

LOROS matters

For friends
and supporters
of LOROS Hospice

Summer
2016



What do **you** want to do **before you die?**

LOROS

Hospice Care for Leicester, Leicestershire & Rutland



“We are all united in providing the best possible experience for the patient, their family and friends.”

Welcome

A very warm welcome to LOROS Matters, which is full of information and updates about the many exciting things happening throughout our incredible charity.

As we reach the peak of summer, our anticipation is also growing as detailed planning continues towards the much talked about site development. We remain on track to have Phase One underway in coming months with the construction of the LOROS Professional Development Centre.

The features and articles throughout this magazine showcase the continued

purpose of LOROS that is shared by staff, volunteers and supporters alike. We are all united in providing the best possible experience for the patient, their family and friends. The patient stories contained within these pages serve as just a small example and are further highlighted by the innovative work that has been developed between the Hospice and St Thomas More Catholic Primary School.

I do hope you will enjoy the vast range of features throughout this magazine and thank you for your continued support.

John Knight
Chief Executive



LOROS
Hospice Care for Leicester, Leicestershire & Rutland

Being there for you and your family

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Fold out form
Join the LOROS Lottery for a weekly chance to win £2,000

The ward gets a fresh new look

Having been granted full planning permission for our exciting site development, we thought we'd kick-start the work by giving our main ward its own refurbishment.

We've repainted the walls and replaced the flooring, giving it a fresh new look. We have also decorated the relatives' suite, which includes new furnishings and fittings in all the bedrooms and a new kitchen/dining area.

"The ward was in need of a bit of a makeover and we hope that our patients, families, friends and staff will notice a real difference,"

said LOROS Director of Care Services Jo Kavanagh.

"We've got an exciting couple of years ahead with the site development work about to begin, and with Day Therapy and Education both being extended and developed, we thought the ward deserved a makeover too."

A selection of beautiful photos of Leicester and Leicestershire, taken by Healthcare Assistant-come-photographer Mary Hartfield, now decorate the ward.

"We wanted to ensure the ward had a very local feel about it and Mary's lovely



photos have ensured just that," added Jo.

As part of the refurbishment, a staff vote was held to name the main ward. To complement the other area of the ward, which is called 'Willow', a number of tree names were identified and the

most popular chosen by staff was 'Oak'.

The refurbishment comes just months before work on the first phase of our site development – our brand new LOROS Professional Development Centre – is set to begin.



Famous faces create a stir

Nothing creates a buzz in the air quite like a visit to LOROS by a famous face.

From the Leicester Tigers rugby squad, a Loose Woman, and a Hollyoaks hunk, to our wonderful Patron Alan 'The Birch' Birchenall, LOROS has been a hub for celebrity visits recently.

It's always exciting when celebrities take time out from

their busy schedules to meet patients, families, volunteers and staff.

This was definitely the case when we welcomed the Leicester Tigers team, who posed for photos, signed autographs and squeezed into patients' rooms to meet fans.

After his visit to the Hospice, soap star Charlie Clapham, known for playing Freddie



Lottery Manager Liz Singleton, the Birch, Jamie Vardy, LOROS patient Guy Lambeth, LOROS CEO John Knight

Roscoe in Channel 4's Hollyoaks, became a LOROS Patron and has already raised more than £1,000.

When Loose Women's Sherrie Hewson played Snow White's evil stepmother at De Montfort Hall, she couldn't resist dropping by either.

Leicester City also showed their support with Jamie Vardy drawing our Christmas Raffle.

The club's Ambassador and LOROS Patron 'the Birch' visits often, along with team mascot Filbert Fox.

Take That tribute band Take @ That and comedian Romesh Ranganathan have also visited.

We always welcome celebrities to LOROS with open arms. Keep an eye on our social media pages to find out who pops in next!



Meet Lionel the Lion

We're pleased to introduce our new mascot, Lionel the Lion.

Lionel, who is sponsored by our Charity of the Year partner, Leicester Racecourse, was revealed at this year's Twilight Walk.

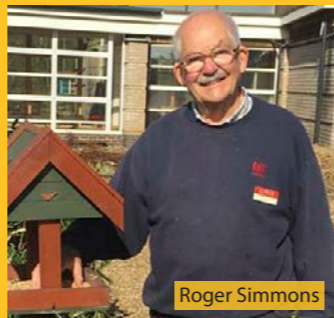
Corporate supporters suggested names for the mascot, before we let the general public decide with a Facebook vote. You'll see Lionel at forthcoming events, so be sure to give him a hug and take a selfie, before uploading your pictures onto social media.

Who feeds the birds?

Patients and visitors love to watch the variety of birds that regularly visit the many bird tables and feeders around the Hospice.

Several bird varieties have been noted, including robins, blue tits, starlings, a green woodpecker, greater-spotted woodpeckers, long-tailed tits, herons (who have stolen some fish!), jackdaws and more.

Until recently, the tables and feeders were topped up weekly by volunteer duo Roger and Matthew Simmons. Sadly, Roger died unexpectedly in May this year but Matthew says he will continue feeding the birds in his father's memory.



Roger Simmons

Bird seed is donated or paid for through the sale of stamps. The bird tables have been donated by families of patients. David Ensor from Newbold Verdon makes and maintains the tables for free.

A big thank you to everyone who helps keep this activity going.



Mosaic project teaches pupils about LOROS

School children have been spending time with terminally ill patients as part of a LOROS-piloted project.

Year six students from St Thomas More Catholic School in Knighton spent one afternoon a week for a month with LOROS patients. Each pupil was paired with a patient who uses the

Hospice's Day Therapy unit and together they worked on creating a colourful mosaic.

The aim of the project was to raise children's awareness of our work and to show them that the Hospice is not a scary place. By visiting LOROS and talking with our patients, the children learned first-hand about what we do.

The pilot has been a success, and it was very special to see patients interacting with these pupils. The room where they worked was buzzing with conversation. Both patients and children left with a huge smile on their face each week and looked forward to returning.

Teacher Helen Priestley said: "This has been an incredibly valuable project and we feel privileged that LOROS chose to pilot the scheme with us. Our year six pupils have thoroughly enjoyed getting to know the patients and creating this wonderful mosaic". The mosaic spells 'LOROS' and will be displayed at the Hospice.

LOROS takes the lead

LOROS is offering local business professionals and companies the chance to take part in bespoke leadership courses.

the building of long-term relationships.”
The new enterprise was presented to more than a dozen businesses in March.

CEO John Knight, who has an MBA with a specialism in leadership and an ILM level-seven qualification in executive leadership coaching and mentoring, said: “This is a huge opportunity for LOROS to engage with leading organisations from across the city and county, in a positive way, anchored around leadership development and

“LOROS has to raise £4.5 million every year and we have decided to use our skills and knowledge to develop a new way of generating the income necessary to ensure we can continue caring and supporting terminally ill adults from across Leicester, Leicestershire and Rutland,” added John.



(L-R) Managing Director of Lumbers, Dominic Gomersall; Director of Education and Workforce at LOROS, Mandy Motley; LOROS CEO, John Knight; Chairman and CEO of Berkeley Insurance Group, Tim Maxted

The leadership courses will be led predominantly by John and the Hospice’s Director of Education and Workforce, Mandy Motley, with all income going to LOROS.
A number of charities, including another hospice, have already taken

advantage of the courses and found them instrumental in developing their leadership.
John said: “We are extremely keen for this to grow, so we can work with and create long term, well-established relationships with other businesses across Leicester, Leicestershire and Rutland.”



What do you want to do before you die?

During this year’s Dying Matters Awareness Week (9-15th May) we asked members of the public what they wanted to do before they die.

Maggie Fay of the LOROS Education team, took a ‘Before I Die’ cube around the city and county, stopping at different locations every day, including Melton

Mowbray, Market Harborough, De Montfort University, Uppingham and Curve Theatre.

The cube, with chalkboard sides, became a work of art, as people picked up a piece of chalk, reflected on their lives and shared their personal aspirations or ‘bucket lists’ by writing what they would like to do before they die.

The campaign was launched at LOROS where patients, families, volunteers and staff could write on a separate cube throughout the week.

To find out more visit loros.co.uk/dyingmatters

Before I die...

“I’d like to go on a safari and be at one with wild animals”
Jo Wakeling,
Day Therapy Healthcare Assistant

“I’d love to do the Inca Trail in Peru and see Machu Picchu”
Terry Skeels, 40,
Day Therapy patient

“I want to bottle-feed a lamb”
Carole Cottom, LOROS volunteer

“I just want to have all of my 13 grandchildren and seven great-grandchildren all in the same place at once”
Monica Cameron, 66,
Day Therapy patient

Would you like to join our Patient and Carer Participation Group?



What is the Patient and Carer Participation Group?

It is a meeting between LOROS patients, carers, ex-carers and Hospice staff. We meet four times a year to discuss services, listen to your views and explore ways we can improve the care we deliver.

The meeting is chaired by a patient or carer and the atmosphere is friendly and encourages open and honest feedback about the services

you or your family member have received from the Hospice.

Where does it take place?
At LOROS Hospice.

How long does it last?
It starts at 5pm and finishes around 7pm. Members usually meet at 4.30pm for tea and refreshments.

How does it work?
Meetings are informal, and

usually between 10-15 people attend. You'll be able to comment on the papers circulated prior to the meeting, and you can bring your own agenda items for discussion.

What difference does the group make?
Discussions and outcomes from the meetings influence service delivery at the Hospice and have a real impact on patient care. Members can get involved in

a number of other activities as well, such as helping with surveys and audits and reviewing patient information. Your involvement really can make a difference to the care patients and families receive at LOROS.

If you would like to take part or know more about the group, please contact Rebecca Cort on (0116) 231 8435 or email rebeccacort@loros.co.uk

Be part of something amazing: Volunteer for LOROS

More than 1,000 people give up their time to volunteer at LOROS, but we're always looking to extend our team.

We have many opportunities at the Hospice and out in the community - there really is something for everyone.

Lend a hand by gardening, driving, greeting people on



reception, or serving at the snack bar.

If you'd like to be more involved with our patients, you can help out in Day Therapy, or on our inpatient ward, as well as in Complementary Therapy, Home Visiting or as a Bereavement Support Volunteer.

Help us raise much-needed funds by volunteering at one of our many events or become a promoter to help sign up new players to the LOROS Lottery.

If merchandise is more your thing, we have 28 shops across Leicester, Leicestershire and Rutland.

There are also numerous opportunities to support key back office activities.

To be part of something amazing, email volunteers@loros.co.uk or call (0116) 231 3771



"Volunteering gives me a purpose in life. I love it, I enjoy it and I look forward to it."



LOROS Patron Alan 'the Birch' Birchenall and Tony Edwards

"People often say to me, how are you still smiling? Well, I'm a great believer in positivity."

Tony's story

■ June was Motor Neurone Disease (MND) Awareness Month, putting the spotlight on a condition that affects dozens of people across the county.

One of those people was Tony Edwards, a LOROS staff member who was also a patient at the Hospice. In April, three years after his diagnosis, Tony died.

A few months before he died, Tony shared his story with us...

"People often say to me, how are you still smiling? Well, I'm a great believer in positivity.

"The problem with this disease is you don't know what course it's going to take. There's no point in planning tomorrow because you don't know what tomorrow will bring."

Tony, 60, worked at LOROS for eight years before leaving due to his health; however, he continued to visit as a Day Therapy patient.

"I noticed a problem with my left hand, it developed a slight shake and I was losing control of my grip. I knew what

it was straight away. I had Motor Neurone Disease," said the father-of-three, of Narborough.

"The first question I asked myself, and I'm sure all MND patients ask themselves, is: why me?"

"But it was comforting to know first-hand what support I could get from LOROS."

It affected his upper body only at first, but after 18 months, his legs started to struggle. Within four weeks, Tony said he went from walking to not being able to walk at all and by September 2014, was a full-time wheelchair user.

By 2016, Tony had lost nearly all movement in his

arms and legs and needed full-time assistance.

Shortly after being diagnosed, Tony spoke to fellow MND patient Jonathan in the LOROS social area.

"He stopped me and asked if I wanted to talk about things. After chatting, he told me that in the five years since he had been diagnosed he'd never talked to another MND patient and that is where the idea behind the support group came from."

Tony and another MND patient, Steve, launched a monthly MND support group, held in the Day Therapy unit every month at the same time as the Hospice's MND Clinic.



Tony (Front centre) pictured with his wife Viv (Front left) and LOROS staff and volunteers

"For the first three months, there was only us two with around 20 cakes to eat between us.

"Gradually, people started coming. Some came and came again; others came once but didn't come back. Now we have around eight regulars.

"MND affects people in different ways but we should all talk about it. Why shouldn't we?"

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 to submit your story, call **(0116) 231 3771** or email **stories@loros.co.uk**



“Everyone returned inspired by the stimulating talks, ranging from spirituality to pain management.”

accepted for display at the congress, detailing some of the research and service developments we are involved in.

These included posters on Professor Faull’s ventilation withdrawal study, work undertaken alongside researchers from the University of Nottingham on patient and doctor communication, findings on work looking at re-feeding syndrome in patients with cancer, and details about an innovation led by volunteers using their five senses to improve services at the Hospice.

Everyone returned inspired by the stimulating talks, ranging from spirituality to pain management. Highlights from the event can be found by visiting Hospice UK’s e-Hospice website at ehospice.com

Focusing on best practices in palliative care

In March, several staff from **LOROS** attended the three-day 2016 Palliative Care Congress, which takes place every two years and attracts end of life care professionals from as far afield as New Zealand, India, Canada and the UAE.

This year, it was hosted at the Scottish Exhibition and Conference Centre in Glasgow, with a focus on ‘Rediscovering Holism: the

future for Palliative Care’. LOROS’ Professor Christina Faull delivered a presentation on her recent research

around the withdrawal of non-invasive ventilation in patients with Motor Neurone Disease. In addition, a number of posters from LOROS were



LOROS scoops prestigious awards

We are pleased to announce that LOROS has become the first hospice in the country to be given two national education awards.

Following an external validation, the Education team received the Skills for Health Quality Mark, showcasing the positive experiences of our learners, our stakeholder relationships, robust quality systems and high-quality teaching.

LOROS was also awarded City and Guild Accreditation Centre status for our end of life care programmes,

allowing us to award qualifications to staff and volunteers, as well as professionals across the region.

Director of Education and Workforce Mandy Motley said: “Being given these two awards really does give us a reason to celebrate the high quality of education here at LOROS.”

Every year, the Education



team trains more than 2,000 internal and external health and social care professionals.

“One of our aims is to be a hub for education and to bring hospices together nationally; having the City and Guild Accreditation Centre status brings us one step closer to that.

“It also means we can provide specialist end of life

care awards with accredited outcomes, which we have not been able to do before.”

The awards came just months before work is set to start on the LOROS Professional Development Centre, the first part of our site development.

Find out more about our Education team and the courses we offer at loros.co.uk/education



LOROS physiotherapist Pauline Koelling

Introducing the Bowen Technique

A new form of natural healing has been introduced at LOROS called The Bowen Technique. Bringing the body into a more relaxed and balanced state, the Bowen Technique is a very gentle complementary therapy. In order to appreciate its subtlety and depth, it really needs to be experienced and now our patients are able to, with

some of our staff gaining the additional necessary qualifications.

Bowen was developed in the 1950s and has spread worldwide. Because it is so gentle, it is a lovely therapy to use, both for the more active patients in Day Therapy and for those experiencing the last days of life – it can change

a person's well-being enormously.

Treatments are gentle and non-invasive. The therapist uses fingers or thumbs to make gentle movements over specific points of the body (muscles, ligaments, tendons, nerves, fascia and bones). These moves work directly with the nervous system, and rest periods are part of the treatment.

Bowen is used for painful muscles and joints, poor mobility, and digestive and respiratory problems. It gives relief for neurological patients and assists with lymph drainage. It also helps anxiety, stress and emotional problems, among many other things. We look forward to seeing our patients benefit as more staff qualify in this technique.

Free Will writing service encourages people to leave gift to LOROS

"It's comforting to know I'll be helping to secure the care and support that LOROS offers when I'm gone," says Catherine Osborne, who included the Groby Road Hospice in her Will.

"Two of the hardest things to talk about are money and death, but adding LOROS into my Will was so easy.

"I'd prefer to leave money to my local Hospice rather than a huge organisation; this way, I feel reassured that the money is helping somewhere close to my heart."



During May, the Legacy team worked with some of Leicestershire's finest solicitors to offer free Will writing advice as part of Will Writing Month.

During Dying Matters Awareness Week (9-15th May), Dodds Solicitors ran seminars at LOROS giving legal advice for when a

loved one dies and information about the Hospice's services.

"It was great to join up with Dodds Solicitors to help people with those difficult decisions that need to be made when you lose a loved one," said Relationship Development Lead Rachel Hill.

"It's so important we talk about dying and plan for when that time comes, and hopefully the seminars helped people open up about such a difficult topic."

To find out more, visit loros.co.uk/wills

On average, 20% of LOROS's voluntary income comes from people leaving gifts in their Will each year



LOROS 2016 events

Sunday 7th August
Slip 'n' Slide
Leicester Racecourse

Join us at the Leicester Racecourse Family Fun Day for Leicester's biggest water slide.
loros.co.uk/slipnslide



Friday 7th October
LOROS Yellow Day

As part of Hospice Care Week, we encourage everyone to join us in wearing an item of yellow.
loros.co.uk/yellow



Saturday 29th October
Frock, Swap and Shop
LOROS Hospice

Featuring new clothing and accessory stalls, with complimentary fizz to finish off our Frocktober campaign.
loros.co.uk/frock



December
Jolly Jumper Day

Pull on your woolly jumper this December and get that warm, cosy feeling by supporting LOROS.
loros.co.uk/jolly



Saturday 3rd September
Annual Wheelbarrow Race
Great Glen Recreational Ground

Showground area with stalls, concluding with the children's and adults' Wheelbarrow Race.
Greatglenwheelbarrowrace.co.uk



Tues 11th & Weds 12th October
Keythorpe Festive Fayre
Keythorpe Manor, Uppingham

Join us and ABF The Soldiers' Charity at Keythorpe Manor. Visit stalls selling unique gifts and enjoy delicious food and drink.
loros.co.uk/keythorpe

Sunday 25th September
Walk on the Wildside
Hunts Hill Car Park, Bradgate Park

Annual sponsored walk with lots of family fun and entertainment.
loros.co.uk/wow



Sunday 23rd October
Leicester Marathon
Victoria Park

Support us at the Leicester Half or Full Marathon! Pledge to raise £100 and run for free.
loros.co.uk/leicestermarathon



Sunday 4th December
Light Up A Life
LOROS Hospice

Remember a loved one this Christmas by sponsoring a light on our Christmas tree.
loros.co.uk/lual

Monday 5th December
Cathedral Concert
Leicester Cathedral

Annual LOROS Christmas Concert with a night of festive entertainment.
loros.co.uk/cathedralconcert



Keep your eye out for our new events diary coming out later this year

All in a day's work

We're the domestic team at LOROS. We have 13 members of staff, including three bank staff we call on when needed. We help keep the Hospice's high standards through tidying, cleaning, assisting others, or supporting staff, to name but a few – one thing is for sure, we're more than just a team of cleaners.

7.00am: Those who are working the whole day, or just the morning, arrive.

7.30am: Our supervisor, Diane Linley, calls in and we update her on the ward's status so she can plan the day ahead. This is also when the shift starts and we get to work on the reception, social area and staff offices.

8.45am: We spend half-an-hour in handover with Diane, discussing the day ahead and allocating jobs. Some areas, like patient rooms, are a priority to clean, so they're top of the list. If Diane isn't available, we meet with Jan, our deputy supervisor.

9.15am: Work starts in clinical areas, like the ward, patient rooms and relatives' room.



When it comes to patient rooms, we give every single one a daily clean without fail. We work with the Ward Manager and Team Leaders to ensure we know when not to clean a room, for instance, if a patient is very unwell.

We also give empty rooms a full clean before new patients arrive.



"I am involved in various initiatives that focus on enhancing the care that we provide."

We might also find ourselves making a cup of tea for patients or popping to the shop for them.

12.30pm: Those of us who are part-time go home and those who are working the whole day break for lunch.

1.00pm: As well as keeping a continued eye on what needs to be cleaned in the clinical areas

of LOROS, the afternoon is spent cleaning the staff kitchen, post room and linen room.

3.00pm: Either now, 4pm, or 5pm, those of us who are full-time have finished for the day and can go home.

5.00pm: The evening team arrives. As well as cleaning patient rooms, the evening team cleans



Lymphoedema, Education and Community Nurse Specialist offices, along with reception and the Hospice's two portable cabins.

10.30pm: After ensuring the Hospice is ready for the next day, the evening team goes home.

Did you know?

- As LOROS offers a 24-hour service, the Hospice needs to be cleaned on a Saturday and Sunday, which means some of the team work alternate weekends.
- We have a regular deep cleaning programme, ensuring all clinical areas and Hospice equipment are kept spotless.



Community heroes

The Annual LOROS Fashion Show was held at Athena, Leicester, and organised by LOROS Ambassadors Charlotte Thompson and Imogen Cox (pictured above). The show is bigger and better each year, raising much needed funds for the Hospice.

Acting Fundraising Manager Adrian Walker said: "This was the best show to date, and Charlotte

and Imogen can be really proud that once again their hard work and enthusiasm ensured the event was a success. Thanks also go to the companies, volunteers, models, Athena and everyone who attended the evening and provided valuable support."

Charlotte and Imogen would like to thank sponsors Cartwright King Solicitors and Marks Electrical.



1. Alan Higgins with his stepson-in-law Stuart braved the Sydney Harbour Bridge Climb with its fantastic views and raised £443.



2. Sarah Bragg and Kate McKenna raised £3,170 from their colourful, fun and energetic Disco Fitness Party.



5. Rothley Park Golf Club men's captain Tom Mulligan and ladies captain Angela Fox raised £10,500.



3. A donation of £5,540 was made by Provincial Grand Master David Haggart to LOROS CEO John Knight and LOROS President Jennifer Lady Gretton.



4. Professional darts player Jamie Caven raised £4,310, including matched funding by Bibby Financial Services, from the LOROS Darts Tournament.



6. Dan Brown and friends took to the skies at speeds of up to 100mph on Europe's longest and fastest zip wire. The team hope to raise more than £2,500.

Thank You

The Annual Swithland Flower and Vegetable Show raised £5,700 for local charities with a donation of £2,296 for LOROS.

Rachel Lawson and Stephen Waterhouse raised £315 from their Classic to Jazz concert at Syston Methodist Church.

Charlene Burrell and her family and friends raised a further £2,435 from her fundraising fashion show, making a grand total of more than £10,000 raised.

Darren Wileman and all involved in #lineupforLOROS raised a further £1,310. We look forward to the next event at Moira Village Hall in October.

Jo and Hayley, from TC Burlesque, raised £615 from their Blood 'N' Boas event.

Chris Hodges held a Sportsman's Evening at The Lindford Club raising £7,000. Thanks to Alan Birchenall and the Leicester Legends for attending.

Tony Marsden raised £2,735 from the first Nanfest, a musical extravaganza featuring Sally Barker, Jersey Budd and the Ultimate Robbie Show Band.

Jenny Howse, Katie England and Sheila Colver raised £1,165 at their afternoon tea party at Oadby Tennis Club – a wonderful afternoon of mini éclairs and teapots!

Special thanks to Rosemary Vickers and friends, who raised an amazing £24,500 from their popular Annual Ladies' Nights.

Community Thanks

We're extremely lucky to have so many fantastic supporters and we send our thanks to everyone.

Your support is valued and is a major part of our fundraising. If you have an idea to raise funds, please get in touch, we'd love to help you get your event off the ground.

Contact us on (0116) 231 8484 or email fundraising@loros.co.uk

The 'D' word

■ We published a series of stories called 'The D Word' on our website and social media pages during Dying Matters Awareness Week (9-15th May). This year's theme was 'The Big Conversation', so we spoke to several people who were comfortable talking to their loved ones about dying. One of those people was patient Kirsty Adkins...

"I don't want the word 'dying' to be taboo in our house. The way I see it, this is happening and we have to deal with it, as a family.

I'm 40 and have two daughters, aged 10 and 13 – Katelyn and Lauren – and we include them in everything. We've spoken about my illness, I've involved them in conversations about the funeral and we've talked about life after my funeral. To

me, it's vital we have these conversations.

"I was diagnosed with leukaemia in January 2011. Within months they had a match for me and by June I was having a bone marrow transplant. I was leukaemia-free. Then my body started fighting against the transplant. Now, I have graft-versus-host disease, which can't be cured.

"I have to use a wheelchair; my

body is weak. I can't do even the littlest of things anymore, like dress or shower myself.

"Straight from the start, me and my husband, Richard, decided that we were going to be honest with the children; it's strengthened the trust between us because we're not hiding anything and they know that.

"Some of the talks we have are quite light-hearted and some are quite emotional, but if we don't talk about what's happening, they could start imagining things and thinking the worst, which I don't want.

"We've talked about what their life will be like when I'm not here anymore. We've planned trips away that they are going to go on with daddy. We've talked weddings, proms and

birthdays and the girls have asked me to write them letters they can open when they're older.

"I've even made them a 'mummy's guide to life', which is a book full of – some serious and some silly – advice about life, like how to fold washing; it's like a scrap book the girls can look at when I've died.

"I know it sounds like I'm tying up all of the loose ends

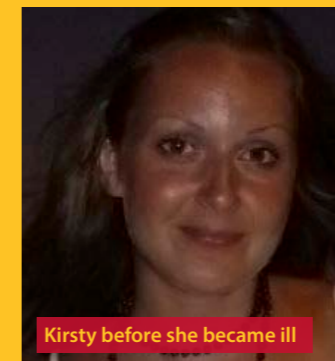
"It's strengthened the trust between us because we're not hiding anything."



Kirsty with her daughters, Lauren (l) and Katelyn (r)

before I die but that's because it's exactly what I'm doing. I'm the kind of person who needs to know that everything is sorted and I need to know that I've done everything I can for Richard and the girls before I go."

Kirsty died on 15th April 2016. Her husband Richard wanted us to share her story to help others in Kirsty's situation.



Kirsty before she became ill

"I don't want the word 'dying' to be taboo in our house."

Kirsty with her dog, Harry, who she got after her first transplant

Share your story

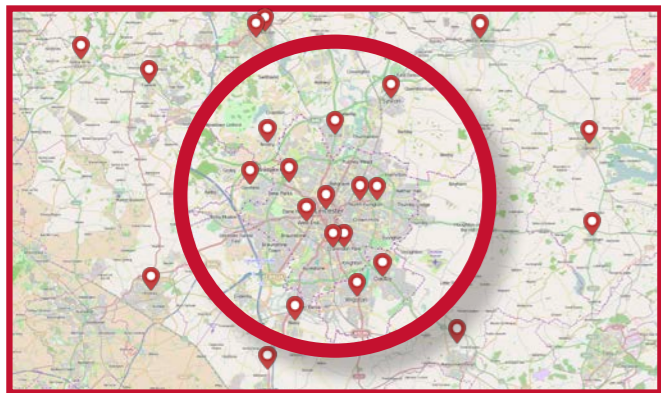
Why not share your story with us by calling (0116) 231 3771 or email stories@loros.co.uk

What does LOROS have in store for you?

With the stock in all **28 of our LOROS shops** changing on a daily basis, you're sure to find something that catches your eye.

Whether it's a touch of shabby chic for your home, a new piece of furniture, an outfit for your next night out, or just a special treat for yourself, there really is something for everyone.

LOROS is famous in Leicester, Leicestershire and Rutland for the diversity of our shops, and with two furniture shops, two children's shops, a bookshop, a men's store, a designer shop, and a vinyl shop, it's easy to see why.



Get wedding-ready

Staff at our **By Design** shop in Leicester's **Market Street** are busy making sure our wedding boutique is full of beautiful dresses for happy brides-to-be.

The shop offers a selection of gorgeous bridal gowns, as well as bridesmaid dresses, mother-of-the-bride outfits and accessories.

The boutique is appointment-only, ensuring brides enjoy a private and extra-special shopping experience. There's a large fitting room, with mirrors and comfortable seating for

your family and friends.

The boutique is open every Tuesday and Friday from 10am until 4pm. To book an appointment, call **(0116) 254 8112**.

We always need more dresses. To donate your pre-loved wedding gown, contact our By Design shop.



Uppingham Road children's shop manager Debbie Machin

Pick up a bargain at our second children's shop

A second **LOROS children's store** has opened.

The shop on Uppingham Road, Leicester, used to stock general items, but after a facelift now offers a huge range of baby and children's clothes, toys and accessories.

From cots, prams and car seats, to games, teddy bears and cute clothes, we have plenty in stock for your little ones.

Our other children's shop is located in Loughborough.

Look what's flown in!

Selected shops are offering a stunning range of metal birds, ideal for conservatories or for brightening up your gardens.

We have pheasants, cockerels, peacocks, ducks, geese and flamingos with prices from £27.50.



SHOPS AT LOROS

Gift Aid your donations

When you donate items in any of our shops, don't forget to sign up to Gift Aid and you could increase your donation by 25% at no extra cost to you.

By saying yes to Gift Aid,

LOROS can claim 25p from HM Revenue & Customs for every £1 you spend.

More than 35,000 people have become Gift Aiders, raising thousands of pounds for the Hospice.

Kind words

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



"The chef makes the most awesome dinners, it's like having dinner at home with your family."

"The beautiful flowers within the building create such a welcoming feel and lift your spirits."

"I was brought a cup of hot chocolate very late at night without me even asking for one!"

"I was able to have a bed in my husband's room so that I could be with him!"

"The smiling faces of the domestic team and the little chats they have on their daily rounds always bring a smile to my face. How lovely to be cared for in such a clean ward."

"The foot massage really helped me relax. I felt so much more calm after the treatment. I love my relaxation time at LOROS."

"We were always, always, greeted with a smile."

"The Discharge Liaison Staff read my last letter to my mum for me as I wasn't strong enough."

"The chaplain prayed with me and for me when I didn't have the strength. This made me feel safe and at peace."

"Getting married made us so happy at a difficult time. It's not all about death, it's also a happy ending."

How YOU can help LOROS

Our services are free of charge to patients, their family and carers.

Please help us by:



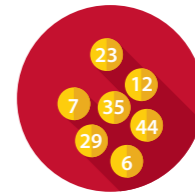
Volunteering your time



Making a cash donation



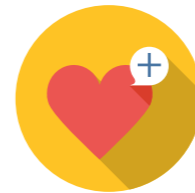
Leaving LOROS a gift in your Will



Joining our lottery



Sharing your experience to raise awareness of our work



Becoming a Friend of LOROS by giving regularly



Buying from, or donating to, our shops



Organising or going to fundraising events

Visit loros.co.uk/support-us to find out more.

DONATIONS

We are very grateful for the donations we receive that help us to purchase much-needed equipment for patients. People often want to contribute to a specific item that they feel would be useful for the Hospice and state this when they make their donation; however, this means we are restricted to using the donation only for that purpose, even if it isn't something we currently require.

Generic donations enable us to use your money in the most effective way, funding equipment that our clinical teams have established we need. If you'd like to know how your donation will be used, please contact our fundraising team. They can ensure it will go towards the cost of one of these specific pieces of equipment.

Thank you for your support



Corporate heroes

1. **Coventry Building Society**, with help from its customers, raised a wonderful £5,689 during 2015!

2. The annual Diwali celebrations at **Barclays**, Belgrave Road, raised more than £2,000 for LOROS.

3. **Opus Trust Marketing** staff organised several fundraising events bringing their total in 2015 to £2,080.

4. Jake Garner, with support from his colleagues at **George**, boosted his fundraising total to £5,800 by organising a festive 5k fun run.

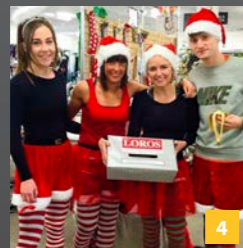
5. Colleagues at **Timpson Property Support** Offices in Lutterworth raised more than £600 by participating in the Jolly Jumper campaign and also hosted a LOROS donation station.

6. From rowing the length of the English Channel to donating sweets to our Day Therapy service, the **Vodafone** team at Beaumont Shopping Centre has been wonderful, raising £700 to date.

7. **Gorgeous Salon** has been supporting LOROS for a number of years; its fundraising total is currently £1,654.

8. **Specsavers** in Leicester City Centre is supporting the company's One Year Challenge by organising book sales and raffles. An in-store barometer is charting its fundraising.

For more details about corporate partnership opportunities, please call our fundraising team on (0116) 231 8431.



Your sponsorship helps us raise vital funds!

Crowdale Food Services Limited, Highcross Shopping Centre, King Power Stadium, Phoenix and Knightsbridge Estate Agents helped to make our Annual Twilight Walk even bigger and better.



Mattioli Woods plc very kindly sponsored Sir David and Lady Samworth's Garden Party.



The team at Leicester Racecourse is always there when we need their support; Royal Ascot Ladies' Day and our brand new Slip 'n' Slide events wouldn't happen without them.



Our annual Paws 4 a Cause event was supported for the second time by Mars Petcare, while Western Power Distribution contributed to the Colourfun Mile.



The Balloon Debate would not have been possible without Total Motion.



We also would like to thank Marcol and Practical Car and Van Rental for lending us vehicles when we need them.



Affinity Accounts

Our amazing supporters from Market Harborough, Hinckley and Rugby, and Melton Mowbray building societies and their savers generated a total of £23,500 in 2015 for LOROS from their charity Affinity Accounts.



Being a sponsor of our events and campaigns can benefit your brand. Please call our fundraising team on (0116) 231 8431/2 or email fundraising@loros.co.uk to find out more.

Why not hold your very own **static triathlon?**

Our new initiative allows teams to borrow our fitness equipment completely **free of charge**

Are you part of...

- A local company?
- An organisation?
- A college or university group?
- A sports or social club?

And willing to give it a go?

As a team you could:

- Run a marathon
- Row across the channel
- Cycle to London or Paris
- or have a go at the Coast to Coast

Wherever your legs take you!



More than 80 students and staff took part in a two-day challenge which saw them cover 300 miles on the rowing machine, bike and treadmill and raise more than £500.



Staff at Fat Face cycled 71 miles over the Black Friday weekend raising more than £890 from donating rather than discounting, along with £75 from their cycling efforts.



The team at Vodafone in Beaumont Leys rowed the English Channel in record time and raised more than £240 for LOROS.

Challenge your colleagues or members to get active and raise funds for LOROS in the process

Get your frocks off in **Frocktober!**



Our Frocktober campaign is in its third year and this October we're inviting you to host a Frock Swap party.

They couldn't be easier to arrange. Ask your friends and family to bring a bag of good quality clothes they no longer wear, display these items during your party and donate as you shop. Bag yourself a bargain and support your local Hospice, all in the comfort of your own home. Left-over clothes can be donated to our shops, or brought to our Frock, Swap and Shop event at LOROS on 29th October 2016.



To help you get frocking, email fundraising@loros.co.uk for a free pack containing invites, posters and ideas to make your party a success.



We're getting excited about **WOW!**

Our annual Walk on the Wildside is taking place on Sunday 25th September. Once again starting at the Hunts Hill Car Park at Bradgate Park, you can choose either a 4.5-mile or 11-mile route, taking in the beauty of Charnwood Forest and rural Leicestershire.

This year, as well as the usual fantastic entertainment, we'll be joined by our new mascot, Lionel the Lion, who'll host a new Teddy Bear's picnic for the little ones.



For more information, or to sign up for guaranteed family fun, visit loros.co.uk/wow or email fundraising@loros.co.uk

Happy 20th Birthday, LOROS Lottery!



EasyJet took its first flight, Take That announced they were splitting up (for the first time) and Spice Girls released their first single, Wannabe. 1996 was an eventful year, but nothing was quite as important as the birth of the LOROS Lottery.

That's right, this year we're celebrating two decades of LOROS Lottery.

"I can't believe that 20 years ago, I was sitting in a small office in De Montfort Street, Leicester, planning the launch of the LOROS Lottery," said Lottery Manager Liz Singleton.

"It was only meant to be a 10-year project. Now look at us. I can't help but feel so proud of all that we have achieved."

Since 1996, the LOROS Lottery team has raised more than £11 million in profit.

"What a remarkable achievement that has made such a huge difference," continued Liz.

"One thing's for certain, without regular lottery income, LOROS wouldn't be the place that it is today. Just imagine the difference this money has made to our staff, patients and their carers over the years."

To celebrate, we hope to increase our weekly Lottery players by 1,000 which could raise nearly £28,000 extra for LOROS Hospice this year.



LOROS Lottery Manager, Liz Singleton.

Sign up now or take out an additional entry if you already play by calling (0116) 231 8430, visit loros.co.uk/lottery or return the application form opposite.

£11M

506 people have been playing LOROS Lottery for 20 years

£11M which means they have each raised enough money to pay for two days' of inpatient care at LOROS.

Meals
By playing the LOROS Lottery for one month, you could pay for a patient's meals for a day or buy arts and crafts materials for our creative therapy room.

COMPLEMENTARY THERAPY
By playing the LOROS Lottery for a year, you could pay for two complementary sessions for our patients, their families and carers, or for the collection of five patients from their home so they can attend our Day Therapy service.

1,000 1,000 more people playing our lottery could raise £28,000 profit this year, which would go towards patient care.

£11,000,000 has been raised by the LOROS Lottery team over the last 20 years.

This could help pay for 73,333 patients to attend our Day Therapy service.

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Hospice Care for Leicester, Leicestershire & Rutland

Instruction to your Bank or Building Society to pay by direct debit

Name(s) of Account Holder(s)

Bank/Building Society Account Number

Branch Sort Code

Name and full address of your Bank or Building Society

To: The Manager

Address

Postcode

Service User Number (SUN)

Reference

Instruction to your Bank or Building Society

Please pay LOROS Lotteries Limited Direct Debits from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with LOROS Lotteries Limited and, if so, details will be passed electronically to my Bank/Building Society.

Signature(s)

Date

Banks and Building Societies may not accept Direct Debit Instructions for some types of account.

Payment by card

Valid from	Expiry date	Security No.	Issue No: (Switch/Maestro only)
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

3. Your consent to play (I confirm that I am a UK resident)

Signature Date

Your personal information may be used by LOROS (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 contact us or tick this box.

Thank you and good luck!

Please return to: LOROS Lotteries Limited, Unit 8 Barshaw Park, Leycroft Road, Leicester LE4 1ET

Join the LOROS Lottery today and make a huge difference to local terminally ill people

From just £1 per week, join the LOROS Lottery for a weekly chance of winning **up to £2,000** and lots of other prizes. Our draw takes place every Friday and 55 winners are selected at random. You are more likely to win one of our prizes than a National Lottery jackpot and the more entries you have per week, the greater the chance of winning!



Please return to: LOROS Lotteries Limited, Unit 8 Barshaw Park, Leycroft Road, Leicester LE4 1ET

1. About you (Please write your name in block capitals)

Title Forename

Surname

Address

Postcode:

Telephone Mob

Email

Date of Birth / / I am aged 16 years or over

How did you hear about us

2. Your payments

How many entries would you like each week?

How often would you like to pay? (Please tick payment frequency)

Monthly @ £4.34* (Direct Debit only)
*First month £6.34

Every 13 weeks @ £13

Every 26 weeks @ £26

Every 52 weeks @ £52

Debit/Credit Card Direct Debit Cheque Cash Collection
(Where available)

For office use:

Continued overleaf.

LOROS & The Leicester Racecourse Family Fun Day presents

Slip n Slide

LEICESTER'S FIRST 150M WATERSLIDE!

Sunday 7th August 2016

£15 entry to the Family Fun Day at the racecourse (under 18's free) plus:

- Single Slider £3
- Triple Slider £8
- Sunday Slider £10 (all day)

loros.co.uk/slipnslide

KIDS & ADULTS, DON'T FORGET YOUR SWIMWEAR! WETSUITS WELCOME!

LEICESTER RACECOURSE LET'S GO...