



# 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 aged 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
- End of life care
- Outreach support in the patient's home
- Palliative day therapy

## How to refer

- Patients are accepted who are registered with a GP 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 ward

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. The team of doctors, nurses and other hospice staff promotes dignity and individual choice and strives to improve the patient's care experience.

### Enablement team

This is a team of specialised occupational therapists, physiotherapists, and therapy assistants who work collaboratively with the LOROS multi-professional team on the Inpatient ward, Day Therapy Unit and Outpatient clinics.

Focusing on Palliative Rehabilitation (physical, psychological and environmental needs), the aim of this service is to support our patients (involving those important to them and their carers), to



understand and adapt to their symptoms by offering personalised strategies to help achieve comfort, control, autonomy or independence in managing daily living tasks and / or important personal goals.

### **Counselling and psychological support**

A specialist confidential counselling service is available for patients and their families who are anticipating grief and who are terminally ill and bereaved. Counselling gives people the opportunity to talk through their experience with trained counsellors who enable patients and families to make more sense of their feelings. A bereavement support service is also available in the Hospice and in the community.

### **Spiritual and cultural support**

The team is available to support patients, their families and friends as well as our staff and volunteers, to meet their spiritual and religious needs whether they are of any or no faith. Staff represent the main faiths in Leicester or can arrange for other faiths as required. Facilities at the hospice include spaces for private observance or reflection, a washroom and a range of prayer materials.

### **Compassionate Neighbours**

Our highly trained Compassionate Neighbours volunteers provide companionship, practical and emotional support to patients in their homes for up to four hours per week. This enables relatives and carers to leave the home with peace of mind or to have some time to themselves. The service does not offer personal care but is tailored to meet the needs of patients, relatives and carers and our volunteers are able to adapt themselves to how patients are feeling on the day. We can also offer a blend of volunteer visits and telephone befriending to suit the needs of the patient.

### **Telephone Befriending**

We also offer a volunteer telephone befriending service. Volunteers can provide a weekly telephone call to patients and their family carers, to offer a listening ear and emotional support. The same volunteer will call each week, at a mutually convenient time, offering ongoing support and continuity. This service can also offer virtual alternatives such as Facetime and email.

### **Day therapy**

LOROS Day Therapy is a nurse-led service at the Hospice running Tuesday to Friday. Patients will be assessed by a Day Therapy nurse following the patient's referral. The programme includes complementary therapy, diversional and creative activities such as arts, crafts and themed weeks. Access to other services can also be arranged while patients attend Day Therapy.

A Well-being hub is available on the 1st and 3rd Monday of each month. People with a palliative condition can attend. They do not need to be referred. There is a café available to purchase drinks and refreshments.

### **Community Nurse Specialists (CNS)**

The LOROS CNS Team work alongside nurses from Leicestershire Partnership Trust to provide specialist palliative care and advice to patients and families in their own homes. This service is called the Integrated Community Specialist Palliative Care Team (ICSPCT).

Care is delivered through direct patient contact and liaising with other health and social care providers. The CNS's are based in Community Nursing Hubs alongside the wider community teams across Leicester, Leicestershire and Rutland.

ICSPCT is supported by 2 LOROS Community Consultants, available daily

to advise the nurses, provide home visits if required and liaise with other Health Professionals as appropriate.

## Lymphoedema

The nurse-led Lymphoedema service provides specialist care for patients with lymphoedema (a build-up of tissue fluid that causes swelling in any part of the body) caused by cancer or its treatments. It is a long-term (chronic) condition that cannot be cured, but it can usually be well controlled. The service offers specialist advice on lymphoedema causes and management to the patient, their carers and health professionals.

## Complementary therapy

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

## Medical Outpatients

LOROS provides a medical Outpatients service at the Hospice. Patients will be seen by a palliative care doctor following a referral from a healthcare professional such as a GP. Some patients who are too unwell can be seen at home.

## Young Person and Transition service

LOROS has a Young Person and Transition Key Worker to support patients and relatives aged 18-30 while accessing our services and to make the transition to LOROS from children's services as smooth as possible. This includes identifying individual needs, ensuring that age appropriate services are available, signposting to other organisations if required and providing a main point of contact for young people and their families.

## Community outreach services

We recognize that it's not always possible for patients and their families to travel to



the hospice, particularly from some areas of Leicestershire, due to distance. Experience from reshaping some of our outreach services during the Covid-19 pandemic means we can offer a mix of in-person or virtual support for patients and carers. Our LOROS Local mobile resource unit also takes information about our services into communities. Please ask for more information or visit [loros.co.uk/our-care/LOROS-local](https://loros.co.uk/our-care/LOROS-local).

## Social work team

With the other multi-disciplinary professional team surrounding the person and those important to them, the social worker ensures that services and interventions take account of the whole person as well as their family, whatever that means for them.

Specialist palliative care social workers can offer a wide variety of support to both the person and carers. This can include sourcing practical help at home, accessing other services, advice around debt or income maintenance, help with housing and advocacy.

We undertake work around helping people to prepare for the end of their lives. We provide advice about bereavement support organisations for people who need more specialist care.

## Our care

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

## Our charity

It costs £8.8 million each year to be able to deliver our services.

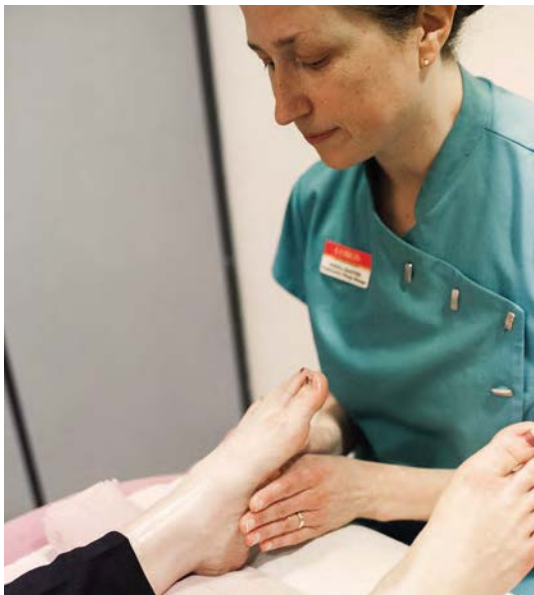
The NHS does give us some money, but we still need to raise at least £6.4 million each year from our local community.

90% 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](https://www.loros.co.uk/care)

## In case of comments or complaints, please contact:

Chief Executive, or Director of Patient Services and Clinical Quality, LOROS, Groby Road, Leicester LE3 9QE

or, Care Quality Commission, East Midlands Office, Citygate, Gallowgate, Newcastle Upon Tyne NE1 4PA

## Alternative languages:

LOROS Hospice is dedicated to ensuring equality and diversity is at the core of all our activities.

If you need this information in your own language, please contact the PA to our Patient Experience Lead 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 پیشنت 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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