

# A Practical Guide To Help You With Bereavement

**NHS**  
Hull and East Yorkshire Hospitals  
NHS Trust



Bereavement Services  
Castle Hill Hospital  
Tel: 01482 624375  
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Email:  
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## INTRODUCTION AND CONDOLENCES

Firstly, the staff of Hull and East Yorkshire Hospitals NHS Trust would like to offer condolences to you, your family and friends at this difficult time. This booklet is provided to help guide you with the arrangements that need to be made over the coming days and weeks.

It is designed to provide you with information and advice on the main issues to be addressed immediately following a death. It also gives guidance on who can help, and where further information can be obtained. It explains procedures such as registering the death and arranging the funeral.

The way in which people deal with grief can vary greatly from one individual to another. Information relating to the effects of and dealing with grief can be found in a separate booklet entitled "*Coping with Loss and Grief*" included within this bereavement pack.

Hull and East Yorkshire Hospitals Trust is constantly striving to improve the care given to its patients. We are required nationally to review the care delivered to patients who have died in our care. Not every patient death will require a full review, but a sample of case notes are looked at to ensure any learning can be shared. This process does take time however, often several weeks or months.

The Trust will be open and honest in the review and if it is necessary we will share any learning with you.

If you have any questions, please contact the Trust Patient Advice Liaison Service on (01482) 673065.

## CHAPLAINCY

At this time you may wish to see one of our chaplains. The chaplaincy team offer support to all people whatever their faith, religious affiliation or beliefs.

As part of the chaplains care they are also available to help you plan the funeral service for your loved one.

### **Prayer rooms and memorial books**

The chaplaincy offer multi-faith prayer rooms on both hospital sites. These are located near the chaplain's offices, and are always open for prayer and quiet reflection. Within the prayer rooms are our memorial books and if you would like to add a tribute to your loved one please contact the chaplains to arrange this.

The chaplaincy team are available via the hospital switchboard on telephone number (01482) 875875.

## THE NEXT STEPS

The following is a list of next steps:

- Contact Bereavement Services on telephone number (01482) 624375 Monday – Friday 9.30am – 3.00pm, to discuss the next steps required for the collection of the Medical Certificate of Cause of Death (referred to throughout the booklet as MCCD). **Please do not come to the hospital without telephoning first as your paperwork may not be ready.** However, every effort will be made to make this available as soon as possible. If when you call staff are not available as they may be with another family please leave a message and a member of the team will call you back as soon as possible
- Arrange the collection of any personal effects / valuables belonging to your relative / friend. Bereavement Services can arrange this for you if you do not attend the ward following the death
- Register the death
- Arrange the funeral.

All the above will be explained in detail when you contact the Bereavement Services office.

If your relative / friend lived alone you may wish to ensure any pets are cared for and that their property is secure.

### **Who needs to be informed?**

Other than family and friends there are many other people who need to be informed of the death of your relative / friend, for example banks etc. They should be contacted early to secure the estate and prevent fraud. The Bereavement Services team can assist with notification if required. A list of organisations you may need to contact is provided at the back of this booklet.

In addition information relating to the Bereavement Register is included in this pack. This register helps to stop unwanted direct mail being sent to your relative / friend.

## **BEREAVEMENT SERVICES**

When you attend your appointment with Bereavement Services you will be given the MCCD. You will be able to collect any personal belongings from Bereavement Services that may have been left on the ward. If you wish to see your relative / friend then please let the member of the Bereavement Services team know in advance when they contact you; they can then make you an appointment prior to the collection of the MCCD.

The Bereavement Services team can also make you an appointment to attend the registrar's office, if you wish, to register the death following collection of the MCCD.

The Bereavement Services team are here to provide you with help, support, information and guidance so please do not hesitate to contact us with any questions you may have.

## **WHAT HAPPENS AT A WEEKEND AND OUT OF HOURS?**

Bereavement Services and the registrar's office are closed on a weekend and public holidays. Some registrar offices offer a limited service on Saturday but this is by appointment only. You will therefore need to contact Bereavement Services on the next working day.

If you wish to visit your relative / friend out of working hours please contact the ward where they passed away. They will be able to liaise with the appropriate staff to arrange a convenient time.

Should you require any help before you contact the Bereavement Service team, please telephone the hospital switchboard on (01482) 875875 and ask to be put through to the ward where your relative / friend passed away.

# The Location of the Bereavement Services

The Bereavement Service  
 Castle Hill Hospital  
 Castle Road, Cottingham, HU16 5JQ  
 hey.bereavementservices@hey.nhs.uk  
 Tel: 01482 875875

Hull and East Yorkshire Hospitals **NHS**  
 NHS Trust



**Bereavement Service**  
 Helping you with Bereavement  
 Tel: 01482 624375  
 Fax: 01482 622234



- Parking Areas
- Car Parking
- Disabled Parking
- Bus Stops
- Cash Machine
- Toilets
- Shop
- Café/ Restaurant

**Monthly Car Parking Passes**  
 Are available at a cost of £10 a month from the Main Reception at Castle Hill Hospital for visitors and patients. To obtain the permit you must get a form from the ward/department and when completed take to the Main Reception.

**BE AWARE!**  
 Do not leave valuables in your car

Please use Entrance 3 for Bereavement Service

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There are free dedicated parking spaces available to people attending Bereavement Services at the front of the building.

## TISSUE DONATION

Tissue donation is not an easy subject for relatives / friends to think about at such a difficult time when they have lost someone close.

Most people are aware that hundreds of lives are saved every year by donated organs, for example heart and kidneys from deceased patients. You may not realise that donated tissues such as skin, bone, corneas and heart valves can dramatically improve the quality of life for others and even save them.

**As many as 50 people can be helped from the donated tissue of one person.**

There are a few things to consider if you would like to donate anything from your loved one:

- **TIME** – donation must take place within 24 hours, although sometimes this can be extended to 48 hours after death has occurred.
- **AGE** – age restrictions may apply to certain tissues this can be discussed if referral takes place.
- **CHOICE** – You can decide on the specific tissue you wish to be donated.

An information leaflet regarding the donation process is included in this bereavement pack.

Tissue donation will not delay any funeral arrangements. If you would like to discuss tissue donation in more detail with a Specialist Nurse from the National Health Service Blood and Transplant please call free phone number **0800 432 0559** or the Bereavement Services who can discuss referral with you.



## REGISTERING THE DEATH

### Who can register the death?

The death can be registered by:

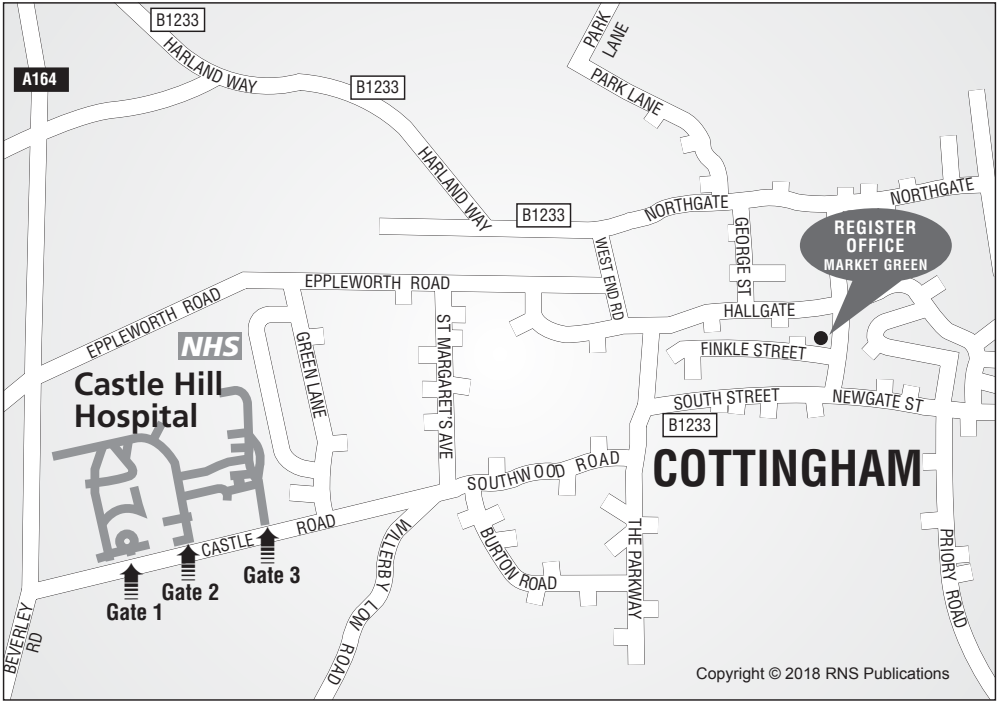
- a relative
- someone who was with the person when they died
- someone who lives at the address where the person died
- someone who is arranging the funeral (but not the funeral director).
- Executor of the will

### When and where to register

A death needs to be registered within five working days (unless it becomes a coroner's case), and in the district where the death occurred. This is done by **appointment only**. If you wish, the Bereavement Services team can make an appointment for you to register at:

Cottingham Registry Office  
Market Green  
Cottingham  
HU16 5QG  
Telephone: (01482) 393565

## REGISTER OFFICE LOCATION



If you wish to register the death at one of the other East Riding offices, this can also be arranged for you. These offices have limited opening times but can be found in the following areas: Beverley, Goole, Bridlington, Driffield, Hornsea, Hedon, Withernsea, Pocklington, Bridlington and Driffield

## **What documents need to be taken to register the death?**

- The Medical Certificate of Cause of Death (MCCD) - unless the coroner is issuing the paperwork.

Other documents may be of assistance when registering but if not available will not prevent registration taking place.

- The deceased person's medical card, if available
- The deceased person's birth certificate, if available
- The deceased person's marriage certificate, if available
- The deceased person's national insurance number, if available.

## **Information required by the registrar**

You will be interviewed in private by a registrar and asked personal questions about the person who has died. You will be asked to provide the following:

- the date of death
- where they died
- their full name
- their date of birth
- where they were born
- their occupation
- their address
- if married, their spouse's date of birth.

If the person who has died was a married woman, the registrar will also need to know:

- the maiden surname
- their husband's (or late husband's) name and occupation.

Once the death has been registered you will be issued with a form 9 (Authority for Disposal) which will allow you to make the funeral arrangements. This is for the funeral director and is issued free of charge.

You will also be given another form (BD8) for the Social Security office. This is to deal with the pension or other state benefits which the person may have received.

### **Cost of registering a death**

There is no charge for registering a death, but you may need certified copies of the death certificate for the following:

- bank and building society accounts
- insurance companies
- probate or letters of administration
- solicitor
- stocks and shares
- premium bonds
- private/works pension.

There is a fee of £4 for each certificate issued.

Because death certificates are protected under crown copyright, they should not be photocopied. Therefore you may need to buy extra certificates at a later date; there may be an increased cost for these.

### **TELL US ONCE SERVICE (GOVERNMENT and COUNCIL)**

When someone has died, there are lots of things that need to be done at a time when you probably least feel like doing them. One of these is contacting government departments and local council services that need to be informed.

The registrar can contact these services if you would like so please let the registrar know at your interview.

A leaflet detailing this service is included in this bereavement pack.

To ensure the right information is given to relevant organisations it will be helpful (but not necessary) if you can provide any of the following details:

- The deceased person's passport, or passport number (if they have one)

- The deceased person's driving licence, or licence number (if they have one)
- Deceased person's National Insurance number
- Details of any benefits or services they were receiving, if any
- Name of the person dealing with their estate.

## DEATHS REFERRED TO THE CORONER

In some instances it may be necessary for the hospital doctor to refer the death to the coroner. About one-third of all deaths in this country are referred to the coroner. This does not necessarily mean there is a need for a post-mortem examination.

A death is reported to the coroner when the medical cause of death is unknown; or where the cause of death is unnatural; or is due to industrial disease.

Deaths are usually referred to the coroner by the deceased's clinician, general practitioner or in some circumstances the police.

Coroners are independent judicial officers and are required by law to establish a medical cause of death.

The coroner may decide that the death was natural and will allow a doctor to issue a MCCD. If not, the coroner may ask a pathologist to examine the body by means of a post-mortem examination.

If the result of the post-mortem examination shows the death to have been of natural causes, the coroner will issue a form known as a 100B and this will be sent directly to the registrar's office. The coroner will advise you once this form has been issued and you may then make an appointment to register the death.

For further information contact:

HM Coroner for East Riding and Kingston upon Hull Coroners District  
Coroner's Court and Office,  
The Guildhall, Alfred Gelder Street, Hull HU1 2AA  
Telephone: **(01482) 613009**

## POST- MORTEM EXAMINATIONS

A post-mortem examination (also known as an autopsy) is the examination of a body after death. The aim of a post-mortem is to determine the cause of death.

### **Hospital post-mortem**

Following a death where a MCCD has been issued, the treating clinician may wish to request a post-mortem examination to further investigate the cause of death; improve knowledge of the disease or effectiveness of the treatment given. Verbal and written consent is required for a hospital post-mortem.

Sometimes a condition or disease may affect close family members and a post-mortem examination could provide invaluable information.

Once verbal consent has been obtained a member of the Bereavement Services team will make arrangements to meet and complete relevant documentation; discuss the consent process and answer any questions you may have.

The post-mortem will only be carried out once the consent form has been completed and a mutually agreed period of time has elapsed, allowing you to withdraw consent should you wish.

**Please be reassured that consenting to a hospital post-mortem will not cause any delays to the registration process or funeral arrangements.**

Further information on post-mortem examinations can be obtained from the Human Tissue Authority at the following website [www.hta.gov.uk](http://www.hta.gov.uk)

### **Coroner's post-mortem**

The coroner may order a post-mortem examination when the cause of death is unknown. The decision is at the discretion of the coroner. Consent from the relatives is not needed. Organs or tissues cannot be taken from the body for any purpose except to establish the cause of death and they cannot be retained longer than necessary.

If any tissues are taken at post-mortem, the coroner's officer will inform you and provide the relevant documentation for completion. The coroner's office will provide the registrar with documentation to enable registration of death.

## ARRANGING THE FUNERAL

It is important that you contact a funeral director as soon as possible. This may be done before collecting the MCCD or seeing the registrar.

The funeral director will be prepared to visit your home and will advise you on the necessary arrangements.

Sometimes a person may have expressed a wish about their own funeral, whether they prefer burial or cremation. Others close to them may know this or wishes may be written in a will. The executor of the will should be able to provide clarification.

Unless you have already done so, the funeral director will normally contact your local vicar, minister, priest, religious leader, or you may prefer to have a humanist conduct the service. Whichever you use, they will discuss all options available to you.

The funeral director will go through all the individual costs with you and provide a written quotation detailing all the fees. Funeral costs for the same service can vary from one funeral director to another therefore it is advisable to obtain more than one quote to compare costs.

### **Funeral costs**

If you arrange the funeral you are responsible for the costs, so check where the money will come from and that sufficient funds are available.

Funeral costs may be paid in a number of ways including:

- Funds from the estate of the deceased
- Funeral pre-payment plan
- Funds from life insurance or pension scheme
- Deceased bank or building society may agree to release funds to cover funeral costs

- Costs covered by yourself or other family members which may be recovered from the estate.

### **Help to pay for the funeral**

If you are finding it difficult to find the funds to pay for the funeral, do not worry, you may be entitled to receive a Social Fund Funeral Payment from the Department of Work and Pensions (SF200) providing that you or your partner receive one of the following payments:

- Income Support
- Housing Benefit
- Job Seekers Allowance (income based)
- Disabled Person's Tax Credit
- Working Family's Tax Credit.

There are also other benefits you may be able to claim, to help with the funeral costs, as follows:

- Bereavement Benefit and Bereavement Allowance – These are only available to the surviving spouse or civil partner, usually under state retirement age
- Widowed Parents Allowance – This replaces the Bereavement Allowance when a parent has children still in education or if they are younger
- Guardians Allowance – This is claimed from the tax office.

Please look at the following website which contains lots of useful information on who can claim; how to claim and if you are eligible to claim - **[www.gov.uk](http://www.gov.uk)**

There is also a Bereavement Service Helpline which you can apply over the telephone and someone will help guide you through the process. The telephone number is 0345 606 0265.



## FURTHER ADVICE AND SUPPORT

There are many other organisations which provide a variety of practical information and / or emotional support and advice for all ages following bereavement. We have listed below just a few that cover a wide range of different types of bereavement. We hope you find these useful. If you do not see the type of support you require, then please feel free to ring our Bereavement Service on telephone number (01482) 624375 and we will try our very best to point you in the right direction for your specific needs.

- **Cruse Bereavement** – offering counselling and support by trained volunteers and can provide information on practical issues surrounding bereavement.  
**Tel: 0808 808 1677**  
**Local: (01482) 441002**  
**[www.cruse.org.uk](http://www.cruse.org.uk)**
- **Bereavement Advice Centre** – A national organisation that offer advice on all different aspects of bereavement.  
**Tel: 0800 634 9494**  
**[www.bereavementadvice.org.uk](http://www.bereavementadvice.org.uk)**
- **Samaritans** – A confidential emotional support service for anyone experiencing feelings of distress or despair for any reason.  
**Tel: 116 123 (freephone number)**  
**Local: (01482) 323456**  
**[www.samaritans.org](http://www.samaritans.org)**
- **Dove House Hospice** – Bereavement advice for families.  
**Tel: (01482) 784343**  
**[www.dovehouse.org.uk](http://www.dovehouse.org.uk)**

- **WAY Widowed and Young** – Self-help support for men and women under 50 whose spouse or partner has died. They also offer support for their children.  
**www.widowedandyoung.org.uk**
- **Beverley Widows** – Social group for widows, accepting of members from both East Riding and Hull.  
**Tel: (01482) 666156**
- **Age UK** – Support for the elderly.  
**Tel: (01482) 324644**
- **Child Death Helpline** – A helpline for anyone of any age affected by the death of a child. Calls are answered by other bereaved parents. Lines open every evening of the year 7.00pm – 10.00pm.  
**Tel: 0800 282 986 or  
(0800 800 6019 free for main network mobiles)**
- **Childhood Bereavement Network** – Information and support for parents and children.  
**Tel: 0207 843 6309  
www.childhoodbereavementnetwork.org.uk**
- **Bereavement Group for Parents** – Support for those who have lost a child.  
**Tel: (01482) 674247**
- **Survivors of Bereavement by Suicide** – Support and advice for people affected by the sudden loss of someone.  
**Tel: (0115) 944 1117  
www.uk-sobs.org.uk**

- **Winston's Wish** – Practical support and guidance for anyone concerned about a grieving child.  
Tel: 0808 802 0021  
[www.winstonswish.org.uk](http://www.winstonswish.org.uk)
- **Support After Murder and Manslaughter** – Offers help through befriending, for people who have suffered the loss of someone as a result of murder or manslaughter.  
Tel: 0845 872 3440  
[www.samm.org.uk](http://www.samm.org.uk)

### General / funeral advice

- **Direct Gov** – Public services all in one place – this website has lots of information and links to lots of other sites you may find useful, including local authorities.  
[www.gov.uk](http://www.gov.uk)
- **NHS Choices** – Information about local health services with lots of medical and health advice and information on a huge variety of conditions.  
[www.nhs.uk](http://www.nhs.uk)
- **Citizens Advice** – This website has an excellent range of information on a very wide range of issues.  
[www.adviceguide.org.uk](http://www.adviceguide.org.uk)
- **Job Centre Plus** – For help and advice on which benefits you may be entitled to.  
Tel: 0345 604 3719  
[www.gov.uk](http://www.gov.uk)
- **Natural Death** – Offers help, advice and support on planning a funeral.  
Tel: (01962) 712690  
[www.naturaldeath.org.uk](http://www.naturaldeath.org.uk)

- **Greenfield Creations** – A company specialising in cardboard coffins with a large choice of designs.  
**Tel: (01440) 788866**  
**[www.greenfieldcreations.co.uk](http://www.greenfieldcreations.co.uk)**
- **Funeral Map** – Offers help and advice on how to arrange a funeral.  
**Tel: 0330 2230279**  
**[www.funeralmap.co.uk](http://www.funeralmap.co.uk)**
- **Stop Mail** - Offers help to reduce the amount of direct mail sent to their address, stopping painful reminders.  
**[www.stopmail.co.uk](http://www.stopmail.co.uk)**

This leaflet was produced by the Bereavement Services Department, Hull and East Yorkshire Hospitals NHS Trust and will be reviewed in February 2020  
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## Notes

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