



Bringing care home



What to do following a death

Bringing care home



Introduction

When someone dies, even if the death is expected, when the moment actually arrives it is normal to feel frightened and shocked.

This booklet gives you information about arranging a funeral and other useful advice, we hope it helps you at this difficult time.



What to do first

When someone dies at home, the GP of the person who has died is the first person to contact. The GP will visit to verify death and as soon as possible after this a funeral director of your choice can be contacted.

If the death occurs during the night or at a weekend you will need to contact the GP Out Of Hours number which you will be able to access via your normal GP's telephone number.

If someone dies in the in-patient hospice, a doctor from the hospice will issue the certificate and the person who has died will stay at the hospice until the nominated funeral director takes them to the funeral home. Please advise hospice staff which funeral director has been chosen.



Requirements & Options

The main requirements in England and Wales are that the death is certified by a doctor or coroner, registered with a registrar of Births, Marriages and Death, and the body either buried or cremated.

- You do not have to have a funeral ceremony
- You do not have to have a religious minister
- You do not have to use a funeral director
- A ceremony does not have to take place in a crematorium or place of worship.

There are more options concerning a funeral ceremony than many people realise; for example, woodland burial and other green options are becoming increasingly available.

The majority of people chose to make their arrangements through a funeral director. However some people see 'do-it-yourself' funerals as more personal and less expensive.

If this approach appeals, and you have time to research and prepare, enquire at the cemeteries and crematorium department or your local authority for guidance. You could also get information from the Natural Death Centre. Some funeral directors are willing to help with such funerals.



Arranging a Funeral

Most people use a funeral director, they can advise on a range of traditional and alternative arrangement. You should choose a funeral director who's a member of either:

National Association of Funeral Directors

618 Warwick Road
Solihull
West Midlands
B91 1AA

T: 0121 711 1343
E: info@nafd.org.uk
www.nafd.org.uk

Society of Allied and Independent Funeral Directors

SAIF Business Centre
3 Bullfields
Sawbridgeworth
Herts
CM21 9DB

T: 0845 230 6777 / 01279 726 777
E: info@saif.org.uk
www.saif.org.uk

Both organisations have codes of practise and have to give you a price list when asked.

If you want advice and guidance to arrange a funeral yourself you can get advice and guidance from:

Natural Death Centre Charity

In the Hill House
Twford
Winchester
SO21 1 QX

T: 01962 712 690
E: contact@naturaldeath.org.uk
www.naturaldeath.org

For information on woodland burials, cardboard coffins, living wills, funeral wishes forms and DIY funerals. You can also purchase 'The Natural Death Handbook' through the centre.



Paying for a Funeral

The funeral can be paid:

- By you or other family members or friends
- From a financial scheme the person had – e.g. a pre-paid plan or insurance policy
- From money from the person's estate (e.g. savings)
getting access to this is called applying for a 'grant of representation' (sometimes called 'applying for probate')

www.gov.uk/wills-probate-inheritance

If you arrange a funeral you are responsible for paying the bill, so check where the money will come from. If you have difficulty paying for the funeral, apply for a Funeral Payment

www.gov.uk/funeral-payments

Probate/letters of Administration

This is a legal document which allows the persons named in it to collect and distribute the estate of the deceased (property, money, possessions). Probate is proof that the person named is entitled to collect and distribute assets of the deceased.

For further information contact the Probate Office:

Cardiff Probate Registry of Wales
3rd Floor, Cardiff Magistrates Court
Fitzalan Place, Cardiff CF24 0RZ
T: 029 20 474 373
(Open Mon to Fri 9.30am to 4.00pm)



Registering the death

You should register the death within 5 calendar days at the register office local to the place of death (www.gov.uk/register-offices). You may need to make an appointment to register the death.

You can register the death, if you are:

- A relative
- Someone present at the death
- The person making arrangements with the funeral directors

To register the death you need to take the medical certificate showing the cause of death given to you by the doctor.

Also helpful, but not essential, are the person's:

- Birth certificate
- Marriage or Civil Partnership certificate
- NHS medical card

You need to tell the registrar:

- The person's full name at the time of death
- Any names previously used, e.g. maiden names
- The person's date and place of birth
- Their last address
- Their occupation
- The full name, date of birth and occupation of a surviving or late spouse or civil partner
- Whether they were getting a State Pension or any other benefits



When you register the death you will get:

- A Certificate for Burial or Cremation, which you will need to give to the funeral director
- A Certificate of Registration of Death (form BD8) – you may need to fill this out and return it if the person was getting a State Pension or benefits (the form will come with a pre-paid envelope so you know where to send it)

You can buy extra death certificates – these will be needed for sorting out the person's affairs.

www.gov.uk/after-a-death/overview

You will need to report the death to various organizations and government departments.

Most local councils run a service called Tell Us Once

www.gov.uk/tell-us-once

– they will contact different government services for you. The registrar will explain your options for using Tell Us Once.

Further Information

Further advice and information may be available from:

Bereavement Advice Centre

1 Angel Square, Manchester, M60 0AG

T: 0800 634 9494

E: info@bereavementadvice.org

www.bereavementadvice.org

Bereavement Register

Freepost RTEU-JSHJ-LCTZ,

1 Newhams Row, London, SE1 3UZ

T: 020 7089 6403

T: 0800 082 1230

(24 hour automated registration service)

E: help@the-bereavement-register.org.uk

www.the-bereavement-register.org.uk

This site gives you the option to delete the deceased person's name from mailing lists.

The Good Funeral Guide

www.goodfuneralguide.co.uk

Cremation Society of Great Britain

Brecon House, 1st Floor, 16/16a Albion Place, Maidstone, Kent, ME14 5DZ.

T: 01622 688292/3

E: info@cremation.org.uk

www.srgw.demon.co.uk/CremSoc

The Humanists UK

39 Moreland Street, London, EC1V 8BB.

T: 020 7324 3060 (general enquiries)

E: info@humanism.org.uk

Visit the website to find a local officiate:

www.humanism.org.uk

Interfaith Foundation

The Gateway, 85-101 Sankey Street, Warrington, Cheshire WA1 1SR

T: 0333 332 1996

www.interfaithfoundation.org

Interfaith Ministers serve people of all faiths and none. For more information and to find local minister see their website.

Citizens Advice

www.citizensadvice.org.uk

The service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination. To find your local Citizens Advice Bureau please visit their website.

Community Legal Advice

T: 0845 345 4 345

Monday - Friday - 9am-8pm

Saturday - 9am - 12:30pm

Minicom: 0845 609 6677

Community Legal Advice can give you free and confidential legal advice in England and Wales if you are eligible for legal aid.

Department for Work and Pensions

www.gov.uk/after-a-death

Inland Revenue

www.hmrc.gov.uk

For current information about tax issues when a person dies.

Samaritans in Wales

Floor 2, 33-35 Cathedral Road, Cardiff, CF11 9HB

T: +44 (0)29 2022 2008

E: wales@samaritans.org

www.samaritans.org

Complaint about a Funeral

Most funerals are conducted well, but if you have a complaint you should contact your funeral director. If you are not satisfied with the response, you can complain to whichever of the three trade associations listed below your funeral director belongs to:

- The National Association of Funeral Directors (NAFD)
 - The National Society of Allied and Independent Funeral Directors (SAIF)
 - Funeral Standards Council (FSC) Advice
- may also be obtained from your local trading standards department.

At date of publication all details were correct.

Bereavement Service

There can be times following bereavement when there is a need to talk to someone other than family and friends.

St David's Hospice Care provides bereavement support to families and carers of patients we have cared for.

Our Bereavement Team can provide confidential support on an individual or group basis.

To speak to someone call 01633 851051.

How to support St David's Hospice Care

Our services are free to the local community, but they cost St David's Hospice Care over £8 million per year. We are reliant upon the generosity of the people of this area. Time after time we have found that local people take pride in the region's very own hospice service. However, the need for our service grows yearly, as does our need to expand and provide better care. This means that we always need more money to deliver more effective care, and our fundraising team is busy involving local people to help us raise funds for the people of this community. Please help us if you can.



St David's Hospice Care
Blackett Avenue
Newport
NP20 6NH

Call 01633 851051
Fax 01633 851052
Email enquiries@stdavidshospicecare.org

www.stdavidshospicecare.org



www.stdavidshospicecare.org

St David's registered charity number: 1010576



St David's
Hospice Care