Walk

King Power Stadium

With a theme of myths and magic, join women of all ages on this fun, 10km walk.

loros.co.uk/twilightwalk



Friday 19th May

Annual Golf Day

Rothley Park Golf Club

Enter a team of four and play for LOROS at the beautiful Rothley Park Golf Club.

loros.co.uk/golf



Wednesday 7th June
Colourfun Mile

Hinckley Town Centre

Be showered in multi-coloured paint at the popular town-centre run.

loros.co.uk/colourfun



Sunday 2nd July
Polo Day

Rutland Polo Club

Lunch with LOROS at the historic Assam Cup Tournament.

loros.co.uk/polo



Saturday 10th June
Music in the Park

Wistow Hall

Enjoy your picnic and support LOROS while listening to two local bands and taking in a spectacular firework finale.

loros.co.uk/music-in-the-park



Tuesday 13th June
Rothley 10K

Rothley Village Centre

Join hundreds of runners for this popular annual 10km run.

loros.co.uk/rothley10k



Sunday 30th July
Ride London 100

Olympic Park, London

Be one of 26,000 cyclists to ride around London on closed roads this summer.

loros.co.uk/ride100

Friday 4th - Saturday 5th August
Yorkshire Three Peaks Challenge

Horton-in-Ribblesdale

Take on this classic walking route covering 25 miles in just one day.

loros.co.uk/peaks



All in a day's work

We're the physiotherapy team at LOROS. You will see us wearing our white tunics with blue-striped lapels. We love our work and are so proud to be able to practice our skills at the Hospice.

8-9am: We begin the day by responding to emails, sorting paper work and checking the tasks we have received. We go onto the Ward and start seeing patients and plan for the day ahead.

8.45am: One person attends Day Therapy handover and feeds back to the team, whilst the rest of us check for new referrals, read the notes of new patients and respond

to telephone messages. We also use this time to liaise with external organisations and order any necessary equipment.

9.30am: Some of us are in the daily morning MDT Meeting (multidisciplinary team meeting, which involves healthcare professionals from all LOROS teams) while others are already seeing patients.



The LOROS physiotherapy team



10.15am: After handover, our team is divided between Day Therapy, clinics, the Ward and education, which might include teaching and training the volunteers or staff (both current and new), as well as liaising with visitors and having students.

11-11.15am: Those who attended the MDT meeting



On a Thursday morning, we see out-patients in our Acupuncture Clinic from 9.30am until 12.30pm



feed back to the rest of the team and we carry on seeing patients in Day Therapy and on the Ward.

12.30pm: Time for lunch, as well as writing up notes, internal training and educational requirements.

1pm: On Tuesday afternoons we hold the 'Help with Breathlessness' clinic, run by one member of our team.

1.30 - 4.30pm: For the rest of the team, it's back on the Ward or in Day Therapy. We see patients, complete moving and handling assessments, falls prevention, help patients with breathlessness, and carry out mobility assessments, as well as ordering equipment. We also provide Bowen Therapy.

4.30 - 5pm: After handing over and preparing for the next day, it's home time.

Did you know?

- Between us, we can speak four languages, including English, Chinese, Hindu and Gujarati.
- On average, we order 10 pieces of equipment every week (that's more than 120 pieces of equipment a year)!
- We give out approximately 150 handheld fans every year and they're all from Marks & Spencer!
- Our entire team only equates to three full-time members of staff.
- Although our main priority is always our patients, we spend at least 80 hours a year teaching other professionals about physiotherapy and other key aspects of care such as manual handling training.

Community heroes

We're extremely lucky to have so many fantastic supporters and we thank you all.

Get in touch with your ideas; we'd love to offer support.

Contact us on **(0116) 231 8431** or email **fundraising@loros.co.uk**



Celebration time at the finish of the 192-mile Wainwright Coast to Coast Walk. Some of the group walked back the other way, making 384 miles in total. More than £15,000 was raised.

Regular training walks are

planned in the lead up to the 96-mile West Highland Way walk in April and the 110-mile Cleveland Way Walk in September.

For further details please contact the aptly named Adrian Walker on (0116) 231 8431.



CARS of Hinckley (supported by family and friends) raised **£2,282** from their annual Golf Day and Soap Box Challenge.

The Swithland Show, now in its 40th year, smashed its **£100,000** target for local charities, raising a further **£3,000** for LOROS.



A huge thanks to Rebecca Iley, who raised a fantastic **£1,435** from her garden funday.





The very brave Anne Skevington raised an amazing £606 for the Hospice from her surprise gift of doing a wing walk.

Anne Hughes and the Singing for Fun choir raised an incredible £6,292 at their last ever performance of Raising the Roof for LOROS.



Family and friends at Mark Padgett's MP Personal Training gym in Coalville raised a whopping £7,732 from personalised fitness challenges, bringing their total to more than £45,000 in aid of LOROS.



Thank you

Jean Matthews asked for donations to LOROS in lieu of gifts for her 70th birthday. Generous friends and relatives gave a fabulous £565.

Kelly Hutchins held a fundraising night at Braunstone Working Mens Club in July and raised an amazing £1,765 for LOROS.

Glenn March and friends organised an Evening of Music at St Andrew's Church in Countesthorpe and raised £500.

The Nags Head Pub in Glenfield raised £227 from the launch of its afternoon tea.

Jane and Tony Bews raised a marvellous £1,010 by opening their gardens for a Strawberry Tea.

Debbie and the team at The Bookshop Kibworth raised £108 with a spring colouring competition.

Many thanks to Ann Clarricoates and everyone who organised and supported Quorn's Open Gardens, raising a total of £2,768.

Thanks to the High Sheriffs of Leicestershire and Rutland for organising the High Sheriffs' Stapleford Walk. It was a lovely walk around Lord Gretton's estate, finishing at Stapleford Park for afternoon tea.

A big thanks to all involved in the Stoke Golding Garden Show, which raised £1,000. We're so grateful to be this year's chosen charity.

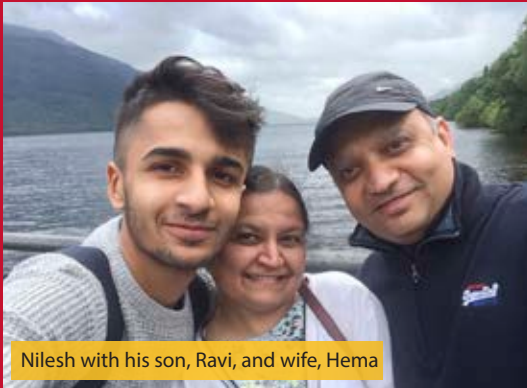


Thanks to all the young people from the **National Citizen Service** who chose

LOROS as their social action project, raising £7,117.

Special congratulations to **Rosemary Handley MBE**, who celebrated her 100th birthday. Rosemary has fundraised for LOROS for more than 30 years.

Nilesh's story



Nilesh with his son, Ravi, and wife, Hema



Nilesh being blessed by His Holiness Shri Rameshbhai Osa

■ “Having the ability to pray and spend time in the prayer room is so important to us. It’s also nice to see that LOROS welcomes everyone from all religions into the Hospice.”

Ravi’s dad, Nilesh Barot, 50, was diagnosed with throat cancer two years ago and had an operation to remove his voice box, as well as chemotherapy and radiotherapy.

However, six months later, Nilesh was given the news that the cancer had spread to his neck, and this time, it was untreatable.

“Dad getting cancer came completely out of the blue,” added Ravi, 20, of Rushey Mead, Leicester.

Now, Nilesh struggles to talk, becomes breathless easily and his wife Hema, has become his full-time carer. Earlier this year, Nilesh

was brought onto the Inpatient Ward at LOROS.

Ravi said: “It’s so peaceful here. You’re surrounded by nature; everywhere you go, it’s full of life. I like the fact that I can sit here all night with dad if I want to. LOROS has allowed us to be a family again.

“LOROS really does mean so much to all of us. If it wasn’t for LOROS I honestly don’t know what we would’ve done.”

Sadly, Nilesh died in October last year. His family still wanted their story to be published in his memory.

Blessings from living Hindu saint

Patient Nilesh Barot was among those lucky enough to be blessed by His Holiness Shri Rameshbhai Oza, during a visit to LOROS last year.

His Holiness, known as Bhaishri, spent nearly 10 days in Leicester as part of the Krishna Speaks, Bhagvat Katha event.

During his time in the city, Bhaishri chose to visit LOROS, meeting patients, families, staff and volunteers.

Nilesh said: "We are a strongly religious household, so this meant more to me than just a meeting, it was a huge honour.

"Bhaishri told me to keep the faith. He told me however much life throws at me, I shouldn't focus on the bad moments and should make the most of life."

Jeffery Davison, 65, who suffers from numerous health conditions including Chronic Obstructive Pulmonary Disease, was also blessed by Bhaishri.

"I felt a sense of calmness and I felt at ease. Although there were crowds of people surrounding us, for that moment, I felt like it was only us two there," he said.

Bhaishri described the Hospice as a 'Karuna



L-R: LOROS Cultural Support Worker Anjana Vaja, LOROS CEO John Knight, LOROS Ambassador Amarjit Tony Bhaur, Bhaishri, LOROS Ambassador Kishor Mistry and LOROS Fundraiser Adrian Walker.

Tirtha' – a sacred place of compassion – and praised the staff's invaluable work.

"Compassion and service are central pillars of the Hindu way of life. LOROS provides a critical service

to the community. The huge number of patients, families and carers who have benefitted are testament to the amazing work done there," he added.

Something for everyone in our shops

Did you know we have a wide selection of specialist shops dotted around Leicester, Leicestershire and Rutland?

From our vintage shop in Loughborough, to our bookshop in Leicester's Clarendon Park, we have a great variety of stock to suit everybody's needs.

We now have two children's shops, in Loughborough and in Uppingham Road, Leicester. Both have a massive collection of games, toys, books and clothing, making ideal gifts

and treats for our junior supporters.

As well as our bookshop in Clarendon Park, specialising in hard-to-find books, we have our bookshop in Uppingham, where you can also find a selection of pottery, glass collectables and giftware.

For our male supporters, our Wigston shop stocks



LOROS By Design shop, wedding boutique on Market Street

a wide selection of jackets, trousers, suits, knitwear and shoes, making it the perfect place to pick up a top quality suit at a bargain price.

Of course, there is our By Design shop in Market Street, Leicester, where you can find a huge range of high-quality branded clothes at affordable prices. Here, we also have a special 'by appointment only' wedding boutique, stocking a range of



Uppingham Road furniture shop

bought-in and pre-loved bridal gowns and bridesmaid dresses, as well as outfits and accessories for the whole wedding party.

We've seen the comeback of vinyl records this year and where better to get your hands on your favourite song than our Spiral Scratch shop, in Queens Road. We also give you the chance to try before you buy thanks to our



Pictured (L-R): LOROS menswear in Wigston, Uppingham Road children's shop, Spiral Scratch record shop on Queens Road and LOROS Bookshop in Clarendon Park.

pecially-created listening booth.

As well as a new ladies department, our Oakham shop is full of hidden treasures ready for a new home, including clocks, pictures, china, glass and collectables.

We now have two furniture shops with large showrooms for you to explore, located on

Welford Road and Uppingham Road in Leicester. These are a treat to visit to try your hand at up-cycling furniture.

We have 28 shops in total, including our newly refurbished Hospice shop and they are only successful because of our generous supporters. So please, keep LOROS in mind if you are throwing items away that could go to a new home.

Having a New Year clear out? Donate your unwanted items to one of our 28 shops!



Are you a UK taxpayer? Please sign up to our Retail Gift Aid scheme in store and we'll be able to increase your donation by 25% at no extra cost to you!

Hospice Care Week a huge success

Last year's Hospice Care Week (3-9th October) was a triumphant success, with a visit from the Premier League trophy, BBC Radio Leicester broadcasting an entire show live from LOROS and a record-breaking open day.

For the first time ever, LOROS teamed up with seven other hospices from across the East Midlands to create an animation especially for Hospice Care Week.

The video, called 'Elephant in the Room', aimed to dispel some of the myths surrounding hospice care. It can be viewed by visiting mylocalhospice.co.uk

LOROS Patron Alan 'the Birch' Birchenall gave patients, families, staff and volunteers the chance to have a photo with the Premier League trophy.

A 24-hour Tweetathon was held and more than 150 tweets were sent during the 24-hour period, giving members of the public a real insight into what goes on at the Hospice.

BBC Radio Leicester presenter Jonathan Lampon broadcast his entire show from LOROS and met with various members of staff, volunteers, patients and fundraisers to showcase the work we do.

As the week continued, LOROS held a Navratri event, which saw more than 100



The Birch with the Premier League Trophy and LOROS nurses

people visit the Hospice to celebrate the Hindu Festival.

As the week drew to an end, staff and volunteers, as well as a number of organisations and businesses throughout the city and county, took part in our annual Yellow

Day. Our 28 shops across Leicester, Leicestershire and Rutland were also decorated in yellow, as thousands of pounds was raised for the Hospice.

Throughout the week, LOROS staff visited local businesses

Pictured (clockwise from top-left): Navratri; Lionel the LOROS Lion and the Fire Service at our Open Day; LOROS staff at Navratri event; The Birch and the Premier League Trophy and patients in Day Therapy; LOROS sign; Lionel the LOROS Lion with LOROS staff at our Open Day; BBC Radio Leicester presenter Jonathan Lampon with fundraiser Mark Padgett and his wife, Sallyann; The Birch with the PL Trophy and LOROS patient Victor Francis and his brother Roy.



(Coventry Building Society, Santander, NEXT, PwC and Beaumont Leicester) to showcase the work LOROS does. They took large letters from the word 'LOROS' for people to decorate with writing, as we heard what hospice care meant to them.

Every day, we published a special series of letters, written by a LOROS nurse, doctor, patient, domestic worker and the grandson of a man who died at the Hospice. Each letter was extremely emotive and powerful, highlighting our

work in a different way. To read the letters, visit loros.co.uk/letters

Completing the week, we held our very first family-friendly Open Day, which saw around 800 people come through our doors and raised

nearly £5,000, both of which are records for us.

It was the most successful event of its kind at LOROS and marked the end of an amazing week. Thank you to everyone who helped make it a success.



LOROS Director of Strategy and Development Karen Ashcroft, The High Sheriff of Rutland, LOROS Director of Care Services Jo Kavanagh and LOROS CEO John Knight.

First LOROS clinic in Rutland

We held our first clinic at Uppingham Surgery last year as we expand our services into the Rutland community.

We're trying to make it easier for residents in Rutland and surrounding areas to access our services using the surgery as an outreach unit.

LOROS doctors will provide clinics at the surgery, as well as counselling and bereavement support, and

education services.

Director of Strategy and Development Karen Ashcroft said: "After meeting with local clinicians in Rutland, we discovered a lot of residents said travelling to Groby Road is too far and identified the need for our services to be delivered closer to them."

The Hospice will continue to deliver services from Groby Road for patients, families and carers to access as usual.

LOROS CEO John Knight said: "The decision to expand beyond the Hospice is a big priority in our three-year strategy, which

includes as a key priority focusing on providing care in the community, while supporting patients and their families closer to home.

"This is the start of an exciting journey for us, as we continue to expand out into the community throughout the coming year."

VIP me!



Do you want to be treated like a VIP for the day? Fancy being pampered, given a makeover, or made to feel like royalty?

If you have cancer, or another life limiting illness, like Motor Neurone Disease, or heart failure, we want to give you and a close friend or family member the chance to relax, socialise and most importantly be totally spoilt for the day.

That's why we are holding an extra special drop-in session - 'VIP me!' - taking place in our Day Therapy unit.

On **Tuesday 17th January**, from **10am until 4pm**, there will be a make-up artist, hairdresser and complementary therapist to make you and your loved ones feel fabulous, before an optional photo-shoot to capture the moment.

You will be treated to a glass of fizz, or bottomless cups of tea and, of course, there will be cakes and sweets too.

Drop-in sessions take place every other Tuesday, offering you a chance to socialise and relax. Drop-in as and when you want to, between the times of 10am until 4pm. You do not need to have been given a terminal diagnosis, nor do you need to be known to LOROS. So, if you are living with any of the conditions listed above - just drop-in - we'd love to meet you!

If you would like to find out more, visit loros.co.uk/dropin or call Day Therapy Manager Janet Manuel on **(0116) 231 8490** for an informal chat.

Thank you for your vital support

Corporate heroes



1



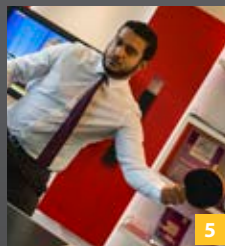
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1. During their year's partnership with LOROS, the **Global Payments** team raised an incredible £44,665.

2. **PwC's** third annual quiz night for LOROS made £4,800, taking their total to an amazing £12,300 for the Hospice over the past three years.

3. **Qdos Consulting** completed an epic 24-hour, 4,000-mile spinathon – the equivalent of the length of the Amazon River. The team accrued a remarkable £5,000, which was split between LOROS, Hope Against Cancer and the Lord's Taverners.

4. Colleagues from **Smile Essential Dental Practice** in Leicester completed an awesome adrenaline adventure in Wales and raised nearly £3,000 for our patients and their families.

5. Organised by Graham Brown, Relationship Director at **HSBC Corporate**, the annual HSBC Table Tennis Tournament has raised funds for LOROS for the past seven years. Participating teams raised more than £20,000 for the Hospice during this time.

6. Eight bankers from **Cambridge & Counties Bank** collected almost £2,000 by pedalling 350 miles in just three days, from Land's End to the bank's Leicester HQ.

7. The **AmeCon** charity committee donated more than £6,000 from bucket collections and an auction at their weekend convention in Warwickshire.

Thank you for making a difference!

Cummins Solicitors sponsored the 'Way of the Roses', a challenging 170-mile, coast-to-coast cycling adventure, from Morecambe in the west, all the way to Bridlington in the east. The event raised more than **£12,000** for the Hospice.



Colleagues from the **Co-op Funeral Care** branches and **Co-op shops** are always there to sponsor our events, including last year's Hospice Open Day, by providing us with chocolates, cakes, Pimms, and much more.



The **Everard Foundation** sponsored Keythorpe Festive Fayre, with all proceeds going to LOROS and ABF The Soldiers' Charity.



CSL Group supported the LOROS Undie-Dogs campaign with media sponsorship and a donation of **£702**. Thanks also to **Shreddies** who supplied our LOROS branded undies!

Accumulator Challenge



Nine teams were given £50 and after weeks of fundraising they managed to turn that into an amazing **£11,156** between them.

Teams taking part were: **Leicester Racecourse, Leicester Mercury, 33rd/65th Leicester Scout Troop, Joanne Kavanagh, College Court, Freedom Care, British Gas, Argento** and **Coventry Building Society**.

Huge congratulations to Coventry Building Society, Leicester, which won the award for 'Most Money Raised' - an outstanding **£5,800**.

To take part in this year's challenge, visit loros.co.uk/accumulator

Call our fundraising team on **(0116) 231 8431** or email fundraising@loros.co.uk to find out how sponsoring our events or campaigns can benefit you.

New year, new challenge?

2017 is set to be an **action-packed year** with plenty of challenges to get stuck into. From running and cycling, to climbing a mountain, there's something for everyone. Firm up those resolutions and give yourself something **new and exciting to aim for**.

St. George's Tower Run
Saturday 11th March



Tower Run is back and better than ever. Walk or run, can you climb the 351 steps and make it all the way to the top?
Register now at loros.co.uk/tower

Snowdoniaaahh!
Saturday 1st July



Face your fears and hurtle down a mountain at speeds of up to 100mph before climbing Wales' highest mountain on this action-packed challenge.
Sign up now at loros.co.uk/snowdon

Leicester to Skegness Bike Ride
Saturday 3rd June



Our ever popular 82-mile bike ride from Leicester Clock Tower is here to challenge you. Could you cycle all the way to Skegness?
Find out more at loros.co.uk/skegness

The Way of the Roses
Friday 18th - Sunday 20th August



A fantastic opportunity to cycle this incredible coast-to-coast route through some of the most beautiful parts of the country.
More info at loros.co.uk/cycle

Into the Wild
Saturday 15th - Sunday 16th July



Could you work as a team to build your own shelter and cook all your own food on a fire you built? **Head out Into the Wild this summer at loros.co.uk/wilderness**

Full steam ahead!

Last year LOROS piloted a charity walk with a difference; we joined forces with our friends at the Great Central Railway to offer our supporters the opportunity to enjoy a beautiful five-mile countryside walk that included a ride on a steam train!

Held on a beautifully crisp, sunny day, the event went on to raise more than £3,000. We received such excellent feedback from the lucky few that joined us on-board the LOROS Express that we have now put plans in place to make the event bigger so all our wonderful supporters can join us for a truly memorable day out on **Sunday 1st October**.

There's a selection of routes to choose from, which means everyone can take part, whether you fancy a casual Sunday stroll or more of a challenge.

The event is family-friendly with refreshments available and entertainment at the station. Plus we have even managed to get special permission from the station master to bring your four-legged friends along for the day!

Please visit loros.co.uk/steam for more details



Saturday 8th April 2017



2017
LOROS
TWILIGHT
WALK
**MYTHS
AND
MAGIC**

£12pp

BIGGEST girls night out in Leicester. A 10km sponsored walk

starting from King Power Stadium. Open to women of all ages & fitness levels.

An early bird discount is available when booking before February 1st 2017
Sign up now at loros.co.uk/twilightwalk



Make a difference and volunteer for LOROS

- Short and long term opportunities
- Excellent training
- Fulfilling work supporting your local hospice
- Be part of a friendly team

For more information and to find out what roles we currently have available, please visit loros.co.uk/volunteering

LOROS

Hospice Care for Leicester, Leicestershire & Rutland

Being there for you
and your family