

LOROS matters

For friends
and supporters
of LOROS Hospice

CELEBRATING
30
YEARS OF CARING

Winter 2014/15



All in a day's work for
our community nurses



How your fundraising
makes a difference

LOROS

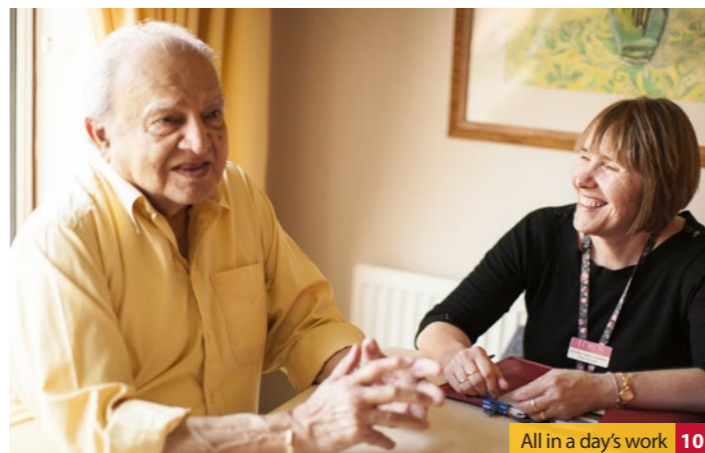
Hospice Care for Leicester, Leicestershire & Rutland

LOVE
LOCAL
COMFY
SAFE
FAMILY
CARING
COMFY
RESPECT
QUALITY
UNIQUE
FRIENDLY
FAMILY
UNIQUE
SAFE
DEDICATED
RESPECT
CELEBRATING
30
YEARS
OF CARING
LOVE
FRIENDS
DEDICATED
TRUSTED
MOTIVATED
VOLUNTEERS
RELIEF
SUPPORT
SAFE
QUALITY
TRUSTED
QUALITY
COMPASSION
VOLUNTEERS
FRIENDLY
SAFE
DYNAMIC
RELIEF
COMFY
SAFE
DYNAMIC
LOVE
CHOICE
FRIENDS
MOTIVATED



Simon Proffitt with LOROS Patron Julia Bradbury

"It has been a great privilege to be part of such a wonderful charity."



All in a day's work **10**



Education - extending our care **16**



Dress Down Day a great success **28**

Welcome

There are so many things to say about LOROS in terms of the care we provide for patients, our education programme, the diverse range of activities that generate the funds we need, the fantastic skill and dedication of our staff and volunteers, as well as the marvellous financial support we receive, that it is difficult to convey them all inside this publication.

As you can see, this is the first issue of our new look magazine

which has been designed and distributed at a considerably lower cost. I hope it gives you a flavour of what we have been doing and what we are planning for 2015.

As we enter our 30th anniversary year, it is timely to reflect on the remarkable development of LOROS and the positive impact on our local community, about which we can be both thankful and proud.

I will be retiring early in 2015 after six years at the helm. It has been a great privilege to be part of such a wonderful charity and I thank you all very sincerely for what you have contributed to it.

I wish you and LOROS the very best for the future.

Simon Proffitt
Chief Executive

LOROS
Hospice Care for Leicester, Leicestershire & Rutland

Being there for you and your family

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Fundraising news **30**



How your fundraising makes a difference **35**

Inside this issue

- We are 30! **5**
- 30 years of caring **6-7**
- Hospice news **8-9**
- The H word **12-13**
- Sammy's story **14-15**
- 30 years of volunteering **17**
- LOROS 2015 events **18-19**
- Have you made a Will? **20**
- What your support means to us **21**
- Don't bin it - bag it and donate it! **22-23**
- New year, new challenge **24**
- Lottery syndicate scoops first prize **25**
- Corporate heroes **26-27**
- Charity of the Year focus **29**
- Community heroes **32-33**
- Kind words **34**

Fold out form
Join our **Friends of LOROS** regular giving scheme

LOROS

at your fingertips

■ Have you joined us online yet? Keep up to date with all the latest news and events on our website and via our social media pages.



loros.co.uk

-  Follow us on Twitter @LOROSHospice
-  Like us on Facebook, search 'LOROS'
-  Join us on LinkedIn, search 'LOROS Hospice'
-  Watch us on YouTube, search 'LOROS Hospice'

Find out how you can
fundraise for us at
loros.co.uk/fundraise
or donate online at
loros.co.uk/donate

Donate now



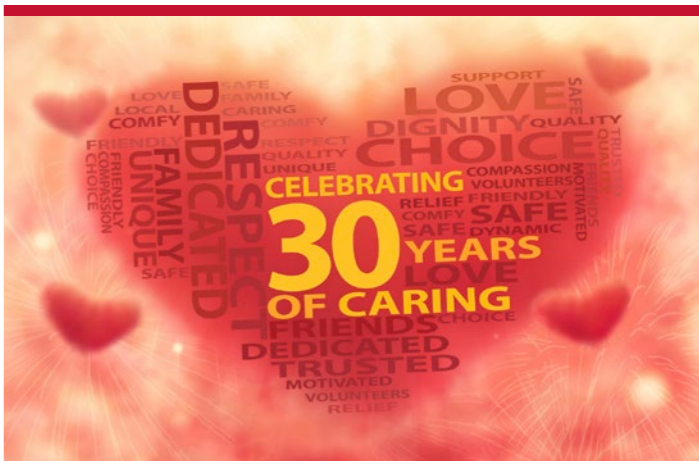
We are 30!

It's 30 years since we welcomed the first patient to our Groby Road Hospice. Since then, we have cared for more than 30,000 patients, their family and carers across Leicester, Leicestershire and Rutland.



We have continued to develop and grow and now care for more than 2,500 people every year. We have 31 inpatient beds, outpatient clinics, lymphoedema services and a growing network of community services, both nurse and volunteer-led.

In order to be able to deliver these valuable services we need to raise £7.5 million every year.



Celebrate our 30th

Thirty is the magic number so why not aim to raise £30, £300 or even £3,000 to support our work? You could party like it's 1985, pledge to do something or not do something for 30 days, get 30 people to form a LOROS lottery syndicate, clean 30 cars, buy 30 LOROS scratch cards, or bake 30 delicious cakes to sell. The ideas are endless!

You can also help us by:

- Becoming a Friend of LOROS by giving regularly
- Volunteering your time
- Making a cash donation
- Joining our lottery
- Buying from, or donating to, our shops
- Leaving LOROS a gift in your Will

Visit loros.co.uk/30 to find out more.

30 years of caring

■ Founded by our community to care for local people, we've developed and grown and are now one of the largest hospices in the UK. Throughout the journey, we've ensured that patients and their families are at the heart of everything we do.

Prior to us welcoming our first patient in 1985, the previous eight years saw us lay solid foundations for the future. We became a registered charity, chose the Groby Road site to build the Hospice, bought Manor Croft to be used as a day centre (which closed in 2012) and fundraising began!

Celebrating our 30th year gives us the opportunity to look back at our history, highlights and special days.

1985
August

Voluntary Services team is created



1986

February

Hospice granted a licence to expand to 25 beds



1989
August

First LOROS shop opens in Loughborough



1995

January

Lymphoedema service starts



2002

July

Education team is established



2007

June

A £2 million appeal is launched to fund an extension to the Inpatient Unit



2012
March

Official launch of the Centre for the Promotion of Excellence in Palliative Care collaboration with De Montfort University at the House of Commons



2013

January

New Day Therapy service launched at the Hospice



1985

September

First patient is admitted to the Hospice, which has 12 beds



1986

May

Their Royal Highnesses Prince and Princess of Wales officially open the Hospice

1990

January

Community Nurse Specialist team established (formerly known as Home Care)



1996

July

LOROS Lottery is launched

2004

April

Five new patient rooms are opened



2010

March

HRH The Duchess of Gloucester officially opens the Willow Wing extension to the Inpatient Unit



2012

May

Official opening of our award-winning Garden of Light and Reflection





Jo Kavanagh, Director of Care Services, said: "We had more than 150 visitors and sold the artwork that had been donated to us. The main aim was to raise awareness of what we do. Many visitors had never been to the Hospice before and had very positive things to say."

The event raised £2,000, which will go towards the Hospice's general running costs, including art supplies for creative sessions in the Day Therapy service.



Art exhibition raises £2,000

Paintings and photographs by local artists and patients went on show at LOROS during our Heart of Art exhibition. The event marked the end of Hospice Care Week (6-12th October 2014), a week which raises awareness of hospice care.

Hundreds of art works were on sale, many donated by artists, with some created by patients of our Day Therapy service. A fascinating art trail weaved its way through the Hospice informing visitors about our unique services.

Did you know that LOROS is a research active hospice?

In the past two years LOROS has increased its commitment to research, aiming to improve the care of patients and families and the skills of staff. The Research team, led by Professor Christina Faull, focuses on innovation, diversity and disadvantage, education, lymphoedema and end of life decision making.

We work with universities across the UK on initiatives, including the LOROS and De Montfort University Centre for the Promotion of Excellence in Palliative Care. Many patients and carers support this work and we would value your comments.

Learn more at loros.co.uk/research or email research@loros.co.uk for copies of our research newsletter.



Celebrity buzz as LOROS Patrons visit the Hospice



We welcomed TV presenter Julia Bradbury and sporting heroes Mark Selby and Alan 'Birch' Birchenall to the Hospice last year.

All three are LOROS Patrons and generously provide support to promote LOROS and raise funds.

Julia visited ahead of the annual Ladies Lunch, at which she was the guest speaker. The event was sold out with more than 600 ladies attending and

raising thousands of pounds for LOROS.

Mark and Alan's visit coincided with October's Hospice Care Week. Mark brought his World Snooker Championship trophy with him to show patients, while Leicester City ambassador Birch had with him the Championship trophy won by the Foxes last season.

Family members joined patients for the visit and had pictures taken with our Patrons.

All in a day's work

■ We are the Community Nurse Specialists (CNS), a team of 10 registered nurses, trained in specialist palliative care, who visit patients in their own homes.

3,417

In 2013/14 we made 3,417 home visits



There's no such thing as a typical day, but here's an insight into what we do on a daily basis:

08.30 Arrive at LOROS. Check messages and make calls to patients and other health care professionals.

09.30 Contact a GP surgery to arrange a Gold Standards Meeting, a multi-disciplinary team meeting with the GP and district nurses to discuss patients we are visiting.

10.00 Patient visit to assess symptom control, including pain, vomiting and bowel

problems. This involves prescribing a regime of medication.

11.30 Patient visit to support a gentleman whose condition is deteriorating. Providing information and liaising with district nurses and Social Services.

13.00 Patient visit to a lady who is dying at home, reviewing her medication and ensuring systems are in place to allow her to die peacefully. We'll also give support to her family.

Did you know?

We support patients to enable them to spend the last days of their lives in their preferred location (i.e. home or Hospice)

Following training, the CNS team prescribe drugs

It costs our charity £100 for each CNS visit



14.30 Return to LOROS to update the nursing notes on the computer and talk to other team members involved in the patients' care. We then make any other calls that are needed.

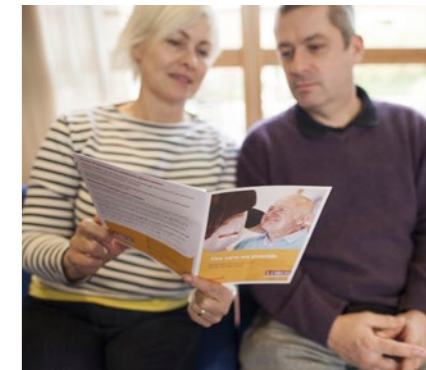
15.30 Liaise with our administrators to ensure that follow up letters are sent to bereaved relatives to check that they are ok and to offer bereavement support.

16.15 Prepare a teaching session to be delivered at LOROS to other healthcare professionals.

16.50 Liaise with a colleague regarding the duty worker role for the next day. Each nurse takes this role once a week to support patients of colleagues who are not available due to leave from work.

17.00 Leave work ensuring an answer phone facility is available for our patients to leave messages overnight, also giving an alternative contact for 24-hour telephone advice.

■ We also meet with staff from University Hospitals of Leicester NHS Trust (UHL) and the Community Macmillan team to discuss our service. We attend mandatory training courses to keep our skills up-to-date and have clinical supervision as a group and individually to support our practice. Many visiting healthcare professionals shadow us for the day to gain an insight into our role.



The word

■ Dispelling the myths – be surprised!

For most of those who haven't experienced hospice care, the image that comes to mind when faced with the word 'hospice' is not always a positive one. Some have the wrong impression about what a hospice offers while others believe a number of common myths.



MYTH – LOROS is gloomy **REALITY**

In thank you cards, reviews and our visitors' book, words like 'bright', 'warm', 'relaxed', 'peaceful' and 'like a second home' fill the pages. Improving quality of life and making patients and families feel cared for is at the heart of everything we do. From our award-winning gardens, to our delicious fresh food, with flowers everywhere, a selection of alcohol to enjoy with your meals and being able to have your pets visit. We celebrate religious days and big sporting occasions, and have hosted weddings and christenings. We always go that extra mile.

MYTH – LOROS only cares for old people with cancer

REALITY

We are the only adult hospice in Leicester, Leicestershire and Rutland and we care for those over the age of 18, including people with cancer and other terminal illnesses, such as motor neurone disease and end-stage heart disease.



MYTH – the Hospice is just an Inpatient Unit

REALITY

In addition to our 31-bed Inpatient Unit, we offer a wide range of services, including day therapy, physiotherapy, occupational therapy, social work, cultural support, counselling, chaplaincy, complementary therapy, lymphoedema (the treatment of fluid retention and tissue swelling), and more. Our Community Nurse Specialist (CNS) team care for people in their homes. If patients are unable to make it to the Hospice, consultants will visit them at home to provide specialist care.

MYTH – LOROS is part of Macmillan Cancer Support

REALITY

LOROS is an independent local charity. The LOROS CNS team is linked to GP practices and covers the majority of Leicester city and parts of Leicestershire, while the Macmillan CNS team covers most of the county. LOROS works collaboratively with other organisations, including Macmillan Cancer Support, the Motor Neurone Disease Association, Coping with Cancer and Age UK.



MYTH – People only go to LOROS when they are about to die

REALITY

More than 50% of patients admitted to our Inpatient Unit return home after their stay. People are admitted to have their symptoms assessed, or sometimes to give those caring for them a break. The average stay in the Inpatient Unit lasts 12 days. Some choose to stay in the unit as they approach the end of their lives but the majority prefer to be cared for at home. Our aim is to make that choice possible.

Don't just take our word for it, see the kind things people have said about us on page 34.



Sammy's story

■ Mum-of-two Sammy, 33, was diagnosed with breast cancer in 2011. Despite having a double mastectomy, the cancer spread, and she was given the news that it was terminal. After receiving help from Julie, a LOROS Community Nurse Specialist, Sammy talks about how LOROS has supported her and her daughters, Gracie (seven) and Amalie (three). Here is her story, in her own words.

In August 2014, I was diagnosed with terminal cancer. I have two young daughters, and the hardest thing is the thought of leaving them and not being the mummy I want to be. Terminal cancer takes me away from everything I know and love, and it's so hard watching people around

me suffer. Being a mum is everything to me, and I don't understand how a disease like this can take me away from my children. I adore my beautiful girls; breaking their hearts is the hardest thing.

Meeting my LOROS nurse has been fantastic. She's shown me support and strength; I completely trust



her and know she's going to hold my hand and give me everything I need during this process. Obviously, the most frightening part is the end, but LOROS is giving me everything I need to take away some of my fears.

When it comes to the end, I don't want to be in a hospital or at home. LOROS provides a service where you've got a home-from-home. It's non-clinical, not like a hospital.

When I was diagnosed, I told my children that I wasn't well and explained what cancer was in a very child-like way. Any questions they asked I would answer and give enough information for them to be satisfied, but not too

much to worry them. This time round, being diagnosed with terminal cancer, I'm really frightened of the girls realising it means mummy is going to be taken away.

Julie and I discussed my wishes for the last days. I asked her if it would be OK if I could be outside on a picnic blanket with family and friends around me. She said to me 'You can have whatever you want'. It makes everything so much easier and less frightening.



Share your story

Sharing how LOROS has helped you is an incredibly powerful way of promoting the important work the Hospice does. If you'd like to know more or submit your story, call (0116) 231 3771 or email info@loros.co.uk



"It makes everything so much easier and less frightening."

Extending our care – education in action

■ Everyone deserves the best treatment and support at the end of their lives, and care providers are eager to ensure their services for patients with terminal conditions are of the highest quality.



It is critical to ensure staff have the appropriate skills, confidence and competence in end of life practices. The LOROS Education team provides training to health and social care professionals based on the Hospice's practices, helping staff in other settings to care for a person at life's end in their usual place of residence.

We have seen the impact of education on patient care through our taught



Did you know?

- In 2013/14 we trained almost **2,000** health and social care staff
- Our training has positively affected the quality of care experienced by around **7,000** patients, their families and carers
- We have trained staff from nursing and care homes, hospitals, community teams, East Midlands Ambulance Service (EMAS), specialist dementia units, care agencies and local schools

programmes at the Hospice and our practice development sessions that are tailor-made and delivered in other care settings.

Students have described how they use the skills and confidence gained on our communication skills course to begin a sensitive end of life care conversation, while others have been able to use symptom control strategies to ensure patient comfort.

30 years of volunteering

Ever since our very early days, volunteers have been an important part of daily life at LOROS. It was in August 1985 that the first Voluntary Services team was created; 30 years later we now rely on a team of more than 1,000 volunteers who give up their time to help us with a wide range of tasks.

From working on reception, in our snack bar, or in our shops, to volunteering as drivers, at

our events, or as members of our fundraising and pastoral care teams – we just couldn't do without them.

We always need help, so if you are over 18 and can offer some time, whether weekly, fortnightly or monthly, visit loros.co.uk/volunteering to find out more, email volunteering@loros.co.uk or call (0116) 231 3771.

Myrtle has been a volunteer in our Anstey shop for the past 16 years. She says: "After caring for my father for many years, I needed something to fill my spare time. A friend suggested I volunteer at LOROS and 16 years later I am still here! I enjoy working with staff and meeting customers. I really enjoy working for such a worthwhile charity!"



Andrei volunteers on our Hospice snack bar every week. He says: "After visiting LOROS with Alison Sisu, my step-mum, I was impressed with the idea of people giving their time to help such an amazing place. I've been volunteering at LOROS for over a year now and it has been a humbling and eye-opening experience. I'm glad I've been given the opportunity to be a small part of it."



"We make a living by what we get, we make a life by what we give."

Winston Churchill

LOROS 2015 events

Saturday 7th March
LOROS Annual Fashion Show
 Athena, Leicester

The fifth annual show, this is one not to be missed!



Friday 1st May
LOROS Annual Golf Day
 Rothley Park Golf Club

Annual golf day with teams of four. Shotgun start. Sponsorship opportunities available.

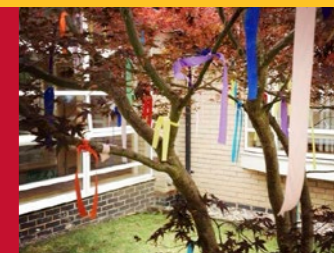


Saturday 13th June
Music in the Park
 In the grounds of Wistow Hall
 Includes finale firework display.
 Visit wistow.com



Saturday 4th July
LOROS Colour of Ribbons
 LOROS Hospice

Tie a ribbon in the Hospice grounds to celebrate a loved one.



Sunday 29th March
LOROS Paws 4 a Cause
 Abbey Park, Leicester

A 4 km walk around Abbey Park with your dogs. Sponsor forms from loros.co.uk/paws



Wednesday 13th May
LOROS Annual Ladies Lunch
 King Power Stadium

Annual ladies luncheon with Alison Hammond from BBC's Strictly Come Dancing as the guest speaker.



Saturday 6th June
Leicester to Skegness Bike Ride
 Clock Tower, Leicester

Cycle the 82-mile road route from clock tower to clock tower.



Wednesday 17th June
Hinckley 5K & Colour Fun Mile
 Hinckley town centre
 Please run in aid of LOROS. Register at loros.co.uk/hinckley5k or loros.co.uk/colour



Tuesday 16th June
Rothley 10K
 Rothley
 Please run in aid of LOROS.



Saturday 5th September
Annual Great Glen Wheelbarrow Race
 Around village of Great Glen
 Childrens and adults wheelbarrow races
greatglenwheelbarrowrace.co.uk



To find out more and to see our full event programme visit loros.co.uk/events
 You can also call our fundraising team
 (0116) 231 8431/2



Have you made a **Will**?

■ Leaving a gift to LOROS is your chance to help the Hospice continue caring.

If you would like to remember the Hospice, there are three main kinds of gift that you can provide in your Will, either now or later:

- **Specific** – where you leave a specific gift (i.e. a painting or piece of furniture).
- **Pecuniary** – where you leave a fixed amount of money.
- **Residuary** – this is the remainder of your estate after all other gifts have been made and debts and expenses have been paid.

We would like to thank those donors who took part in our Free Will Writing campaign

during 2013 and 2014 and also our generous local Will writers who donated their time free of charge.

Make May the month!

Due to the popularity of our Free Will Writing campaign, a similar campaign will take place during May 2015. Again, it will cost you nothing but will secure the future of the Hospice.

To request a pack and further information on our current Will Writing campaign, please call Laura Fitzsawyer on (0116) 231 8431.



“I want to leave a lasting legacy by remembering LOROS in my Will – it’s my last way of saying thank you.”

What your **support** means to us

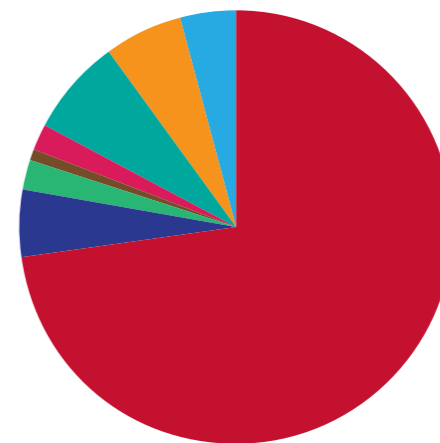
■ All of our care services are free of charge to our patients, their family and carers.

It costs £7.5 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 £4.5 million each

year from our local community. 90p of every £1 received goes towards patient care, and here’s where it’s spent:

Spend on patient care in 2013/14



- Inpatient Unit 73%**
- Enablement (occupational therapy, physiotherapy, social work etc) 5%**
- Counselling 2%**
- Chaplaincy 1%**
- Family Support 2%**
- Day Therapy + Outpatients 7%**
- Community Nurse Specialists (CNS) 6%**
- Lymphoedema 4%**

To view our annual reports visit loros.co.uk or charitycommission.gov.uk



Don't bin it – bag it and donate it!

Every week we have:

580 volunteers in our shops and warehouse

More than **9,500 individual purchases** in our shops

3,500 bags or boxes donated to us

Our 25 shops are like Aladdin's caves – from quality everyday items, to rare collectables, vintage pieces and unique one-offs, we never know what will be donated!



Ever wondered what happens to your donated items? Let's take a look behind the scenes...



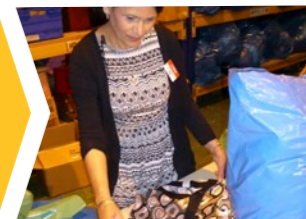
1) Bags and boxed donations are accepted at all of our shops across Leicester, Leicestershire and Rutland, and also at our Glenfield warehouse.



2) Everyone who donates is asked to join our Gift Aid scheme, giving us an extra 25% of income we can claim back from the tax man.

giftaid it

3) Those who sign up for Gift Aid receive a notification of how much their donated items have raised for LOROS once they have been sold.



4) Our hard working volunteers sort the donated items, either at the shop where the items were donated, or at the warehouse.

7) Our team attaches a ticket to each item stating its size and its price.



6) Clothes are checked for cleanliness and quality before being steam cleaned. This process presses a garment while it's still on its hanger so each item is presented clean and fresh on the shop floor.



5) Our specialist shops sell items, such as books, CDs and vinyl, men's clothes, children's clothes, or designer clothes. Donated items that best suit these shops are re-packed and distributed to where they are most likely to sell.



8) Nothing is wasted. Clothing that isn't up to standard is bought by a recycling company before being recycled in various ways.



9) Items arrive on the shop floor for sale.



10) An average bag of clothing donations is worth £20 to us, £25 if Gift Aided.



11) This is the cost of an hour's care for an inpatient.

So please don't bin it – bag it and donate it!

We re-stock our shops every day, so please think of us. You can find your closest shop at loros.co.uk/shops

We also have two popular furniture shops that must

be stocked daily. A furniture collection service is available by telephoning (0116) 231 3666.

Your donated items really do make a difference to terminally ill patients and their families.

New Year, new challenge?



Ready for an adventure? Brand new for 2015!

- **India Motorcycle Challenge**
Motorcycle 1,300km through the stunning foothills of the Himalayas.
- **Trek Iceland**
Discover an amazing country and culture on our trek to Iceland. Walk from Reykjavik to the breath-taking volcanic lava fields.



Enjoy running or cycling?

- Enter our charity ballot or run in aid of LOROS with your own place!
- London Marathon – 26th April 2015
 - Prudential RideLondon – Surrey 100 – 2nd August 2015
 - Great North Run – 13th September 2015



Like walking?

- Enjoy the beautiful UK countryside by joining a LOROS team to conquer some of the very best:
- The 192-mile Wainwright Coast-to-Coast Walk – 14 days
 - The 96-mile West Highland Way, Scotland – seven days
 - The 84-mile Hadrian's Wall Path – eight days



Fancy something more entrepreneurial?

Join the LOROS Accumulator Challenge.

March to June 2015

After the massive success of last year's programme, we would love to give you £50. All you have to do is 'grow' this amount as much as is legally and ethically possible within the space of three months! Sign up today by calling (0116) 231 8431/2 or email laurabetts@loros.co.uk



Why not get your friends together and sign up for 30 chances in our 30th birthday year?

Lottery syndicate scoops first prize

When the National Lottery increased the price of a lottery ticket to £2, five friends from Houghton on the Hill decided that they would find a different way to have their weekly flutter.

Having had personal experience of the care given at LOROS, the group was unanimous in its decision to

play the LOROS Lottery and signed up for 15 chances. Everyone agreed that they wanted to support a worthwhile local charity – never thinking for a minute that they would scoop the first prize of £2,000 within a few months of joining!

Lottery Manager Liz Singleton met with the group at the Old Black Horse in Houghton to thank them for their support and present them with their winners' cheque. While there, the group held an impromptu collection and kindly donated some of their winnings back to the Hospice.

Why not get your friends or colleagues together and sign up for 30 chances in our 30th birthday year? Visit loros.co.uk/syndicate, email lottery@loros.co.uk or call (0116) 231 8430.

Our weekly lottery:

Has **23,000+** weekly players

Funds the equivalent cost of **22 full-time nurses**

Along with two raffles, raises more than **£800,000** per year



Thank you for your vital support



Corporate heroes

1. **Kilworth House** raised £43,424 in 2013 for LOROS. The two-year partnership raised an amazing £103,327 in total.

2. The **BRUSH Family Fun Day** for the company's staff and families raised £2,180 for LOROS.

3. **Marks & Spencer, Leicester**, raised £2,500 by staff cycling for four days on a static bike, from a quiz night and from bag packing.

4. **PwC East Midlands** raised £3,350 by hosting a quiz night for businesses.

5. 20 pub teams clubbed together to raise more than £2,400 at the **Everards'** fifth annual golf day at Rothley Park Golf Club.

6. **PNK**, a networking club for businesswomen, held a gala dinner celebrating its first anniversary and raised £1,552 for LOROS.

7. Almost £3,000 was raised from **Spearing Waite's** annual 'Caught Out' rounders tournament. 16 local business teams participated in the event.



...to some of our sponsors



Thank you to **Mattioli Woods** for sponsoring the Sir David and Lady Samworth's Garden Party 2014.



An explosive thank you to **The Fleet Auction Group**, headline sponsor of our 2014 Fireworks display.



Leicester Marathon 2014 would not have been the same without **Cummins Solicitors Relay Challenge**. A massive thank you for sponsoring this event!



Thank you to **Next plc** for sponsoring the LOROS Golden Ticket Ball 2014 and also for supporting the Ladies Lunch 2014.

Affinity Accounts



Almost £20,000 was received in 2014 from three LOROS Affinity Accounts, namely **Market Harborough Building Society**, **Hinckley & Rugby Building Society** and **Melton Mowbray Building Society**.



Annual Dress Down/ Wear it Yellow Day a great success

■ Schools, businesses, shops and other organisations in Leicester, Leicestershire and Rutland raised thousands of pounds in a Dress Down/Wear it Yellow Day on Friday 10th October last year.

The campaign, part of Hospice Care Week, was the idea of Liam O'Halloran, whose dad Patrick (pictured), spent four days at LOROS before he died in October 2013.

Liam said: "I knew a bit about the charity and had heard only good things. But you don't really understand until you've experienced it.

"There wasn't a moment that the staff weren't wonderful. Everyone was so considerate – they always knew what he needed, and what we needed as a family.

"The night my dad died, I was on the chair next to him and could hear him breathing. I nodded off, woke up later and couldn't hear anything.



"He died peacefully and I have LOROS to thank for that. The care was exceptional."



"I knew he had gone. He died peacefully and I have LOROS to thank for that. The care was exceptional."

This annual event calls for everyone to 'dress down', wear an item of yellow and donate £1 to LOROS.

This year's event takes place on Friday 9th October. Register your interest by emailing fundraising@loros.co.uk

LOROS - dedicated Charity of the Year

LOROS works with many organisations which have chosen us as their Charity of the Year (COTY). Their support plays a key role in funding the care we provide. Talk to us about the mutual benefits of choosing LOROS as your COTY on (0116) 231 8431/2.



Blaby District Council

The Chairman's Garden Party, Family Fun Day and Blaby Bake Off have raised more than £1,250.



British Gas

£2,501 was raised by eight British Gas teams from the LOROS Accumulator Challenge 2014. Staff have also participated in the Leicester to Skegness Bike Ride, Three Peaks Challenge, and many have volunteered their time.

Manheim

From its variety evening and other fundraising events, more than £5,000 has been raised.



Palmers Garden Centre

More than £5,000 has been raised from a series of events including skydiving and a charity dinner. The company has also donated Christmas trees for our Light Up a Life event.



Edward Hands & Lewis

The company has supported us for the last two years, including the opening of its new Loughborough office.



Twilight Walk

■ Are you a saint or are you a sinner? Join ladies of all ages for this year's walk on Saturday 25th April.

The 10km route includes Leicester city's top attractions. This special night in Leicester annually unites sisters, mothers, daughters, friends, partners and colleagues from all over the East Midlands to have fun in their saints and sinners fancy dress, remember loved ones and raise money for LOROS. The unique atmosphere at the

event makes it one night you will not want to miss!

Last year's event made nearly £50,000!

We are grateful to King Power Stadium for supporting our event again this year.

To register, visit loros.co.uk/twilightwalk

Music in the Park

■ Held in the beautiful grounds of Wistow Hall, by kind permission of the Brooks family, music lovers are encouraged to bring their own picnic to relax and listen to local bands, Krisis and the Hathern Brass Band.

The evening finishes on a high with a dazzling firework display. The event takes place on Saturday 13th June

and advance tickets will be available from LOROS shops from May 2015.



Colour of Ribbons

We would like to invite you to our Colour of Ribbons Event on Saturday 4th July 2015, to tie a ribbon on our maple tree in the grounds of the Hospice, for someone who has

brought colour to your life.

More than 250 guests attended last year with over £2,500 raised for LOROS.

Annual LOROS Golf Day 2014



■ A sell-out number of teams raised an amazing £13,000 at the prestigious Rothley Park Golf Club in May last year.



The 2014 winning team, Spire Leicester Hospital

We are very grateful to all the sponsors: LCM Wealth Management sponsored the event, Spire Leicester Hospital the lunch, Mosdorfer CCL the hospitality, and Pork Farms the savouries.

Next plc provided the team prizes and Sam Spillane of SJ Events, and Danny Spillane of Golf Retail Limited provided the individual prizes. KPMG, Banner Batteries, Sygnet Signs, Stoll Knitting

Machines, Camozzi and Walker Movements all sponsored tees. SJ Events supported the event.

This year's event takes place on the 1st May and sponsorship opportunities are available. To book please call (0116) 231 8431 or email fundraising@loros.co.uk. The price has been held at £350 for a team of four including lunch and dinner.

Community heroes



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Drinks and canapés in Gaddesby garden

Mr and Mrs Timothy Milward kindly opened their beautiful gardens in Gaddesby (right) for a summer drinks and canapés evening on 11th July, organised by the Special Events Committee, which is led by our LOROS President Jennifer, Lady Gretton.

The total amount raised was an incredible £3,682. This could pay for a Community Nurse Specialist to visit 36 patients in their homes.



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1. Saakar Welfare Trust donated £855 from fees received for processing Indian Visa applications.
2. More than 50 vintage cars took part in this year's Welland Valley Wander Rally for LOROS.
3. Team Bridget took part in the Tough Mudder event raising £15,200.
4. The LOROS Shepshed Support Group presented £3,750 from its 2013 fundraising.
5. Residents of Thurcaston and Cropston opened their gardens raising £1,400.
6. The Institute of Insurers celebrated its centenary with a funday, raising £3,500.
7. Steve Davis, John Parrott and John Virgo headlined an evening of snooker at Leicester Grammar School.
8. The Great Glen Wheelbarrow Race was again hotly contested in the adult and children's races.
9. The Oddfellows of Leicestershire raised £2,150 with a series of events.
10. Uppingham Rotary organised the 4.6 mile Eyebrook Reservoir Walk raising £1,500.

11. Caroline Clamp raised £1,500 from her sky dive.
12. Justine Ogden and family took part in the Equinox 10k and raised £1,800.
13. Millgate School had an Easter egg stall and raised £17.50.
14. Jonathan Read held a Tribute to Legends night and raised £2,213.
15. Team Mud Sweat and Beers took part in the Farmageddon Challenge raising £1,149.
16. The LOROS Winter Bridge Tournament, organised by Charles and Maggie Parker, raised £4,400.
17. Tina Mann donated a day's wage and organised a collection in memory of Paul Mann, raising £115.
18. Syston and District Skittle League presented £1,874.
19. Wendy Strowlger and friends raised £3,000 from various events during the summer.
20. Nerys Moeketsi and team raised £5,534 from their Soul Relief event.
21. Kirby Muxloe Under 8s football team is fundraising at various events.

Kind words

It's the small things that make a big difference...



"If you want respite and restoration, this is the place to come – it beats any hotel you could pay for."

"When I go there, it gets rid of all my stress. I know I have things to worry about, but they don't bother me any more."

"I was so anxious one night, one of the nurses sang the nursery rhymes I requested, to help comfort and relax me."

"I thought I had come in to die but LOROS helps you to live – to enjoy seeing the sun shine for another day."

"The nurses couldn't do enough for him. He told me once that he'd watched a film and had iced lollipops taken to him at 10.30pm. It's little things like that, which made it so special."

"New stockings from the Lymphoedema clinic made such a difference to me, I immediately had my self-confidence restored."

"It's a fantastic place. I've got two children who are six and 10 and it was even a lovely place to be able to bring them. It gave them reassurance that he was okay and being looked after."

"From the moment we checked in until that awful moment when I left for home alone, LOROS staff helped and supported us with incredible skill and compassion. They not only knew what to do and say but more importantly, when to do and say it."

How does your fundraising make a difference?



£5 could pay for a patient's meals for a day.

£10 could pay for the collection of a patient from home for day therapy.

£25 could pay for an hour of care for one of our inpatients.

£50 could pay for two aromatherapy, reflexology or massage sessions, helping to relieve a patient's pain and sickness, or to reduce anxiety in patients and their family members.

£100 could pay for one of our Community Nurse Specialists to visit a patient in their own home, providing free care and support to patients and their loved ones.

£700 could pay for the cost of one of our specialist nurses for a week.

£6,000 could pay for the care of an inpatient for a 12 day stay at the Hospice.

Donate online at loros.co.uk/donate or text CARE24 to 70070 along with the amount (to donate £10 text CARE24 £10 to 70070)

Your help makes ALL the difference.
It's only with your help that we can continue to provide care and support for local terminally ill patients and their loved ones.

Do something amazing and support local terminally ill people

Sadly, it's likely that you, a relative or friend may need our services within your lifetime. You can help us by...

Becoming a Friend of LOROS by giving regularly
Having a steady income enables us to plan for the future. Please use the form on the reverse or see loros.co.uk/friends

Making a cash donation
Support our vital work online, by text, by phone or in person at the Hospice.

Leaving LOROS a gift in your Will
Leave a gift in your Will and help secure our future. See page 20.

Volunteering time
Volunteers are an important part of daily life at LOROS. See page 17 or visit loros.co.uk/volunteer

Joining our lottery
Play our weekly lottery for only £1 a week and you could win up to £7,500. Call (0116) 231 8430.

Organising or attending fundraising events
We run a variety of fundraising events - there's something for everyone. Visit loros.co.uk/events

Buying from, or donating to, one of our 25 shops
We have a range of shops, including specialist book, furniture, designer wear and children's shops. See page 22 or visit loros.co.uk/shops

Taking part in an inspirational challenge or sporting event
From fun runs to marathons, bike rides to mountain treks, and even jumping from the skies – do something amazing. See page 24 or visit loros.co.uk/events

If you'd like to find out more, the Fundraising team can help. Call (0116) 231 8431/2, email fundraising@loros.co.uk or visit loros.co.uk/support

Please donate a regular amount and become a **Friend of LOROS**.
 A regular gift enables us to plan for the future because we will have a steady income that we can rely on. Simply set this up with your bank and the payments will be collected by standing order, cutting down on administration costs.
 For more information on membership, visit loros.co.uk/friends



APPLICATION FORM

Are you a current regular giver? Yes [] No []
 Full Name: _____
 Telephone: _____
 Email: _____
 Are you a new applicant? Yes [] No []
 Address: _____
 Postcode: _____
 Would you like a Friends of LOROS pin badge? Yes [] No []
 Would you like priority event invitations? (Please provide email) Yes [] No []

STANDING ORDER FORM Please complete and return to: LOROS Fundraising Department, Groby Road, Leicester LE3 9QE

Use current standing order information: Yes [] No [] (for current regular givers only)
 Your Bank: _____ Bank Address: _____
 Sort Code: [][]-[][]-[][] Account Number: [][][][][][][][][][][][][][][][] Account Name: _____
Please pay to: Royal Bank of Scotland Plc, 5 Market Street, Leicester LE1 6DN **Sort Code:** 16-23-21 **Account Number:** 11710757
For the account of: LOROS (The Leicestershire & Rutland Hospice) The sum of: £5 [] £10 [] £15 [] £25 [] Or £ _____
 Starting today and until further instruction from me/us and on the same day of each: Month [] Quarter [] Year []
 Signature: _____ Date: _____
Your personal information may be used by LOROS, its associated companies (LOROS Enterprises, LOROS Lotteries, LOROS Fundraising and LOROS Education) and agencies acting on their behalf, to provide you with regular updates on its services and activities. If you do not wish to receive further information from LOROS please tick this box []

giftaid it
 Make every £1 go 25p further...
 Gift Aid Declaration: I confirm I have paid or will pay an amount of UK Income Tax and/or Capital Gains Tax for each tax year (6 April to 5 April) that is at least equal to the amount of tax that all the charities or Community Amateur Sports Clubs (CASCs) that I donate to will reclaim on my gifts for the tax year. I understand that other taxes such as VAT and Council Tax do not qualify. I understand the charity will reclaim 25p of tax on every £1 that I give on or after 6 April 2008.
 Please treat as Gift Aid donations all qualifying gifts of money made: **Today** / **In the past 4 years** / **In the future** (Please delete any that don't apply)
 Signature(s): _____ Date: _____



We're a local charity, caring for local people

We've been caring for terminally ill people and their families for more than 30 years

Patients and their families are at the heart of everything we do

Our care is provided at the Hospice and in patients' own homes

We help people living with cancer and other terminal illnesses

Our 320 staff are helped by more than 1,000 volunteers from our local community

Life is for living – we help people make the most of the time they have



Being there for you and your family
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