



Information for visitors

Being there for you and your family, 365 days a year

loros.co.uk

LOROS

Hospice Care for Leicester, Leicestershire & Rutland

Being there for *you*
and *your family*

Welcome to LOROS

Visiting times

It is important to us that all patients are comfortable and happy with visiting arrangements.

LOROS generally welcomes visitors at any time. In practice, however, most visitors come between 10am and 10pm. Outside of these hours we ask that only close family members visit.

All visitors will be asked to sign in at main reception and to use the hand gel provided. New visitors will be escorted to the ward by a volunteer and will be asked to wait in the social area while they check the patient is able to accept visitors.

Sometimes patients may need to limit their visitors, especially when very tired – rest can be very important. Please do not be disappointed if this happens.

We acknowledge and respect that in many communities and cultures it is customary for extended families and friends to visit the sick and dying. Where a large group of people (who



aren't immediate family) would like to visit at the same time, this should be agreed in advance with a member of staff so that arrangements can be made to reduce any effect on other patients.

As a visitor to the ward, please ensure you wash your hands on entering and leaving this area to reduce the risk of infection to patients and visitors.

If you have experienced vomiting, diarrhoea or flu symptoms within the previous 48 hours, please do not visit.

Information for visitors

All visitors and relatives must sign in and out at main reception.

Any accident or incident should be reported to the nurse-in-charge or main reception. If you feel unwell at any time, please ask to see a first aider.

For your own safety, and for our staff's, LOROS operates CCTV with recording capabilities.

The fire alarm is tested every Tuesday at 10.30am. Please be aware that when the fire alarm sounds any open fire doors will automatically shut.

If the fire alarm sounds at any other time and you are on the ward, please follow the instructions given to you by the nurse in charge.

If you are in any other areas of the Hospice such as reception, social area or chapel and the fire alarm sounds be it a continuous or intermittent sound, you must evacuate the building via the nearest safe fire exit and proceed to the designed fire assembly point in the visitors car park at the front of the site.

Please follow all instructions given by the fire service or fire marshal at LOROS. Do not stop to collect personal belongings.

For their own safety, children must have adult supervision at all times. LOROS has a pond located to the side of the main reception.

A dedicated smoking area for visitors is situated to the side of the Hospice next to the rear car park. Please refrain from smoking in any other area around the hospice grounds.





Other useful information

There is a snack bar in the social area where you can purchase food and drinks. This is usually open from 9am–7pm.

A menu for visitors staying overnight is available in the relatives' suite. Meals must be ordered before 5pm each evening and payment given to a member of the kitchen staff.

There is a shop in the reception area where you can purchase a selection of snacks, cold drinks, small gifts, cards and newspapers. This is usually open from 9am–7pm.

WIFI is available in clinical areas, outpatients and day therapy. It is also accessible in the social area, main

reception, Frizelle 1 and 2 meeting rooms. Password and login details can be obtained from main reception.

Toilets for visitors are situated on the main corridor leading to the ward. A baby changing facility is situated in the ladies' toilet in the main corridor, or the ritual ablutions toilet near the prayer room/chapel. There are also toilets near to the Frizelle meeting rooms.

If you require assistance while at LOROS please speak to a member of the nursing team or contact the Facilities and Operations Manager.

Mobile phones may be used within the Hospice; however, please consider other patients and visitors and make your call away from patient areas if possible.



Cultural and religious provision

LOROS acknowledges the many different diverse faith communities in Leicester, Leicestershire and Rutland. We try and make every effort to ensure that patients' and families' religious and spiritual needs are met while they are under our care. The following facilities are available at LOROS:

Prayer room/quiet room

This room is for anyone to use for praying and to have some quiet reflection time. It is open 24-hours a day.



Ritual washing facilities

Ritual washing facilities, before prayers, are available for those that need them, for example Wudu.

Religious artefacts

In the cabinet outside the prayer room/chapel there are religious artefacts of some of the faiths practised in our local community, as well as holy books and CDs. These are available for patients and families to use.

Please ask a member of staff if you have any questions about the above.



Our care

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

Our charity

It costs £7.5 million each year to be able to deliver our services.

The NHS does give us some money, but we still need to raise at least £4.5 million each year from our local community.

90% of funds received go towards patient care.

Please help us by:

- Volunteering some of your time
- Sharing your story to help raise awareness of the work we do
- Making a cash donation
- Joining our lottery
- Buying from, or donating to, our shops
- Organising or going to fundraising events
- Leaving LOROS a gift in your will



This leaflet is updated regularly. For the most up-to-date information please visit loros.co.uk/care

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

In case of comments or complaints, please contact:

Chief Executive, or Director of Care Services
LOROS, Groby Road, Leicester LE3 9QE

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

Alternative language copies available

Please contact the Patient Experience Lead PA on 0116 231 8435

જો તમને આ માહિતીની અન્ય ભાષા અથવા સ્વરૂપમાં આવશ્યકતા હોય તો કૃપા કરી ટેલીફોન નંબર 0116 231 8435 પર Patient Experience Lead PA (પેશન્ટ એક્સ્પેરીયન્સ લીડ પીએ) નો સંપર્ક કરો

Jeżeli chcieliby Państwo otrzymać niniejsze informacje w tłumaczeniu na język obcy lub w innym formacie, prosimy skontaktować się z PA Zespołu Patient Experience pod numerem telefonu 0116 231 8435.

ਜੇਕਰ ਤੁਸੀਂ ਇਸ ਜਾਣਕਾਰੀ ਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਜਾਂ ਪ੍ਰਾਰੂਪ ਵਿੱਚ ਪ੍ਰਾਪਤ ਕਰਨਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਰੋਗੀ ਅਨੁਭਵ ਪ੍ਰਤੀਨਿਧੀ PA ਨਾਲ 0116 231 8435 ਟੈਲੀਫੋਨ ਨੰਬਰ ਤੇ ਸੰਪਰਕ ਕਰੋ।

Haddii aad ku dooneyso macluumaadkan luqad kale ama habeyn kale fadlan la soo xiriiir Hogaan Bukaanka Waayo-aragga PA taleefoon nambarka 0116 231 8435

আপনি অন্য কোনো ভাষা বা ফরম্যাটে এই তথ্য পেতে চাইলে অনুগ্রহ করে 0116 231 8435 টেলিফোন নম্বরে প্যাসেন্ট এক্সপেরিয়েন্স লিড পিএ-তে যোগাযোগ করুন

اگر آپ کو یہ معلومات کسی اور زبان یا فارمیٹ میں درکار ہوں تو برائے مہربانی پیشنٹ ایکسپیرینس لیڈ کے PA سے اس فون نمبر پر بات کریں 0116 231 8435

LOROS Groby Road, Leicester LE3 9QE

☎ (0116) 231 3771

✉ info@loros.co.uk

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