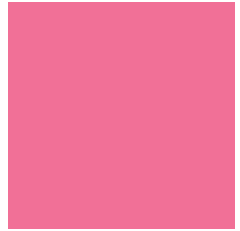


When someone dies

Practical advice and support



Making a difference, together

We are very sorry for your loss. When someone dies it can be very confusing and distressing.

We hope this booklet will help guide you through the next steps and show you where to find help and support. You do not need to read this booklet in one go or do everything immediately. Some things will feel more urgent than others, take your time.

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Regulations

Following the death of a relative or friend there are regulations that need to be followed. This information is offered as a guide.

Expected death

If your relative or friend's death was expected the nurse or doctor will first verify the death before the person can be moved. A doctor who looked after the person will complete the medical certificate of the cause of death (MCCD) and email this to the medical examiner (ME) who will review the cause of death. You will be notified when you can register the death.

Unexpected death

If your relative or friend's death was sudden or unexpected, you need to contact a doctor and the police. If the death is unexpected, a nurse cannot verify the death. You will probably also want to contact close family immediately. If the cause of death is clear, the doctor will send the medical certificate of the cause of death to the medical examiner by email. Sometimes the doctor and the medical examiner will decide that a change is needed for the cause of death. If a post-mortem (medical) examination is needed they will inform the key person.

In some situations, 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 needed 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

Choose a funeral director that you feel comfortable and confident with.

The funeral director may ask you questions about your relative or friend's wishes, so it may be useful to think about this before you meet. They may also help with questions you have.

Registering the death

A medical examiner must be informed of all deaths.

The medical examiner ensures that all deaths are reviewed by someone who is independent and who was not involved in the patient's care. The medical examiner will work with the doctor who completed the medical certificate, to ensure the information on the medical certificate about the cause of death is correct. They may contact you to ask if you had any concerns about the person's care. If the medical examiner has any concerns they may speak to the coroner.

The medical examiner can help you understand the information on the medical certificate which explains the cause of death.

When the medical examiner has confirmed the cause of death, they will provide a second signature on the medical certificate and the medical examiner's office will send the medical certificate to the registrar.

The key person of the deceased will be contacted to make an appointment with the registrar to register the death. Following this phone call there are 5 days to register the death.

To make an appointment with the general registrar's office, go online or telephone:

For West Northamptonshire:

www.westnorthants.gov.uk/registration-offices
or telephone 0300 126 7000 (Monday to Friday, 9am to 5pm)

For North Northamptonshire:

www.northnorthants.gov.uk/births-deaths-and-marriages
or telephone 0300 126 3000 (Monday to Friday, 9am to 5pm)

The registrar will need to know:

- The registrar will require the medical certificate of the cause of death (or Form B – notification to the registrar by the coroner), date and place of death
- The deceased's full name and surname (please include any other names that the person used for example, maiden name)

- 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 give you:

- A death certificate
- The registrar will also send the documents needed for burial or cremation to the appropriate place. This is usually done via email and you do not usually need to collect or deliver these yourself
- 'Tell us once' unique reference number

The death certificate

You will probably need several copies of the death certificate. This costs approximately £12.50 each, paid at the time of the appointment.

A copy of the death certificate may be needed for:

- Probate

- Insurance policies
- Bank, building society and post office accounts

The registrar is there to help and you can talk with them about the 'Tell Us Once' service. This allows you to inform most government organisations in one go.

People to inform

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

- Community or district nurses, GP, health and social care providers
- Employer and trade union
- Tax office
- Social security
- Teachers, youth organisation leaders
- Insurance providers, including motor insurance
- Driver and Vehicle Licensing Agency
- Utilities
- Bank or building society
- Housing Benefit and Council Tax Office

Where to get advice

- Your general practitioner (GP)
- Your practice nurse or health visitor

- District or specialist nurse
- Spiritual leader of your faith
- School nurse
- University or college student counsellors
- Funeral directors
- Online forum support groups

Organ donation

It is difficult to think about organ donation when your relative or friend has just died. However, if your relative or friend joined the organ donor register or requested that their organs be used after their death, it is important to respect their wishes. The next of kin's permission is needed for organs to be donated and you will be fully supported throughout the process. Visit the NHS Blood and Transplant website for more details (www.organdonation.nhs.uk) or talk with a health care professional.

Equipment and medicines

Unused medicines should be returned to a chemist or pharmacy.

For equipment (for example, a bed or commode) please phone Millbrook 0330 124 1219 for collection.

Yellow sharps bins will be collected by district nurses along with any medical boxes, syringe pump and district nursing notes.

Grieving

Bereavement and grieving is something which many people experience. It can be difficult to accept this loss and you may feel confused and overwhelmed by the sadness and different emotions.

Grieving is a normal process and people can react differently. We all have our own way of grieving.

There is no time limit on how long you may experience the feelings of grief, so give yourself time.

These are 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 can come in any order:

- 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 everyday 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

Making changes

It may feel that life will be easier if you make big changes to avoid painful memories. Try to avoid making big changes too quickly. Give yourself time to make important decisions. After some time you may find memories less painful. You may also find that you can think about the person without getting so upset.

Things to think about

- 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 people
- Take care of yourself, eat sensibly and talk with your doctor about any health worries
- When the time feels right, think about new routines
- Sharing your feelings can be helpful. You can try talking with family and friends. There are also support organisations listed at the back of this leaflet who can help

Grief in children and young people

Children will react and cope in different ways depending on their age, level of understanding and other things. They may grieve at different times, and there may be times when they seem unaffected, even though they are still processing their loss.

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 you think they do.

Knowing how painful bereavement can be, adults may try 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

Bereavement Advice Centre

Tel: 0800 634 9494

Website: www.bereavementadvice.org

Bereavement Support Payment

Tel 0800 151 2012

Website: www.gov.uk/bereavement-support-payment

British Association for Counselling and Psychotherapy (has a cost)

Tel: 01455 883300

Website: www.bacp.co.uk

Citizens Advice Bureau

Tel: 03444 111 444

Website: www.citizensadvice.org.uk

Child Bereavement UK

Tel: 0800 0288840

Website: www.childbereavementuk.org

Childhood Bereavement Network

Tel: 01933 277520

Website: www.childhoodbereavementnetwork.org.uk/

Cruse Bereavement Care

Tel: 0808 808 1677

Website: www.cruse.org.uk/

Email: northamptonshire@cruse.org.uk

Kettering Youth Information and Counselling service

Tel: 01536 510089

Email: info@ketteringyouthinformation.co.uk

Hummingbird Bereavement Service

Tel: 01604 379916

Website: tinyurl.com/hummingbirdbereavementservice

Email: enquires@hummingbirdbereavement.org.uk

Low Down (Youth Information and Counselling Service)

Tel: 01604 634 385

Website: www.thelowdown.info/counselling/

Patient Advice and Liaison Service (give feedback about NHFT Services)

Tel: 0800 917 8504

Website: www.nhft.nhs.uk/pals

Samaritans

Tel: 116 123

Website: www.samaritans.org

Service Six part of the REACH collaborative

Phone: 01933 277520

Website: www.tinyurl.com/servicesix

The Compassionate Friends (helpline to support bereaved parents of children of any age ran by bereaved parents)

Tel: 0345 123 2304

www.tcf.org.uk

Website for young people to visit:

www.winstonswish.org.uk

Find us on social media

Facebook: NorthamptonshireHealthcareNHS

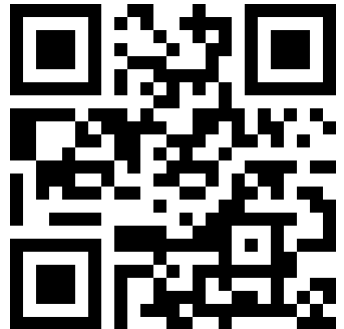
Instagram: nhftnhs

LinkedIn: Northamptonshire Healthcare NHS Foundation Trust

Northamptonshire Healthcare NHS Foundation Trust would like to thank the following organisations for their support. Scan the QR codes to visit the websites for Cransley Hospice Trust and Cynthia Spencer Hospice Charity.

www.cransleyhospicetrust.org.uk

www.cynthiaspencer.org.uk



Northamptonshire Healthcare NHS Foundation Trust
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