



Social Work Team

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LOROS

Hospice Care for Leicester, Leicestershire & Rutland

Being there for *you*
and *your family*

Information for patients, carers and families

Who are we?

We are registered social workers employed by LOROS, based at the Hospice to provide support and advice to patients, families and carers.

Who can we help?

We can offer a wide variety of support to both the person and those that are important to them.

When someone becomes seriously ill, all those involved with the person can be affected. We understand that illness and grief can cause changes to all aspects of peoples' lives and adjusting to their current situation can be very difficult.

It may help to talk about the changes and feelings you are experiencing with someone outside your family or friends.

How can we help you and your family?

- We can discuss your worries about someone caring for you or someone in the family or about a young carer (under 18).
- We can advise or direct you to what help there may be available locally or nationally.
- We may be able to liaise with other organisations on your behalf or provide you with information for example future care planning, signposting to seek financial or debt advice for those with money worries.
- We can provide some support around benefits advice and if you require more specialist support around benefits, we can refer you to the appropriate services.
- We can listen to your experience of being a carer.
- We can provide guidance with finding local clubs or services to help alleviate social isolation.
- Advice to claim for a Blue Badge disability parking permit (if you meet your Local Authority criteria).

How to contact us

Ring us on (0116) 231 8443 or speak to a member of staff.

Do you care for someone?

A carer is a person who provides care and/or support to someone such as a partner, relative, friend or neighbour who needs help to undertake daily tasks. This could be practical or personal support.

You do not have to care full time and you do not have to live with the person to be regarded as their carer.

Carers provide a very valuable service and the role of carer can be complicated, juggling many tasks.

You may have a job and still be a carer. You may also be a carer for more than one person for example, a child and an older person.



How can we help to support carers?

- By listening, giving support, advice or information.
- Carers are eligible for a Carers Assessment from their Local Authority Adult Social Care Department to identify any support available.
- Please tell your GP that you are a carer so they support you better, as evidence shows that carers can suffer poorer health and well being through their caring role due to carer stress.

This leaflet is updated regularly. For the most up to date information please visit [loros.co.uk/care](https://www.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 એક્સ્પેરિયન્સ 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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