



The care we provide

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*

Our dedicated team of staff and volunteers makes LOROS what it is

LOROS Hospice is a local charity and every year we care for around 2,500 people across Leicester, Leicestershire and Rutland. We deliver free, high quality, compassionate care and support to terminally ill patients, their family and carers.

We offer

- Specialised care for those aged over 18 with complex problems who are suffering from a terminal illness when cure is no longer possible. Our care is unique to each individual.
- Short-stay inpatient care for symptom management (average length of stay being 2 weeks).
- Care in the last days of life.
- Advice and support in the patient's home.
- Palliative day hospice.

How to refer

- Patients are accepted who are registered with a GP or who live in Leicester, Leicestershire and Rutland.
- Referrals are generally made by a GP, hospital Consultant or hospital palliative care team, or are arranged by a Community Specialist Palliative Care nurse.
- Patients eligible for referral usually have advanced cancer or other life-limiting conditions such as Motor Neurone Disease (MND), heart failure or respiratory failure.

Our services

Inpatient Ward

Our inpatient ward offers high quality care to patients, their families and friends, addressing physical, psychological, emotional and spiritual needs. The focus of this care is to enhance quality of life. The team of doctors, nurses and other hospice staff promote dignity and individual choice and strive to improve the patients' care experience.

Enablement team

A skilled and experienced team of Occupational Therapists and Physiotherapists, work collaboratively as part of the multi-disciplinary team to enable patients to progress towards their personalised goals. The team support with non-pharmacological management of symptoms such as pain, fatigue and breathlessness to promote function, comfort, safety and independence in activities of daily living.

Social Work team

Our specialist palliative care Social Work team offer a wide range of support to both the person, their families and carers. This includes sourcing practical help at home, accessing other services, advice around debt or income maintenance and help with housing and advocacy. We undertake work around helping people to prepare for the end of their lives.

Counselling and psychological support

A specialist confidential counselling service is available for patients who are terminally ill and their families. Counselling gives people the opportunity to talk through their experience with trained counsellors who enable patients and families to make more sense of their feelings.

The services include specific support for children aged 5-18 years where a family member is or has been cared for by LOROS.

Bereavement support

We have a range of bereavement support options; you will be guided to the most appropriate for you through our triage process.

We operate bereavement hubs across LLR that are open to anyone that has been bereaved. These are 'drop-in' sessions and no referral is needed. Please see LOROS website for full details.

Spiritual and Cultural support

The Spiritual Care team cares for the pastoral and spiritual needs of the whole hospice community – patients, their families and friends. Pastoral and spiritual care for everyone.

Not everyone has a religious faith but we all have a spirituality which is unique to

us and represents all that is important in our lives. The team help people to explore what are their sources of strength, hope, comfort and peace and support them in whichever way they can.

The team provide the opportunity for individual prayer and facilitate and support patients and their families to observe religious practices and rituals. They can arrange for representatives from a variety of faith communities to visit as appropriate.

Chapel/Prayer room

This is a multi-faith space, open for anyone to use day or night and is used regularly by patients, their families, staff and visitors as a place of quiet, prayer and reflection.

Volunteer Home Visiting service

Our highly trained Volunteer Home Visiting volunteers provide companionship, practical and emotional support to patients in their homes. This may also enable relatives and carers to leave the home with peace of mind or to have some time to themselves.

The service is tailored to meet the needs of patients, relative and carers and our volunteers are able to adapt themselves to how patients are feeling on the day. We also offer a blend of volunteer visits and telephone befriending to suit the needs of the patient.

Telephoning befriending

We offer a volunteer telephone befriending service. Volunteers can provide a weekly telephone call to patients, their families and carers to offer a listening ear and emotional support.

Family Support

The Family Support team helps bereaved families following the death of a loved one in the early days, weeks and into the future. They provide both practical and emotional support as well as signposting to a further source of help if needed.

Day Hospice

LOROS Day Hospice is a nurse-led service at the hospice. Patients are assessed by a day hospice nurse following their referral. Day Hospice may include complementary therapy advice on maintaining wellbeing, diversional / creative activities such as arts and crafts. We also have themed weeks. The focus of the care is to enhance quality of life, promoting dignity and individual choice.

Wellbeing Hub

The Wellbeing Hub is available on the last Tuesday of the month from 10am-3pm in our Day Hospice and is led by volunteers. People with a palliative condition and their carers can attend. They do not need to be referred. There is a café available to purchase drinks and refreshments. There's no need to book, and you don't need a referral from a healthcare professional.

Specialist Palliative Care Nurses

The LOROS Specialist Palliative Care Nurses work alongside nurses from Leicestershire Partnership Trust to provide specialist care and advice to patients and families mainly in their own homes. This service is called the Integrated Community Specialist Palliative Care team (ICSPC). The care is delivered through direct patient contact and liaising with other health and social care providers. ICSPC is supported by two

LOROS Community Consultants, available daily to advise the nurses, provide home visits if required and liaise with other Health Professionals as appropriate.

Motor Neurone Disease (MND) service

Patients who are diagnosed with MND are referred for ongoing support with our MND team. The specialist nurses and healthcare assistant arrange regular reviews either at home or in clinic with patients, coordinating support from the wider MND team including dieticians, ventilation specialists, therapists, social workers and our medical team. The team works very closely with volunteers from the Motor Neurone Disease Association.

Lymphoedema service

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

Complementary Therapy

A range of complementary therapies are offered to patients and relatives primarily to enhance well-being and quality of life. This is provided both to inpatients and in our Day Hospice.

Medical outpatients

LOROS provides a palliative medical outpatient service at the hospice, offering support and advice around difficult symptoms and an opportunity to discuss further care. Patients will be seen by a palliative medicine Consultant or Specialist Registrar following a referral from hospital, community team or GP.

There is also a Living with Breathlessness clinic supporting patients with cancer and interstitial lung disease and a palliative neurology clinic supporting those with progressive supranuclear palsy and multisystem atrophy.

Young Person and Transition service

LOROS has a Young Person and Transition Key Worker to support patients and relatives aged 18-40 while accessing our services and to make the transition to LOROS from children's services as smooth as possible. This includes identifying individual needs, ensuring that age-appropriate services are available, signposting to other organisations if required and providing a main point of contact for young people and their families.

Safeguarding

Everyone has the right to live in safety, free from abuse and neglect. Safeguarding is the process of protecting people from abuse and neglect who are unable to protect themselves and is an important part of what we do at LOROS. If you have any concerns about yourself, or someone else, being abused or neglected you can talk to your LOROS care professional or find more information on our website.

Our care

All of our services are free of charge to all patients and family members based upon clinical need, but if you do have private medical insurance, they may make a donation which would greatly help our funds.

Our charity

It costs £11.5 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 £9 million each year from our local community.

Please help us by:

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

Please refer to our website loros.co.uk for further information

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

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

If you would like this information in another language or format please telephone (0116) 231 8435 or email info@loros.co.uk

جیسے ایزی ریڈ یا بریل میں چاہتے ہیں تو براہ کرم 8435 231 0116 پر
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پر ای میل کریں info@loros.co.uk

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Jeśli chcesz uzyskać te informacje w innym języku lub formacie, np. Easy Read lub Braille'a, zadzwoń pod numer 0116 231 8435 lub wyślij e-mail na adres info@loros.co.uk

LOROS

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