



Compassionate Neighbours Service

Volunteers supporting you and your family
in your own home and your community.

- Home Visits
- Telephone Befriending Service
- Virtual Visiting

loros.co.uk

LOROS

Hospice Care for Leicester, Leicestershire & Rutland

Being there for *you*
and *your family*

Who we are and what our compassionate neighbours can do for you...

Compassionate neighbours provide support to you and your relatives or carers in your own home.

A member of the compassionate neighbours team will visit you to discuss how our volunteers can support you. They will also carry out a risk assessment.

Our compassionate neighbours provide support to our patients, relatives and carers for up to four hours per week, allowing relatives and carers to leave the home with peace of mind and have time to themselves.

Please note we are not able to provide this service to patients that attend LOROS Day Therapy or have similar support from other organisations.

Our compassionate neighbours are available Monday - Friday 9am to 5pm. Visits outside of these hours are considered on an individual basis.



The service provided is on a short-term basis, allowing the service to be offered to a greater number of patients. A member of the compassionate neighbours team will contact you every eight weeks to review how it's working.

Selection and training of compassionate neighbours

New volunteers go through a selection procedure. If suitable they are invited to attend a one full day's education and training programme.

All our volunteers are required to have satisfactory clearance through The Disclosure and Barring Service (DBS) this helps LOROS make safer recruitment decisions.

What compassionate neighbours can do:

- Offer companionship, emotional support and a listening ear
- Support with hobbies and interests
- Help you to stay connected to your friends and the community, for example going out for a coffee. If you need to use a wheelchair, we have been educated on safe wheelchair handling techniques
- Provide practical support such as making a cup of tea and light meals
- Spend time with patients who live alone and who may not be able to leave the house

- When visiting, we can help you to the toilet if you are in need of minor assistance for example supervision when walking to the toilet, assist with simple sit to stand transfers as long as you can stand for a short period of time and adjust clothing if required. If you use a catheter and require assistance with emptying the bag this will be discussed with the compassionate neighbours team when they visit you for the first time

The service provided is tailored to meet your needs and the needs of your relative or carer. Our volunteers will adapt themselves according to how you are feeling on the day.

What our compassionate neighbours cannot do:

- Compassionate neighbours are not employed as nurses or care workers
- We cannot help with complex transfers for example if you need to use a sling and hoist
- We cannot physically hand out your medication; however, we can remind you to take your medication if it is in a pre-dispensed box from your pharmacy or has been left out and in a suitable container by your family/carer so you can self-administer
- If the volunteer has any concerns regarding medication they will contact the compassionate neighbours office, and a member of the home visiting team will then contact your family or carer to discuss any concerns around medication
- We are unable to carry out any heavy household duties; however if you are on your own the home visiting team will discuss this on an individual basis and decide how we can support you

- We are unable to do your gardening; however, we may be able to point you in the right direction to find support with such tasks if required

Will I have to pay for the service?

All of our services are free of charge to our patients, their family and carers. It costs £8.8 million each year to deliver our services the NHS does give us some money. But we still need to raise at least £6.4 million each year from our local community.

Who can refer you to LOROS compassionate neighbours services?

Your GP, specialist nurse or other health and social care professional can refer you to the service.

To find out more please ring the compassionate neighbours service on (0116) 231 8470

The LOROS Telephone Befriending service

Offers one-to-one telephone support to people affected by illness or their family members. You will receive a phone call from one of our dedicated volunteers once a week or fortnight.

How it works

- we will contact you to briefly discuss the service and match you with a volunteer befriender
- your befriender will call you at a pre-agreed day and time for a chat
- we will occasionally contact you to see how it is going

(Please note volunteers cannot give medical advice)

Virtual Visiting or calls/emails are also available on request

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 ૦૧૧૬ ૨૩૧ ૮૪૩૫ 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 ਪ੍ਰਾਚੂਪ 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

LOROS

Hospice Care for Leicester, Leicestershire & Rutland

Being there for you
and your family

LOROS Groby Road, Leicester LE3 9QE

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