

LOROS

# matters

For friends  
and supporters  
of LOROS Hospice

Summer  
2018

Issue 8



**Celebrate the life of your loved  
one with a limited-edition  
LOROS Forget Me Not**

**LOROS**

Hospice Care for Leicester, Leicestershire & Rutland



**"I will never forget my friend Matthew and the lifetime of wonderful memories I have of us out riding bikes, running and sailing."**

**#Iwillneverforget**

# Welcome

This issue of LOROS Matters introduces our brand new Forget Me Not campaign, a wonderful opportunity for people to remember loved ones in a very special way. It's a major fundraising campaign for the Hospice and we hope that you will support us by buying a flower to remember your special someone.

I will be buying a Forget Me Not in memory of my close friend Matthew, who was tragically killed while out riding his bike in October last year. Whilst very sad, I am fortunate to have many wonderful memories of rides, runs

and sailing with Matthew, giving me a lifetime of happy memories to recall and enjoy in a quiet moment.

It strikes me that LOROS plays an important role in helping families to gather happy memories with their loved ones at life's end. The care that we strive to provide includes time to talk, reflect and remember – a reservoir of memories that can provide comfort for families long into the future.

Thank you for your continued support.

**John Knight**  
Chief Executive



## LOROS

Hospice Care for Leicester, Leicestershire & Rutland

Being there for *you*  
and *your family*

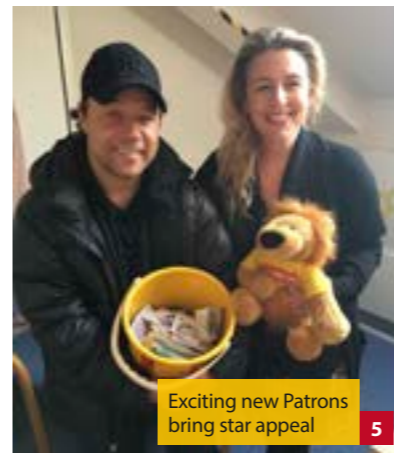
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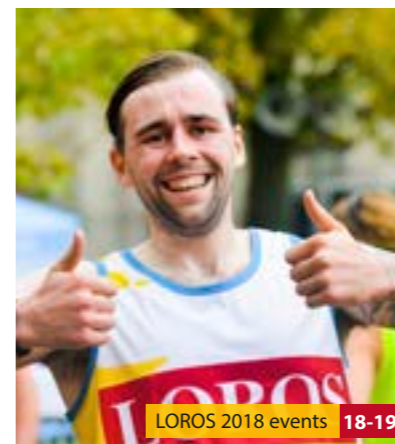
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### Fold out form

Order your limited-edition LOROS Forget Me Not now!

# LOROS transforms as Phase Two takes shape



Phase Two of our exciting site development is really shaping up.

Due to finish later this year, Phase Two will completely update Day Therapy and our Outpatients department, allowing us to care for an extra 250 patients a year. In a matter of months we will be celebrating a brand-new facility, which will be one

of the best in the UK and will provide our patients with the very best end of life care.

As you can see from our artist's impressions, this latest development is already beginning to transform the future of our Hospice.

To keep an eye on our progress, search for **#LOROSBuild** across our social media pages.

# Exciting new Patrons bring star appeal



Hollywood icon Stephen Graham, his actress wife Hannah Walters and national TV star and comedian Greg Davies have all become Patrons of LOROS.

Stephen is best known for his roles in This is England, Snatch and the Pirates of the Caribbean film series, as well as TV series Boardwalk Empire and more recently Little Boy Blue and Taboo.

Hannah starred alongside Stephen in This is England and Pirates of the Caribbean and has also appeared in the likes of BBC series Whitechapel.

Stephen and Hannah proudly accepted the Hospice's invitation to become Patrons after a visit to LOROS inspired them to embark on two weeks of bucket collecting, raising nearly £2,500.

Best known for his roles in The Inbetweeners, Cuckoo, Man Down and Taskmaster, Greg Davies has been mentioning LOROS in his nationwide comedy tour after his visit to the Hospice had a huge impact on him.

Greg held a bucket collection at the end of his three Leicester shows, raising more than £2,000.



Visit [loros.co.uk/support-us](https://loros.co.uk/support-us) to follow in Stephen, Hannah and Greg's footsteps by fundraising for LOROS.



kindly supported by:

**uptonsteel**

# The LOROS Forget Me Not Flower Appeal

This July, we are bringing a sea of colour to the heart of Leicester with limited-edition, wrought-iron Forget Me Not flowers.

Each flower symbolises the life of a loved one no longer with us. The display will take place from Monday 2nd until Sunday 8th July in Leicester's Jubilee Square.

The Forget Me Nots are available to buy now, and following the display will be

available to keep as a tribute to your loved one.

The bespoke flowers will make a perfect addition to any garden or as a present for someone special to you.

Each unique Forget Me Not has been lovingly handcrafted and supplied by the British Ironwork Centre in Shropshire. The flower head measures 17cm in diameter and fits onto a 43cm wrought-iron stem.



- ♥ Each flower symbolises the life of a loved one no longer with us
- ♥ Each flower could pay for an hour of care
- ♥ Make a difference for just £25

## How I can own a Forget Me Not flower

The flowers are priced at £25 each, an amount that could pay for an hour of care for one of our inpatients.

You can order your flower by completing and returning the order form at the back of this

magazine or search: LOROS Forget Me Not on our website.

Orders will be available for collection from LOROS Hospice on Groby Road from 10th July onwards. Alternatively there is a £4.95 delivery charge per flower.



# Join us to shape LOROS' future

By Sue Fellows

You may recognise a few of the faces in this photograph because we are all actively involved in one way or another with the life of LOROS.

Our group is called the Patient and Carer Participation Group (PCPG is easier to say!) and we meet four times a year.

At the moment, there are 16 of us, with at least 10 of us in attendance at most meetings. Some of us are, or have been, carers. Some are patients and others are members of staff representing a range of LOROS services. Our aim is to help LOROS be the best it can for patients and their families.

The more of you that join us, the more we can achieve. Our meetings last for two hours from 5-7pm and we discuss all kinds of things such as support for carers, new research, the gardens and other facilities.

The tasks we do are varied and draw on our individual skills and interests. They range from giving talks at events, proofreading documents and talking to people using LOROS services. The list goes on and gets longer as we think of new ideas!

If you'd like to find out more, contact Veronica Mickleburgh on **(0116) 231 8435**



# New appointment strengthens community services



We are delighted to introduce Jo Beeching as our new Head of Community and Outreach Services. Jo's role highlights our commitment to further develop LOROS services in the community, as part of our three-year strategic plan. It will allow us to support more patients and families across Leicester, Leicestershire and Rutland.

Jo joins us from Leicestershire Partnership Trust, the main providers of local NHS community services. She has a wealth of experience from previous clinical and managerial roles, most recently managing the

Leicestershire and Rutland Hospice at Home service.

She is responsible for Community Nurse Specialists, Counselling and Bereavement, Lymphoedema, Home Visiting, Complementary Therapy and Community Engagement. She also manages LOROS Local and will oversee community developments planned for 2018/19.

Jo will work closely with Jo Hyde, Head of Inpatient and Day Therapy Services, to ensure patients and their families receive the best possible care and support from LOROS.

## Care in the community expands

As our care in the community expands, we now have a range of outreach clinics across Leicester, Leicestershire and Rutland.

These offer patients the ability to meet with a specialist LOROS consultant, attend lymphoedema clinics, have complementary therapy or join bereavement support groups.

A selection of these services can now be accessed in Uppingham, Market Harborough, Hinckley, Melton Mowbray and Ashby, bringing our care closer to people at home.



# Hospice Open Day – Save the date!

## THE **BIG** DAY OUT AT LOROS HOSPICE



Save the date

Saturday  
13th October  
10am-4pm

Join us once again for our free, annual, family-friendly event.

This year's Hospice open day, the Big Day Out at LOROS, will take place on Saturday 13th October, from 10am till 4pm.

Last year's event raised over £11,000 and saw more than 2,500 come along to enjoy a range of activities, such as live music, face painting, handmade crafts, a petting zoo and a pop-up bar.

This year's event will have activities for all the family. There will be food and drink, entertainment, stalls selling local produce and handmade crafts, a raffle and lots more!

We are also looking at parking options to make sure there will be plenty for everyone.

## Your information, our promise to you



LOROS Hospice is committed to valuing, protecting and respecting your right to privacy at all times.

New data protection law (the GDPR) came into effect in May 2018, meaning that unless we have clear records of your consent for us to contact you by email or phone, we may no longer be able to do so via these channels. Without our wonderful supporters, we simply wouldn't be able to raise the £5 million each year that we need to continue to deliver our care to the terminally ill and their families. Your continuing support and dedication is vital for us.

We would like to contact you about our work, news, fundraising activities, appeals and events. You can tell us (if you haven't already) how you would like to receive these communications. You also have the right to 'opt out' of receiving communications from LOROS at any time.

Simply visit [loros.co.uk/tickyees](https://loros.co.uk/tickyees), call (0116) 231 8432, or email [update@loros.co.uk](mailto:update@loros.co.uk) and we will update our records.

We have updated our Privacy Policy so you know what we do with your personal data. For full details see [loros.co.uk/privacy](https://loros.co.uk/privacy)

Tick Yes



## Our fundraising promise to you

We are registered with the **Fundraising Regulator**, and we are committed to valuing, protecting and respecting your right to privacy at all times.

- **We promise** to keep all our supporter information safe and secure
- **We promise** we will not sell your data to any third parties
- **We promise** to respect and preserve your right to privacy
- **We promise** to be transparent and honest about the way we use data

**Thank you for your continued support. Together, we can make a real difference in our local community for patients and their families - now and in the future.**



Trish and Rob

## Trish and Rob's perfect day

■ As a nurse on the LOROS Ward for 12 years, Trish Felts was used to caring for terminally ill patients. It was her passion and her profession. Never did she imagine she would find herself being supported by the Hospice when her husband, Rob, was given the devastating news that he had terminal cancer.

After a trip to A&E in May 2017, Rob (64) was told he had cancer in the lining of the lung and the diagnosis was terminal.

"We were in total denial, we just couldn't believe it," said 60-year-old Trish, of Glen Parva, who had been with Rob for 22 years.

By August, Rob's health had deteriorated and he was brought into LOROS for pain management.

"We thought he would only be on the Ward for a week," added mother-of-two and grandmother-of-three Trish. "I promised him it would only be a week but then his health got worse. Everything happened so quickly."



A Ward consultant asked them "Why don't you get married?"

"Rob was a very private person, and because he was so poorly, he didn't really speak much," said Trish.

"But when the consultant mentioned getting married, he had the biggest beam on his face. That was it, the idea had been put in our heads."

With that, colleagues and friends immediately got the ball



rolling, helping to arrange her big day so she could continue being there for Rob.

"The support I received was just fantastic. People were coming in early to prepare for the wedding. Even the kitchen staff came in especially to make the cake.

Trish and Rob said 'I do' in the LOROS Chapel, before celebrating with friends and family in the Hospice's social area.



"The sun came out, it was just perfect. There wasn't a dry eye in the place," she said. "I will never forget what the nurses and team did for me."

Rob sadly died at LOROS, five days after they got married.

"Soon after we had said our vows, Rob mentioned that he was uncomfortable so I took him back to his room.

"That was it really; he didn't get any better from there."

Trish said she feels very fortunate to have married such a lovely man.

"It's great to finally be Mrs Felts," she added. "The nurses were so excited about creating me a name badge with my new surname on. It was the little things like that that meant such a lot to me."



# The LOROS Lottery goes online!

By playing the LOROS Lottery, you're making a huge difference. From £1 per week you can support your local hospice and be in with a chance of winning up to £2,000.



"Our boiler had been replaced the day before, and we were worried we'd need to cancel our upcoming holiday to Majorca, which is our son's first trip abroad - now we don't need to!"

£2,000 winner, Becky Folwell

## The difference you could make...

**£12 million** has been raised by LOROS LOTTERY players over the last 22 years. This could help pay for around 22,857 days of inpatient care at the Hospice.

£12M

### MEALS

By playing the LOROS LOTTERY for one month, you could pay for a patient's meals for a day.



### TRANSPORT



Two plays every week for a year could pay for us to transport 10 patients from their homes to the Hospice.

### COMPLEMENTARY THERAPY

By playing the LOROS LOTTERY for a year, you could pay for two complementary therapy sessions for our patients, their families or carers.



## What YOU could win

1st Prize  
**£2,000**

2nd Prize  
**£200**

3rd Prize  
**£150**

4th Prize  
**£100**

5th Prize  
**£50**

Plus 50 Prizes x £10

### We've got some updates for you...

We've recently reviewed our prize structure and need to let you know that from 1st August 2018 the third prize will no longer have the chance to rollover, but will stay fixed at £150 each week. The good news is that you still have the opportunity to win one of our 55 prizes every week! Please refer to the new prize structure on above and for more information visit our terms and conditions at [loros.co.uk/lottery](http://loros.co.uk/lottery)

## How to join



Set up a direct debit online. Visit [loros.co.uk/lottery](http://loros.co.uk/lottery) or call us on (0116) 231 8430



Pay by card online. Visit [loros.co.uk/lottery](http://loros.co.uk/lottery) or call us on (0116) 231 8430



Pay by cheque (payable to LOROS Lotteries Limited). Send either £13, £26 or £52 for each number.  
**Post to:** The Lottery Office, Unit 8, Barshaw Park, Leycroft Road, Leicester LE4 1ET with this magazine as reference.

"In 2008, when Peter won £2,000 for the first time, the winnings went towards his work restoring classic cars. He used the rest to treat the family, which he will do again this time!"



Lucky double winner (2008 and 2018); Peter Smith plays in memory of his wife

### Already a LOROS Lottery player?

If you currently play the LOROS Lottery and would like to change to a Direct Debit or Card payment, visit [loros.co.uk/lottery](http://loros.co.uk/lottery)





# Have you thought about leaving a gift in your Will?

**Did you know?**  
Gifts in Wills support one in four of our patients each year

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

**Did you know?**  
Every gift in every Will makes a difference, however large or small.

To find out more visit [loros.co.uk/wills](http://loros.co.uk/wills) or call Rachel Hill on (0116) 231 8431

# Join our volunteering team!

There are opportunities for everyone throughout the Hospice and in the local community. In this issue we are highlighting the work of the community engagement team.

Over the summer, the community engagement team will represent LOROS at local festivals such as

the Caribbean Carnival, community events such as the Evington Summer Fayre, and wellbeing events at GP surgeries across Leicester, Leicestershire and Rutland.

Our volunteers manage information stands, give short presentations and support our mobile resource centre, LOROS Local.



If you would like to be part of something amazing and would like to help us raise awareness of LOROS, please get in touch, we would love to hear from you.

To find out more, email [volunteers@loros.co.uk](mailto:volunteers@loros.co.uk) or call (0116) 231 3771





# LOROS 2018 events

**Monday 2nd – Sunday 8th July**  
**Forget Me Not display**  
Jubilee Square, Leicester

Visit our beautiful display of Forget Me Not flowers in Jubilee Square and remember your loved one.

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



**Sunday 9th September**  
**Skydive Sunday**  
Sibson Aerodrome, Peterborough

Be brave and face your fears as you plummet more than 13,000ft for an adrenaline rush that you will never forget!

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



**Saturday 13th October**  
**The Big Day Out at LOROS**  
Groby Road, Leicester

Come and see LOROS for yourself on our Hospice open day, which saw more than 2,500 visitors last year! A free, fun, family day out.

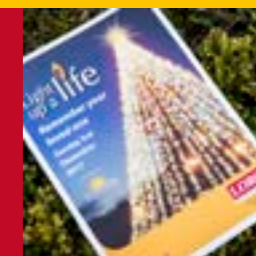
[loros.co.uk/bigdayout](http://loros.co.uk/bigdayout)



**Sunday 2nd December**  
**Light Up A Life**  
LOROS Hospice

Remember your loved one this Christmas and sponsor a light on our special Christmas tree.

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



**Saturday 11th August**  
**The Mudnificent 7**  
Heart Park, Coventry

Get stuck in with Team LOROS this summer on this 7km obstacle course. It's going to be muddy good fun!

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



**Thursday 13th September**  
**Wygston's House**  
Leicester City Centre

An evening of feast and folklore with fascinating stories on the history of Wygston's House.

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



**Sunday 14th October**  
**The Leicester Marathon**  
Victoria Park, Leicester

Lace up your running trainers on behalf of LOROS and take part in the half or full marathon, or the Cummins Relay Challenge. Pledge to raise £100 and run for free.

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



**Monday 3rd December**  
**The Christmas Concert**

The Church of St James the Greater, Leicester

An evening of festive songs and entertainment organised by Applause.

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

**Saturday 1st September**  
**Annual Great Glen Wheelbarrow Race**  
Great Glen Recreational Ground

Celebrating its 10th year. The showground area will have stalls, children's and adults' wheelbarrow race and concluding with live evening entertainment.

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



**October**  
**LOROS Yellow Day**

Go Yellow for LOROS! Dress-down and pay £1, or sign up and take a look through our yellow fundraising guide for more ideas!

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



**Sunday 2nd December**  
**Santa Fun Run**  
Loughborough Town Centre

Get into the Christmas spirit with this festive family-friendly fun run alongside more than 1,000 Santas.

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



**Thursday 27th December**  
**The 39th Winter Walk**  
Thurnby or Houghton on the Hill Village Hall

The annual five-mile, family-friendly, sponsored field walk.

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





# All in a day's work

We are the LOROS housekeepers. There are six of us, and we are the people you'll meet first when arriving at the Hospice.

**7am:** Our first job is to make all of the patients on the Ward a cup of tea or coffee and provide them with fresh water. We continue to provide refreshments regularly throughout our working day.

**7.30am:** The team meets to discuss patient care and plan the day ahead. We meet with the nurse in charge, Ward

nurses, kitchen staff and the domestic team. Jobs are allocated depending on what has happened overnight and what patients we are expecting to arrive on the day.

**8am:** Following our morning catch-up, we're on our way to get bed spaces ready for new patients. We add their name to the board and



ensure the space is clean, tidy and fully equipped with everything they'll need.

**9am:** We go to reception to meet our first admission of the day, where we check their name, date of birth and fit a wristband to the patient. First impressions are key, and we make sure patients know where everything is and that they're comfortable.

**10am:** There's laundry to work through. We're off collecting dirty items to be washed and replenishing clean laundry where needed. We also do another tea round; this is to compliment the tea rounds our kitchen staff also do to ensure patients get plenty of drinks throughout the day.

**12pm:** A vital part of our role is to make sure supplies needed for patient care are well stocked. Anything that is needed on the Ward or in Day Therapy is ordered by us. We make sure everything is available when people need it.

**2pm – 3pm:** On Wednesdays, we receive deliveries, and we put all the stock away in the correct place so it can be easily located.

**6pm – 7pm:** We're nearing the end of our working day now, and once we're satisfied everything is in top condition we can go home.



## Did you know?

- Housekeepers are the first point of contact when patients and carers arrive at LOROS, ensuring that they are settled in and know where to find everything they need.
- Our housekeepers are available 365 days a year, to ensure the Ward is comfortable and clean.
- Most of our housekeepers have previously worked in a caring profession and will always make time to get to know our patients and their families.
- Our housekeepers help those who struggle to feed themselves and liaise with kitchen staff about any dietary requirements patients may have.
- Our housekeepers maintain vital supplies needed for patient care – this includes medical supplies, towels, staff uniforms and feeding apparatus.

# Community heroes

We are extremely lucky to have so many fantastic supporters in the local community, and we want to thank you all. Your support is really valued and is a major part of fundraising for the Hospice.

Please get in touch if you'd like to fundraise for us; we'd love to help and support you. Contact the team on **(0116) 231 8431** or email [fundraising@loros.co.uk](mailto:fundraising@loros.co.uk)

## Shepshed Support Group – thank you for 32 years of support.

As our Shepshed Support Group comes to an end, we would like to extend our profound thanks for the outstanding 32 years they have been together fundraising for the Hospice. In total, they have raised more than £100,000 – a staggering amount!

We'd like to express our enormous thanks to all our support groups, past and present. If it wasn't for their hard work and dedication, the Hospice would not be here today.

If you would like to start a local support group for LOROS, please contact fundraising on **(0116) 231 8484**



## Thank You

Paula and Dot Mann organised a stall at the Church Rooms in Anstey and raised £215. Paula looked very fetching as she got in the spirit dressed as a penguin.

Sue Sansome, Charlotte Millar and friends raised £2,049 from their very popular coffee morning.

The very talented Mary Pollard raised £3,104 from her annual festive wreath workshop.

Thanks to Peter Kerrigan for organising one of his famous quizzes at the Coach and Horses Public House in Markfield, which raised £234.

Members of the Student Lifestyle Programme at the University of Leicester volunteered at M&S for the day, raising £1,400 for the Hospice by packing customer shopping and collecting donations.

Katie England and friends organised an afternoon tea fundraiser, which took place at Oadby Tennis Club. Together they raised £1,352.

An evening of entertainment including live music, a raffle and tombola organised by Hannah Patterson-Markley and family raised £1,572.

The LOROS Summer Quiz, the Missing Link, is available from our LOROS shops and at the Hospice. Quiz sheets cost just £1 with all proceeds to LOROS. There's £100 up for grabs in prize money with entries to be submitted by 23rd August. The Winter Quiz will be available from September.



Members of the Blaby Meridian Rotary collected for LOROS at Sainsbury's, Grove Park, at Christmas, raising £2,180.



Sajal Amrat took the brave decision to have her head shaved and raised an amazing £3,400.

The 14th Annual Jazzbash at The Musician, Leicester, organised by Stuart Battle and friends raised £650. The 15th Annual Jazzbash will take place on Sunday 20th January 2019.



The LOROS Singers - a choir made of LOROS volunteers, staff and friends raised £1,500 throughout 2017. They can perform at your event too. Contact LOROS Fundraising on (0116) 231 8431 for further details.



Thank you to Nicholas Goodwin and his friends from Los Nerdos who organised 'A Night Celebrating the Heroes of LOROS' on Saturday 11th December and raised £1,036.



Lee Barrett supported by his family and friends raised an incredible £5,123 from their 'Swing into Remembrance' event, which took place at Longcliffe Golf Course in Loughborough.



# Shantelle's story

■ Mother-of-three Shantelle is just 31. She has three children, aged 14, 13 and six. In February 2016, she was given the devastating news that she has terminal cancer. Here, she tells how LOROS is helping her cope with her diagnosis after her world was turned upside down.

"It all began in February 2015. I was diagnosed with breast cancer after I found a lump," said Shantelle Griffith, of Beaumont Leys, who was just 28 at the time.

"I had a mastectomy and radiotherapy and within months I was back to work. If I'm honest, I thought that was it, I would have my breast removed and I could return to my normal life."

The following February, while Shantelle's family were planning a 'cancer-free party', she started to feel pains in her chest. After tests, Shantelle was told the cancer had returned; she had a tumour in her sternum, and it was terminal.

"I remember thinking, how can this happen to me at this age? Am I going



Shantelle and her children

"LOROS was exactly what I needed"

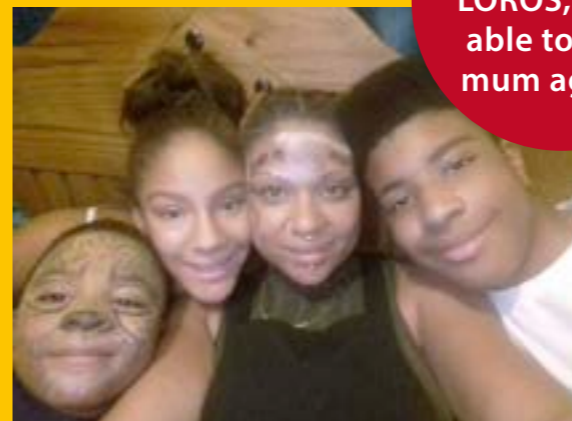
to die? Who is going to look after my children?" she said.

"It really did knock me for six."

Shantelle has now developed osteoporosis, meaning her

bones are becoming less dense and more fragile.

Over time, Shantelle said the pain had got worse, making her feel very sad.



"As soon as I came to LOROS, I was able to be a mum again."

"I also feel like I'm failing as a mum. It's my kids that keep me going, they're so strong but it breaks my heart. This is having a massive effect on them too."

Her oncologist could see she was struggling, so referred her to LOROS for pain management.

"LOROS was exactly what I needed," said Shantelle,

who admits she was apprehensive about being admitted to a Hospice.

She said everyone made her feel so at ease, reassuring her it was OK to feel upset.

"At home, all of our emotions were running high, so we were arguing all of the time; I was at breaking point, but as soon as I came to LOROS, I was able to be a mum again.

"My kids can come and visit, and it's quality time. They've noticed a difference in me; I'm more chilled out now."

Shantelle likes the way LOROS staff talk to her as

she sometimes struggles with being a young cancer patient.

"The staff don't treat all of the patients the same, they treat you like you're you, which is good because I am me, even though I have cancer," she added.

Last year, the LOROS occupational therapists celebrated 100 years of the profession in the UK. If you would like to find out more about how our Occupational Therapy team and LOROS could support you or a loved one, visit [loros.co.uk/care](https://loros.co.uk/care)

# Choose charity, shop LOROS

Throughout 2018 we're running a year-long campaign to showcase our amazing shops!

We're hoping to dispel any myths surrounding charity shops while encouraging shoppers to step outside their comfort zone and try buying from charity.

By shining the light onto a different shop each month, we will give people the chance to have a good look at what our stores have to offer. From our '4 Men' shop in Wigston to our furniture shops in Leicester, we really want to demonstrate just how much variety and range our shops have.

It's July. It's music festival season. So there's only one choice this month - our music shop on Queens Road. Spiral Scratch has been open for three years and is the only charity shop

in Leicestershire specialising in music and media, situated in the trendy Clarendon Park area. Find out what's going on in the month-long showcase at [loros.co.uk/shoploros](http://loros.co.uk/shoploros)

## So choose charity, shop LOROS!

You can search for **#ShopLOROS** across our social media pages to find out which of our shops we'll be highlighting each month.



## LOROS superstore and café opens its doors

In February, we opened our biggest store to date, complete with a shop, showroom, café and donation centre.

The shop, situated in Pullman Road, Wigston Magna, offers a coffee bar and cook shop, as well as a department store selling greeting cards, ladies wear and children's clothes. Plus, there is extensive storage space that will become the Hospice's new donation warehouse.

This is our first 'superstore', and joins our other 28 shops across Leicester, Leicestershire and Rutland.

LOROS Trading Manager Jonathan Capewell said: "We are so excited

about the opening of our brand new store in Wigston Magna.

"We've spent quite some time looking for a large, out of town property, with storage, which was suitable for both shopping and donating, so when we found this site, it was perfect."

The new store also has on-site parking, making it easy for people to drop off donations, have a browse and grab a coffee without worrying about the time.

Volunteers are also needed, so if you have some time to spare Monday to Sunday, from 9am until 5pm, then please get in touch by emailing [volunteers@loros.co.uk](mailto:volunteers@loros.co.uk)





# Richard III's tomb prompts big questions on death

Since May 2016, LOROS has been working with the University of Bradford on an Arts and Humanities Research Council-funded project, combining archaeology with end of life care.

During Dying Matters Week in 2017, the team held an exhibition at Leicester Cathedral, using

archaeological case studies to encourage reflection about death and its importance in all our lives.

Referring to the tomb of Richard III, people were asked 'How do you (re)bury a King?' and 'Are the bones still 'him' or just bones?'. Other big questions that people were asked to consider included: 'What actually is an ancestor?'

'Does how you die affect how you are remembered?', 'Is all death the same?', 'What is the respectful treatment of bones?', 'Why talk about death at all?'

This was an interactive exhibition, where visitors responded to questions via post-its and feedback forms. They told us the exhibition was 'valuable, important and

meaningful'. One person wrote about what they would take away: "I need to start writing my end of life wishes and sharing them with my family".

The wider study - the Continuing Bonds project - assesses the relevance and contribution of archaeology to end of life care and continues until this July.



# Communication – effective, compassionate conversations

By LOROS Practice Educator Alison Pilsworth

Practice Educator Alison Pilsworth joined LOROS after working as a clinical nurse specialist in heart failure. LOROS Practice Educators are passionate about enabling staff to have effective, compassionate conversations with patients. They facilitate and deliver communication skills courses for registered and non-registered staff from the health and social care community.

Our Foundation Level Communication Skills workshop is suitable for non-clinical staff and provides knowledge and practical skills. Participants will learn how their own personal communication skills and style has an impact on others, and the workshop includes strategies to communicate effectively in difficult situations.

After completing the workshop, participants



can also attend the intense, two-day Advanced Communications Skills course, which is suitable for staff holding a professional health and social care registration e.g. NMC, HCPC.

The interactive course will help attendees to build on their existing knowledge and competence. It includes individually tailored challenges, effective communication tactics, and rehearsals with

professionally-trained actors in a simulated safe environment.

You will receive a constructive and supportive appraisal of your professional communication skills.

For full details of our programmes, visit [loros.co.uk/education](http://loros.co.uk/education) or call our Education team on (0116) 231 8455 or [education@loros.co.uk](mailto:education@loros.co.uk)

# Thank you for your support

We'd like to say a big thank you to our corporate sponsors.



The ongoing support from our three building societies: **Hinckley & Rugby, Market Harborough** and **The Melton**, makes a real impact on the care we provide. We are very grateful to their staff and members for their generosity, which has raised a spectacular £23,229 through their hospice affinity accounts.

Thanks to **Charnwood Brewery, Practical Car & Van Rental, Tesco Extra** at Beaumont Shopping Centre, **Buds Floral Design, Pepsico**, and **Burleighs Gin** for their gifts in kind.

Thank you to **NEXT** for its continued and generous support towards our annual Ladies Lunch and its involvement in other events.



**Upton Steel** kindly sponsored our exciting, brand new Forget Me Not Flower Appeal.



Leicester-based **Westerby Group** has sponsored a summer garden party in aid of LOROS at the home of Sir David and Lady Samworth.



The first 500 ladies to set up a Twilight Walk JustGiving Page received a Karma Jewellery bracelet from **Argento, Leicester**. The event would not be possible without the fantastic support of **Phoenix, Highcross Leicester, King Power Stadium** and **Knightsbridge Estate Agents**.

## You truly make a difference



## Corporate heroes

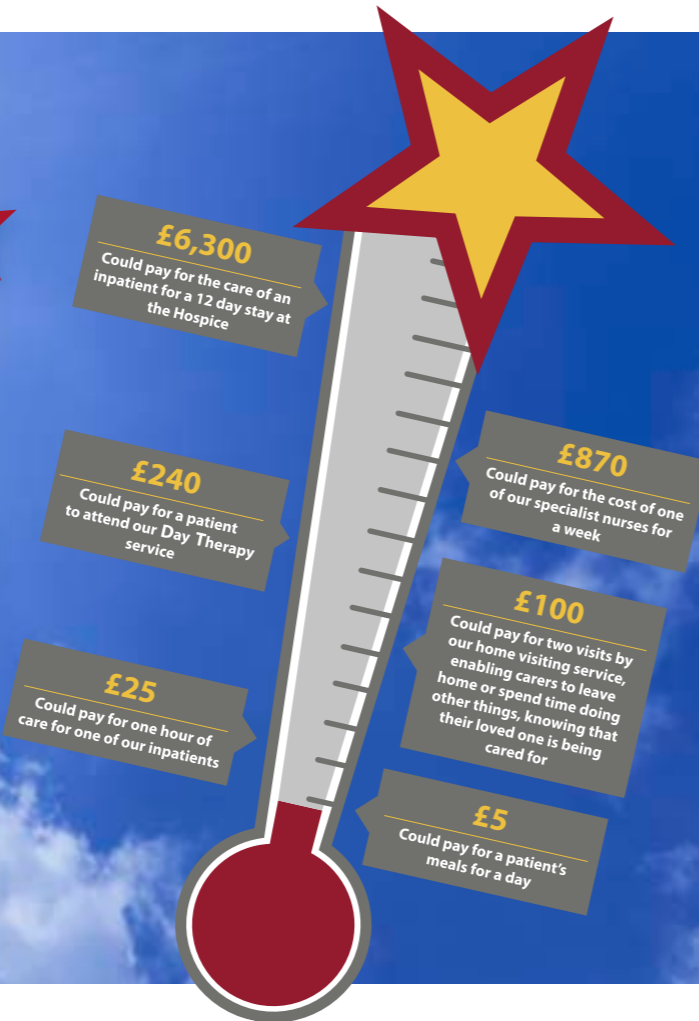
- Tarmac** team took on a cycle challenge in memory of their colleague and friend Robert Stevens and raised a stunning £10,305.
- Our partnership with **Tokio Marine HCC** came to an end with a staggering final total of £62,453 donated to the Hospice.
- Baker Hughes GE Company** continues supporting LOROS, raising an incredible £5,351 throughout 2017.
- Liliann Occasion Wear** plans a number of events in aid of LOROS, from Christmas House to fashion shows and afternoon teas.
- TSB, Humberstone Lane, Leicester** has chosen the Hospice as its Charity of the Year and is building a partnership with our Education team.
- Kettleby Foods** extends its support to LOROS after completing its charity challenge, raising £2,335 for our patients. We are delighted that Brooksby Foods – another Samworth Brothers business – has joined forces with the team.

To find out more about corporate support and Charity of the Year partnerships please call our fundraising team on **(0116) 231 8431** or email [fundraising@loros.co.uk](mailto:fundraising@loros.co.uk)



# FUNDRAISING MADE EASY

Access our resources at [loros.co.uk/toolkit](http://loros.co.uk/toolkit)



# Have a celebration on us this year

By buying LOROS scratch cards, you'll be making a huge difference and supporting local terminally ill people.

They cost £1 each and give you the chance of winning up to £1,000!

If you have a party coming up or if you are getting married and want to offer something different to your guests as favours then look no further – we've got different designs to choose from!

We're busy designing new scratch cards, perfect for your seasonal celebrations this year!



## How to buy

Online at [loros.co.uk/scratchcards](http://loros.co.uk/scratchcards)

Over the phone by calling (0116) 231 8430

If you want to buy a small quantity of our LOROS scratch cards then you can do this from any LOROS shop. Find your closest by visiting [loros.co.uk/shops](http://loros.co.uk/shops)

# I will never forget

"I will never forget my wedding day, when my brother pushed dad down the aisle, so he could give me away. That was top of dad's bucket list, to give me away and he hung on for it."

Emily's father, Eddie Gardiner, was diagnosed with Motor Neurone Disease in May 2016. Following his diagnosis, Eddie started attending LOROS and accessing services.

"The team at LOROS were amazing from day one. We would have all felt very alone if LOROS hadn't been there," said Emily

Eddie's goal was to see Emily get married and he managed it. In June 2017, he was pushed down the aisle, before saying 'I do' as he was asked to give Emily away; they were two of the last words he ever spoke. "I will never forget that day," said 27-year-old Emily Humphrey, of Rutland.

"Having dad there meant it was the best day of my life." Eddie, 56, died in his home, as he had wanted, just a few months later, in August.

"I miss him every single day," added Emily.



Emily will never forget, thanks to the LOROS Forget Me Not Flower Appeal. You too can buy a Forget Me Not in memory of a loved one by filling in the attached form or visiting [loros.co.uk/forgetmenot](http://loros.co.uk/forgetmenot)

## The LOROS Forget Me Not Flower Appeal

# Make a difference for just £25

Did you know the £25 cost of one flower could pay for...

- ♥ an hour of care for one of our inpatients
- ♥ an aromatherapy, reflexology or massage session, helping to relieve a patient's pain and sickness, or to reduce anxiety in patients and their family members
- ♥ the collection of two patients from home for Day Therapy
- ♥ a protective uniform for a nurse
- ♥ a day's worth of meals for five patients
- ♥ plants and gardening services for the Hospice grounds



## #IWillNeverForget

We would love to know why your unique Forget Me Not is special to you.

Share your memories of your loved ones using #IWillNeverForget on our Facebook, Twitter or Instagram pages. Search: LOROS Hospice.

kindly supported by:

**uptonsteel**

To order your flower please visit [loros.co.uk/forgetmenot](http://loros.co.uk/forgetmenot) or complete this order form and return with your cheque made payable to 'LOROS'.

Alternatively you can place your order by ringing (0116) 231 8431 between 9am and 5pm, Monday to Friday.

Title:  Forename:  Surname:

### BILLING ADDRESS

Address:   
Postcode:

**DELIVERY ADDRESS** if different from billing address  
– additional £4.95 per flower

Name of addressee if different to the above  
Title:  Forename:  Surname:

Address:   
Postcode:

### Our Forget Me Not flowers are priced at £25 each.

I would like to order  flower(s)

Delivery can be arranged for an additional £4.95 per flower or can be collected from LOROS Hospice from 10th July (Monday to Friday between 9am and 5pm). Please indicate whether you would like delivery or collection.

- Please send my flower(s) to the delivery address  
 I will collect my flower(s) from LOROS Hospice on or after 10th July

LOROS needs to raise £5 million every year to carry on caring for more than 2,500 people across Leicester, Leicestershire and Rutland. I would like to make an additional donation to LOROS.

£

Please complete the total cost of your flower(s), delivery charge(s) and any additional donation here.

Total £:



# How can I own a Forget Me Not flower?

Visit [loros.co.uk/forgetmenot](https://loros.co.uk/forgetmenot) or [complete the form overleaf](#)

**LOROS**

Hospice Care for Leicester, Leicestershire & Rutland

kindly supported by:

**uptonsteel**

## The LOROS Professional Development Centre

A state-of-the-art venue for hire. The Centre provides meeting and conferencing facilities for up to 80 people at extremely competitive rates.

Located close to the city centre and just four miles from the M1, the Centre is an ideal location for your next event.



For more information visit  
[loros.co.uk/lpdc](https://loros.co.uk/lpdc)

Registered Charity No. 506128

**LOROS**

Hospice Care for Leicester, Leicestershire & Rutland

Being there for you  
and your family