



What should I do now?

Information and advice following a bereavement

If you need this leaflet in a different language or accessible format
please speak to a member of staff who can arrange it for you.

اگر به این بروشور به زبان دیگر یا در قالب دسترس پذیر نیاز دارید،
لطفاً با یکی از کارکنان صحبت کنید تا آن را برای شما تهیه کند.

Jeśli niniejsza ulotka ma być dostępna w innym języku lub formacie,
proszę skontaktować się z członkiem personelu, który ją dla Państwa przygotowuje.

Dacă aveți nevoie de această broșură într-o altă limbă sau într-un format accesibil,
vă rog să discutați cu un membru al personalului să se ocupe
de acest lucru pentru dumneavoastră

如果您需要本传单的其他语言版本或无障碍格式，请联系工作人员为您安排。

إذا احتجت إلى هذه النشرة بلغة أخرى، أو بتنسيق
يسهل الوصول إليه، يرجى التحدث إلى أحد الموظفين لترتيب ذلك لك.

Introduction

Please accept our condolences at this sad and difficult time.

You will find there are many things that you will need to arrange and organise. This booklet contains information and guidance that you may find helpful.

When someone close to you dies it is important that you give yourself time to adjust. You may experience strong emotions which at first feel unfamiliar and out of character and can be overwhelming. Talking to someone about your feelings can help. This may be with family or close friends, or you may find talking to someone new either one to one or in a group helpful.

There are a range of bereavement organisations and resources providing emotional support and help. We have provided some links and contact details within this booklet. You can find further information on the Trust website. Please visit: www.merseywestlancs.nhs.uk

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First steps

Contact the bereavement office

Please contact our bereavement office as soon as possible as a medical certificate of the cause of death (MCCD) will be required to register the death of your relative/friend. The bereavement office will help guide you through the process.

The bereavement office is open between:

10:00am–4:00pm Monday to Friday (excluding bank holidays)

Tel: 01704 704135

Contact a funeral director

You will be able to contact a funeral director. However, final arrangements cannot be made until the death of your relative/friend has been registered and you have received a Certificate for Burial or Cremation, often referred to as a green form.

Your relative/friend may have planned for their funeral - this could include prepaid funeral plans or life insurance. You can check this with local funeral directors or search for funeral plans on the Funeral Planning Authority websites.

If you are in receipt of certain benefits, you may be entitled to assistance towards the cost of the funeral. For further information please visit www.gov.uk or call 0800 731 0469; option 2.

The cost of funerals can vary so you may want to contact more than one funeral director before making a final decision.

A funeral director can help ease the burden of arranging a funeral. However, it is possible to arrange a funeral yourself without using a funeral director. Please contact your local council or Citizens Advice Bureau for more information, advice and guidance. If you decide to make your own arrangements rather than using a funeral director, please let the Bereavement Office know as you will need to discuss details with the hospital mortuary team about transferring your relative/friend to your care.

Medical Certificate of Cause of Death (MCCD)

Medical Examiners are a team of independent doctors who have not been involved in the care of your relative/friend. They will provide the cause of death and a doctor from the medical team will complete the MCCD. If a coroner's referral is necessary, we will explain this to you and provide additional information.

Once the MCCD has been completed the medical examiner service will contact the nominated next of kin to discuss the cause of death and provide you with an opportunity to ask questions.

The MCCD will be sent with the nominated next of kin details to the Registry Office via secure email. We will inform you by telephone as soon as possible when this has been done. Please be aware the call may show as an unknown telephone number or no caller ID.

Once the MCCD has been issued your relative/friend's death must be registered before the funeral can take place. Please note registration is by appointment only.

The recommendation is that deaths are registered within 5 working days of receipt of the MCCD from the Medical Examiners service, but this is not always possible. Please do not be concerned if there is a delay.

Registering the death

The Registry Office will contact the nominated next of kin at the earliest opportunity to arrange an appointment to register the death.

Who can register the death:

- The nominated next of kin or family member of the deceased.
- A person who was present at the time of death.
- The deceased's solicitor or executor of the estate.
- The occupier/owner of the premises where the death took place.
- The person responsible for funeral arrangements (not a funeral director).
- Hospital administrator.

The registrar would like you to have the following information available:

- The date and place of the deceased's death
- Their full name and maiden name if appropriate
- Any other names they have been known by
- Their date and place of birth
- Their usual address
- Their occupation
- Details of any war or government pensions or benefits received
- If married or in civil partnership the name, date of birth and occupation of their surviving spouse
- Name and address of the person registering the death

It would also be helpful if you had the following information available:

- The deceased's birth certificate
- Their marriage or civil partnership certificate

A fee will be charged for the death certificate and any extra copies you may need as proof of death. Photocopies/scans are not normally accepted by legal, financial and insurance companies. Payment will be taken by card, over the telephone at the time of registering the death. You can purchase additional copies at a later date if required.

'Tell Us Once service

You can register for the 'Tell Us Once' service when you register the death. This makes it easier for you to tell most government organisations such as the Department for Work and Pensions (DWP), Passport Office, DVLA, and local council departments about the death all in one go.

If you would like to make use of this service at the time of registering the death the registrar can enter your relative/friend's details on the Tell Us Once national database. You will then be able to provide all the relevant details by phone, face to face or online and will be supplied with a reference number to quote if you need to contact the 'Tell Us Once' helpline.

Who else will you need to tell?

You will probably want to let the family, friends and neighbours know of your relative/friend's death right away. There are several other people you may also need to tell.

These may include:

- Minister of religion or faith
- Family doctor and GP practice
- Executors of the estate (Will)
- Solicitor
- Place of work, school, college
- Insurance companies

- Banks, building societies, credit card and loan companies
- Any other financial organisations that the deceased has contractual commitments with.
- Landlord, housing department, mortgage provider
- Electricity, gas, telephone, water companies
- The post office to redirect mail
- Residential or nursing home
- Careline
- Cancel any appointments

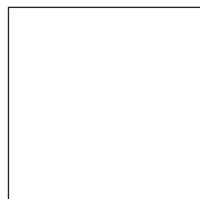
If you don't register for the tell us once service you may need to notify the following Government and local council departments: Jobcentre Plus, Social Services (adult, e.g., home help/care, children services) DWP, DVLA, Passport Office, Inland Revenue, Council Tax Office, council collection, electoral, blue badge and library services.

You may also need to contact any social media, online accounts, digital information and profile services your relative/friend used. Each online service will have its own privacy and end of life policy.

The Digital Legacy Association provides information, advice and guidance about the most popular digital device and online services. For more information visit: www.digitallegacyassociation.org

Life Ledger is a free service to allow families to inform businesses connected to the deceased from one place. Saving time and removing the need to have the same difficult conversation over again. For more information visit: www.lifeledger.com

The Bereavement Register is a free service that helps stop direct mail being sent to people who have died. Receiving direct mail can be irritating but when a person has died it can be deeply upsetting for the family/friends to come across mail addressed to the deceased. For more information visit: www.thebereavementregister.org.uk



If your relative/friend lived alone, you may need to make sure their home is secure and remove any signs that their home is empty. You may also wish to collect spare keys from anyone who may have them.

Coroner referrals

The office of HM Coroner is responsible for inquiring into all deaths that are accidental, sudden or unusual. By law all such deaths must be referred to them.

If a death is referred to the Coroner's Office, they will take responsibility for processing all paperwork and will contact the nominated next of kin or appropriate person to advise them of procedures and provide further information, advice and guidance. They will then become your point of contact.

A death must be referred to the coroner if:

- No precise cause of death can be established
- If the death occurs after an operation or could be due to a complication of surgery or anaesthetics
- If the death is not through natural causes.
- If the death is a result of an injury, accident or alleged neglect.

If the coroner decides a post-mortem examination is required, they will explain this to you. If the death is not due to natural causes, an inquest will be held to find out why and how your relative/friend died. If an inquest is called you may not be able to register the death until the inquest is concluded, but the Coroner's Office may be able to provide interim paperwork that will allow you to arrange the funeral.

The Coroners' Courts Support Service is an independent voluntary organisation, offering emotional support and practical help to bereaved families, witnesses and others attending an Inquest at a Coroner's Court. For more information visit: www.coronerscourtsupportservice.org.uk

For more information about Coroner Office visit: [Guide to coroner services - GOV.UK](#)

Emotional advice and support

Hospital Chaplains and Spiritual Care Service

Members of the hospital spiritual care and chaplaincy team are available to offer support. This may be general advice and guidance, spiritual, religious or non-religious depending on your needs.

- Tel: 01704 704 639 (if urgent the on-call Chaplain is available via the hospital switchboard).
- Email: soh-tr.chaplains@merseywestlancs.nhs.uk

The following organisations may also be helpful.

At a Loss

A website directing people who have been bereaved to information and support services appropriate to their needs.

Visit: www.ataloss.org

Child Bereavement UK

Offers help for children and young people aged 25 years and under, their parents and families.

Website: www.childbereavementuk.org

Email: support@childbereavementuk.org

Helpline: 0800 02 888 40

Cruse Bereavement UK

Offers support, advice and information for bereaved adults and young people.

Visit: www.cruse.org.uk

Call 116 123

My Grief My Way

An online bereavement support package to help adults work through their grief at their own pace.

Visit: www.mygriefmyway.co.uk

Samaritans

Provides emotional support to anyone in emotional distress, and struggling to cope.

Website: www.samaritans.org

Email: jo@samaritans.org

Call: 116 123 (24 hours every day of the year)

In Loving Memory

Our Hospitals' Charity have created an online memorial platform to help remember someone special and fundraise in their memory. For more information please visit: [MWL NHS Charity \(enthuse.com\)](http://MWL NHS Charity (enthuse.com))

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Town Lane Kew, Southport, Merseyside, PR8 6PN
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Ormskirk Hospital

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