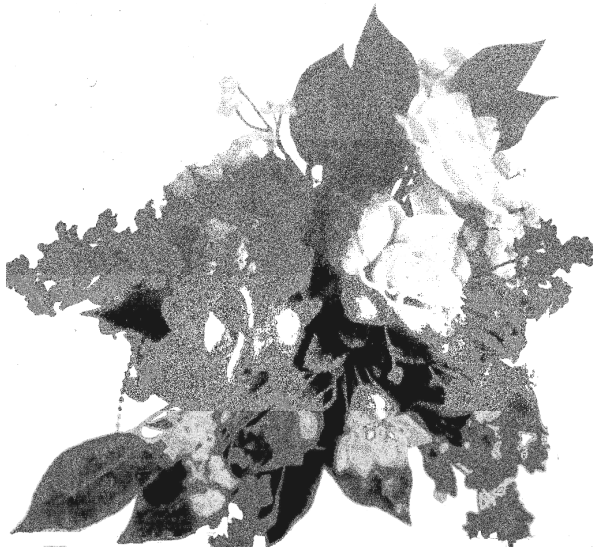


Helpful Information Following a Death



On behalf of the University Hospitals of Leicester NHS Trust (UHL) we extend our sincere sympathy to you and your family at this sad time.

This booklet aims to provide useful help and advice to assist you during the early days of your bereavement. Please do not hesitate to ask if you are not clear about anything. Our staff will always be pleased to help you.

The University Hospitals of Leicester NHS Trust seeks to meet the needs of all members of our community. If you have any special religious, cultural or other need, please tell us.

Please contact the appropriate Bereavement Services Office as detailed below:

Leicester Royal Infirmary

0116 258 5194 or 5196

Monday to Friday, 9:00am to 4:00pm

Leicester General Hospital

0116 258 4235 or 4236

Monday to Friday, 9:00am to 4:00pm

Glenfield Hospital

0116 256 3401 or 3417

Monday to Friday, 9:00am to 4:00pm

We do ask that you contact the Bereavement Services Office before your arrival at the hospital to prevent unnecessary waiting.

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Introduction

This booklet provides help and advice with the practical issues associated with the loss of a relative or friend, particularly if the death has occurred in hospital.

Practical Necessities - What to do First

Following the death of a relative or friend in hospital there are certain things which need to be done.

You will need to contact a funeral director. You don't have to wait until the "Death Certificate"¹ is issued before doing this. However, please check that you will be able to collect the "Medical Certificate of Cause of Death"² from the hospital before setting a firm date for the funeral. This is because it is sometimes necessary for the Coroner to become involved.

Before finalising the funeral arrangements you should find out if the deceased made a Will and consult the solicitors (where applicable) who hold it, to see what the deceased's wishes were as to the funeral. The Will will also disclose the names of the executors or the persons legally entitled to deal with the deceased's estate. The solicitors will assist you with the administration of the estate and any questions relating to tax issues that may arise.

¹ Please see Glossary on page 17 for the meanings of these terms

² Please see Glossary on page 17 for the meanings of these terms

Paperwork Needed after a Death

The Bereavement Services Offices are here to help you with the paperwork. Our contact numbers are on page 1.

When a patient dies in hospital there is paperwork that needs to be completed to comply with the law. All deaths need to be registered and for this the relatives need to make an appointment with the Registrar of Births and Deaths, and take the **Medical Certificate of Cause of Death** that will have been given to them by the hospital to the Registrar's office. The Registrar then issues a **Certified Copy of the Death Certificate** and will also give the family a green form, which needs to be handed to the funeral director. **If the deceased is to be buried, this is the only paperwork needed.**

If a cremation is to take place, there are additional forms to be completed. These forms are completed by doctors at the hospital and are then given to the funeral director. The forms are in two parts:

1. The doctor who completes the Certificate of the Medical Cause of Death fills in the first part of the form.
2. Another doctor who has not been involved in the care of the deceased fills in the second part. This doctor has to speak to the first doctor and also to one other person involved in the deceased's care, usually a nurse on the ward. This doctor may also be required to speak to a member of the family of the deceased.

Our standard is to complete all cremation paperwork within **2 working days** and we liaise closely with the funeral directors to ensure that everything runs smoothly. For example this means that if a patient dies on Friday afternoon, the **earliest** the papers can be ready is the following Tuesday afternoon.

The cremation papers are handed to the funeral director who will then take them to the Burial and Cremations Office at Leicester City Council for checking by an independent medical referee.

The Council requires the papers at least 72 hours before the funeral is due to take place. It is suggested, therefore, that relatives allow **at least 5 clear working days** from the date of the death of their loved one to the cremation in order to avoid the risk of the funeral not being able to go ahead.

Death Certificate and Registration of Death

You will need to collect a Medical Certificate of Cause of Death together with any property from the Bereavement Services Office in the hospital where the death occurred. The University Hospitals of Leicester Bereavement Services Offices can be contacted Monday - Friday (excluding Bank Holidays) on the numbers on page 1 and staff will be pleased to help and advise you as to the time the certificate and property will be available.

We do ask that you contact the Bereavement Services Office before your arrival at the hospital to prevent unnecessary waiting.

The Bereavement Services Officer will need to know:

- The full name of the deceased.
- Your relationship to the deceased.
- If known, whether the funeral is to be a burial or cremation (where there is a Will it is wise to check this for instructions).
- Your contact telephone number (if you have one).

When you come to the hospital you will also be asked to sign a form, which will allow the funeral director to collect the deceased from the hospital.

When you have obtained the Medical Certificate of Cause of Death the death must be registered at the Leicester Register Office (Monday - Friday only) between 9:30am and 3:30pm.

You must make an appointment with the Register Office, Leicester Town Hall, Bowling Green Street, to do this. The telephone number is 0845 045 0901.

Appointments will usually last approximately 30 minutes.

How is a Death Registered?

The death must be registered at the local office of Registration of Births, Marriages and Deaths in the district where the death occurred, usually within five days of the death (unless the Registrar agrees to a request to extend this period). If the death has been referred to the Coroner, the procedure is slightly different and we will advise you concerning this.

Who May Go and Register a Death?

Regulations state that only certain people can register a death with the Registrar of Births, Marriages and Deaths:

- A relative of the deceased who was present at the time of death.
- A relative of the deceased, in attendance during the last illness.
- A relative of the deceased residing in the same local district.
- A person present at the time of death.
- The occupier, eg the Matron or Officer in Charge of a nursing home or rest home, provided they knew of the illness before the death.

- The person arranging the funeral, eg an executor, solicitor or similar.

Your Visit to the Register Office

You should take the following:

- The Medical Certificate of Cause of Death.
- The deceased's medical card if possible.
- Any forms given to you if the death has been referred to the Coroner.
- The deceased's birth certificate, if this is available.

You should be prepared to tell the Registrar:

- The date and place of death.
- The deceased's last (usual) address.
- The deceased's first and last names (and the maiden name if applicable).
- The deceased's date and place of birth (the exact address is not required, just the city or town etc).
- The deceased's occupation and the name and occupation of husband (if applicable).
- Whether the deceased was getting a pension or allowance from public funds.
- If the deceased was married, the date of birth of the surviving widow or widower (if applicable).

It may be useful to complete the checklist on page 19, in order to prepare for the questions that the Registrar will ask.

The Registrar will give you:

A Certificate for Burial or Cremation (known as the "Green Form"). You will not receive this form if there is a Coroner's Inquest.

You will be able to purchase a Certified Copy of An Entry Certificate (Death Certificate), which is needed for any private pension claims, insurance policies and financial matters; normally one or two copies would be sufficient.

A Certificate of Registration of Death (known as the "White Form"). This is for Social Security purposes only.

The Coroner

There are three main reasons why a case is referred to the Coroner:

1. A death has been sudden and unexpected.
2. A person has been ill but the doctor confirming the death is not certain why it happened at that particular time.
3. A death has been caused as a result of an accident or unusual circumstances.

The Coroner will look at the case and decide what happens next. He or she may order a post-mortem examination to determine the exact cause of death. If the Coroner is involved, a certificate to register the cause of death will be issued by his/her office.

Where the death is reported to the Coroner, particularly when the GP has not been involved e.g. deaths in the hospital Emergency Department, then you may receive a visit from the police. The reason for this is that police officers also act as Coroner's Officers and they will be visiting you in order to gain further details of the deceased, next of kin etc, which they will pass on to the Coroner.

The staff at the Coroner's Office are very helpful and will answer any questions you may have. You will need to contact them as soon as possible in order to discuss details relating to your relative or friend. The address is:

The Coroner's Office
The Town Hall
Town Hall Square
Leicester
LE1 9BG

Telephone 0116 225 2534 or 2535 or 2509

Coroner's Office Opening Hours:

Monday to Thursday 9:00am - 4:00pm

Friday - 9:00am - 3:30pm

Weekends and Bank Holidays - Closed

You will only need to visit the Coroner's Office if you are asked to do so. If this becomes necessary a member of the Bereavement Services staff will discuss with you what you will need to do and will give you a leaflet issued by the Home Office explaining the work of the Coroner.

Provided that there is no Coroner's involvement, you will be given the Medical Certificate of Cause of Death by a member of the hospital's Bereavement Services Office staff. The Medical Certificate of Cause of death is not the formal Death Certificate. This is produced by the Registrar of Births, Marriages and Deaths when you register the death.

Hospital Post-Mortem

Occasionally a hospital doctor may request a post-mortem examination to be performed on the deceased. In order for this to take place consent must be obtained from the next of kin and a consent form completed. The doctor will explain the

reason for the request. It is also possible for the next of kin to request that a post-mortem examination be performed. Again, a consent form must be completed before this can take place. If you agree to, or request a post-mortem examination it would be advisable to inform your funeral director so that he/she can take this into account when arranging the funeral for you.

The doctor will still issue a Medical Certificate of Cause of Death to enable you to register the death.

Choosing a Funeral Director

The choice of a funeral director is important, as you should feel comfortable and confident with them. You may already know which funeral director you will choose but if you are unsure a list is available on request from your hospital. The provision of this list does not indicate any recommendation by the hospital of the firms included.

If you have any difficulties, the National Association of Funeral Directors will be able to advise you (see the 'Advice and Support' section on page 13). Their code of practice is approved by the Office of Fair Trading.

You can ask any funeral director for an estimate of cost in advance of making any commitment to using their services. It is reasonable to ask for at least two firms to quote a cost for you to compare, as charges can vary considerably.

Cremation

A deceased cannot be cremated until the cause of death is definitely known. There are certain forms that need to be completed but the Bereavement Services Office will organise this on your behalf. These forms are collected by your funeral director. The local authorities set the costs of the cremation.

Ashes can be scattered in a garden of remembrance or in a favourite place, although you will require permission from the landlord or person responsible for the land before doing this. Ashes can be buried in a churchyard or cemetery, or they can be kept. Your funeral director can organise this for you.

Burial

The cost of a grave space can vary. The costs will normally be higher for the burial of someone who lives outside the Council or Parish boundary for the chosen cemetery. If a grave space has been paid for in a cemetery, there will be a Deed of Grant.

Your funeral director can advise you of the fees for a burial.

Financial Help

If you receive certain Social Security Benefits (for example, Income Support, Housing Benefit and others) you can apply to the Social Fund for help to pay for the costs of the funeral.

You will need to complete an Application Form SF200. This is available from your local Jobcentre Plus or by download from the Jobcentre Plus website (www.jobcentreplus.gov.uk). There is a leaflet included with the form, which explains how to complete it and where to send it. You must include a written quotation, provided by your funeral director, with your application.

People to Inform

There are various people and organisations that need to be told about the death. These may include:

- Solicitor. If there are any difficulties with legal issues or questions about the estate it is advisable to contact a solicitor or the Citizen's Advice Bureau.
- Local social services if meals on wheels, home help or day centre transport was used. Also, NHS equipment, British Red Cross equipment etc. may need returning.
- Any hospital the deceased was attending.
- The deceased's GP.
- The local Inland Revenue Office.
- The local Social Security office to cancel pensions, allowances, benefits etc. You will get a special form from the Registrar's Office to do this.
- Bank/Building Society. If it is a joint account the partner can continue to draw cash. The Probate Office will advise on whether it is necessary to obtain Probate or Letters of Administration (see the 'Advice and Support' section on page 13).
- A child's or young person's teacher, employer or college should be informed if a parent, brother, sister, grandparent or other close relative or friend has died.
- Car insurance company. People driving a car insured in the deceased's name are not legally insured.

- Driver and Vehicle Licensing Agency (DVLA). Return the Driving Licence to the address on the licence.
- Passport Office. Return the passport to the office.
- Any library or clubs subscribed to by the deceased.
- Gas, Electricity and Telecom companies, Royal Mail deliveries, local newsagent and milk deliveries (if applicable).
- If the deceased was receiving Housing Benefit/Council Tax Benefit, the local housing department. Also, if the deceased was living in rented accommodation the council or private landlord should be informed.

Advice and Support

Listed below are several organisations used to dealing with bereavement.

It can sometimes be easier to talk to a stranger about things that you are going through than it is to talk to a person who is close to you.

In addition, the Bereavement Services Office has a wide variety of leaflets from organisations dealing with bereavement or bereavement related issues. Please ask at the Bereavement Services Office.

The Patient Information and Liaison Service (PILS) is a service run by the Trust to provide advice and help. They can be contacted on 0808 178 8337.

You may also wish to talk to a hospital chaplain. We have chaplains and volunteers from a variety of religious faiths and denominations. You can contact the Chaplaincy by phone:

Leicester Royal Infirmary Chaplaincy: 0116 258 5487
Leicester General Hospital Chaplaincy: 0116 258 4243
Glenfield Hospital Chaplaincy: 0116 258 3413

Useful Contacts

AGE CONCERN can offer information and advice to older people and their carers. Telephone 0116 222 0555 (Leicester City). Telephone 0116 299 2233 (Leicestershire & Rutland).

ASIAN FAMILY & MARRIAGE COUNSELLING SERVICE offers bereavement counselling by trained Asian counsellors. Telephone 0116 262 9636. 46 Humberstone Gate, Leicester, LE1 3PJ.

CITIZEN'S ADVICE BUREAU, LOUGHBOROUGH offers free, impartial, confidential advice and help, including access to money and legal advice. Opening times - Mon/Tue 9.30am to 4pm, Wed 9.30am to 12.30pm, Thu 9.30am to 6pm, Fri phone only 9.30 -12.00 Telephone 0870 126 4096. John Storer House, Wards End, Loughborough. Please refer to your telephone directory for details of local Citizen's Advice Bureau offices.

CRUSE - BEREAVEMENT CARE HELPLINE acts as a listening service for those or someone they know who has been affected by a death. They provide information on practical and financial matters and details of groups available. Telephone 0116 288 4119 or 0116 244 8468.

LEICESTERSHIRE AIDS SUPPORT SERVICE (LASS) offers a free and confidential service, including bereavement support for people affected by HIV/AIDS in Leicester, Leicestershire and Rutland. Telephone 0116 255 9995. 53 Regent Road, Leicester LE1 6YF

LESBIAN AND GAY BEREAVEMENT PROJECT offers help and support after the death of a same sex partner. Evening telephone helpline Monday Tuesday and Thursday 19.00 to 22.30 020 7403 5969.

LOROS provide Hospice and Counselling Services. Telephone 0116 231 3771. Groby Road, Leicester LE3 9QE

NATIONAL ASSOCIATION OF FUNERAL DIRECTORS can provide details of member funeral directors in your area. Telephone 0845 230 1343. 618 Warwick Road, Solihull, West Midlands B91 1AA.

NATIONAL ASSOCIATION OF WIDOWS offers information, support and advice to widows. Telephone 024 7663 4848. NAW National Office, 3rd Floor, 48 Queens Road, Coventry, CV1 3EH.

PROBATE SUB-REGISTRY Telephone 0116 285 3380. Crown Court Buildings, 90 Wellington Street, Leicester LE1 6HG.

REGISTRAR OF BIRTHS, MARRIAGES AND DEATHS. Telephone 0845 045 0901. Town Hall, Bowling Green Street Entrance.

THE LAURA CENTRE offers a range of services for anyone affected by the loss of a child. Also provides support for children and young adults affected by a death of a relative, or significant other. Telephone 0116 254 4341. 4 Tower Street, Leicester, LE1 6WS.

THE LEICESTER COUNSELLING CENTRE can provide counselling for those experiencing emotional difficulties. Telephone 0116 255 8801. Lodge 1, Victoria Park, London Road, Leicester, LE1 7RY.

THE SAMARITANS are available 24 hours a day to provide confidential emotional support for people who are experiencing feelings of distress or despair, including those which may lead to suicide. Telephone 0116 270 0007 or (08457) 909090. 1A Elmfield Avenue, Leicester LE2 1RB.

THE VICTIM SUPPORT GROUP can offer emotional and practical support to those who have been bereaved due to a crime that has been committed. Telephone 0116 253 0101. 3rd Floor, Market Centre Office, 11 Market Place, Leicester, LE1 5GG

Remember, people want to help. If you need to know how and where to find help, the hospital staff will be pleased to assist you.

Glossary of Terms

Burial - the placing of a body in a grave

Coroner - a public officer whose principal duty is to enquire into the cause of death where it has been sudden, unexpected or where there is reason to suppose that it might not be due to natural causes.

Cremation - to reduce the body to ashes by burning.

Death Certificate - an official document issued by the Registrar of Births, Marriages and Deaths when the death is registered at the Register Office.

Funeral Director (also called undertaker) - someone whose business is preparing the body for burial or cremation and arranging and managing funerals.

GP - abbreviation for General Practitioner, the family doctor.

Green Form - the certificate which authorises the funeral director to carry out the burial or cremation.

Medical Certificate of Cause of Death - an official document issued by a doctor, stating the date, place and cause of a person's death.

Post Mortem Examination - an examination of the body after death to determine the cause of death.

Registrar of Births, Marriages and Deaths - an official recorder of births, marriages and deaths.

Will - a legal declaration of the manner in which somebody wishes to have their property disposed of after their death.

Your Visit to the Register Office

The Registrar will ask you a number of questions (see page 7). In readiness for these questions, we recommend that you complete the answers to the following questions and take this list with you to the Register Office.

What was the date of the death?	
What was the place of death?	
What was the full name of the deceased person?	
Was the deceased person a married woman? If so, what was her maiden name?	
What was the date of birth of the deceased person?	
What was the place of birth of the deceased person?	
What was the occupation of the deceased person?	
If the deceased person was a married woman or a widow, what was the full name and occupation	

of her husband?	
What was the usual address of the deceased person?	
Was the deceased person receiving a pension or allowance from public funds?	
If the deceased person was married what is the date of birth of the surviving partner?	
Do you have the Medical Card of the deceased person? If so take it with you to the Register Office.	
Have you got any forms from the Coroner? If so, take them with you to the Register Office.	

A Lasting Way to Celebrate a Life

Sending flowers has been a traditional way to show a mark of respect for a life now sadly passed. It can often feel difficult to adequately show your feelings of sadness and condolences in a way that is appropriate. An alternative thoughtful and meaningful gesture, in lieu of flowers, is a donation in their memory. A donation can help the ward, department or condition that is most personal to you. It will be spent in the area of your choice to improve the facilities and care for our patients, visitors and staff, helping us to provide the best possible service to all those in our care.

If you wish to make a donation, please make your cheque payable to "Leicester Hospitals Charity" and tell us the area your donation is to be spent or if it should be used in the area of greatest need.

If you have any questions or concerns, or would like further information about a donation in memory of someone special, please do not hesitate to get in touch.

0116 258 8709
charitable.appeals@uhl-tr.nhs.uk

University Hospitals of Leicester NHS Trust
Fundraising Department
Gwendolen House
Gwendolen Road
Leicester
LE5 4QF

We wish to thank the sponsors and advertisers who helped fund this booklet. However, the Trust cannot endorse any of the products or services they provide.

Your Notes

If you would like this information in another language or format, please contact the Service Equality Manager on 0116 258 8295

আপনি যদি এই লিফলেটের অনুবাদ - লিখিত বা অডিও টেপ'এ চান, তাহলে অনুগ্রহ করে সার্ভিস ইকুয়ালিটি ম্যানেজার ডেভ বেকার'এর সাথে 0116 258 8295 নাম্বারে যোগাযোগ করুন।

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Haddaad rabto warqadan oo turjuman oo ku duuban cajalad ama qoraal ah fadlan la xiriiir Maamulaha Adeegga Sinaanta 0116 258 8295.

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