



Coming to stay on the ward

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LOROS

Hospice Care for Leicester, Leicestershire & Rutland

Being there for you
and your family



Coming to stay on the ward

This leaflet explains what you can expect as an inpatient at LOROS. We hope to answer your concerns, but if you have any more questions please ask.

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 terminal care.

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 a care home. We will look at funding for care at home or in a care home. Often care will be paid for by the NHS depending on your individual care needs.

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 nursing needs, preference 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, nurses, 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 for patients 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.

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 take beds. This also applies to e-cigarettes.

The smoking area is closed at night (9.00pm-8.00am). 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 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
- Paper tissues
- Glasses/hearing aid/dentures – if you wear them
- 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 numbers, including your GPs name, address and telephone number

Try to limit clutter and gifts. Keeping your bed area free from clutter makes cleaning easier. Where possible, it is advisable to mark all items of personal property with your name.

You will have your own small locker for your personal belongings. Do not leave any valuables or money by your bed unattended.

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

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.

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, which is open Monday to Friday 12:30 until 4pm. You can also use this area whenever you like. Visitors will be charged for snacks and drinks.

There is also an information point in the Hospice where you and your visitors can find printed leaflets and up to date information about a number of key areas for patients and their carers coping with illness.

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.

What if English is not my first language?

We have access to an interpreting service, and encourage you and your family to use it to make it easier for you to tell us what you need and how we can help you.

What to do if you have any concerns?

There is a nurse in charge at all times. If you should have any concerns during your stay please ask to speak to the nurse in charge.

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 Patient Services and Clinical Quality, LOROS, Groby Road, Leicester LE3 9QE

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

Alternative languages:

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

If you need this information in your own language, please contact the PA to our Patient Experience Lead 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 એક્સપેરીયન્સ 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 xiriir 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

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