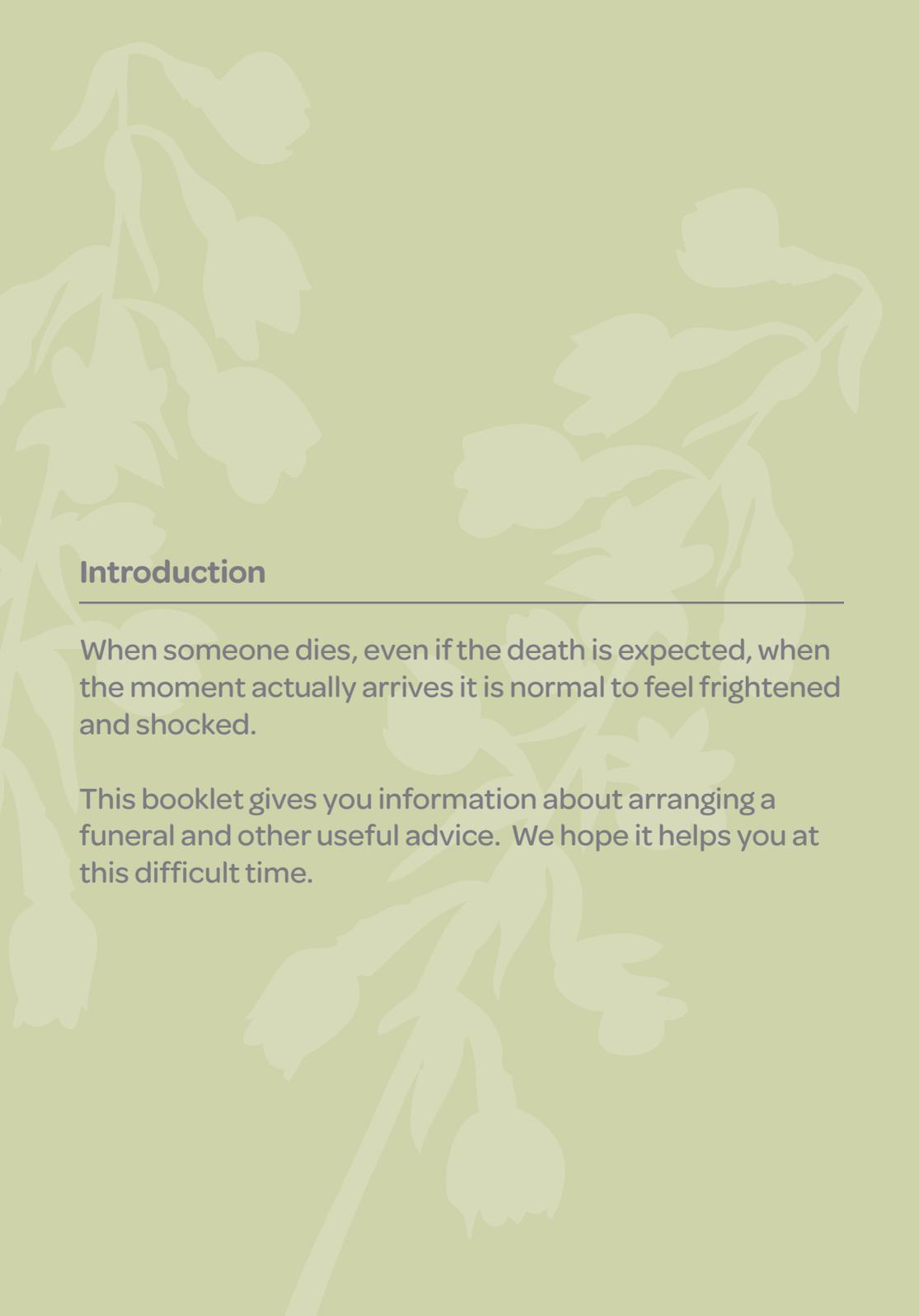




*Bringing care home*

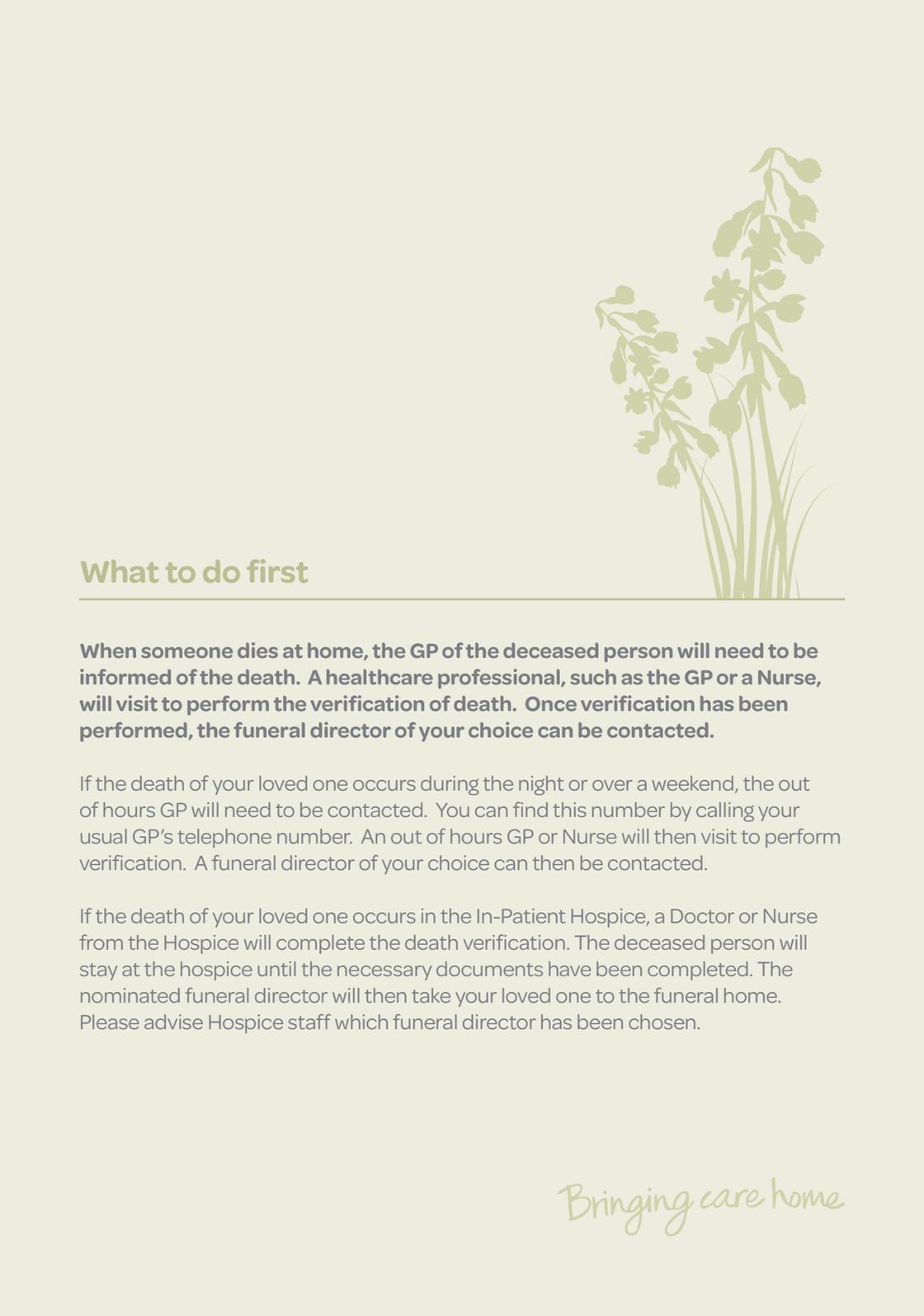


## Introduction

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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

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**When someone dies at home, the GP of the deceased person will need to be informed of the death. A healthcare professional, such as the GP or a Nurse, will visit to perform the verification of death. Once verification has been performed, the funeral director of your choice can be contacted.**

If the death of your loved one occurs during the night or over a weekend, the out of hours GP will need to be contacted. You can find this number by calling your usual GP's telephone number. An out of hours GP or Nurse will then visit to perform verification. A funeral director of your choice can then be contacted.

If the death of your loved one occurs in the In-Patient Hospice, a Doctor or Nurse from the Hospice will complete the death verification. The deceased person will stay at the hospice until the necessary documents have been completed. The nominated funeral director will then take your loved one to the funeral home. Please advise Hospice staff which funeral director has been chosen.



## Medical Examiners / Registering a Death

Medical Examiners are senior, independent doctors.

Following a death, the Doctor/ GP involved will complete their part of the Medical Certificate of Cause of Death for the deceased and send this to the Medical Examiner.

Once received, the Medical Examiner will contact you to discuss the cause of death and will give the opportunity to ask questions and raise any concerns that you may have about the care provided to your loved one.

The Medical Examiner will then complete their part of the Medical Certificate of Cause of Death and send to the Register Office.

The Register office will then contact you to attend an appointment to register your loved one's death.

### When attending your appointment with the Registrar, the following documents may be helpful:

- Birth Certificate of deceased
- Marriage or Civil Partnership Certificate
- NHS Medical Card
- Passport of deceased (if applicable)
- Driving Licence of deceased (if applicable)

### The Registrar may ask for the following information:

- The deceased's full name at time of death
- Any previous names used
- The deceased's date and place of birth
- The deceased's last address
- The deceased's occupation
- The full name, date of birth and occupation of a surviving or late spouse/civil partner
- If in receipt of state pension/benefits

### When you have registered the death, you will be given:

- A Certificate for Burial or Cremation which you will need to give to the funeral director
- A certificate of Registration of Death (Form BDF). You may need to complete this if the deceased was in receipt of state pension or other benefits
- A Death Certificate, you can buy extra certificates – these will be needed for sorting out the deceased's affairs.
- You will need to report the death to various organisations and government departments. Most local councils run a service called "Tell us once". If you use this service, government and other organisations will be contacted for you. Your Registrar will explain this service to you.



## Arranging a Funeral

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

- National Association of Funeral Directors (NAFD) [www.nafd.org.uk](http://www.nafd.org.uk) or
- Society of Allied and Independent Funeral Directors (SAIF) [www.SAIF.org.uk](http://www.SAIF.org.uk)

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

- Natural Death Centre Charity [www.naturaldeath.org](http://www.naturaldeath.org)



## Paying for a Funeral

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### The funeral can be paid:

- By you or other family members or friends
- From a financial scheme the person had e.g. prepared plan, insurance policy
- From money from a person's estate e.g. savings. Getting access to this is called applying for a 'Grant of Representation' (sometimes called 'applying for Probate').

If you arrange a funeral, you are responsible for paying the bill. If you are having difficulty paying for a funeral, apply for a funeral payment via [www.gov.uk/funeral-payment](http://www.gov.uk/funeral-payment)

### Probate/Letters of Administration

This is a legal document which allows the person named 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 the deceased's assets.



## Complaining about a Funeral

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Most funerals are conducted well but if you have a complaint, you should contact your funeral director in the first instance. If you are not satisfied with their response, you can complain to whichever trade associations listed below that your funeral directors belong to:

- National Association of Funeral Directors (NAFD) [www.nafd.org.uk](http://www.nafd.org.uk) or
- Society of Allied and Independent Funeral Directors (SAIF) [www.SAIF.org.uk](http://www.SAIF.org.uk)
- Other agencies e.g. Trading Standards

### Bereavement Support

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.

Your Clinical Nurse Specialist can refer you to this service. Alternatively, you can speak to one of the Bereavement Team by calling **01633 851051** or via email: [bereavement@stdavidshospicecare.org](mailto:bereavement@stdavidshospicecare.org)

## Further Information

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### 1. What to do when someone dies: Step by step

[www.gov.uk/after-a-death/overview](http://www.gov.uk/after-a-death/overview)

### 2. Help with notifying companies following the death of a loved one

[www.notifynow.uk](http://www.notifynow.uk)

Tel: 0333 111 1147

### 3. Bereavement Register

[www.bereavementregister.org.uk](http://www.bereavementregister.org.uk)

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

### 4. Applying for Probate

[www.gov.uk/applying-for-probate](http://www.gov.uk/applying-for-probate)

### 5. Tell Us Once

[www.gov.uk/tell-us-once](http://www.gov.uk/tell-us-once)



## How to support St David's Hospice Care

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Our services are free to the local community, but they cost St David's Hospice Care over £9 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](mailto:enquiries@stdavidshospicecare.org)

[www.stdavidshospicecare.org](http://www.stdavidshospicecare.org)



[www.stdavidshospicecare.org](http://www.stdavidshospicecare.org)

St David's registered charity number: 1010576



**St David's**  
Hospice Care