

# LOROS matters

For friends  
and supporters  
of LOROS Hospice

Summer  
2021

Issue 12



## Rocket Round Leicester

A 10-week spectacular public art trail – the biggest Leicester's ever seen! 40 giant, artist-decorated Rockets land across the city on 19th July!

**LOROS**

Hospice Care for Leicester, Leicestershire & Rutland



**“We have much to be grateful for, and a great deal to look forward to. Our greatest thanks to everybody who has helped us, both past and present.”**

# Welcome

This issue of LOROS Matters is special for a number of reasons. It arrives at an important time, as we further our journey back to a sense of normality in a post-pandemic world.

We are cautiously optimistic about the months ahead. Income is starting to rise from our various activities, and our care services are now being delivered in a way that integrates our special in-person care with all the new, virtual ways that became so essential for us.

This issue will give you a great insight into our pandemic journey and experiences, and also our aims as we look to the future.

I speak on behalf of the Senior Team and Trustees when I say that we are proud of how the Hospice has weathered the past 16 months – a tricky journey

made easier by the unflinching support of our staff, volunteers and the whole community continuing to support us when we need it the most. Thank you.

Our flagship fundraising event, ‘Rocket Round Leicester’, has a special significance as well – it not only demonstrates our determination to emerge strong from the pandemic, but also to bring something very special to our local communities – doing our bit to revitalise the city by organising Leicester’s largest ever sculpture event in partnership with so many others. This serves not just to raise funds for the Hospice, but also to bring life, art, culture and entertainment back to the city centre.

We have much to be grateful for, and a great deal to look forward to. Our greatest thanks to

everybody who has helped us, both past and present.

We’re here for you because of you!

**John Knight**  
Chief Executive

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

Being there for you  
and your family

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Fasten your seatbelts for Rocket Round Leicester **16-17**



An out-of-this-world Twilight Walk! **18-19**



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Need to update your contact details? Use this handy form

# COVID-19

## A difficult year, but LOROS staff rise to challenge

What a year it's been for the Hospice. Despite all the restrictions and understandable concern caused by the pandemic, we have continued to deliver care to patients in all areas, from our Inpatient Ward to our Compassionate Neighbours service.

The Ward staff have supported patients in the same compassionate way they always do, despite the increased anxieties caused by COVID-19, including the restrictions of limited visits from loved ones, and the wearing of PPE.

Other team members, including physiotherapists, occupational therapists and our social worker, have also provided support to patients throughout the crisis.

We have had to adapt to enable us to do this, but have ensured throughout that patients are, as always, at the heart of everything we do.



Day Therapy staff have undertaken virtual sessions with patients, incorporating social activities and seated exercises in addition to regular phone 'check-ins', as well as the delivery of goody bags to every patient to boost their spirits.

During the national lockdowns, doctors and nurses carried out video consultations with patients both at the Hospice and in the community, seeing them face to face if needed, ensuring we continued to provide the best possible care.



Counsellors have undertaken sessions via video and phone, and our Compassionate Neighbour volunteers continued to provide phone support to patients.

The Chaplaincy team has been at the Hospice throughout, providing spiritual guidance for patients on the Ward and undertaking virtual events, such as Light up a Life, and Thanksgiving and Remembrance services.

In addition to supporting patients, our complementary therapists have also provided much needed therapy sessions for staff.



We have also supported the NHS in a variety of ways. Our Inpatient Ward has supported the hospital with discharges when patients with a terminal diagnosis were awaiting packages of care or care home placements in the community. Our doctors have worked at Leicester hospitals and undertaken outpatient clinics at the Hospice to support NHS colleagues, and some of our physiotherapists and occupational therapists have been redeployed to support the hospital and the community trust.



Our LOROS Local mobile resource centre also became part of a pop-up vaccination clinic at the Leicester Islamic Centre, in Highfields, Leicester, playing a key role in encouraging take up among people who are fasting for Ramadan. Future clinics utilising LOROS Local are planned in Coalville and Loughborough.

Despite the challenges faced by everyone during this difficult year, LOROS staff have done what they always do – deliver the best care possible to patients. We are grateful and proud of each and every one of them.

# COVID-19

## ‘Unbelievably tough’ – LOROS staff share their COVID-19 experiences

The pandemic has left a lasting impression on all of us. Here, some of our staff share how they felt during this difficult time.

“

“When COVID-19 prevented me supporting patients on the Ward, I turned my efforts to supporting LOROS staff. Many were so tired and stressed out from the anxiety of caring throughout the pandemic.

“I trained healthcare assistants to use hand massage techniques, so they could provide that comfort to patients. Physical touch is so important and so comforting.”

**Alison Sisu**  
Complementary Therapist



”

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“As COVID-19 hit and our clinical staff focused on our patients on the Ward, the rest of us pivoted to support them as best we could. We pulled together. It’s deepened my faith in human nature.

“Colleagues have shown such courage. I’ve been heartened by how people have come together, and we need to try and retain that once this is all over.”

**Stephen Burnham**  
Spiritual Care Chaplain



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“The last video call to a husband as his wife lay dying was facilitated by a nurse who knew that, as they said goodbye, their life together would end when the video link did.

“It’s been unbelievably tough, but we carry on because our philosophy is to be here for those who need our support to die with dignity, and to be here for those who grieve.”

**Tracey Hughes**  
Counselling and Bereavement Services Manager



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“Once we stopped our face-to-face Day Therapy sessions, I started keeping in touch with patients by phone, giving them a call to check they were coping okay. Most were not going out, not even in the garden.

“Then I got COVID-19 myself and was in hospital for a spell. It’s been a long road to recovery. It’s taught me the importance of friends and family. A bit like the attitude of our patients, I want to make every day count.”

**Janet Manuel**  
Day Therapy Manager



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“It’s always in my head that I might bring COVID-19 back to my family at home, but I guess that’s what it means to be a healthcare professional.

“I felt guilty that I could go home to my family but the patients couldn’t see theirs. It stays with you, and feels like a pressure. Of course, we needed to follow all the guidelines and keep everyone safe but I would love to have just let everyone in. My mind knew we couldn’t, but my heart didn’t always agree.”

**Dominika Ragini-Ptak**  
Nursing Associate



”

# COVID-19

## How LOROS weathered devastating financial 'storm'

As the pandemic took hold of the country in March 2020, we quickly realised the devastating impact it was going to have on our traditional methods of generating income. All of our shops were closed overnight, our events were cancelled and nearly all community events suffered the same fate.

Early estimations predicted a devastating drop in voluntary income of £2.3 million, which was later increased to £2.6 million when we included other sources, such as bank interest and dividend income.

We decided to inform our local communities of our financial challenge. We also chose not to launch an 'emergency appeal', as we saw the pandemic as a long-term problem and not one a swift emergency appeal could possibly answer.

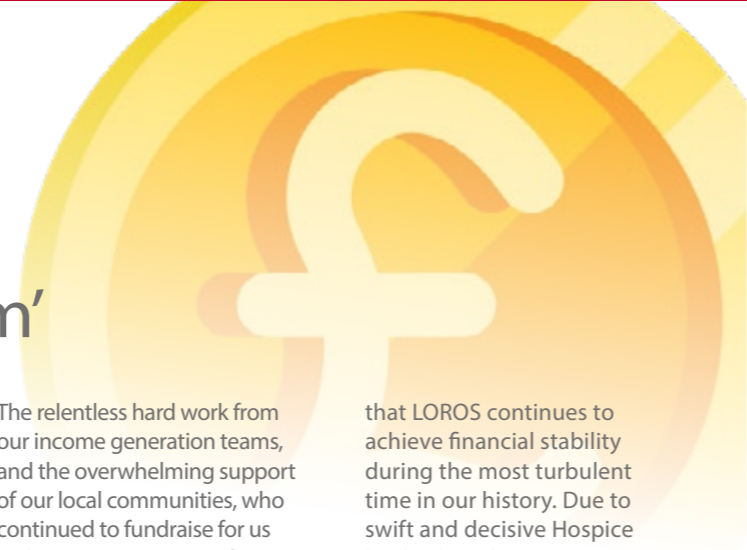
Instead, our approach was to identify and pursue alternate sources of funding that were being created in different sectors: the Coronavirus Job Retention Furlough scheme, Coronavirus retail grants scheme and Hospice UK COVID-19 grant funding to name a few.

The relentless hard work from our income generation teams, and the overwhelming support of our local communities, who continued to fundraise for us in the most innovative of ways, meant that we were still able to bring in vitally needed income. This money, combined with the funds that we managed to source externally from COVID-19 related schemes, almost exactly matched the shortfall we predicted at the start of the pandemic.

It's a true testament to the strength of the organisation

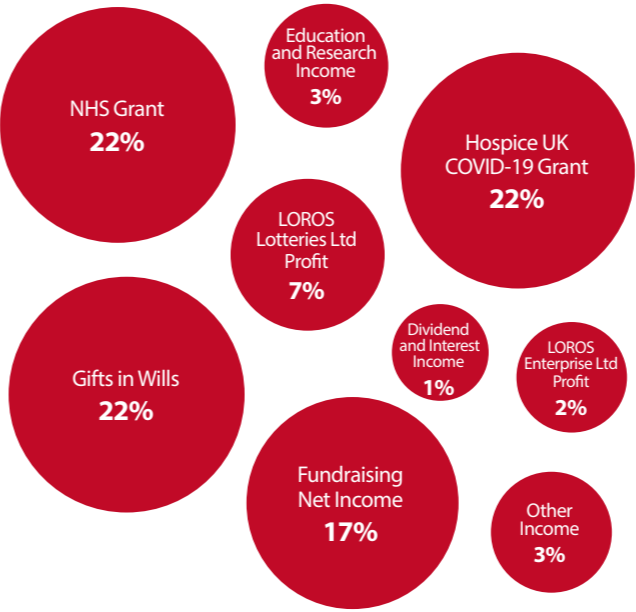
that LOROS continues to achieve financial stability during the most turbulent time in our history. Due to swift and decisive Hospice leadership, the amazing dedication of our staff and the overwhelming support of our local community, we have been able to emerge from the 'storm' in a solid financial position.

We're here for you, because of you. We simply wouldn't be here without your continued support. Thank you.

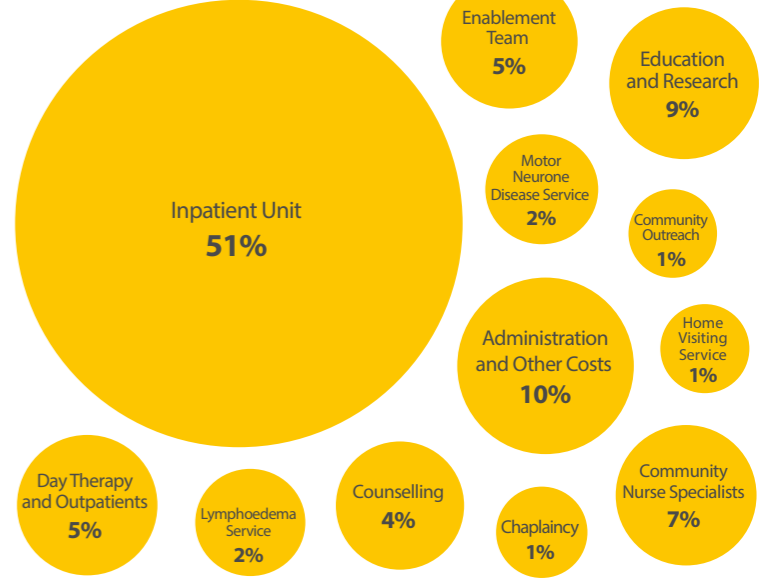


## Financial Year 2020/21

Where our money came from



How we spent our money  
Our £10.5 million charitable spend



**Please note:** This chart lists % of funding received from Hospice UK, but does not show the % of funds received through other schemes. They have been accounted for in the areas for which they were granted. The furlough scheme income is accounted for in payroll calculations across the Hospice and the retail grants have been allocated in the overall Enterprise figures.

**We're so proud that 90p in every £1 you donate goes towards patient care**

# COVID-19

## Our strategic response

When the COVID-19 pandemic hit, it was immediately obvious that its impact would have significant consequences for LOROS and our ability to deliver our services, raise income and fulfil our strategic intentions. The Senior Team, along with colleagues from across the organisation, began to plan and implement actions to re-stabilise our short-term activity, while continuing to pursue our long-term strategic ambitions.

As a result, a 'Plan on a Page' was created as an addendum to our 2020-23 Strategic Plan to give us a year-long strategic roadmap.

### Our 2020-21 Plan on a Page priorities:

**Organisation**  
Ensure the financial sustainability of the charity to deliver the range of clinical services by continuing to be prudent, review income levels and explore additional statutory funding.

**Clinical Services – Hospice and Community**  
Continually review clinical services and ensure that we safely support our patients by offering a range of options to attend the Hospice, face-to-face



visits, virtual sessions and/or telephone calls.

We will review the Inpatient Ward to ensure it is aligned with the expected patient demand.

**Awareness, Income Generation and Business Development**  
Continually review, respond and innovate each income generation and commercial income stream to reduce the predicted loss of income, while maintaining the highest standards of supporter care.

**Education and Research**  
Deliver a programme of education and training which responds to the needs of staff within LOROS and across Leicester, Leicestershire and Rutland. We will continue our research activity to ensure the successful delivery of the National Institute of Health Research grant.

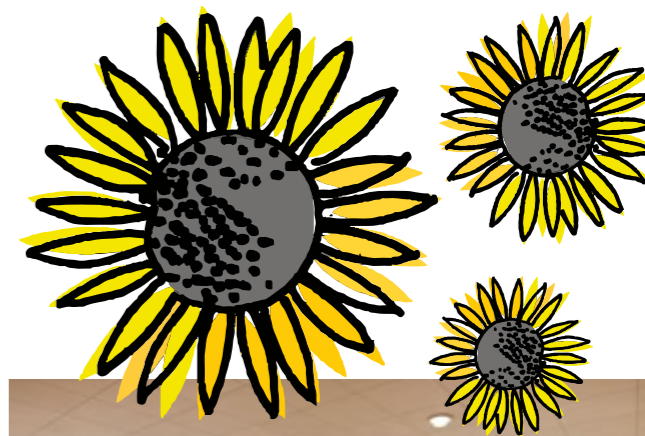
**Workforce**  
We will ensure we have a suitably trained staff and volunteer workforce to meet the demands of the changing world. We will continue to foster a positive working culture which has a proactive approach to equality, diversity and inclusion.



As we begin to enter the post-pandemic world, we will continue to focus on intelligently using all the resources available to us. We will work with NHS colleagues to support local services and to deliver high-quality patient care, along with the aspiration to further expand our support into the community.

Despite the challenges that COVID-19 has presented to us, in the next issue of LOROS Matters we will showcase some of the amazing new initiatives that are already underway to fulfil our ambitions:

- The modernisation and expansion of the Hospice's social area and café to provide enhanced facilities for patients and their families.
- The establishment of our Compassionate Communities scheme in Market Harborough, with the aim of it becoming the first 'Compassionate Town' in the East Midlands.
- The appointment of a dedicated children's and young person's counsellor.



# WE'RE HERE FOR YOU, BECAUSE OF YOU

Your donations mean that we can continue to be here for patients and families when they need us the most.

Life has been uncertain and unfamiliar, yet people have come together to help family and friends, to care for the most vulnerable and to protect our NHS.

We're here doing just that. Let us show you how...

## WE'RE HERE MAKING A DIFFERENCE

**Odelle, Apprentice Healthcare Assistant**

"How would I want my grandma cared for if she was on the Ward at LOROS? I'd want her treated as a person, an individual, with her own needs. And that's how I treat my patients – how I would want someone I love to be cared for. I hold that at all times.

"I'm so proud to work here."

## WE'RE HERE TO HELP PEOPLE FEEL LIKE THEMSELVES AGAIN

**Tracey Hughes, Counselling and Bereavement Services Manager**

"One of the greatest things I do is work with patients to live.

"Instead of being a product of their illness, we work to get them to remember who they are and who they were before they got the disease."

## WE'RE HERE FOR YOU WHEN THERE ARE NO WORDS TO BE SPOKEN

**Stephen Burnham, Spiritual Care Chaplain**

"We meet people where they are, emotionally and spiritually. We listen to what they want to share. It's important patients know they are not alone."

## WE'RE HERE MAKING EVERY DAY COUNT

**Kerry Adams, Clinical Lead Physiotherapist**

"Ultimately what we're trying to do is add quality back into patients' lives."

Kerry and her team of physiotherapists aim to help patients be as independent as possible in the activities that matter to them. "We talk to patients about what they want to achieve – go for a walk in their garden for example – and we find strategies to help them do that."

## WE'RE HERE SUPPORTING THE NHS

**Dr Luke Feathers, Consultant in Palliative Medicine**

"We've been collaborating closely with our local NHS to deliver a joined-up service for care at home, in hospital and on our Inpatient Ward.

"Our team of doctors at LOROS have experienced personal challenges from COVID-19 too. Thankfully we're all still here."

## WE'RE HERE FOR OUR COMMUNITY

**Louise Wright, Community Nurse Specialist Manager**

"We always put aside the time to talk to patients in their own homes. Appointments in hospital and with the GP are usually just 10 minutes, but we sit and listen to their concerns. I think that's what people appreciate the most, giving them time."



# Celebrating 35 years of care

Back in September, LOROS turned 35 years old. We've seen a lot of changes since we welcomed our first patient back in September 1985. Our Inpatient Ward has grown from 12 beds to 31. Our network of shops now stands at 27. Each year we care for more than 2,500 patients across Leicester, Leicestershire and Rutland.

Like everything else affected by COVID-19, we too had to change all of our celebration plans, but this didn't stop us doing it in style! Take a look at just a few of the ways we marked it...

## The LOROS Great Virtual Balloon Race

Our balloon race was family fun at its best! Hundreds of virtual balloons in a host of colours, personalised with messages for loved ones, sailing across the skies – all fully trackable online! The furthest balloon travelled more than 2,000km!



## Afternoon Tea

An amazing 444 of you enjoyed a very special LOROS Afternoon Tea. We received loads of lovely photos and want to say a big thank you to everybody who ordered a box of delicious goodies – we hope you enjoyed treating yourself!

## LOROS memories

When we invited people to share their memories of LOROS, we were inundated with recollections – some joyful, others bittersweet.

## Viv Rhodes

"When I married my husband, Quin, we knew then that our time together would be short. A few days later he was admitted into LOROS. I will never forget the kindness of the staff and the support we were both given."

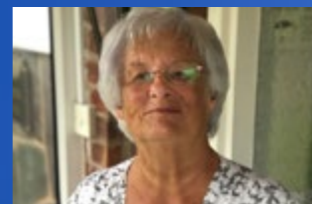
## Katie Brignull

"My auntie died peacefully in her own home, but she always sang LOROS' praises, and my family will never forget how well they looked after her (and us)."

## Ann Langton

"I started volunteering at the Hospice, supporting the nurses on the Ward. I was even there on the day it was officially opened by the Prince and Princess of Wales. Diana shook my hand! I gave her a bunch of flowers.

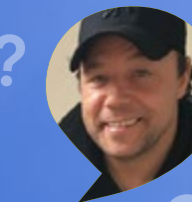
"My husband died at LOROS 19 years ago now and the care he received was wonderful. I still volunteer there even now, working on the snack bar. It's a very, very special place."



## 35th Anniversary Virtual Quiz

Our Anniversary Quiz was chock full of celebrity quizmasters! The top line-up included BBC East Midlands presenter Anne Davies, Hollyoaks actor Charlie Clapham, Leicester City legend Alan 'Birchy' Birchenall, award-winning comedian Greg Davies, and acclaimed actor and Hollywood star Stephen Graham and his actor wife Hannah Walters!

With rounds on sport, TV, film, news and music, more than 113 teams competed and had a hilarious and entertaining evening raising money for LOROS.







# FASTEN YOUR SEATBELTS, WE'RE ABOUT TO LAUNCH INTO THE BEST SUMMER EVER!

We're over the moon to have partnered with leading art event producers Wild in Art to bring our flagship fundraising event, **Rocket Round Leicester**, to the city. A fleet of 40 stellar Rocket sculptures standing at almost 8ft in height will create Leicester's biggest ever public art trail from **19th July to 26th September**.

Forming a trail across the city's streets and open spaces for **10 weeks of adventure**, these spectacularly-decorated sculptures will steer a voyage

of discovery like never before. Each sculpture has been individually designed by an incredible artist and sponsored by a local business, and we can't wait for you to join the fun!

Schools, colleges and community groups have jumped aboard and decorated their own smaller version of our incredible rocket sculptures – the Junior Jet! Each Junior Jet will stand proudly on its own miniature trail across Leicester's cultural hubs.

The adventure doesn't stop there as throughout the trail, there will be different weekly themes to explore. Each theme has a tank-full of fundraising activities to get involved in and experience – **take a look at pages 20-21 for more details!**

After this, there will be the chance to say a final 'goodbye' at our **Farewell Weekend** from 9th – 10th October. Each giant Rocket will then be auctioned on 13th October to raise funds for the Hospice.



**ROCKET  
ROUND  
LEICESTER**



Once the trail is live, you can download the Rocket Round Leicester App on your smartphone and begin your quest in unlocking all giant and miniature sculptures to access exclusive rewards from our Rocket sponsors and partners!

Until then, follow us **@RocketRoundLeicester** or join the conversation at **#RocketRoundLeicester** for exclusive first looks at the sculpture designs, fundraising ideas and out-of-this-world event details.

WE'RE BACK!

LOROS 2021

TWILIGHT WALK

IT'S GOING TO BE OUT OF THIS WORLD

Saturday 14th August

Join us in the city or walk closer to home for a spectacular space-themed 10km walk in aid of LOROS.



Sponsored by Dunelm loros.co.uk/twilight



# An out-of-this-world Twilight Walk

Our biggest fundraising event of the year is back, and it's going to be out-of-this-world!

Following on from the unfortunate cancellation of last year's event, we are back with a bang and a spectacular space-themed Twilight Walk for you to enjoy this summer.

This year, we're offering you not one, but two ways to take part. You can

either join us in the city on **Saturday 14th August** as we blast our way around the 10km route amongst our Rocket Round Leicester Art Trail. Or, if you are not quite ready to join us for the event, you can complete the 10km Twilight Walk anytime, anywhere, with access to an exclusive Twilight playlist.

Whether you are joining us in the city, or are taking part closer to home, we



hope to see as many aliens, astronauts, stormtroopers and superheroes out in force with us this August.

Spaces are limited, so sign-up now to secure your place at [loros.co.uk/twilight](https://loros.co.uk/twilight)

**Please note this event is COVID-19 secure.** To ensure your safety we are limiting numbers, staggering the start times and keeping our star-studded entertainment at a safe distance.

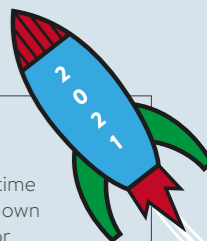
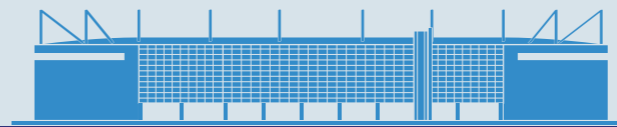
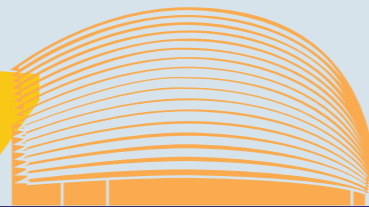


# WHAT'S ON

## IT'S ALL SYSTEMS GO FOR 10 WEEKS OF ROCKET ROUND LEICESTER TRAIL, EVENTS AND ADVENTURE THIS SUMMER!

Alongside the fantastic Rocket Round Leicester art trail, there are 10 different themed weeks and a whole host of exciting events for you and your family to explore and enjoy. It's going to be out-of-this-world!

### PART OF



➔ 19th – 25th July

**Launch Week: The adventure starts here**  
The Rockets have landed, so download the Rocket Round Leicester app and start exploring. With 100km between Earth and space, we're challenging you to sign up for our Space Race 100km Challenge and take on the trail!

➔ **Space Race 100km Challenge**  
[loros.co.uk/spacerace](https://loros.co.uk/spacerace)

Whether that's by running, walking, cycling or roller-skating the distance over a day or week, your mission is to make it to space and fundraise for LOROS Hospice!

➔ 23rd – 30th August

**Green Week**  
What a remarkable planet we live on! Throughout this week, we are encouraging and motivating everyone to help us protect our wonderful planet Earth. Keep your eyes on our social media channels to see how our community are making a difference and how you can too.

➔ 26th – 31st July

**Creative Week: Meet the Artists**  
Art is at the heart of the trail and throughout this week, you can meet the artists behind the designs. Explore an entire universe of art and crafts by visiting our Trail Hub Shop in Highcross to take part in a communal painting of a Junior Jet sculpture!

➔ 31st August – 5th September

**Community Week**  
LOROS is at the heart of the community and with the support of local people, we can continue to deliver care to those that need it most. Just like our Rocket sculptures, our city is unique and Leicester thrives on individuality. Throughout Community Week, we're celebrating and recognising the shining stars of Leicester!

➔ 1st – 8th August

**Space Week**  
We honour the city's incredible scientific heritage and voyage to new realms.

➔ **Outdoor Cinema | [loros.co.uk/cinema](https://loros.co.uk/cinema)**

On Saturday 7th and Sunday 8th August, you can visit our Outdoor Cinema in Vijay Patel Square at De Montfort University for showings of our favourite space-themed films.

Sit back and escape planet Earth for the world of cinema magic!

➔ 6th – 12th September

**LOROS Week**  
This week we focus on LOROS and will share the incredible work we do.

➔ **Remember a loved-one | [loros.co.uk/space](https://loros.co.uk/space)**

Make a donation in memory of those who have died and send a special message to the stars this year. LOROS Hospice will be launching your messages to loved ones on biodegradable paper into outer-space to remember those dearest to us for all eternity.

➔ 9th – 15th August

**Music Week**  
Forget momentum, they say that music makes the world go round! Experience Leicester City Centre with a soundtrack, as local musicians showcase their talents busking alongside the Rocket Round Leicester sculpture trail.

➔ **Twilight Walk | [loros.co.uk/twilight](https://loros.co.uk/twilight)**

Our highly anticipated Twilight Walk is back on Saturday 14th August and it's going to be out-of-this-world. Whether you join us in the city for a space-themed 10km walk or walk closer to home, we've got the entertainment covered!

➔ 13th – 19th September

**Challenge Week**  
Fundraise for LOROS by taking part in one of two incredible challenges.

➔ **Brave a Bungee Crane or attempt a Firewalk**

[loros.co.uk/bungee](https://loros.co.uk/bungee) | [loros.co.uk/firewalk](https://loros.co.uk/firewalk)  
Get your heart racing on Saturday 18th September and Leap for LOROS from our 160-foot bungee crane or test your resilience by walking barefoot on hot coals on Wednesday 15th September!

➔ 16th – 22nd August

**Wellness Week**  
After all that adventure, it's time to rewind and focus on your own wellbeing. Take some time for yourself. Visit the Rocket sculptures in Leicester's city parks for some fresh air or take a walk a little further afield in the lovely Leicestershire countryside. This week is all about looking after yourself.

➔ 20th – 26th September

**Love Local Week**  
To end our space adventure, we're inviting you to celebrate Leicester, Leicestershire and Rutland by supporting local businesses, restaurants, and shops. Let's restore colour and conversation to the streets we adore!

# LOROS Lottery

## You can choose to make a difference today!

**"I was over the moon to win £2,000."**



As a family we support LOROS whenever we can for the support they gave us when my Dad was diagnosed with a brain tumour.

**"I wanted to keep my Mum's number going."**



It was fantastic that I could keep Mum's number after she died. It's what she would have wanted.

**"I play in memory of my Dad."**



I still remember the heart-breaking phone call to tell me that Dad had stage 3 prostate cancer. He was just 59. I now play in his memory.

**£1**  
per entry

Did you know that most of our Lottery players play in memory of a loved one? But there are so many other reasons to play – play to support, play to win, play for fun or buy as a thoughtful gift. It's an easy way to regularly give to your local Hospice, from £1 per week, per number. We need you now so we're here when you need us.

**Care to play?**  
Visit [loros.co.uk/lottery](https://loros.co.uk/lottery) or call **(0116) 231 8430**.

A message to our LOROS Lottery community: **WOW! Thank you so much for your continued support, throughout an unbelievably challenging year. You will never know just how grateful we are to have you!**

## Looking for that special gift... why not give the gift of care?

Lottery Gift

Last year, Tina supported LOROS by giving the gift of care and purchasing a LOROS Lottery gift. As well as being fun, a LOROS Lottery gift raises vital funds for the Hospice.

Tina said: "Rather than buying a Christmas gift for my family that they didn't really need, I decided to buy them a little bit of LOROS magic. I must admit, I was struggling to find an appropriate family gift anyway, so a LOROS Lottery gift seemed like the perfect present."

From as little as £10, you can buy a lottery number for a loved

one, giving them 10 chances of winning £2,000, plus 54 other cash prizes every week. It really is the gift that keeps on giving!

Tina told us that her family were over the moon with their gift: "They were delighted that it was helping patients and their families, especially at Christmas time."

If this idea has got you thinking, visit [loros.co.uk/buylotterygift](https://loros.co.uk/buylotterygift) or call **(0116) 231 8430**. You can choose to receive a Lottery gift voucher in the post or by email, select your preference at the checkout. It's as easy as that!



Players of the LOROS Lottery and Lottery gift purchasers/recipients must be aged 18 or over and a resident of Great Britain. Fundraising responsibly. Be gamble aware [begambleaware.org](https://begambleaware.org). To view our terms and conditions, responsible gambling information, how to get in touch, odds of winning and to learn more about how your support helps the Hospice, visit [loros.co.uk/gamblingandyou](https://loros.co.uk/gamblingandyou)

## Our community heroes

Throughout the COVID-19 pandemic, we have been humbled by the continued support and generosity of our local community. The determination our supporters have shown to carry on fundraising, albeit in a very different way, has been inspiring and we would like to say a huge thank you to everyone for continuing to support us during this time.

### ★ Thank You ★

- ★ We were the recipient of a donation of £2,500 from Morley Lodge Freemasons, collected from its kind members, who chose to use the money to support LOROS.
- ★ Anna Bithell, from LOROS, and nine members of her family ran a total of 700 miles in four weeks and raised an amazing £2,662 in her stepdad's memory.
- ★ Thanks go to members of Melton's Melstrum Ukulele Group who chose us as their charity of 2020. They were only able to play from January to March and still raised a fantastic £500!

- ★ Dawn and her friends wanted to bring back Penny for the Guy. With the support of their community, the group raised more than £1,200!
- ★ Thank you to Kaushik Damani who very kindly supported us during the winter months, taking part in Movember and raising £731.
- ★ Susan Sansome and her family and friends have been fundraising for us since 2016. Due to the pandemic, they took their coffee morning online and raised £2,465, taking their total to £10,978!

## Fundraise for us! ★

There are many different ways to support LOROS in your local area! You can organise your own event, set yourself a challenge or fundraise through your community group or school.

You can now download our fundraising toolkit which contains everything you need to help you plan your fundraiser. It's full of tips, ideas and advice on planning your activity and achieving your fundraising target. It also includes a variety of useful (and fun!) downloadable resources to help and support you, including an updated version for fundraising in these

difficult times. You will also find a handy planner, a step-by-step guide, sponsorship forms, poster headers and much more. Visit [loros.co.uk/toolkit](http://loros.co.uk/toolkit) to get yours.

Our Supporter Engagement Team is here to help you every step of the way, so let us know your plans – call (0116) 231 8431 or email [fundraising@loros.co.uk](mailto:fundraising@loros.co.uk)



- ★ Suzanne Powell and her sons, Adam and Mark, raised more than £200 in memory of their Grandma. They walked 13 miles from Wigston to the city centre and met so many people along the way.
- ★ Sean Whisker ran 100 miles during the shortest (and coldest) month of the year, facing minus 2.5°C temperatures,

- snow and wind. With some fantastic support he raised more than £180!
- ★ Special thanks go to Peter Kerrigan, Dick Fairbairn and Roger Wood who have raised more than £4,885 for the Hospice from their various fundraising activities over the last year.



Eighty car enthusiasts took part in the eighth Welland Valley Wander raising £4,840. Organised by Andrew Duerden, this event has now raised more than £25,000 over the years. Amazing!

Once Noah learnt to ride his bike, he set about cycling 100 laps around a local car park during lockdown, raising an astonishing £570.



A great big thank you to Elise, Aoife, Scarlett, Harrison, Georgia, Sophia and Gabriella who raised a fantastic £58 for us from their delicious lemonade and sweet stall.

More than 100 people participated in 'Dance for LOROS', a 90-minute virtual Zumba Class. Organiser Kyle Greenwood raised more than £3,300 in memory of his nan.



Karen Bee, Samantha Creese and Michelle Flanagan braved the cold to each run 25 miles in December in memory of Karen's sister raising a fantastic £5,303.



With the help of her family and friends, Carol Hanna has been busy producing and selling handmade masks and has raised more than £15,000 in memory of her mum.

## Donkey brings joy during Hospice visit

Over the years we've had all sorts of animals visit our Hospice, but a donkey is a first.

Seven-year-old Tonto came to see one of our patients, Hanya Gordon.

Hanya always loved horses and even had a pony when she was younger. More recently she supported donkey sanctuaries and filled her room at the Hospice with donkey pictures.

Hanya had progressive multiple sclerosis and first came to LOROS a few years ago for counselling. She stayed on the Ward several times over the years, which made a huge difference to her ability to cope with her illness.

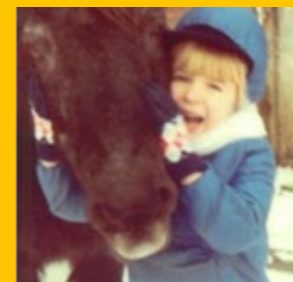
Her dad, Bob, said: "We all felt LOROS has done more for her than anyone. She came in for pain management several times and it recharged her



"LOROS always goes above and beyond for its patients. The staff are just marvellous."

batteries, kept her going. She was cared for so well by LOROS, it was such a weight off my shoulders."

Hanya was seeing her LOROS counsellor, Tracey Hughes, once a month when the COVID-19 pandemic struck and all appointments were forced online. By October she had taken a turn for the worse. Bob contacted Tracey, once more.



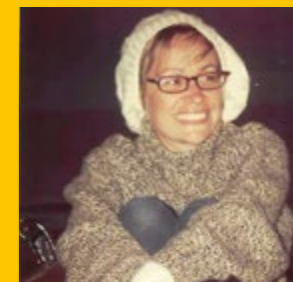
Tracey said: "I could see that LOROS was a godsend for Hanya. It provided the time she needed and allowed her dad to be her dad again and not her carer. She always wanted to check he was okay – they have a very strong relationship. So LOROS makes a real difference to her."

Hanya's donkey pictures in her room gave LOROS Nurse Tracey Canham the idea of arranging the VIP visitor to



see Hanya. Tonto, who loves carrots, was very friendly and patient and seemed to enjoy his visit.

Bob said: "She's always loved horses from when she was five years-old. I've got a lovely picture of her with her arms around a pony. That passion stayed with her all her life, a real constant.



"LOROS always goes above and beyond for its patients. The staff are just marvellous."

Despite having multiple sclerosis and no longer being able to talk, Hanya managed to share how much Tonto's visit had meant to her. Sadly Hanya died a few weeks after Tonto's visit.

## Pay a visit to a LOROS shop – doors open again after turbulent year

In March last year, we were forced to close the doors to all 27 of our shops for the first time, sending our volunteers home and putting many of our valued staff on furlough.

Two further national lockdowns meant we had to close again, and watch as our income came to an abrupt halt. The funds our shops generate are essential in

supporting the work we do, as the items you donate really do fund our care!

It's been an extremely turbulent year for our shops, our staff and volunteers, but we are delighted to be open again, and would love you to come and pay us a visit soon. If you're donating items, please remember to sign up for Retail Gift Aid!

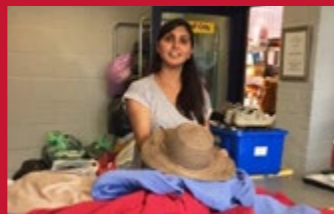
Remember your donated items are worth 25% more if you sign up for Retail Gift Aid!

## Friendly faces wanted – volunteer at a LOROS shop

We are always on the lookout for friendly new faces in our shops! Whether you're a whizz on the till or an organiser extraordinaire, if you can spare a couple of hours a month or a couple of days a week, we'd love to hear from you!

We provide a trial shift and full training, along with the opportunity to work across different areas of our enterprises to gain valuable skills and experience.

If you think you could help, please ask in store, or get in touch at: [volunteers@loros.co.uk](mailto:volunteers@loros.co.uk)



## Could you play a crucial role behind the scenes?

Do you have a passion for photography or selling online? Would you help sort and check donations? Or help to package or list items for eBay? We are looking for a team of volunteers to support our online shops! For more information email [volunteers@loros.co.uk](mailto:volunteers@loros.co.uk)



## New LOROS shop showcases modern look and features

Have you heard the news? On 12th April 2021, we opened a brand-new store on Uppingham High Street. The shop is a first of its kind for LOROS, with a modernised look and interactive features designed to enhance the shopping experience and increase income for the Hospice.

The shop will also stock the popular Frenchic paint!

Over the coming months and years, we hope to roll out the new look across our existing shops and make LOROS stores the most popular charity shops on the high street!

## A-LISTed Auction

A huge thank you to our Patron, and BBC East Midland's Today Presenter, Anne Davies who donated hundreds of gorgeous garments from her designer wardrobe for a huge online fashion auction. Anne also got some of her celebrity friends to donate too! Items were snapped up, with all proceeds coming to LOROS.



## New ways to shop

Did you know you can now shop with us even when our stores are closed? There are loads of bargains to be had over on our eBay and Depop pages, from brand new goods to preloved treasures!

Choose to have your items delivered or collect them from our Pullman Road shop in Wigston.

# Research at LOROS Five Years On

When I joined LOROS as the Research Manager in 2016 it was like coming home to an organisation that I'd worked for as a nurse soon after the Hospice opened way back in 1985, and somewhere that's close to my heart.

I've been fortunate to work with a great team at LOROS, who all complement each other

in our areas of expertise and knowledge, working well together to deliver research safely and effectively.

It's so important that everyone has the opportunity to be involved with research if they wish to. LOROS has embraced research across the organisation and it's now embedded within our care.



Research at LOROS has grown hugely over the last five years in infrastructure, the number of varied research projects that we're undertaking and in reputation.

As I approach retirement and reflect on my time working for this very special organisation, I am extremely proud of what we've achieved. LOROS is now recognised as one of the major contributors to hospice

research across the UK and it's been my pleasure and a privilege to have been a part of this.

**Wendy Gamble**  
Research Manager



# LOROS teaches vital end of life skills to pandemic professionals

With the topic of death and dying more in the spotlight than ever before, LOROS educators employed their knowledge to support others in the sector.

Our Education team worked hard to develop and deliver online training to partners in health and social care, sharing LOROS' expertise on how to help people best at the end of their life.

Liz McIntyre, Director of Education, said: "It was a privilege to support care and nursing homes, helping to improve the experience of patients and their families in end of life care."

The training was so well received that continued work is now planned with East Midlands Ambulance Service, with care homes across the region and with GPs.



The education of medical students has also continued throughout the pandemic, and we have supported students even with the challenges of social distancing. Liz said: "Even during lockdown, it's vital that tomorrow's doctors understand end of life care, so our teaching didn't stop despite the many barriers."

We are also continually finding ways to support our own staff to improve their skills. "As we look to the future, we are exploring accredited training such as the European Certificate of Essential Palliative Care – ensuring that LOROS patients receive the best possible quality of care," adds Liz.



# Thank you for your support

The continued support of our business sponsors means everything.

We simply could not have got through last year without the continued support from our business partners and friends. You made some generous contributions and helped us to make our fundraising campaigns possible to support the work we do. For every act of kindness, we are extremely grateful!



Our Twi-Night In, replacing the Twilight Walk, would not have been possible without the headline sponsor: **Dunelm**.



The annual Golf Day could only go ahead because of hard work of **SJ Events, Danny Spillane Golf Retail Limited, Rothley Park Golf Club** and the headline sponsor **LCM Family**. A massive thank you to all participating teams and tee sponsors.



Our online Light up a Life service was kindly sponsored by **Morningside Pharmaceuticals**.



And our friends at building societies, **The Melton and Hinckley & Rugby**, donated £9,593 and £7,000 respectively through their Hospice Affinity Account schemes.



The launch of our new campaign "Make Christmas Your Business" was only possible because of the involvement of **Welcomm Communications**.

## LOROS

We welcome all businesses, big and small, and would love you to consider partnering with us. From employee engagement and Charity of the Year schemes, through to sponsorship and mutually beneficial agreements – we have something to offer every company! Please call **(0116) 231 8431** or email **fundraising@loros.co.uk** to speak with a member of the team.

## You truly make a difference



## Business heroes

1. Despite the difficulties faced in 2020, the team at **Coventry Building Society** rolled up their sleeves and raised an amazing £6,800 for LOROS, bringing their total from seven years of continued partnership to more than £26,000.
2. Motivated by the hard work and determination shown by our key-workers during the COVID-19 pandemic, **Rudkin & Herbert** made a bench out of copper pipe, which was auctioned off and brought £1,040 to LOROS. The company has also become one of our Commercial Participators, donating regularly each time it completes a new wet-room installation, raising £600 so far!
3. **Tom Flowers Cricket Coaching** set out on a mission to cover 96 miles over a five-day trek. The total raised was an amazing £2,265.
4. **Druck** colleagues got on their bikes again and raised £1,593 completing "Go The Distance".
5. **Welcomm Communications and Trucklink EU** proved that while COVID-19 has made it incredibly difficult to host events, it hasn't made it impossible! Their Bonkers Bake Off saw local business heroes competing live on Facebook, smashing their £10,000 target.
6. Two lockdown donations, totalling £6,425 were made by colleagues at **Revolution Kitchen**.



## Cooking up innovative income opportunities

Like many charities over the past few years, LOROS has started to look at alternative sources of income to traditional fundraising to support our work. COVID-19 has added an urgency to this need.

Our vision is to 'drive profitable growth, in order to secure sustainable income for LOROS through innovative and ethical commercial ventures.'

After a competitive tender, LOROS was awarded the

contract to provide refreshments to Leicester Crown Court staff and visitors.

LOROS has taken over ownership of Peppercorns Catering Ltd, which operates cafés at Abbey Park and Anstey as well as an outside catering contract. We've also won a catering contract with the University of Leicester and have a growing property portfolio.

LOROS also has its Care for a Drink van, a mobile coffee

shop which serves a range of beverages and snacks.

Anna Shutt, Business Development Lead, said: "LOROS is using the sale of land we have been gifted to fund the purchase of these commercial enterprises.

"They provide a useful service to our community, as well as creating a profit which we use to fund our care for patients. It's a win/win!"



### Care FOR A Drink?

Our Care for a Drink van is stationed at beautiful Bradgate Park every weekend throughout the summer months. If you're out for some fresh air, come and see us at Hunt's Hill car park, near Old John, from 10am-3pm every Saturday and Sunday. You can buy freshly ground coffee, teas, cold drinks as well as flapjacks and brownies. Yum!

## Volunteers return! Help us to make a difference

Volunteers are the life-blood of LOROS, bringing passion, enthusiasm, expertise and most importantly a friendly face – often the first face seen by our patients, families, customers and visitors.

The past year without them has felt very difficult at times, so it was with huge delight that we welcomed many of them back recently.

Jackie Goss, Associate Director of Human Resources, who looks after our 1,300 volunteers, said: "It is wonderful to once again walk into reception and be greeted by our volunteers, to open a shop door and be asked by a volunteer how they can help, to see our drivers

transporting patients to and from Day Therapy, and to see our florists and gardeners working hard to maintain the beautiful setting that is the Hospice itself."

We know that things have changed for many people during the pandemic, and that a number of people have chosen to 'hang up their volunteering hat'. We are currently reviewing our volunteer workforce to identify any gaps which will help us to recruit most effectively.

If you are interested in volunteering at LOROS, please visit [loros.co.uk/volunteer](https://loros.co.uk/volunteer) and complete the online form.



**We continue to seek shop volunteers, who are in demand now that the high streets are once again the place to be.**

# Thanksgiving and Remembrance Services go virtual

Many of our rituals for coping with grief have been disrupted by COVID-19, with funerals kept to a very few, and grieving loved ones urged to stay at home and socially distance from their nearest and dearest.

We hold regular Thanksgiving and Remembrance Services for those who have died at the Hospice and for their families.

Since COVID-19, these services have become virtual, allowing LOROS to open them up to more people, welcoming anyone who is in grief.

“Our Thanksgiving Services help people remember their loved ones and all they meant. As well as celebrating them, we want to help people look forward to the future with hope,” said Andrew Martin, Spiritual Care Lead Chaplain at LOROS.

Stephen Burnham, also in the Chaplaincy team, agrees: “The services are part of our ongoing support to families. They help cherish the memories of loved ones and celebrate their lives. It’s our privilege to be part of that journey.”

To date, our streamed services have had thousands of views.

“I think to be with others who know something of loss, who know what it’s like and what you’re going through, there’s comfort in shared experience,” said Andrew.

“We want people to know they are not alone in their grief.”

**You can watch the Thanksgiving and Remembrance services on LOROS Hospice’s YouTube channel. Search ‘LOROS Hospice’**



## Leave a gift to LOROS in your Will

Has LOROS touched your life, or someone you care about? If we were here for you when you needed us, then help us be here for others in their time of need by leaving LOROS a gift in your Will.

Gifts left for us in Wills are an essential part of our income, supporting one in four patients cared for by LOROS.

Gifts left for us in Wills play a huge part in helping us support our patients, their families and carers. Including a gift to LOROS in your Will costs you nothing today, but will help secure the future of the Hospice.

A small thank you in your Will helps to provide stability and security for LOROS at very little cost. Leaving LOROS 1% of your estate in your Will means the remaining 99% will go to your nearest and dearest.

It couldn't be simpler. If you haven't made a Will yet, it can be done when you see a solicitor. If you already have a Will, your solicitor can simply make an addition to it.

We are extremely grateful for any support you choose to give us and 100% of the donation you make will go to LOROS.

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



# Support and win with a LOROS scratch card

Pop one in a gift card, give them to guests on your big day or at any dinner party.

Priced at only £1, our scratch cards will add a smile and a sparkle to any occasion. Not to mention, you may just get surprised with a £1,000 win!

Buy online at [loros.co.uk/scratchcards](https://loros.co.uk/scratchcards) (minimum quantity 10), call (0116) 231 8430 or visit one of our 27 charity shops. You can find your nearest one at [loros.co.uk/shops](https://loros.co.uk/shops)



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## LOROS

Hospice Care for Leicester, Leicestershire & Rutland

Being there for you  
and your family

[loros.co.uk/scratchcards](https://loros.co.uk/scratchcards)

Registered Charity No: 506120

# Update your details

Our patients, their families and our supporters are at the heart of everything we do, and we want to ensure we are communicating with you, the way YOU want us to. We really value your support and want to keep in touch about the difference you're making.

## Your contact details

Please do let us know if your contact details have changed. You can do this by completing and returning the form below, or visit [loros.co.uk/update](https://loros.co.uk/update)

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Previous Title

Previous First Name

Previous Surname

Previous Address

Previous Postcode

Previous Telephone

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Previous Email

## YOUR NEW CONTACT DETAILS

New Title

New First Name

New Surname

New Address

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Alternatively, tick this box and return the form if you don't want to hear from us about anything again:

STOP contacting me, please

You can also do this online at [loros.co.uk/update](https://loros.co.uk/update)

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# Friend of LOROS

By setting up a regular donation to LOROS, you can provide the comfort and reassurance our patients need at the end of their life.

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and for the years to come.**

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**LOROS**

Hospice Care for Leicester, Leicestershire & Rutland

*Being there for you  
and your family*