

# LOROS matters

For friends  
and supporters  
of LOROS Hospice

CELEBRATING  
**30**  
YEARS OF CARING



# Welcome

When I took up the post of Chief Executive in March, I knew I was accepting both a fantastic job and the responsibility to help shape and lead the future of our wonderful charitable organisation.

I've always worked within the voluntary sector, being involved with charities that provide care for people and found that this has always been my natural motivator in life.

LOROS is an organisation bursting with passion, commitment and ultimately a united desire to do the very best for the people it was created to serve. It is clear that this mission has been held and nurtured at the heart of LOROS for the past 30 years.

The ambience of the Hospice, the therapeutic activities and the excellent catering, as well as the determined and professional team of staff and volunteers, all directly help



**"LOROS is an organisation bursting with passion"**

form some positive memories at a very difficult time. It is clearly important to staff and volunteers at LOROS to be able to help contribute towards creating these memories for both patients and their families.

So, whether you are reading this as a patient, family member, supporter, volunteer or member of staff, I'd like to say both hello and thank you for your warm welcome.

**John Knight**  
Chief Executive



John Knight with members of the Day Therapy team

**LOROS**

Hospice Care for Leicester, Leicestershire & Rutland

Being there for you and your family

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Registered Charity No: 506120  
Registered Company  
in England & Wales: 1298456



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### Fold out form

Join the **LOROS Lottery** for a weekly chance to win £2,000



One of our home visitor volunteers, Helen Rogerson, said: "LOROS helped my family and the support we received from Hospice staff was invaluable, so I wanted to give something back."

"I am proud to help represent LOROS – I love the work it does and I love being a volunteer home visitor."

Our volunteers provide support to patients for an individual session of up to four hours per week and we try to send the same person each time, to ensure continuity.

With the Home Visiting Service growing, we are now looking to recruit more volunteers from all over Leicester, Leicestershire and Rutland.

## Home visits prove a big success

We have recently launched our brand new Home Visiting Service, where volunteers provide vital support for patients within the community.

Since then, the service has proved extremely popular, with 12 new people being trained up to work alongside

the volunteers from the former family support service.

Among other things, the service gives volunteers the opportunity to visit patients, offer companionship, provide emotional support and lend a listening ear, to name but a few.



## New drop-in sessions help patients get creative

We are pleased to introduce a new drop-in service which provides support for adults recently diagnosed or living with cancer, or other life-limiting illnesses.

On set dates throughout the year, people are able to visit the Hospice and receive help and support through our new creative and wellbeing drop-in sessions. You do not need a referral, or be known to us, you can just drop-in.

During the day, there will be activities for visitors to take part in, such as creative therapy, hairdressing, photography, complementary therapy, relaxation to music, yoga and arts and crafts.

Day Therapy Manager Janet Manuel said: "Our new creative and wellbeing sessions are a brilliant opportunity for people to come along and enjoy a variety of activities we have on offer."



There is also jewellery making, cake decorating and plant-a-tub on offer for a small donation.

Simone Steed, who attends said: "I have found the drop-in sessions very enjoyable, therapeutic and beneficial. The sessions are friendly and sociable, and I have met some lovely people who I will stay in contact with."

Patients must be 18, self-caring

and independent, and able to get themselves to and from the Hospice as transport is not provided.

**Dates for your diary...  
The next creative and wellbeing sessions take place on 7th July, 21st July, 4th August and 18th August.**

**For more information, or to chat to a member of the team, call (0116) 231 8490 or visit [loros.co.uk/dropin](http://loros.co.uk/dropin)**

## LOROS social worker by day, royal potter by night

Earlier this year, millions of people across the globe watched as the remains of King Richard III were buried in Leicester.

And who would have thought one of our members of staff would have played such a key role in the reinterment?

By day, social worker Perin Towlson supports patients at the Hospice, but in her spare time she has been busy designing and creating the ceramic pots in which soil

samples from the places King Richard III was born, lived and died were placed.

Perin, who is also a well-known local potter and ceramicist, was given the commission through her membership of Creative Leicestershire, an arts organisation that supports artisan makers in the county.

Perin worked closely with cabinet maker Michael Ibsen, a descendant of Richard III's older sister, to create the pots, which were laid around the coffin



Perin (centre) with cabinet designer Paul McKenzie (left) and creator Michael Ibsen

during the main ceremony.

However, the De Montfort University graduate said she was sworn to secrecy about the project and her involvement with the reinterment.

"It was amazing," said Perin. "To go from sitting at my kitchen table to Leicester Cathedral, in one of the biggest events

in the world this year – I can't believe it.

"It was a great project to be working on and to be able to have played a role in this truly historic occasion was just a dream come true."

To view Perin's work visit [perintowlsonceramics.weebly.com](http://perintowlsonceramics.weebly.com)



## What are you doing for 30 for 30?

It was in September 1985 when we opened our doors at LOROS and welcomed the first patient to our Groby Road Hospice. And we're inviting you to celebrate our 30th birthday with us.

We want you to support our '30 for 30' fundraising campaign, which will take place in September.

During the month, we want as many people as

possible to get involved and help us celebrate our 30th birthday by doing something connected with the number 30, while raising money for LOROS at the same time.

From selling 30 yummy cakes, to swimming 30 lengths of the pool, or reading 30 books in 30 days – the ideas are endless and we want anyone and everyone to jump aboard.

Whether you are part of a football team, the local guide group, or a dog-walking club, this is a chance for everybody to fundraise for LOROS.

Whatever you do, we are setting you the target of raising £30 and asking businesses and large organisations to set the bar a little higher, with a target of £300... or even £3,000!

As a Hospice, we too will be

doing lots during September to celebrate 30 years of care and we want as many of you to get involved as possible. The campaign will run for 30 days from 1st September.

Let us know how you are fundraising by using the hashtag #LOROS30 on Facebook, Twitter and Instagram.

Visit [loros.co.uk/30](http://loros.co.uk/30) to find out more.



# “Patients are at the heart of everything we do”



It's fair to say that LOROS has changed over the past 30 years, so who better to tell her story than Wendy Taylor, Clinical Compliance and Governance Lead, who has worked here since we very first opened our doors three decades ago.

## What attracted you to LOROS 30 years ago?

I worked at St Christopher's Hospice in the 1970s and had been inspired there by Cicely Saunders and other hospice movement pioneers. When a hospice was planned to open

in my home county, I really wanted to work there.

## How have things changed over the past 30 years?

30 years ago we aimed to ensure that nothing in the Hospice inpatient unit

resembled a hospital ward. It was challenging choosing suitable uniforms for the nurses because we wanted a warm, non-clinical colour, so we chose 'nasturtium'. When they arrived, the colour was much brighter than anticipated but

the patients approved! Plus, when I started we only had 12 beds – now we have 31.

## What is your first memory of LOROS?

An interview walking around a very muddy Hospice site!



## How would you describe your time here?

It was so exciting to be involved in the birth of LOROS and over the past 30 years I have enjoyed being in several different roles but have felt privileged in every one of them.

## What makes working at LOROS special for you?

Having time to address the unique needs of patients and to focus on all aspects of their life, whether that be wellbeing,

physical, emotional, social or spiritual support.

## 30 years on, how are you finding working at LOROS now?

I now have minimal patient contact but I am still working towards that same goal of improving the care experience for patients and their loved ones.

## Why is LOROS so fantastic?

Patients are at the heart of everything we do.



## Have you got any particular special memories at LOROS?

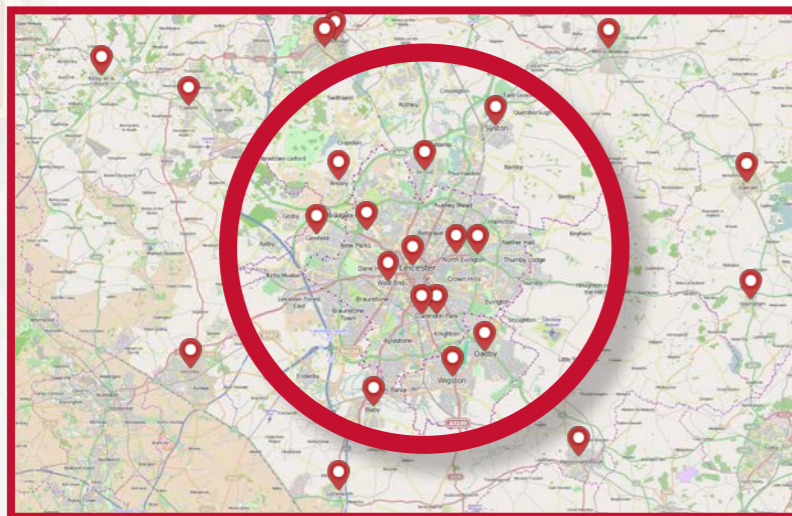
Animals have always played a big part in Hospice life. At one time, a canary and budgie took up residency in the ward, later to be joined by a kitten called Smudge who lived out his 13 years in the Hospice. Of course, this was in the days before infection prevention was of such importance. Today patients' pets are still welcome to visit and we now follow guidelines to ensure we minimise any risk of infection to our patients.



Do you remember Smudge the cat? Or maybe you have a special memory from the past 30 years at LOROS? Let us know by getting in touch on Twitter or Facebook, or email [info@loros.co.uk](mailto:info@loros.co.uk)

# Pick up a bargain and support the cause

There's a LOROS shop for everyone. From furniture to books to clothes, our specialist shops have a huge range of items for you to browse, and with 27 shops spread throughout the city and county, you're never far from one. They're a great way to support your local Hospice while grabbing a bargain at the same time.



- Leicester (Uppingham Road, Humberstone)
- Leicester (Narborough Road)
- Leicester, bookshop (Queens Road)
- Leicester, By Design (Market Street)
- Leicester, furniture shop (Uppingham Road)
- Leicester, furniture shop (Welford Road)
- Leicester, High Street (High Street)
- Leicester, Spiral Scratch media shop (Queens Road)
- LOROS Hospice (Groby Road)
- Leicester, Reuse Shop (Gypsum Close)

- Anstey
- Ashby de la Zouch
- Birstall
- Blaby
- Coalville
- Glenfield outlet shop
- Hinckley
- Loughborough (Biggin Street)
- Loughborough (children's shop)
- Lutterworth
- Market Harborough
- Melton Mowbray
- Oadby
- Oakham
- Syston
- Uppingham
- Wigston

## Too good to tip?

Have you got any pre-loved items which you want to get rid of but are too good for the tip? Well, our new Reuse Shop could be the perfect home for them.

The Reuse Shop, located in the Gypsum Close Waste Recycling Centre, Leicester, gives people a great opportunity to donate any unwanted items while supporting LOROS.

The shop will accept anything from crockery and curtains, to microwaves and washing machines – as long as they are in good working order.

Enterprises Manager Jonathan Capewell said: "The Reuse Shop is such a great place to find a tremendous and diverse range of bargains, with the stock changing by the hour.

"It is so easy to donate at the Reuse Shop, as there is a good amount of parking space."

The shop is located within the council's new Gypsum Close Waste Recycling Centre, making it a perfect alternative for those items you were ready to take to the tip.



**£130,000**

Additional income from Gift Aid in 2014/15

### Summer hours (April to October)

Monday to Friday, 9am-6pm  
Saturday & Sunday, 8.30am-6pm

### Winter hours (November to March)

Monday to Friday, 9am-5pm  
Saturday & Sunday, 8.30am-4.30pm

## Don't forget to Gift Aid your donation!

Help your donation go even further by signing up to Retail Gift Aid when you drop your items off! This allows us to reclaim 25% from HM Revenue and Customs (HMRC) on the sale of the donated goods, increasing the value of your donations at no extra cost to you. So if your donated goods are sold in our shops for £10, we could claim a further £2.50 from HMRC, making your total donation £12.50 – which is great news.

**We've just welcomed our 30,000th Retail Gift Aid donor!**



Shantaben with LOROS Chief Executive John Knight

# Shantaben's story

■ Shantaben Modhwadia, 44, of Belgrave, has ovarian cancer. She comes to LOROS Day Therapy once a week and also has support at home from one of the Hospice's Community Nurse Specialists. Here, she talks about how we have helped her.

Kirsty, my LOROS nurse, comes to see me at home once every two or three weeks. She talks to me about my illness and pain and medication, and any other problems I might have. She helps. When she comes here, I feel better. It's so important to me because my parents are in India so it's just me and my son.

Sometimes I get depressed and need someone to talk to. Kirsty gives me love, just like a family member. In fact, at LOROS, all the staff are like family members. They are all so kind and loving.

I enjoy going to day therapy there because I have met

new people who are now friends, and I get to take part in activities like sewing and drawing. I also have massage therapy, which is very relaxing. It's an outing for me.

A few years ago, I had totally lost my confidence. Then, Kirsty started coming to my home and she gave me support and built up my confidence again. Kirsty always helps me feel

better. She has arranged for me to have a carer at home. I can call her at any time and if she doesn't answer, I'll leave a message and she rings me back.

There was a time when I went to India and she helped me read all the necessary forms and to fill them in. I went to India to have an operation and chemotherapy there,

as I couldn't have any more chemo here. The operation was expensive and I was there for a long time, so when I came back I had some money problems. I couldn't walk very well either and had no one to help me, apart from my son. He always helps with food and housework, but he is young. LOROS has helped me get through it. I'm not having any more treatment now, but LOROS is helping me. I am so grateful.

LOROS is a beautiful place, it's nice and quiet and peaceful. I enjoy going there. Everyone is kind and loving, and not just the doctors and the nurses, the drivers are very nice as well. Everyone is so caring, I call Kirsty 'my darling'.



## Share your story

Sharing how LOROS has helped you is an incredibly powerful way of promoting the important work the Hospice does. If you'd like to know more or submit your story, call (0116) 231 3771 or email [info@loros.co.uk](mailto:info@loros.co.uk)

**"All the staff are like family members. They are all so kind and loving"**



# Do something amazing and support local terminally ill people

It's likely that you, a relative or friend may need our services within your lifetime. **You can help us by...**

**Becoming a Friend of LOROS by giving regularly**  
Having a steady income enables us to plan for the future. [loros.co.uk/friends](http://loros.co.uk/friends)

**Leaving LOROS a gift in your Will**  
Leave a gift in your Will and help secure our future. [loros.co.uk/wills](http://loros.co.uk/wills)

**Taking part in an inspirational challenge or sporting event**  
From fun runs to marathons, bike rides to mountain treks, and even jumping from the skies – do something amazing. See page 29 or visit [loros.co.uk/challenges](http://loros.co.uk/challenges)

**Buying from, or donating to, one of our 27 shops**  
We have a range of shops, including specialist book, furniture, designer wear and children's shops. See page 10 or visit [loros.co.uk/shops](http://loros.co.uk/shops)

**Joining our lottery**  
Join the LOROS Lottery for a weekly chance to win £2,000. Call (0116) 231 8430.

**Making a cash donation**  
Support our vital work online, by text, by phone or in person at the Hospice. [loros.co.uk/donate](http://loros.co.uk/donate)

**Volunteering time**  
Volunteers are an important part of daily life at LOROS. See page 26 or visit [loros.co.uk/volunteer](http://loros.co.uk/volunteer)

**Organising or attending fundraising events**  
We run a variety of fundraising events - there's something for everyone. [loros.co.uk/events](http://loros.co.uk/events)

# How does your fundraising make a difference?



**£5**  
could pay for a patient's meals for a day.



**£10**  
could pay for the collection of a patient from home for day therapy.



**£25**  
could pay for an hour of care for one of our inpatients.

Donate online at [loros.co.uk/donate](http://loros.co.uk/donate) or text CARE24 to 70070 along with the amount (to donate £10 text CARE24 £10 to 70070)



**£50**  
could pay for two aromatherapy, reflexology or massage sessions, helping to relieve a patient's pain and sickness, or to reduce anxiety in patients and their family members.



**£100**  
could pay for one of our Community Nurse Specialists to visit a patient in their own home, providing free care and support to patients and their loved ones.



**£700**  
could pay for the cost of one of our specialist nurses for a week.



**£6,000**  
could pay for the care of an inpatient for a 12-day stay at the Hospice.

**Your help makes ALL the difference**  
It's only with your help that we can continue to provide care and support for local terminally ill patients and their loved ones.





## Real Talk: Videoing conversations with doctors

Our research is making an important contribution to training healthcare staff in the NHS.

Over the past year, 37 patients and 17 family members have generously volunteered to allow their conversations with a doctor to be filmed. This is part of a research collaboration with the

University of Nottingham to help us most effectively teach healthcare staff how to improve their work with patients, especially in conversations which focus on thinking ahead about preferences and making choices about care. We know that discussing this can be difficult, but it makes a real difference to patients and

their families. It helps improve patient care to the end of their lives.

We'd like to thank all the people who have kindly participated in this work and the Health Foundation for funding the project. The videos are now being analysed and clips are being piloted in teaching sessions across the UK.

## New edition of award-winning book published



The 'Palliative Care' concise textbook has been written by two members of our Education team, Professor Christina Faull and Kerry Blankley. The book helps health and social care workers develop the skills they need to provide excellent care for patients and families. The first edition gained a national award from the British Medical Association and we hope this edition will prove even more valuable as the focus has been extended to support nursing, therapy and other staff.

## Student of the Year award

Victoria Cooper recently completed a Foundation Degree in Palliative Care, studying at LOROS with the Education team and validated by the University of Northampton. Victoria was nominated for an award by her LOROS tutor due to her hard work and personal achievements throughout the course.

At her graduation in February, Victoria was presented with the Student of the Year award by the Dean of the School of Health. Victoria studied while working in a community



hospital and gained confidence in her knowledge and skills in end of life care.

Congratulations to Victoria from all of the LOROS team.

The LOROS Education team has been providing education and training for the past 10 years. We have a very experienced team from a broad range of backgrounds allied to end of life care and palliative care.

We offer a wide range of training in end of life care for all levels of health and social care staff:

- Half-day study days
- Full study days
- Advanced communications
- Dementia care at end of life
- QCF level 2 and 3 (in conjunction with South Leicester College)
- Foundation degree (in conjunction with the University of Northampton)
- Master's degree (in conjunction with De Montfort University).

We also offer bespoke training that can be delivered in your workplace to meet your specific requirements.



Find out more about our education and training at [loros.co.uk/education](http://loros.co.uk/education)

# LOROS 2015 events

**Sunday 12th July**  
**One Big Bike Ride**  
 Rutland Water

Choose the 7, 18 or 25-mile ride around Rutland Water.  
[loros.co.uk/obbr](http://loros.co.uk/obbr)



**October**  
**The LOROS Frocktober Campaign**

From wearing your best frock and taking a selfie or holding a 'frock swap' party, LOROS wants YOU to 'frock this town'!  
[loros.co.uk/frocktober](http://loros.co.uk/frocktober)



**Sunday 25th October**  
**The Leicester Marathon**

Join the popular Leicester Marathon and run for LOROS! Pledge £100 in aid of the Hospice and run for free.  
[loros.co.uk/Leicestermarathon](http://loros.co.uk/Leicestermarathon)



**Sunday 13th December**  
**LOROS Santa Dash**

Join in the festive fun with this one-mile lap around Saffron Lane Athletics track in your festive fancy dress!  
[loros.co.uk/santadash](http://loros.co.uk/santadash)



**Saturday 5th September**  
**Great Glen Wheelbarrow Race**  
 Great Glen Recreational Ground

Showground area with stalls, concluding with the children's and adults' Wheelbarrow Race.  
[Greatglenwheelbarrowrace.co.uk](http://Greatglenwheelbarrowrace.co.uk)



**Friday 9th October**  
**LOROS Yellow Day**

As part of Hospice Care Week, LOROS calls everyone to participate by dressing down and/or wearing an item of yellow.  
[loros.co.uk/yellow](http://loros.co.uk/yellow)



**Saturday 28th November**  
**The LOROS Prohibition Ball**

A 1930s prohibition-themed ball in celebration of our 30th anniversary!  
[loros.co.uk/annualball](http://loros.co.uk/annualball)



**Monday 28th December**  
**LOROS Winter Walk – 36 years on and still going strong!**

Five-mile annual Winter Walk from Houghton on the Hill to Thurnby and back.  
[loros.co.uk/winterwalk](http://loros.co.uk/winterwalk)

**Sunday 27th September**  
**Annual Walk on the Wildside**  
**\*\*New Venue\*\*** Hunts Hill Car Park, Bradgate Park

Choose either the 4.5 mile, 11 mile or Tiny Trail.  
[loros.co.uk/wow](http://loros.co.uk/wow)



**Saturday 10th October**  
**One Voice for Care**  
 De Montfort Hall

Concert featuring the Fron Male Voice Choir, Chilwell Military Wives Choir and the Leicester Male Voice Choir.  
[loros.co.uk/onevoice](http://loros.co.uk/onevoice)



**Sunday 6th December**  
**Santa Loughborough Fun Run**

Live music, dancing, panto characters, Santa's grotto and much more! Organised by the Rotary Club of Loughborough.  
[santa-fun-run.co.uk](http://santa-fun-run.co.uk)



To find out more and to see our full event programme visit [loros.co.uk/events](http://loros.co.uk/events)

You can also call our Fundraising team  
 (0116) 231 8431/2

# Sponsors make our events more successful!

We'd like to say a big thank you to some of our recent sponsors...

**Cummins Solicitors** Relay Challenge during the Leicester Marathon is back for 2015. Thank you for your continued support.



**Upton Steel** and **Freedom Care** helped us not to be 'Lost in Space'. We are extremely grateful to them for sponsoring our space missions at the National Space Centre, Leicester. This event raised more than £11,000 in aid of LOROS and PROSTaid, and welcomed representatives from PKF Cooper Parry, PwC, Net Ready, and Howes Percival, as well as ex-Tigers player, George Chuter.



Thank you to **Mars Petcare** for supporting our annual Paws for a Cause.



LOROS is very grateful to **Martin Johnson**, **Matt Poole**, **Caterpillar** and **Sturgess Leicester** for making our "An Evening with..." possible.



## Affinity Accounts



Thank you to Hinckley & Rugby Building Society, Market Harborough Building Society and Melton Mowbray Building Society and their customers for their marvellous support. A total of nearly £25,000 has now been raised from their LOROS Affinity Accounts in 2014/15.



# Fundraising news...

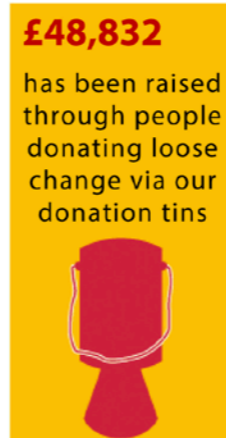
Over the last 12 months, the LOROS **Fundraising department** has been working hard with local companies and our community to ensure we raise the £4.5 million needed annually to keep providing our **unique care**. Here are some facts relating to LOROS fundraising which you might not know...



In the last year **317** dedicated volunteers have given up their time to work on our events. Thank you so much for your support



More than **15,000** miles of walking has been completed by 1,500 people raising money for LOROS within the last 12 months. This includes routes through Leicestershire, Wales, Scotland and even **AFRICA!**



**£48,832** has been raised through people donating loose change via our donation tins



**320** dogs have raised money in aid of LOROS since last May

LOROS' online giving pages have received a whopping **£378,513** since January 2014!



**103** metres of ribbon were tied in memory of loved ones during the 2014 **Colour of Ribbons** event



**23** local companies selected LOROS as their chosen Charity of the Year between 2014-2015



**240** kilos of jacket potatoes were donated by a local food retailer for the Twilight Walk in 2015

# Community heroes



1



2



4



3



5

**Thank you for your support**  
We need to raise £4.5 million every year to be able to deliver our care. Every penny raised makes a difference to our patients and their families.



6



7



8



9



10



11



12

1. Shepshed Support Group raised £4,500 from its 2014/15 fundraising.
2. Vijyaben Chauhan of the Ek Vishwaas Yoga Vrund presented £500 from its community events.
3. The annual Loughborough Santa Fun Run raised £3,750.
4. Phil Leeson, family and friends raised £2,749 from their Caterpillar Race Night with support from Leicester Tigers Rugby Club.
5. Uppingham Rotary presented LOROS with a fantastic £1,500 from its sponsored walk around Eyebrook Reservoir.
6. Lingdale Golf Club's President, John Chapman, held an Alice in Wonderland-themed drive-in and raised £400.
7. Diane Murphy, Norma Ascott and Paul Pender of Paul Pender & Sons Funeral Directors raised more than £10,000 at their charity night.
8. Donations in lieu of gifts for Lee Kingston's 40th birthday reached £2,000.
9. The Annual Jazz Bash raised £800 at the Musician pub in Leicester.
10. The cast and crew of Christchurch Theatre Club raised £4,000 from their production of 'White Christmas' as well as various fundraising activities.
11. Jo Ward and Hayley Sewell of TC Burlesque raised £556 from their Tinsel & Tease evening.
12. Katie Leah raised a fantastic £1,000 from her 40th birthday celebrations.



## Quiz time

LOROS Quiz Queen, Jenny Burton, has her latest cryptic quiz sheet in all LOROS shops for just £1.



# Caroline's story

■ Jean Winslett spent two weeks at LOROS before she died on 23rd June last year, aged 77. Inspired by the time Jean spent at the Hospice, her husband John and daughter Caroline Nash have been fundraising ever since. Caroline tells us why...

Mum had always been super-fit, healthy and looked fantastic, but in 2013, she started feeling poorly. She was diagnosed with ovarian cancer in late November and on New Year's Eve started chemotherapy. Sadly, the tumour continued growing and by early June, when we knew her

condition was inoperable and deteriorating, Mum was offered a place at LOROS.

I was apprehensive at first, but when I was greeted by Mum - who had been bedridden for a fortnight - walking down the corridor towards me with Dad, I realised the environment

**"LOROS was like arriving at a smart spa club, and she described it as an oasis of calm"**

gave her renewed strength. I remember Mum saying that coming to LOROS was like arriving at a smart spa club, and she described it as an oasis of calm.

The LOROS nurses were brilliant. They always had time for a chat or to exchange stories - nothing was ever too much trouble. Despite losing her appetite, Mum was offered food that she fancied in smaller

portions, to encourage her to eat. She even managed a glass of champagne when it was another patient's birthday - Mum was never one to turn down fizz!

The medical team quickly administered effective pain relief which meant that despite the aggressive nature of her cancer, she was still comfortable. Mum could not have been in a better place than LOROS at that time.

We were with Mum when she



died in her sleep in the early hours of 23rd June. Dad and I stayed with her as long as we needed and the staff looked after us too. We are so grateful that LOROS gave Mum the opportunity to die in such a peaceful, dignified and caring place.

As a result and by way of saying thank you, our family and friends have thrown themselves into fundraising ever since. As well as collecting more than £1,700 in donations at Mum's funeral, we have organised several other events too. In total, we've raised more than £5,000 for LOROS. We want to cover what LOROS so willingly spent to look after Mum so well. That's our objective because we believe LOROS must be supported because it truly is such a gift for our community.



## Share your story

Have you fundraised for LOROS in memory of a loved one? Why not share your story with us by calling (0116) 231 3771 or email [info@loros.co.uk](mailto:info@loros.co.uk)

**"LOROS must be supported because it truly is such a gift for our community"**



CELEBRATING  
**30**  
YEARS OF CARING

## Volunteers share precious memories

Volunteers play a key role in the running of LOROS, whether they are on site, helping out in our shops, or lending a hand at an event. We rely on more than 1,000 people who give up their time every single day.

We've spoken to four women who have spent the past 30 years volunteering at LOROS, watching the Hospice go from strength to strength.



"One of the most unusual jobs I was asked to do, was to give a baby their bottle while mum fed dad his meal – it was a very special moment and just one of the many reasons why I love to volunteer.

I have had much pleasure in watching the Hospice grow into a wonderful and comfortable place where patients come and know the care they will receive is second to none."

**Ann Langton**

"When my husband and I heard about plans to build a hospice in Leicestershire, we decided to do as much as we could to raise funds.



I feel very grateful for the number of wonderful people I have met through LOROS. I have received far more from being a volunteer at the Hospice than I could ever give back."

**Christine Jones**

"When their Royal Highnesses the Prince and Princess of Wales officially opened the Hospice in 1986, I was lucky enough to be invited to attend. I had taken time off work to go, little did I know that the BBC was covering the event and it was going out live. When I eventually got back to work I was in trouble, they had all heard me on the radio!



Last May, I was also one of the three chosen to represent LOROS at the Royal Garden Party. The Queen smiled at me and I smiled back. I had tears in my eyes as it was such an emotional moment. My day was made complete when a soldier in full dress uniform chatted to me and leant forward to give me a kiss!"

**Leonorah Bennison**



"The week before the Hospice opened, several of us helped to Hoover, clean, put up curtains and give guided tours to those who had raised the money for this dream to become a reality.

Over the years, I have watched LOROS change from a small, compact building to a large unit

housing a large number of different services within its extended walls."

**Pauline Gibbs**

We always welcome new volunteers. It doesn't matter how much time you can give or in which area you want to volunteer, we would love you to get involved. If you are interested in becoming a volunteer, call (0116) 231 3771 or email [info@loros.co.uk](mailto:info@loros.co.uk)

# LOROS

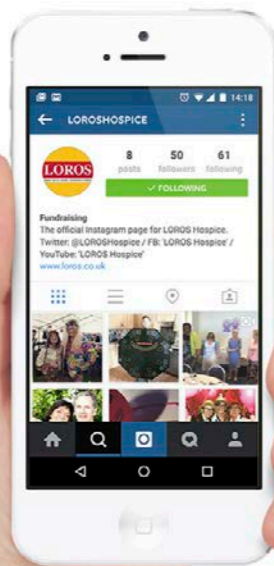
## at your fingertips

■ Have you joined us online yet? Keep up to date with all the latest news and events on our website and via our social media pages.



We are now on Instagram!

Follow us and get tagging your fundraising photos – search 'LOROS Hospice' and use the hashtag #LOROSHospice



## loros.co.uk



Follow us on Twitter  
**@LOROSHospice**



Like us on Facebook,  
search 'LOROS'



Join us on LinkedIn,  
search 'LOROS Hospice'

Find out how **you** can  
fundraise for us at  
**loros.co.uk/fundraise**  
or donate online at  
**loros.co.uk/donate**

**Donate now**

## Fancy a challenge for LOROS?

### Cycling



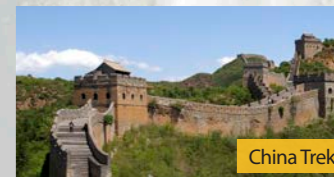
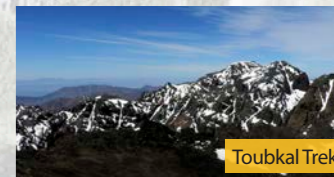
### UK Walking



### Skydive



### Overseas



If you are up for any of these fantastic challenges and would like to find out more visit **loros.co.uk/challenges**

# Thank you for your vital support



## Corporate heroes

1. **Freedom Care** donated £500 from its nomination for the Pinders Healthcare Design Awards.
2. LOROS received a grand total of £2,122 from last year's Diwali celebration, organised by **Barclays Bank** staff at the **Belgrave Road** branch.
3. A fundraising day at **Galliford Try** raised £604.
4. From directors to employees, everyone at **Sytner** has taken LOROS to their hearts, raising £3,323.
5. **Charterhouse Holdings plc** supplied the LOROS warehouse with surplus stock of an estimated resale value of £800.
6. A 'hub of love' at Beaumont Shopping Centre, organised by **British Gas**, **Aylestone Road**, raised £400.
7. Local business owners and managers are invited to marketing seminars in aid of LOROS organised by **The Ideal Marketing Company**, which has generated £1,247 to date.

# Make LOROS your Charity of the Year 2015

If you want to make a difference, inspire your colleagues, motivate your team and create a bit of fun in your workplace, make LOROS your chosen Charity of the Year (COTY) and enjoy all the benefits including fantastic PR opportunities. For more details, please call (0116) 231 8431/2.

## Caterpillar

Caterpillar staff voted LOROS as their COTY. They are now involved with corporate volunteering, hosting our donation stations, sponsoring and taking part in our events.



## Beaumont Shopping Centre

Beaumont Shopping Centre has recently opened its doors for LOROS fundraising and awareness raising events. This gives our corporate supporters opportunities to organise events in aid of LOROS.



## Porter & May

From hosting our donation station through to organising a charity art competition, staff at Porter & May spread their wings to support their local hospice.



## Practical Car and Van Rental

LOROS scratch cards are given with thanks to the Practical Car and Van Rental's clients. Their staff also take part in our events and host our donation station at their premises.



## Leicester Racecourse

Leicester Racecourse provides us with opportunities to raise money through bucket collections and corporate volunteering, as well as hosting our Ascot Ladies event this year.

To find out more visit [loros.co.uk/coty](http://loros.co.uk/coty)



# All in a day's work

We are the Moving and Handling trainers, a team of seven clinical staff who provide back care, and moving and handling training to the clinical staff at LOROS.

Our team is made up of three physiotherapists, three health care assistants and a registered nurse. Here is a taste of how we use our moving and handling skills on a daily basis at the Hospice.

**09:15** – At the ward handover, a patient who came in during the night is discussed. As the patient is very weak,

the multidisciplinary team discusses the safest way to move this patient with members of the Moving and Handling team.

**10:00** – We visit the patient and assess their ability to move. The patient's legs are very weak but they can stand with the aid of equipment. We advise the nursing team on the safest way



to move the patient and explain to them and their family that this equipment may now be needed when they go home.

**11:00** – Back care training is provided to the Counselling and Community Nurse Specialist team. These staff members may occasionally assist patients to stand up and walk with them to the toilet. They need to be

able to do so safely, without injury to the patient or themselves. Back care advice is given as these staff may be sitting for long periods and maintaining good posture is vital to prevent back problems arising.

**13:30** – A moving and handling assessment is needed in the Day Therapy unit. A patient who was previously mobile is now struggling to stand from their armchair. We assess the patient, and offer techniques and equipment to help them stand. The patient's partner is present



and we explain the importance of not pulling them up to a standing position as there is a risk of injury to both of them.

**14:00** – Moving and handling training is provided to clinical staff as part of mandatory training by two members of the team. This takes two hours and covers legislation, anatomy and physiology, practical techniques and the introduction of new equipment. Staff attending must practise all the techniques and become familiar with the new equipment to ensure patients are handled safely and they are not risking injury to themselves.

**15:00** – Back on the ward, a patient who wants to sit up keeps slipping down the bed. The Nursing team discuss this with a member of the Moving and Handling team who demonstrate to staff how to use the new four-way glide sheet which helps the patient maintain a good sitting position.



## Did you know?

On average 1.5 million working days are lost every year because of back injuries to nurses.

The most common injuries carers experience are back injuries.

Moving someone incorrectly can damage fragile skin, cause shoulder and neck injuries, increase existing breathing difficulties, or cause bruising or cuts.

If a patient requires the assistance of mobility equipment, it is important that an assessment is undertaken by a healthcare professional to ensure the equipment is suitable and that the patient can use it safely.

# Poignant lottery windfalls in anniversary year

## Timely prize for one of LOROS' first supporters



Is it just us, or does it seem fitting that Anne Kind OBE, the very first person to be employed by LOROS, won £2,000 in our weekly lottery, 30 years after her hard work and passion for the Hospice played a key role in ensuring we could welcome our first patient three decades ago?

With a small office located in Friar Lane, Anne was given a brief to raise £1.5 million as soon as possible.

It was difficult to know where to start, but being a local

charity for local people made it that little bit more achievable.

By the end of 1982, 32 people had helped raise £250,000. This amount rapidly increased and by the end of 1983 had doubled, with the Hospice able to open two years later in September 1985.

30 years on and a surprised and delighted Anne found herself the winner of £2,000, thanks to our weekly LOROS Lottery.

LOROS Lottery Manager Liz Singleton said: "Without Anne

and her wonderful volunteers, LOROS may never have happened.

"I was delighted to be able to visit Anne and present her with her cheque. If anyone deserves to win, she does."



## Bittersweet win for Nora

A £2,000 win on the LOROS Lottery brought back bittersweet memories for Nora Monroy recently.



Nora's husband, Henry, was diagnosed with lung cancer in 1984, at the age of 30. They had two children, Vanessa, eight, and Raquel, three. The pair had very limited support and when Henry became bedridden, it was very difficult.

Three months after LOROS opened, a place was offered at the Hospice for Henry, giving the couple their own room.

Nora said: "I had a bed next to him. Every day the LOROS nurses and volunteers would visit us and spend time talking to us both – they were so kind and supportive. LOROS is not a hospice, it's a home from home and a place where they made us feel

as comfortable as possible during a difficult time."

Henry died at LOROS and since then, Nora has supported the Hospice in many ways, including the weekly lottery.

As you can imagine, Nora was overwhelmed to hear she was a LOROS Lottery winner, 30 years after Henry had spent time at the Hospice.

Playing the LOROS Lottery is a fantastic way to support the Hospice on a regular, weekly basis. It's quick and easy to join, just a telephone call to the lottery office on **(0116) 231 8430** and you could be in the draw as **early as next Friday**.



**LOROS**

Hospice Care for Leicester, Leicestershire & Rutland

**Instruction to your Bank or Building Society to pay by direct debit**



Name(s) of Account Holder(s)

Bank/Building Society Account Number

Branch Sort Code

**Name and full address of your Bank or Building Society**

To: The Manager

Address

Postcode

Service User Number (SUN)

Reference

**Instruction to your Bank or Building Society**

Please pay LOROS Lotteries Limited Direct Debits from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with LOROS Lotteries Limited and, if so, details will be passed electronically to my Bank/Building Society.

Signature(s)

Date  Banks and Building Societies may not accept Direct Debit Instructions for some types of account.

**Payment by card**

Valid from  Expiry date  Security No.  Issue No: (Switch/Maestro only)

**3. Your consent to play** (I confirm that I am a UK resident)

Signature  Date

Your personal information may be used by LOROS (LOROS Enterprises, LOROS Lotteries, LOROS fundraising and LOROS Education) and agencies acting on their behalf, to provide you with regular updates on its services and activities. If you do not wish to receive further information from LOROS please contact us or tick this box.

**Thank you and good luck!**

# Join the LOROS Lottery today and make a huge difference to local terminally ill people

From just £1 per week, join the LOROS Lottery for a weekly chance of winning up to £2,000 and lots of other prizes. Our draw takes place every Friday and 55 winners are selected at random. You are more likely to win one of our prizes than a National Lottery jackpot and the more entries you have per week, the greater the chance of winning!



Please return to: LOROS Lotteries Limited, Unit 8 Barshaw Park, Leycroft Road, Leicester LE4 1ET

## 1. About you (Please write your name in block capitals)

Title  Forename

Surname

Address

Postcode:

Telephone  Mob

Email

Date of Birth  /  /  I am aged 16 years or over

How did you hear about us

## 2. Your payments

How many entries would you like each week?

How often would you like to pay? (Please tick payment frequency)

Monthly @ £4.34\* (Direct Debit only)   
\*First month £6.34

Every 13 weeks @ £13

Every 26 weeks @ £26

Every 52 weeks @ £52

Debit/Credit Card  Direct Debit  Cheque  Cash Collection   
(Where available)

For office use:

Continued overleaf.

**MORNINGSIDE PHARMACEUTICALS LTD**  
INVITE YOU TO JOIN US FOR A

# MAD HATTERS TEA PARTY

AS WE CELEBRATE  
**LOROS' VERY MERRY 30TH BIRTHDAY**

Down the Rabbit Hole at  
**BEACON HILL**  
12 Noon  
Sunday 6th September

For tickets or more information visit [loros.co.uk/madhatter](http://loros.co.uk/madhatter)  
or call **(0116) 231 8431**

**LOROS**  
Hospice Care for Leicester, Leicestershire & Rutland

Being there for you and your family

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Groby Road, Leicester LE3 9QE  
Registered Charity No: 506120

*Don't be late for this very important date!*