

# Coming to stay on the ward



We hope to answer your concerns, but if you have any more questions please ask a member of staff

## This leaflet explains what you can expect as an inpatient at LOROS

### Why do people come to the inpatient ward?

Patients come into the inpatient ward for a variety of reasons. You may need help to control difficult symptoms such as pain or breathlessness, or with emotional and family support or for care at the end of their life.

### How long can I expect to remain an inpatient?

LOROS is not a long stay unit, however length of stay varies from patient to patient. Sometimes patients will need nursing care, but not the high level of specialist care that the Hospice provides. If this happens, we will, in consultation with you and your family or main carer, arrange for you to return to your own home with appropriate support or be transferred to another place of care such as a nursing home. Depending on your circumstances some care can be paid for by the NHS. If not, we will help you identify how the care will be funded.

### What is the inpatient ward like?

The ward has a mixture of en-suite single rooms, as well as four-bedded bays. You will be either allocated a single room or a bed in a bay according to your clinical needs and bed availability. Each bed has a TV, and arrangements can also be made to use the internet free of charge.

The ward has experienced and trained staff to help you, who work as part of a multi-disciplinary team, including doctors, registered nurses, registered nursing associates, health care assistants, physiotherapists, occupational therapists, complementary therapists, spiritual care chaplains, social workers, and volunteers.

### What about patient meals?

You can order food at any time between 8am and 7pm every day. Breakfast is served from 8am, lunch menu from 12 noon and supper from 5pm. In addition, you can have drinks and snacks at any time, and alcoholic drinks are available upon request. We have a varied and changing menu, but we are happy to accommodate any preferences whenever possible. If you are on a special diet or have specific dietary requirements, please tell us so that we can prepare a meal that suits you. We have access to a dietetic department.

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## Can I smoke?

The Hospice is a smoke free building and supports a no-smoking policy. Patients who wish to smoke may do so in a designated restricted smoking room, but this does not accommodate beds. This also applies to e-cigarettes/vapes. The smoking area is closed at night (7.30pm-8.30am). Staff members will not stay with patients in the smoke room.

## What do I need to bring to the ward with me?

Please bring in with you all the medicines that you are currently taking and if possible, your most recent GP repeat prescription request. You should also bring any nicotine replacement treatment, eye drops, inhalers, creams, wound dressings and nutritional supplements/feeds. This helps us to make sure that we have an up-to-date view of your medicines.

We have a pharmacy service so we will ensure that you have all the medicines that you need whilst you are an inpatient, when you go out on visits or when you are discharged. Medicines are supplied free of charge in the same way as in hospitals. If you are taking any unusual medicines or products that are not available on prescription – for example health food supplements – we may ask you to supply these yourself.

The doctors or nurse may ask a member of your family /carer to take home any unwanted medicines as we are unable to dispose of these at the hospice. If there are any problems with your medicines, our pharmacist will be available to help. It is really important for your care that the information you give us is as full and accurate as possible.

You will also need to bring the following:

- Nightclothes or pyjamas
- Day clothes (you do not need to wear your night clothes for your entire stay)
- Clean underwear
- A dressing gown and slippers
- Toiletries, including soap, a toothbrush, toothpaste, shampoo, conditioner and incontinence pads
- A razor and shaving materials
- A comb or hairbrush
- Tissues
- Glasses/hearing aid/dentures – if you wear them & any other personal aids
- A small amount of money to buy things such as newspapers, and anything you may want from the shop
- Things to occupy you, such as books, magazines or puzzle books
- A notebook and pen to write down any questions you have when the doctor is not available
- Your address book and important phone/mobile numbers, including your GPs name, address telephone numbers

A laundry service is not provided, so please arrange for a friend/relative to replace your dirty clothes on a regular basis. When you are nearing your discharge date, please arrange for your belongings to be taken home. If you are to be taken home by ambulance, the ambulance service generally only allows one bag with each patient.

## Personal property

We encourage you to keep your bed area as clear as possible as this makes cleaning easier and helps us minimise the risk of infections. Please ensure that any personal property you do bring in with you is clearly marked with your name.

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Please do not bring large sums of cash or other valuables as bedside lockers are not secure. In the event that it is necessary for you to bring in such items, please notify a member of staff immediately on your arrival. Your property will then be deposited in the hospice safe and you will be issued with a receipt. Any cash will be banked by the cashier.

You will have your own small locker for your personal belongings. Do not leave any valuables or money by your bed unattended. Please be aware that LOROS does not take any responsibility for any of your belongings during your stay.

Please note: LOROS accepts no responsibility for the loss of, or damage to, personal property of any kind, in whatever way loss or damage may occur, unless deposited for safe custody.

## Where can my visitors eat and relax?

You and your visitors can enjoy refreshments together in the Café in our social area. This is run by volunteers but is usually open Monday to Saturday 12:30 until 4pm. There is a charge for food and drink purchased here. If the cafe is not open there is a vending machine available.

## Can we use the gardens?

The gardens are open to patients and visitors, and they are designed so that you can get around them in a wheelchair or a bed. Smoking is not permitted in the gardens. There is a smoking area for visitors in the rear car park.

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

In cases 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 such as Easy Read or Braille, please telephone 0116 231 8435 or email [info@loros.co.uk](mailto:info@loros.co.uk)

یا کریں فون ٹیلی پر 0116 231 8435 کرم براہ تو ہیں چاہتے میں بریل یا ریڈ ایزی جیسے فارمیٹ یا زبان دوسری کسی معلومات یہ آپ اگر [info@loros.co.uk](mailto:info@loros.co.uk) کریں میل ای پر

ਜੇਕਰ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਜਾਂ ਫਾਰਮੈਟ ਵਿੱਚ ਚਾਹੁੰਦੇ ਹੋ ਜਿਵੇਂ ਕਿ ਈਸੀ ਰੀਡ ਜਾਂ ਬ੍ਰੇਲ, ਕਿਰਪਾ ਕਰਕੇ 0116 231 8435 'ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ ਜਾਂ [info@loros.co.uk](mailto:info@loros.co.uk) 'ਤੇ ਈਮੇਲ ਕਰੋ

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](mailto:info@loros.co.uk)

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# LOROS

Hospice Care for Leicester, Leicestershire & Rutland

Being there for you  
and your family

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