

# LOROS matters

For friends  
and supporters  
of LOROS Hospice

Summer  
2019

Issue 10

**‘When robins appear,  
loved ones are near’**

**Remember the life of your loved  
one with our limited-edition  
LOROS Robin**



**LOROS**

Hospice Care for Leicester, Leicestershire & Rutland



**“It’s great to hear so many stories of what robins mean to our supporters. We hope that when you give a home to one of our robins, it brings the memories of your loved ones ever closer.”**

# Welcome

Many of you will recall the impressive ‘sea of blue’ that our Forget Me Not display in Jubilee Square created last summer, as well as the amazing £40,000 that was generated for patient care here at LOROS. I bought one for my garden and regularly smile when I see it, as it stimulates such treasured memories of one particularly great friend.

This issue of LOROS Matters sees us launching our robin campaign - the next limited-edition treasure in our Always Remembered series - and with it, the compelling thought that ‘when robins appear, loved ones are near’.

Ever conscious of the growing demands upon the Hospice and our desire to deliver services closer to people’s homes, I am really pleased to bring you news of our

community engagement work (see page 8) and our telephone befriending service (see page 5). These are both clear examples of our focus to adapt to a changing community profile and that strive to be fit for the future.

As always, thank you for your ongoing support.

**John Knight**  
Chief Executive



## LOROS

Hospice Care for Leicester, Leicestershire & Rutland

Being there for *you*  
and *your family*

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Join the LOROS Lottery online **14-15**



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### Fold out form

Order your limited-edition LOROS Robin now!

# New rehabilitation space opens



We have a fantastic new facility designed to support rehabilitation through physiotherapy and occupational therapy.

Our Enablement Team helps many patients who come to the Hospice for a short stay to manage symptoms such as pain, breathlessness and deconditioning to enable them to go home. Its new space includes a gym, kitchen and bathroom.

“Patients want to remain independent for as long as possible and it’s well recognised that for patients receiving palliative care exercise is a key component,” said Kerry Adams, Clinical Lead Physiotherapist. “The new gym will help patients live well with their changing condition.”

The kitchen will enable patients to practise functional tasks from making a cup of tea, to meals and snacks, allowing a unique

space for their families to share in this experience.

Hannah Bold, Clinical Lead Occupational Therapist said: “These wonderful facilities are a safe space for patients to have a go at day-to-day activities, helping retain their independence for as long as possible. We’re very lucky to have these facilities; they are going to have a huge impact on enabling and engaging our patients.”



## Supporting carers

Looking after someone with a terminal illness can be a huge emotional and physical challenge. Often carers struggle to find the support they need.

Our Supporting Carers programme is for the carers of Hospice patients. The sessions are a mix of practical help and emotional support and are designed to be flexible around caring commitments.

“Caring can be a lonely experience,” said Veronica Mickleburgh, Patient

Experience Lead. “We hope these sessions will provide carers with useful information and interaction as well as empowering them to think about their own emotional needs.”

“I found the group very supportive, they asked questions I didn’t think of. We all seem to be in the same boat and it’s nice to hear other people’s concerns”, said Michael, who attended the course.



## Telephone befriending

Telephone Befriending is a new initiative from our Home Visiting Service. Volunteers contact patients and carers over the phone to offer a listening ear and friendly conversation.

We hope to reach family carers who can sometimes forget to stop and care for themselves. Telephone Befriending will run for 12 months initially and will then be evaluated to shape the service for the future.



kindly supported by:

**uptonsteel**

# ‘When robins appear, loved ones are near’

Remember the life of your loved one with our limited-edition LOROS Robin.

Come take a moment to remember your loved ones this September when the LOROS Robin arrives in Jubilee Square, as we create a very special memory garden for you and your family.

Each limited-edition robin sat in this perfect tranquil setting, symbolises the memory of a loved one no longer with us.

Life can get busy sometimes. We're inviting you to take some time out and come and enjoy a quiet moment, walking among

the trees in Jubilee Square or enjoying a cup of tea, in the company of our beautifully hand-painted robins.

Our robins follow last year's hugely-successful Forget Me Not Flower campaign, which saw more than 3,000 cast-iron forget me not flowers bought in memory of someone special, and raised more than £40,000 for the Hospice.

Each lovingly crafted robin measures 14cm in height and

can be fastened to a variety of indoor and outdoor surfaces.

The LOROS Robin will make the perfect addition to your home or garden and you can buy one for you or a friend for just £25.

Every robin you purchase could pay for an hour of care for one of our inpatients, allowing them to spend that precious time together with their family and friends.



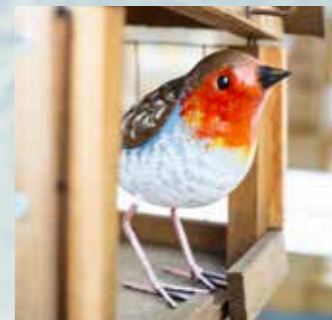
## LOROS Robin Memory Garden events

Visit the LOROS Robin Memory Garden from Monday 2nd September until Sunday 8th September in Leicester's Jubilee Square.

**Opening times:**  
Monday-Saturday  
10am-5.30pm,  
Sunday 11am-4pm.

On **Wednesday 4th September**, from 5-8pm, explore the LOROS Memory Garden at dusk.

This extra-special evening event will enable you to enjoy a glass of prosecco or a cup of tea, while enjoying our beautiful robins as you watch the sun set to the sound of live music.



### How can I own a LOROS Robin?

Our robins will be available to take home by visiting your local LOROS shop from 2nd September. Alternatively, you can order your robin to be posted to you for an additional £5 by completing the form at the back of this magazine or order online at [loros.co.uk/robins](http://loros.co.uk/robins)

Please note postal orders will be sent after 30th September 2019.

Extra merchandise will be available, some of which has been designed by LOROS patients. Keep an eye on [loros.co.uk/robins](http://loros.co.uk/robins) for more information.

# LOROS in the community



Our Community Engagement Team develops and maintains links with local communities, various voluntary and statutory organisations and other hospices. Our aim is to further grow our services and raise awareness of what we do, and as a result increase knowledge of how and when to access the Hospice.

Our Cultural Support Officer engages with the many diverse

faith communities and develops and maintains effective links to create opportunities between those communities and LOROS.

Our Youth Engagement Officer works with young people helping them learn more about the Hospice and other initiatives, such as Hospice School and work experience opportunities. We have just been awarded a grant from NHS England to establish youth

ambassadors to raise awareness in schools and colleges.

LOROS Local is out and about in Leicester, Leicestershire and Rutland and has a full calendar of visits planned. It continues to be accessed by a wide range of communities for a variety of reasons including delivery of care (see pages 20-21), support at fundraising events and awareness raising of our many services, including clinical, education, research and events.



## We need to talk about death Dying Matters Week 2019

We held a hugely successful Dying Matters Week (13th-19th) in May.

Dying Matters week is a national awareness-raising campaign designed to encourage people to talk more openly about death, dying and bereavement.

There was a sell-out evening called We Need to Talk About Death, with Virgin Radio's Amy Voce and Dr Kathryn Mannix. With cake and bubbly to kick off, the event was a frank and informal discussion about death and was a huge success.

We created a funeral song lip-synch video of Queen's Don't Stop Me

Now, where staff tour the Hospice, miming along to the song. Its proved very popular, receiving over 100,000 views at the time of going to print.

LOROS Local was out and about throughout the week in Jubilee Square in Leicester, Market Harborough, Oakham, Loughborough and Hinckley. LOROS volunteers and staff were on hand to help people think through what their funeral wishes might be with a simple 'My funeral wishes' questionnaire designed to begin the conversation.

The pinnacle of the week was LOROS Patron and comedian

Greg Davies in conversation with 'Griefcast' podcaster Cariad Lloyd and comedian Barry Castagnola. The packed show was the perfect end to a week of taboo-busting awareness raising.

**Download the 'My funeral wishes' questionnaire at [loros.co.uk/patientinfo](https://loros.co.uk/patientinfo)**





## Jellyfish, sharks and mermaids break Twilight Walk records

It was a record-breaking year at this year's LOROS Twilight Walk with 2,700 people taking part and raising more than £100,000 for the Hospice.

A multitude of jellyfish, sharks, fish, scuba divers and mermaids took to the streets of Leicester as part of the Under the Sea theme.

The 10km route, which started and finished at Leicester's King Power Stadium, was led by BBC Editor Emma Agnew, who hosted the evening, along with her best friend, BBC East Midlands Today presenter Anne Davies, who is also a Patron at the Hospice.

"As soon as we crossed the finish line, the first thing we said was that

we're doing this again next year," said Emma, whose dad, Chris Norris, died at the Hospice more than 10 years ago.

Emma has recently celebrated being a 'year cancer-free' and says that this time last year, the thought of walking 10km seemed like an impossible dream.

"It was just the best way to spend a Saturday night, I couldn't think of a better way."

To be the first to hear about next year's extra-special 10th Anniversary Twilight Walk, including what the fancy dress theme is, sign up to our newsletter at [loros.co.uk/signup](http://loros.co.uk/signup)



kindly sponsored by:



## Hospice Open Day – Save the date!

THE **BIG** DAY OUT AT LOROS HOSPICE

Save the date  
Saturday  
5th October

The Big Day Out at LOROS is taking place on Saturday 5th October from 10am–3pm.

Kickstarting Hospice Care Week 2019, our Big Day Out is fantastic fun for the whole family.

With a host of food and craft stalls, entertainment, music, raffle and loads of children's activities there's something for everyone.

This year we will also be featuring a video game tournament, hosted by Dixons Carphone, to entertain the gamers in the family.

Anna Shutt, who is helping to organise the day, said: "Last year we had 1,600 people attend. We are expecting this year's to be bigger and better than ever, so we're hoping to smash that number of visitors."

For more information on the Hospice Open Day, visit [loros.co.uk/bigdayout](http://loros.co.uk/bigdayout)





“Everyone should give to LOROS, you never know when you might need them.”

## Nicole and Dean’s story

■ Nicole’s husband, Dean Hanson, was just 46 when he found himself needing care from LOROS.

He was diagnosed with advanced pancreatic cancer in November 2018 and just five weeks later, on 27th December, he died at LOROS.

Ever since then, Nicole, along with her family and friends, have been fundraising for the Hospice because as she says, LOROS “made everything so much more manageable”.

“LOROS gave us so much, in such a short amount of

time,” said Nicole, who has two children with Dean, Harry, 14, and Luke, 28.

“I don’t think any amount of money we raise would ever pay back the care and memories that LOROS gave to us, I can’t thank them enough.”

Just two days after being diagnosed, Dean was given the devastating news that the cancer had spread to his lungs and liver.



“LOROS gave us those memories.”

“The hardest part was telling friends and family. How do you tell your 14-year-old son what dad has been diagnosed with?”

By mid-December, Dean’s health took a dramatic turn for the worse and he was admitted to LOROS.

“The consultant was so open and honest. He told us from the moment we arrived just how poorly Dean was. Although we

didn’t want to hear those words, I cannot thank him enough now.”

The day before Christmas Eve, as they tried to make the most of the time Dean had left, they went on a trip to Bradgate Park with the children and grandchildren.

“It was a grizzly day but Dean wanted to go, so one of the nurses found him a woolly hat. Even just their kindness in finding Dean a hat meant so much.

“Dean’s main goal was to be home for Christmas and we did that, thanks to LOROS. The nurses helped him get ready, the Hospice’s teams sorted out his pain management and we went home.

“Our two grandchildren came over with the family and for those few hours, we were given a little bit of normality again. LOROS gave us those memories.”

Nicole and her family have since been fundraising by signing up to the LOROS Lottery and taking part in events including the Twilight Walk and Mudnificent Seven.

Her employer, British Gas, has chosen LOROS as its charity of the year and employees are taking part in a fundraising skydive.

“We wanted to support LOROS because it’s our local Hospice and you can see where the money is going.”

**Jenny and David**  
Lottery winners,  
August 2018



“I would urge people to follow in my footsteps and sign up to the LOROS Lottery – to support a local charity that helps people when they need it most.”

**Phil**  
Lottery Winner,  
April 2019



# LOROS Lottery

Be part of  
something  
amazing  
and **join**  
**online today!**



**Players must be 18 or over**  
Fundraising responsibly - [begambleaware.org](http://begambleaware.org)

**[loros.co.uk/lottery](http://loros.co.uk/lottery)**  
**(0116) 231 8430**

# Your £1 means...

Not many things stay £1 for 23 years, but we’re proud to say entry to the LOROS Lottery has, and it continues to make a big difference to our patients’ lives. While £4 a week could buy you a couple of coffees, £1 a week helps us support local families living with terminal illness.

Thanks to LOROS Lottery players, more than £13 million has been raised over the years. Day Therapy patient Rafiq Vindhani said: “Thanks to your £1, I have a reason to get up, get out and go to Day Therapy.”

The draw takes place every week, with a top prize of £2,000 and lots of other cash prizes. By playing the LOROS Lottery for a year, you could pay for a patient’s meals for 12 days.

**Signing up to the LOROS Lottery is easy, visit [loros.co.uk/lottery](http://loros.co.uk/lottery) to find out how.**



## NEWS FLASH

### Change of address

The Lottery Team will move back to the Hospice in August 2019. Our other contact details will remain the same.

### Updated terms and conditions

From 1st August 2019 players will need to be 18 years old to take part in our Lottery, scratch cards and raffles. We have updated our terms and conditions accordingly. They can be found at [loros.co.uk/gamblingandyou](http://loros.co.uk/gamblingandyou)



# Create a legacy and support terminally ill patients

Leave a gift to LOROS in your Will and create a lasting legacy.

Did you know that gifts in Wills help LOROS care for one in four of our patients?

You can help LOROS continue supporting terminally ill patients in the future by leaving a gift in your Will.

Whether your gift is big or small, whatever the size, you will be making such a huge difference to future generations.

"It won't cost anything at the moment, but it could help pay for so much in the future. It will help support those who need it most, at the end of their life," said LOROS Individual Giving Lead, Rachel Hill.

Thanks to gifts in Wills left to LOROS so far, we have been able to develop our services and help more terminally ill patients and families than ever before.

For help or advice on leaving a gift in your Will, contact Rachel by calling **(0116) 231 8414** or email [rachelhill@loros.co.uk](mailto:rachelhill@loros.co.uk)

**DID YOU KNOW?**  
Gifts in Wills support **one in four** of our patients each year



## Shape up your CV by supporting LOROS

Volunteering can give you so many opportunities. It can provide much-needed work experience as well as the knowledge and skills to shape your future career.

To find out more, email [volunteers@loros.co.uk](mailto:volunteers@loros.co.uk) or call **(0116) 231 3771**

Would you like to pick up new skills and meet new people?

Come to our **Volunteer Fair on 28th September from 10am-2pm** to find out more about a wealth of opportunities.



Alice, 18, from Quorn, volunteers as a ward companion. "All the patients want to have a chat with you and they mostly have a smile on their faces so it's lovely."



Hugo, 19, is a university student and volunteers in the Loughborough shop. "I had never volunteered before but wanted to get some first-hand job experience. Now I'm picking up loads of skills, using the till, sorting the clothes, and I really love it."



Rebecca, 29, from Leicester, volunteers on the snack bar. "I wanted to give something back so I decided to help out. I work full time too so needed the flexibility of volunteering on a Saturday, and LOROS could offer that."



Ash Parmar, 32, volunteers in Complementary Therapy. "I like to make a difference. Volunteering at LOROS also gives me an opportunity to meet lots of people. I am visually impaired and being a volunteer at LOROS helps me with my wellbeing too."

# LOROS 2019 events

**Saturday 17th August**  
**The Mudnificent Seven**  
Heart Park, Coventry

Join #TeamLOROS and get muddy completing this 7km obstacle course, each kilometre posing a different challenge to the last!

[loros.co.uk/mud](http://loros.co.uk/mud)



**Monday 2nd – Sunday 8th September**  
**The 'Always Remembered' LOROS Collection**  
'When robins appear, loved ones are near'

Following the 2018 Forget Me Not Flower, the limited-edition LOROS Robin is the second keepsake in the 'Always Remembered' LOROS collection. See pages 6-7 for more information.

[loros.co.uk/robins](http://loros.co.uk/robins)



**Saturday 31st August**  
**Great Glen Wheelbarrow Race**  
Great Glen Recreational Park

Annual fun day and wheelbarrow race around the village of Great Glen. The event also includes a children's race, tug of war and numerous stalls and activities. Perfect event for all the family.

[loros.co.uk/GGWB](http://loros.co.uk/GGWB)

**Sunday 1st September**  
**Skydive Sunday**  
Sibson Airfield, Peterborough

Face your fears, take to the sky and do something amazing this September by skydiving for LOROS! Don't miss out on your chance to tick off a bucket list challenge and experience something you'll never forget.

[loros.co.uk/jump](http://loros.co.uk/jump)



**Saturday 5th October**  
**The Big Day Out at LOROS**  
LOROS Hospice

Come along and support your local Hospice, and enjoy a range of activities for all the family. Join us for live entertainment, a host of food and craft stalls offering local produce and handmade gifts, a raffle, children's activities and lots more!

[loros.co.uk/bigdayout](http://loros.co.uk/bigdayout)



**Sunday 15th September**  
**Sunday at the Musicals**  
Leicester Haymarket Theatre

Following last year's popular concert, we are delighted to announce that Paul Burton Productions is staging a new version of Sunday at the Musicals to raise funds for LOROS.

[loros.co.uk/musicals](http://loros.co.uk/musicals)



**Sunday 6th October**  
**The Leicester Marathon**  
Victoria Park, Leicester

Support your local hospice and take part in the 2019 Leicester Marathon! Challenge yourself and run the full or half marathon. Pledge to raise a minimum of £100 in aid of LOROS and you can run for free.

[loros.co.uk/leicestermarathon](http://loros.co.uk/leicestermarathon)



**Saturday 16th November**  
**The LOROS Ball**  
Marriott Hotel, Leicester

Join us for a night like no other; a first-class evening of mouth-watering food, thirst-quenching drinks and entertainment never before seen at LOROS' Around the World in 80 Days Ball.

[loros.co.uk/lorosball](http://loros.co.uk/lorosball)



**Early December**  
**Santa Fun Run**  
Various

With events in Lutterworth, Melton and Loughborough, you're never too far away to get involved and kick off the Christmas season! Don't forget to choose LOROS as your charity when you sign up.

[loros.co.uk/santa](http://loros.co.uk/santa)



**Wednesday 4th December**  
**The Christmas Concert**  
Leicester Cathedral

Kicking off the countdown to Christmas, join us for an evening of festive songs and entertainment. Join hundreds of supporters for a great evening, topped off with a mince pie and a glass of wine!

[loros.co.uk/christmasconcert](http://loros.co.uk/christmasconcert)



**Sunday 8th December**  
**Light up a Life**  
LOROS Hospice

Join us at this special remembrance service for carols, mince pies and the poignant switching on of our Christmas Tree lights. To include the name of your loved one in the Light up a Life Book of Remembrance and donate to LOROS, please visit our website.

[loros.co.uk/LUAL](http://loros.co.uk/LUAL)



**Friday 27th December**  
**Winter Walk**  
Houghton-On-The-Hill and Thurnby

40th anniversary of the oldest fundraising event for LOROS. A five-mile sponsored walk on public footpaths across the fields between Houghton-on-the-Hill and Thurnby village halls. Dogs on leads are welcome too!

[loros.co.uk/winterwalk](http://loros.co.uk/winterwalk)



# All in a day's work

I am Angela Baxter, the Complementary Therapy Manager at LOROS, and I manage a team of six therapists and 15 volunteers. We offer a range of therapies to patients and their loved ones at LOROS.

**8.30am:** I arrive at the Hospice, check my emails and set up the complementary therapy rooms for the day with towels and essential oils.

**9am:** I check with my team to see if we have any spare appointments for the following day.

**9.50am:** Our Complementary Therapy volunteer will arrive to see patients in Day Therapy.

**10am:** I usually have a number of Outpatient appointments, providing complementary therapy to patients, carers, family members and bereaved relatives.



**11.15am:** This week I'm running a wellbeing session for Day Therapy patients, focusing on mindfulness. Patients have a huge influence on the services we offer. Increasingly they are interested in improving their wellbeing.

**12pm:** Another Outpatient appointment. We see patients over a six-month period, encouraging them to apply relaxation techniques to other stressful situations they encounter. For example, a patient said he used the techniques when he underwent chemotherapy, and it really helped. When I hear stories like that I feel privileged to be working here, and it motivates me to do more.

**1pm:** I try to find time to have lunch with my team, it's good to catch up.

**1.30pm:** I visit patients and their carers on the Inpatient Ward. Our services complement the clinical care LOROS provides.

**3-4pm:** Team meeting. It's really important to get the whole team together once a month including the volunteers, who are a vital part of our service.

**3-5pm:** Mindfulness course. I run an eight-week programme of mindfulness training with volunteers and staff. We invest in our volunteers by giving them opportunities to improve their skills, experience and knowledge, and this shows how highly we value them.



## Did you know?

- We offer a range of complementary therapies including aromatherapy, reflexology, and Indian head massage.
- We also offer our services across the county through LOROS Local so our patients don't have to travel so far for their appointments.
- Nearly 35% of the work we do is delivered by our dedicated volunteers.
- We encourage patients to think how they can help themselves, taking a holistic approach looking at sleeping, stress and nutrition. Our main aim is to empower patients and their carers to be mindful and see where they can make a positive difference to their wellbeing.

## Our community heroes

We are extremely lucky to have so many fantastic supporters in the local community, and we want to thank you all. Your support is really valued and is a major part of fundraising for the Hospice.

### ★ Thank You ★

- ★ Seven-year-old Grace kindly donated over £100 of her pocket-money savings to LOROS at Christmas.
- ★ The Horse and Groom in Rearsby raised a fantastic £1,024 from various events in 2018, including a duck race, a fireworks night and a raffle.
- ★ Sheila Merriman and helpers, hosted a sell-out quiz night at the Altro Mondo Restaurant, raising more than £2,500.
- ★ Chloe organised a cake sale at her school, and raised more than £100 from her delicious treats.
- ★ The 15th Annual Jazz Bash at the Musician Pub, in memory of Jazz player Dave Rae, raised £500.
- ★ Special thanks to Mary and Julie on another successful Christmas Wreath Making Course. To date they have raised a huge £9,459.
- ★ Flipping fantastic! The Navigation in Wigston held a pancake event raising £290.
- ★ Quizmaster, Brian Rigby, of the Stamford Arms in Groby raised £767 from a quiz and pizza night.

## Get together and do something amazing

Community Fundraising is a great way to get friends, family and neighbours to raise vital funds for LOROS and to raise awareness of our work.

Planning an event can be fun, challenging and extremely rewarding. We'll be with you every step of the way, providing support and guidance.

Lee Burchell, from the West End Working Men's Club in Braunstone, has raised more than £4,000 for LOROS through

LOROS volunteer 'Bookman' Frank Allen is looking for new places to sell paperback novels for LOROS. To date, more than £50,000 has been raised. If you can offer him an indoor venue with plenty of people and space, please contact us on (0116) 231 8431

fundraising nights over the last two years.

Lee said: "LOROS has secured a place in my heart, I will never forget the care and love they showed my Dad, Kevin Burchell."

If like Lee and our other amazing supporters you would like to raise money for LOROS, we'd love to hear from you.

Contact the team on (0116) 231 8431 or email [fundraising@loros.co.uk](mailto:fundraising@loros.co.uk)



A big thank you to Kurt Read and his family, who raised £695 from their colourful 80s-inspired fundraising night held at Broom Leys Cricket Club, Coalville. Special thanks goes to the club for its continued support.



The LOROS Wigston Supporters Group helped Christmas shoppers at Attfields Farm Shop, Cosby, by packing their bags and raised an amazing £1,332.

A huge thank you to the team at Leicester Market, who organised another fantastic Annual Pancake Race, raising £255. Special thanks to everyone involved, including the winners, Hastings Direct.



Marking 10 years since losing her Dad, Laura Ross hosted a two-hour Zumbathon joined by 100 attendees and Zumba instructors from the local area. The energy and excitement was great fun to be a part of and it was very well supported, raising more than £2,800.



Massive thanks to Andrew Duerden and friends for organising the 6th Annual Welland Valley Wander from Hothorpe Hall, Lutterworth. The popular event journeys through Leicestershire into Rutland and raised £4,250 for the Hospice.



Johanna Marston and her family raised £910 from their black-tie party held at The Retro Suite in Wigston. The night included a tasty buffet from Zest and fantastic entertainment from Morgan Perkins.

## How coming to LOROS can be therapy in itself

■ Life for Kamini Raja changed completely when she was diagnosed with breast cancer.

It was in 2013 when the now 55-year-old found the lump. At first, she did not think it would be anything serious but after seeing a doctor and having a biopsy, she was given the news that the cancer had spread.

Kamini has gone from having a jam-packed social calendar, to spending most of her time at home, feeling exhausted.

"Before I had cancer, I never had to depend on anyone

but I've had to give up work and I hardly go out now, as my immune system is so rubbish," she said.

"I feel like I take two steps forward and five back.

"Coming to LOROS gives me a push forward."

Kamini says that coming into LOROS allows her to discuss her problems with others facing the same challenges and going through a similar journey.



"I come into LOROS and I can physically feel the weight in my shoulders. Once I've spent time with the team though, I leave feeling as light as a butterfly."



"I often go into LOROS exhausted, but after spending time at the Hospice I feel I can face life again," she added.

"It's a safe place to talk and I can say as much or as little as I want."

Most of the time she finds herself laughing and smiling while at LOROS.

"One time I came in and they asked me what I felt like doing, and I said all I wanted to do was play with paint like children.



"The next thing I knew, we were doing just that, playing with paint.

"Coming to LOROS really is therapy in itself; it's the tender love and care that I need."

Kamini also has complementary therapy which she has found very helpful.

"I cannot thank the staff and volunteers enough for how they look after all of the patients," she added.



Our Drop-in sessions now run on a weekly basis, every Tuesday. They are for patients with non-terminal and terminal illnesses, including cancer, Motor Neurone Disease, heart failure and respiratory failure.

Carers are also welcome, either with a patient or alone.

You don't have to be known to LOROS to attend or have been referred by a doctor, but you must be 18 or over, self-caring and independent, as well as able to get to and from the Hospice.

For more information, visit [loros.co.uk/dropin](https://loros.co.uk/dropin)

# LOROS Shops

Our shop and donation station at Pullman Road in Wigston have been open for over a year. We have now launched a new-look shopping space, by maximising our donated clothing, bric-a-brac, toys and media areas to give our customers more choice.

By re-designing the space we have been able to include more of the most popular items, such as ladies' tops and dresses. We have also created a dedicated 'Kids' Corner' which includes a variety of clothing, games and various accessories, some of which are brand new items!

For Menswear, we've made more space available to give

a wider selection and include other items like ties, hats and even dress-up costumes!

We also now offer a range of furniture at reduced prices! We still stock a great range of brand new items such as scarves, mugs, greetings cards and bags. We also have an assortment of cookware which is brand new.

Our warehouse area has a dedicated donation station with free parking available and easy access for any size donation.

Both our shop and donation station are open Monday-Saturday, 9am-5pm.



## Don't bin it – Retail *giftaid* it

**25%  
more**  
if you tick  
**Retail Gift Aid**

Did you know that the average donation of items to our shops is worth £20?

Did you know that the items you donate are **worth 25% more** if you tick the Retail Gift Aid box?

That means that if you donate £20 worth of items, they will actually increase to £25 for LOROS because you have added Retail Gift Aid.

So, if you are a UK tax payer, make sure you always tick the Retail Gift Aid box when donating items to any of our LOROS shops.



# Crucial role of LOROS research nurses

LOROS has two very busy research nurses whose role is to support patients and families who contribute to our research projects.

Natalie Rich previously worked in intensive care and genetics research at the University Hospitals of Leicester. Naomi Seaton was a nurse on the LOROS Ward and in Day Therapy, but over

the past three years has focused on helping patients and families participate in research studies.

Last year, more than 100 LOROS patients with cancer participated in a national study to see how doctors and nurses could improve information they provide to patients about how quickly their

illness will change. This year, work has focused on Motor Neurone Disease. Projects look at quality of life, a new national register for the illness and how management of symptoms can be improved.

Funding for our research nurses comes through a contract with the East Midlands

National Institute for Health Research Clinical Research Network. LOROS has a strong relationship with the national NHS research system so patients and families can contribute to research and make a difference to care in the future. We are humbled by the generosity and altruism of people at such a challenging time in their lives.



Naomi Seaton and Natalie Rich

# Admiral Nurse joins LOROS

LOROS has appointed an Admiral Nurse with a specialist knowledge of dementia.



Cathy Knight will raise awareness of dementia and deliver training to staff and volunteers, helping to improve support for carers and families.

“People often have very negative perceptions of dementia – they immediately think of aggression and ‘challenging behaviour’, but lots of people live with dementia very well for a long time”, said Cathy.

Cathy’s role is part-funded by Dementia UK, the charity that supports Admiral Nurses.



“Dementia is on the rise, with one million people in the UK likely to be diagnosed by 2021. As a result, it’s important we understand how to help patients and families manage the condition better, from diagnosis through to end of life,” said Cathy.

“I will be helping our nurses understand how best to care for people living with dementia, who may also be living with other long term, palliative conditions.”

Cathy will train LOROS staff and volunteers to recognise early stages of the condition and offer support.

Ruth Auton, Director of Education and Workforce said: “LOROS aims to be a dementia-friendly organisation.”

**To find out more about our education and training programmes, visit [loros.co.uk/courses](https://loros.co.uk/courses), call our Education team on (0116) 231 8455 or email [education@loros.co.uk](mailto:education@loros.co.uk)**

# Thank you for your support

Every year LOROS organises a wide variety of events ranging from sponsored walks to exclusive dinners, and from ladies' lunches to skydives! Our initiatives also include our winter and summer raffles as well as weekly lottery and scratch cards. Joining forces with us as a sponsor offers you the opportunity for excellent brand awareness for your target audience and exposure to new clients.

We'd like to say a big thank you to our business sponsors.

## uptonsteel

Following the huge success of our Forget Me Not Flower campaign Upton Steel has generously offered to support our new LOROS Robin campaign in September.



Argento Leicester provided us with 400 necklaces for the most active fundraisers at our Twilight Walk. They donated goods worth £6,000 in order to help us secure as many funds as possible for the care we provide. Their support beautifully complements the amazing contribution from our



headline sponsor Dunelm, and the wonderful support of the King Power Stadium, Phoenix Cinema and Art Centre and Highcross Leicester.



The Hospice affinity accounts ran by Hinckley & Rugby, Market Harborough and The Melton Building Societies are going from strength to strength, raising an incredible £22,516 in 2018.



# You truly make a difference

## Business heroes



1. The **National Energy Efficiency Awards** raised £9,500. The LOROS Lottery team attended this event in 2018 as well as their East Midlands conference and awards in 2019 and sold nearly 500 scratch cards across both events.
2. **Morningside Pharmaceuticals** are the headline sponsor for our annual Light Up a Life campaign. Their staff also raised funds for the event. We're very grateful for their ongoing support.
3. Since 2015, we have been supported by **Highcross, Leicester**. As our partnership ends, we thank them for volunteering their time and skills at a number of initiatives, raising £12,000 and donating unclaimed lost property items worth an estimated £4,000.
4. Following the great success of our Donation Station at **Interserve Constructions**, which generated 170 bags of pre-loved clothes and items for our shops, the team has chosen LOROS as its charity of the year for 2019.
5. **Cambridge & Counties Bank** raised £15,000 at its ball. CEO Mike Kirsopp recently visited the Hospice to present the cheque.
6. In 2018, colleagues and clients at **Currys** raised £1,390 and their support continues in 2019. The LOROS Lottery team regularly visits their premises, signing 85 players up from July 2018 to March 2019 that will generate a further £22,110 if they continue to play for five years.

To find out more about corporate support and Charity of the Year partnerships please call our fundraising team on (0116) 231 8431 or email [fundraising@loros.co.uk](mailto:fundraising@loros.co.uk)



# Businesses club together in support of LOROS



This year saw the launch of our brand new and exclusive Business Club, offering the opportunity to network while supporting LOROS Hospice.

The club meets quarterly, giving members the chance to promote the work they do, raise the profile of their business and enjoy informative, interesting and topical presentations from key note speakers.

Among the other benefits of joining the club, members also get priority booking at LOROS events, as well as bespoke hiring packages for the LOROS Professional Development Centre.

Jules Skelly from PwC, which was one of the first companies to sign up, said: 'We are delighted to join

the LOROS Business Club as a platinum member.

"The club allows us to generate leads with people we wouldn't normally be in a room with, while supporting one of the most renowned charities in the area, with which we are proud to be associated with.

"The LOROS Partnership Development Team works hard to organise meaningful events which meet the objectives of club members. We feel that we are part of something amazing."

**If you would like to join LOROS Business Club, email [businessclub@loros.co.uk](mailto:businessclub@loros.co.uk) or call the LOROS Partnership Development Team on (0116) 231 8431.**



## Make LOROS part of your *celebrations*



For his wedding, Dhruv Upadhya bought scratch cards as a token of appreciation for the care his mother received at LOROS.

"My mother spent over a month at LOROS, and we were there every single day. From consultants to cleaners, everyone was so welcoming and loving - it really set our minds at rest. The smile on her face and the relationships she made with staff were truly incredible."

"Sadly we lost mum in May, and we decided to help LOROS to say thank you for the incredible work you do."

Thanks to the support of Dhruv and his wife, the money raised from their wedding day could fund more than 17 hours of inpatient care.

Our new scratch cards are available from August 2019, offering a top prize of £1,000.

They can be purchased at [loros.co.uk/scratchcards](http://loros.co.uk/scratchcards) or from the Hospice and LOROS shops.

Each £1 card has two games, giving two chances to win! Why not include our new-look scratch cards in your festive celebrations? Just like Shearsby Bath who invites us to its party nights to promote LOROS and sell our cards each year. Get in touch to find out more.

**Don't forget** the last day to claim any prizes on our current scratch cards is 28th September 2019.



*'When robins appear,  
loved ones are near'*



"My four-year-old son died suddenly in 2001. The afternoon of his funeral, I took my then five-year-old daughter to Ben's grave so she could say goodbye, and a robin sat in a tree like it was watching us. My daughter said, 'look mummy, Ben has come back as a robin' and since then, it's stuck. Whenever we see a robin, we always say 'hello Ben.'"

Vicky Morgan



"My mum had just died in LOROS and I was distraught. One lunch time, I sat in Victoria Park, sobbing uncontrollably and a robin appeared. He perched on my knee and watched me. He let me stroke him with such love in his eyes. I knew it was a sign from my mum. A robin still appears, especially if I'm sad on her birthday and Mother's Day."

Lorraine Holland



"When Amy was in the Hospice, I said I was going to get a LOROS Robin. A week after she died, I went to my allotment and saw a robin sitting and looking at me; it made me think of Amy. Jacob, her six-year-old son, will be able to see the LOROS Robin in my garden, and I'll make sure he knows why it's there."

Mo Fowler

Share your wonderful robin encounters across our social media using **#LOROSrobin**

Take home a LOROS Robin by visiting your local LOROS shop from Monday 2nd September. Alternatively, you can order your Robin to be posted to you for an additional £5 by completing the form at the back of this magazine or order online at [loros.co.uk/robins](http://loros.co.uk/robins)



# Make a difference for just £25



## The cost of one LOROS Robin could pay for...

- ♥ an hour of specialist care for one of our inpatients.
- ♥ picking up two of our patients from home to enable them attend our wonderful Day Therapy.
- ♥ a protective uniform for a nurse.
- ♥ a day's worth of nourishing meals for six of our patients.
- ♥ a wonderful aromatherapy, reflexology or massage session, designed to reduce a patient's pain and sickness, and also anxiety in patients and their loved ones.
- ♥ plants and gardening services to create a haven of peace and tranquillity in the Hospice grounds for our patients and their families to enjoy.
- ♥ a month's worth of bird seed to keep our bird tables fully stocked. Our patients love to sit and watch the variety of birds that visit us daily to feed.

*'When robins appear, loved ones are near'*



## #LOROSrobin

Share your wonderful robin encounters and your memories of your loved ones using **#LOROSrobin** on our Facebook, Twitter or Instagram pages. Search: LOROS Hospice.

## Take your LOROS Robin home for £25

Our robins are available to buy from your local LOROS shop from 2nd September. Alternatively, you can order your robin to be posted to you for an additional £5 by ordering online at [loros.co.uk/robins](http://loros.co.uk/robins) or by completing this form and returning it to:

Events Team, LOROS, Groby Road, Leicester, LE3 9QE  
or by calling the Events Team on (0116) 231 8431.

Please note postage is £5 per robin and postal orders will be sent after 30th September 2019.

I would like to order  robin(s) Delivery costs an additional £5 per robin

LOROS needs to raise £6 million every year to carry on caring for more than 2,500 people across Leicester, Leicestershire and Rutland.

I would like to make an additional donation to LOROS. £

Please complete the total cost of your robin(s), delivery charge(s) and any additional donation here. Total £:

Title:  Forename:  Surname:

### DELIVERY ADDRESS – additional £5 per robin

Address:  Postcode:

### Please complete the payment details below

Card number:                  
Start date:     Expiry date:

Signature:  Date signed:

Alternatively you can pay by cheque, payable to 'LOROS' 2019/RBN/02

## Keeping in Touch

Your support really makes a difference so we'd like to keep you updated with our news, activities and appeals. We'll use the details opposite to send this to you by post.

If you'd also like to receive this information by email enter your email address here

LOROS (including LOROS Lotteries and LOROS Enterprises) will not share your data with anyone apart from suppliers working on our behalf or if ordered to do so by law. For full details of what we will do with your personal data (including your rights) see the Privacy Policy on our website - [loros.co.uk/privacy](http://loros.co.uk/privacy) or contact us to obtain a copy.

Do not contact me at all  (other than about my Robin)  
You can also opt-in or opt-out of our mailings online.

## giftaid it

I would like LOROS to treat this donation, any donations I make in the future and any I have made in the past four years as Gift Aid donations. I am a UK taxpayer and understand that if I pay less Income Tax and/or Capital Gains Tax than the amount of Gift Aid claimed on all my donations in that tax year it is my responsibility to pay any difference. I understand that LOROS will reclaim 25p of tax on every £1 that I give. PLEASE NOTE: You can only Gift Aid any additional donations made. You cannot Gift Aid the purchase of Robins.

Signature:   
Date:

# How can I own a LOROS Robin?

Take home your own LOROS Robin by visiting your local LOROS shop, ordering online at [loros.co.uk/robins](https://loros.co.uk/robins) or by completing the form overleaf



kindly supported by:



**HOSPICE CARE WEEK**  
7-13 October 2019

## LOROS Care for Cake?

Monday 7th - Sunday 13th October 2019

### Host a Coffee Morning, Afternoon Tea or Cake Sale

Help raise vital funds for LOROS. It's the perfect opportunity to get together with your friends, family and colleagues during Hospice Care Week.

For further information and to register for your **FREE** downloadable pack visit [loros.co.uk/cake](https://loros.co.uk/cake)

**LOROS** Groby Road, Leicester LE3 9QE  
☎ (0116) 231 8431      ✉ fundraising@loros.co.uk  
📍 @LOROSHospice      📱 /LOROSHospice

[loros.co.uk/cake](https://loros.co.uk/cake)  
Registered Charity No: 506120

**LOROS**  
Hospice Care for Leicester, Leicestershire & Rutland  
Being there for you and your family