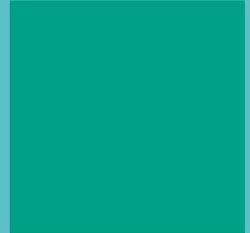


#weareNHFT

WHEN SOMEONE DIES

Initial practical
advice and support

 nhft.nhs.uk



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If you require this leaflet in other formats or languages please contact PALS: 0800 917 8504

এই লিফলেটটি যদি আপনার অন্য কোনো ফরম্যাটে বা ভাষায় প্রয়োজন হয়, তবে অনুগ্রহ করে 0800 917 8504 নম্বরে পালস এর সাথে যোগাযোগ করুন

Jeżeli potrzebujesz innych formatów lub języków, prosimy o kontakt z PALS pod numerem telefonu 0800 917 8504.

Jeżeli są Państwo zainteresowani otrzymaniem tych informacji w innym formacie lub języku,

prosimy o kontakt z PALS pod numerem telefonu 0800 917 8504.

Dacă aveți nevoie de acest prospect în alte formate sau limbi, vă rugăm să contactați PALS: 0800 917 8504

Если Вы хотели бы получить данную брошюру на другом языке или в другом формате, просим обращаться в PALS (Информационная служба для пациентов) по 0800 917 8504.



PRACTICAL NECESSITIES

Following the death of a relative or friend there are certain formalities that need attending to. The information below is offered as a guide.

EXPECTED DEATH

If your relative or friend's death was expected the nurse or doctor will initially verify the death before the person can be moved. The Doctor who looked after him or her during their final illness will send the medical certificate that shows the cause of death to the registrar electronically.

UNEXPECTED DEATH

If your relative or friend's death was sudden or unexpected, you should contact a doctor and the police. You will probably also want to contact close family immediately. If the cause of an unexpected death is quite clear, the doctor will send the medical certificate to the registrar electronically, if the doctor wants to know more about the cause of death

they may carry out a post-mortem (medical) examination.

In certain circumstances – for example, if the cause of death is unknown, or if it was due to an accident or injury – the doctor may report it to the Coroner. The Coroner is a doctor or lawyer who looks into the cause of a death when more information is required before the death can be registered. If the examination shows that the death was due to natural causes, the Coroner will release the body for burial or cremation.

CHOOSING A FUNERAL DIRECTOR

The choice of a funeral director is something you should consider carefully, as it is important that you should feel comfortable and confident with them.

The funeral director may ask you questions regarding your relatives or friends wishes, therefore it may be useful to give this consideration before you meet. They may also be able to help with any questions you may have.

REGISTERING THE DEATH

You will need to register the death within five working days at your local General Registrar's Office.

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To make an appointment with the General Registrar's office, go online at Northamptonshire.gov.uk and choose either West Northants Council OR North Northants Council where you can book an appointment.

OR Telephone 0300126700 for West Northants Council or 0300126300 for North Northants Council

Lines open between 8AM- 5PM
Monday – Friday

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THE REGISTRAR WILL NEED TO KNOW:

- All GP's have been instructed to email the medical certificate of cause of death to the registration service. Contact the GP to check this has been done before visiting the registrar. If you have received the Medical Certificate of Cause of Death please ensure you bring the document to the appointment in the sealed envelope provided
- The deceased's full name and surname (also include maiden name for married women)
- The deceased's usual address
- Date and place of birth (town, county and country - if abroad)
- Occupation
- If the deceased received a pension or allowance from public funds
- If the deceased was married, the date of birth and occupation of surviving or deceased widow or widower
- The deceased's medical card or their NHS number, but this is not essential
- The registrar will also need to know which Funeral Director is being used to allow the registrar to send the appropriate paperwork and they will also need to know if it is a burial or cremation

THE REGISTRAR WILL GIVE YOU:

- A certificate of Burial or cremation (a green form), this gives permission for the body to be buried or an application made for cremation will be sent electronically to the funeral director and can be obtained on request
- A Certificate of Registration of Death (a white form) – it is for social security purposes and to be sent to the Department of Work and Pensions.



COPIES OF THE DEATH CERTIFICATE

You will probably require several copies of the death entry (death certificate).

The registrar will send you copies, but a charge is made.

A copy of the death certificate may be required for:

Obtaining probate

Any pensions claims

Insurance policies

Bank, building society and Post Office accounts

The registrar is there to help you, you may wish to discuss with them the 'Tell Us Once' service - this allows you to inform central and local government departments of the death quickly.

PEOPLE YOU MAY NEED TO INFORM

There may be various people or organisations that need to be informed of the death. Here is a checklist that you may wish to consider:

- Community / District nurse and GP, Marie Curie, Hospice at Home
- Care agencies, Meals on Wheels, etc
- Employer and trade union
- Tax office
- Social security
- Teachers, youth organisation leaders
- Insurance including motor insurance
- Driver and Vehicle Licensing Agency
- Utilities
- Bank or building society
- Housing Benefit and Council Tax Office.

WHERE TO SEEK ADVICE

- Your general practitioner (GP)
- Your practice nurse / health visitor
- Community / District or specialist nurse
- Spiritual leader of your faith
- School nurse
- University / college student counsellors
- Funeral Directors
- Online Forum Support Groups.

ORGAN DONATION

It is very difficult to think about a subject like organ donation when your relative or friend has just died. Organ donation in England has changed to an opt out system which means adults in England agree to being an organ donor unless they express a wish not to donate or are in an excluded group.

Visit the NHS Blood and Transplant website for more details (www.organdonation.nhs.uk) or discuss with a health care professional.

EQUIPMENT AND MEDICINES

Unused medicines should be returned to your local chemist. For collection of equipment contact your district nurse, occupational therapist, medical loans department or wheelchair services.



GRIEVING

Bereavement is something which most of us experience at some time in our lives. It can be hard to accept this loss and we may feel confused and overwhelmed by the sadness and different emotions that overtake us - this is grieving.

These pages describe some of the feelings that people may have when they grieve. Not everyone will experience all of these feelings, some will be felt more strongly than others and they may come in any order.

Grieving is a normal process and people will react differently in their own way. There is no time limit as to how long you may experience the feelings associated with grief, but you must allow yourself time.

Because we are individuals, we all have our own individual way of grieving, this may include some of the following: -

- Numbness and difficulty accepting that the person has died
- Thinking you have seen or heard the person, or searching for them
- Difficulty sleeping or eating
- Feeling physically low and worrying about your health
- Sadness
- Your faith may be challenged
- Anxiety and restlessness
- Guilt
- Anger
- Loneliness
- Feeling lost
- Loss of self confidence
- Finding every day situations and relationships difficult to cope with
- Disappointment about the plans and dreams that may not be fulfilled
- Feelings of relief
- Anxiety, restlessness and feelings of panic
- Depression, lack of energy or taste for life, low mood, loss of purpose and meaning to your life.



You may not have any of these feelings and that is alright as everyone is different. It is important that you allow yourself to experience whatever feelings arise and share these with someone you feel you can speak to. We have included some supportive contacts on the back page.

MAKING CHANGES

It may seem that life will be more bearable if you make drastic changes to avoid painful memories.

Try to avoid doing this at an early stage in your loss. There will come a time when you feel able to make these important decisions - in time you will find memories are perhaps less painful.

You will find yourself being able to remember without becoming so distressed.

THINGS TO CONSIDER

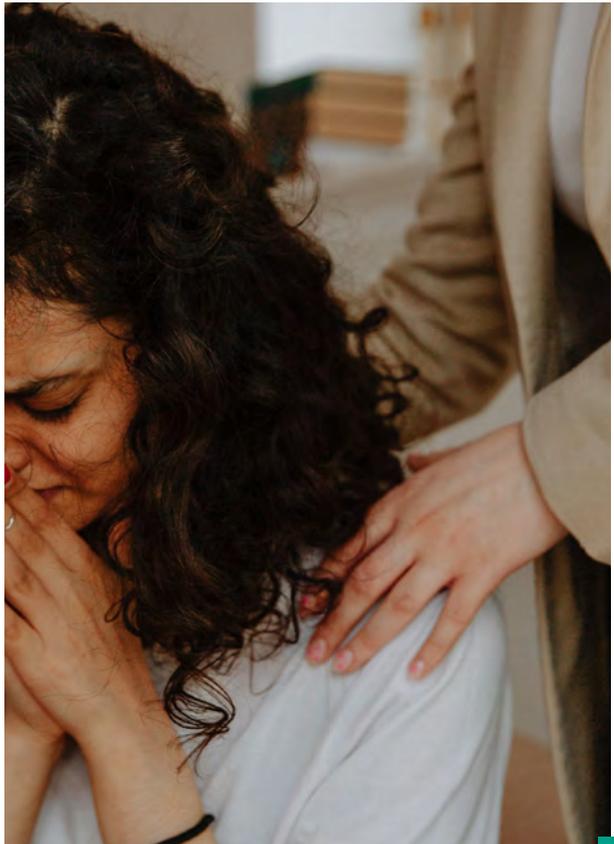
- Allow yourself time to grieve, in the way that feels right for you. Remember there is no right or wrong way to grieve. Try to accept help from others
- Take care of yourself, eat sensibly and talk with your doctor about any health worries
- When the time feels right, try to consider setting new routines
- Sharing your feelings can be helpful. It is not always easy to do this with family and friends. If this is so, the support organisations listed at the back of this leaflet will be happy to help.

GRIEF IN CHILDREN AND YOUNG PEOPLE

Children will react and cope in various ways according to their age and level of understanding. They are likely to grieve at different times and go through periods of time seeming unaffected.

You may be concerned about talking with the children and young people in your family because you think you may upset or worry them. But they often know and understand far more than we give them credit for.

Knowing how painful bereavement can be, adults attempt to shield children and young people from the pain by telling them little or nothing about what has happened. Try to let them share your grief and encourage them to express their feelings. Talking, reading, drawing and playing games can be helpful.



USEFUL CONTACTS

Organisation	Website	Telephone Number
Bereavement Advice Centre	www.bereavementadvice.org	0800 634 9494
Bereavement Benefit	www.gov.uk	08007310469
British Association for Counselling & Psychotherapy	www.bacp.co.uk	01455 883300
Citizens Advice Bureau	www.citizensadvice.org.uk	03444 111 444
Child and Adolescent Bereavement Service (CABS)	www.northamptongeneral.nhs.uk/Services/Our-Non-Clinical-Services-and-Depart-	01604 545131
Child Bereavement UK	www.childbereavementuk.org	0800 02 888 40
Counselling – Service Six	www.servicesix.co.uk	01933 277520
Cruse Bereavement Care	www.cruse.org.uk/ Email: northamptonshire@cruse.org.uk	0808 808 1677 07772 428532
Kettering Youth Information and Counselling	Email: info@ketteringyouthinformation.co.uk	01536 510089
Low Down (Youth Information & Counselling Service) covers Northamptonshire	www.thelowdown.info/issues/bereave-ment	01604634385
Macmillan Benefits Advisors	www.macmillan.org.uk/information-and-support/organising/bene-	0808 808 0000
Patient Advice and Liaison Service (to raise questions or seek advice)	www.nhft.nhs.uk/pals	0800 917 8504
Samaritans	www.samaritans.org	116 123
The Compassionate Friends (support people who are bereaved by death of their child of	www.tcf.org.uk	0345 123 2304
Websites for young people to visit include:	www.rirap.org.uk www.rd4u.org.uk www.winstonswish.org.uk	
If your relative or friend was treated by the Palliative Care Team or had Hospice contact, the Palliative Care Chaplaincy can offer immediate long term bereavement support from qualified counsellors		0300 0271232