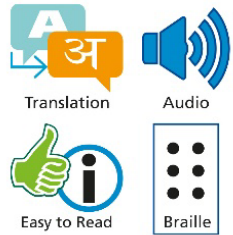


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Print

For a translation of this leaflet or a copy in another format, please call the Trust switchboard on



0300 6145000

and ask for the Patient Advice and Liaison Service (PALS) office at Frimley Park or Wexham Park (for Wexham Park and Heatherwood)

Frimley Health NHS Foundation Trust
Frimley Park Hospital
 Portsmouth Road, Frimley, Surrey, GU16 7UJ
Heatherwood Hospital
 London Road, Ascot, SL5 8AA
Wexham Park Hospital
 Wexham, Slough, Berkshire, SL2 4HL
 Website: www.fhft.nhs.uk

Title of Leaflet	Bereavement support for relatives and friends of people who have died in hospital				
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Legal Notice

Please remember that this leaflet is intended as general information only. We aim to make the information as up to date and accurate as possible. Please therefore always check specific advice or any concerns you may have with your doctor.

Bereavement Office
Frimley Park and Wexham Park
Hospitals

Bereavement support for relatives and friends



Information for relatives and friends of a loved one who has died in hospital

We offer you our sincere condolences on your recent bereavement and we hope this booklet will provide some help and advice. Even at the most difficult of times there are certain formalities to be dealt with.

The Department of Work & Pensions publishes a useful leaflet called “What to do after death” that is available online. The leaflet contains relevant guidance and information and gives details of any financial help which may be available to you, including Bereavement Payment and help with the funeral costs.

Although the death will need to be registered before funeral arrangements can be finalised, you can begin to make provisional arrangements. **The death certificate will be sent to the Registrar on your behalf and you do not have to collect it in person.** The Medical Examiner will contact you and advise you about contacting the Registrar.

We will provide a separate local information sheet with details relevant to either Frimley Park or Wexham Park hospital.

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Notes and reminders

and the feelings which they are experiencing. They may be confused and even feel rejected or abandoned at the time when they most need comfort, understanding and security.

Adults, struggling to cope with their own reactions to death, may feel inadequate or totally helpless in dealing with grieving children. Children frequently show their grief in ways which adults do not expect. They may possibly express themselves physically rather than verbally. They tend to grieve in spurts and may go through periods of time seeming to be unaffected by events.

Notes and reminders

How do I get a Death Certificate?

The role of the Medical Examiner

The Medical Examiner is a senior doctor working in the hospital who ensures that the information contained on the Medical Certificate of Cause of Death is correct. They will also make sure that referrals to the Coroner are done in a timely and appropriate manner to avoid any delays.

The Medical Examiner will contact a designated family member by telephone to inform you of the cause of death and answer any questions you may have about the death certificate. You will also be asked if you have any concerns regarding your loved one's care during their final illness.

Although he or she may not be able to answer all of your questions immediately, the Medical Examiner will advise you of sources of additional support or information.

Collecting the notification of death

A Medical Certificate of Cause of Death will be issued directly to the Registrar by the hospital doctors. You will be advised by them to contact the Registrar by telephone in order to register the death. It is important therefore that the Bereavement Office has your contact details.

Please note

It can take a **minimum of three to four working days** for the paperwork to be finalised and you will not be able to make arrangements with the Registrar until the Medical Certificate of Cause of Death has been received by them. The Registrar will ask you for the details of your nominated. You will be unable to confirm a date with the Funeral Director they have received an application for a burial or cremation from the Registrar.

The Coroner's Office and Post Mortems

Some deaths are reported by hospital doctors to the Coroner's

office to seek advice prior to issuing the Medical Certificate of Cause of death. The Coroner will decide whether or not a post mortem examination is needed. You will not receive a Medical Certificate of Cause of Death from the hospital when a Coroner's post mortem examination is carried out. The Coroner's office will stay in touch with you and advise when the Death Certificate has been made available to the Registrar.

Is it possible to see the person who has died to pay my last respects?

We hope that you were able to pay your last respects at the time of death, however, we are aware that this is not always possible. If that was the case, we recommend that people pay their last respects at the funeral directors' chapel of rest. However, it may be possible to see a loved one in the Mortuary viewing room.

If you would like a viewing during normal working hours, please contact the Mortuary Team directly via the hospital switchboard. Appointments are usually available early in the afternoon. Viewing outside normal working hours may only take place in exceptional circumstances and the ward/department should liaise with the Mortuary Technician on-call. The Mortuary is a secure area and, as such, no access is permitted if the deceased is a Coroner's case. Permission is required from the Coroner before any viewing(s) can take place.

A Chaplain may be contacted during normal working hours to accompany relatives and staff for a viewing. For out of hours and in exceptional cases only, arrangements should be made via the hospital switchboard.

Collecting property and valuables

Any property and valuables can be collected from the ward staff of the ward on which your loved one died. If you are collecting valuables you will need to show that you are entitled to receive them.

Health

It is quite normal to feel tired and be unable to sleep, eat or concentrate properly. You may begin to have pains you normally don't have. For the most part these are things that happen to many bereaved people but, if they persist or worry you unduly, then you should see your doctor.

Wanting to escape

You may feel that you could cope better if you moved house and dispose of the things that are reminders of the deceased. Bereavement is painful. It is much better to make important decisions, like moving house, when you are able to think more clearly and objectively. Try to avoid making decisions you might regret until you feel better.

Beginning to live again

In time you will become aware that you are beginning to have good hours and days. You will find you can listen to that 'special' piece of music or remember something that you once shared with the one who has died without feeling so sad. Gradually you will begin to take up new interests and renew some of your old ones. At this time you may feel you are being disloyal to the person who has died but you should try to remember that, while the past will always be with you, there is a present and a future that you can enjoy.

Bereaved children

No child is too young to notice when an important person in his or her life is no longer there. Frequently adults, knowing how painful bereavement can be or having difficulty in accepting death themselves, attempt to shield children from the pain by telling them little or nothing about what has happened.

However, children always sense when something is wrong from the behaviour of those who are caring for them and from the changes which inevitably occur as a result of the death. On their own, many children are not able to understand the reality of death

Accepting the reality of the loss

At first you may feel numb, strangely calm and detached, or confused and unable to take in what has happened. For a while it may seem impossible to believe that someone has died. It is quite common to think that you hear or see the deceased.

Sudden/Untimely Death

Where death is sudden or the victim is a child or young person, added complications can arise. You may feel “there was no time to say goodbye”. This can lead to feelings of regret and even guilt. No one expects their children to die before they do. But for many this is a reality that is even harder to accept.

Disorganisation, emptiness, despair

This period may be the longest part of grieving. You may feel that you no longer have a reason for living; that nothing interests you; you may even feel that you are ‘going mad’. Perhaps you will feel guilty for the things you did or didn’t do.

Many bereaved people find themselves feeling angry - with God, family, friends, the hospital and medical staff, themselves, or with the one who has died. It is not unusual to have difficulty in remembering simple things or doing your normal tasks.

Feelings of anxiety, helplessness, fear and tremendous loneliness are felt by many people during this time. You may well think that you will never feel better again.

Registering the Death

You can only register a death once the Medical Examiner has been in touch with you and advised that they have sent a scanned copy of the death certificate to the Registrar. You will also be advised to call the Registrar and give your details as well as the details of your nominated Funeral Director.

Registering a death which occurred at Frimley Park Hospital

You can register the death by telephone on 0300 200 1002.

Registering a death which occurred at Wexham Park Hospital

You can register the death by telephone on 01753 787600.

Who needs to register a death?

Generally it is a relative of the deceased who will register the death.

Essential information

The Registrar will need to know:

- the date and place of death
- the deceased’s full name; and maiden name if the deceased was a woman who had married
- the deceased’s date and place of birth (town and county if born in the UK, country if born abroad)
- the deceased’s last occupation; and the name and occupation of their spouse or civil partner
- the deceased’s last (usual) address
- whether the deceased was married or a civil partner, the date of birth of the surviving widow, widower or civil partner
- if the deceased person was under 16 years of age, the full names and occupations of both parents.

The Registrar will:

- send to your nominated Funeral Director a certificate for burial or cremation (known as the green form) by email, unless the Coroner has already issued an order for burial or a certificate for cremation;
- send to you a Certificate of Registration of Death by email or by post, according to your instructions;
- offer to register your details on the 'Tell us once' service, enabling you to inform multiple local and central government departments of the death in one contact (details on page 7).

How much does it cost?

There is no charge for the death registration itself.

If you require additional certificates, you may purchase any number of these on the day of registration.

Department of Work and Pensions	0345 606 0265 www.dwp.gov.uk Department for Work and Pensions, Caxton House, Tothill Street, London, SW1H 9DA
Bereavement Support Network	0808 168 9607 www.bereavementadvice.co.uk
Daisy's Dream	0118 934 2604 email: info@daisysdream.org.uk www.daisysdream.org.uk
Stop Mail	0808 168 9607 www.stopmail.co.uk

Organ and tissue donation

At the Trust we actively support organ and tissue donation and strive to respect the wishes of those who have stated in their lifetime the desire to donate after death.

The majority of people are able to donate tissues such as eye tissue, skin, bone, tendon, cartilage and heart valves to help others.

It is possible for the deceased person to donate tissue up to 24 hours after their death.

If this is something you feel you would like more information about, please ask the ward staff at the earliest opportunity to contact the Specialist Nurse for Tissue Donation.

To contact the Tissues National Referral Centre:
Telephone: 0800 432 0559 (freephone)
Email: national.referralcentre@nhsbt.nhs.uk

Local and National Support Groups

Cruse Bereavement Care	Tel: 0844 477 9400 Freephone 0808 808 1677 email: helpline@cruse.org.uk www.cruse.org.uk
The Samaritans	Tel: 116 123 (freephone) 01753 531011 www.samaritans.org
The Compassionate Friends (support for bereaved parents of a child of any age)	Tel: 0345 123 2304 helpline@tcf.org.uk www.tcf.org.uk
Macmillan Cancer Relief	Tel: 0808 808 00 00
BRAKE (Road Safety Charity)	Tel: 0808 8000 401
Citizens Advice Bureau	0344 411 1306 www.citizensadvice.org.uk
Age Concern / Age UK	0800 169 2081 www.ageuk.org.uk
WAY Widowed and Young	www.widowedandyoung.org.uk
Asian Family Counselling Service	0208 571 3933 www.asianfamilycounselling.org
Lesbian and Gay Bereavement Project (London Friend)	0207 833 167
Survivors of Bereavement by Suicide	0300 111 5065 www.uk-sobs.org
British Humanist Association	0207 324 3060 www.humanism.org.uk

The 'Tell Us Once' service notifies the following organisations that the person has died.

Local authority

- | | |
|---|--|
| <input type="checkbox"/> Council housing | <input type="checkbox"/> Housing benefit |
| <input type="checkbox"/> Council tax | <input type="checkbox"/> Council tax benefit |
| <input type="checkbox"/> Library services | <input type="checkbox"/> Electoral services |
| <input type="checkbox"/> Adult services | <input type="checkbox"/> Children's services |
| <input type="checkbox"/> Authority owned equipment | <input type="checkbox"/> Blue badges |
| <input type="checkbox"/> Concessionary travel (e.g.,
bus pass) | |

Identity and Passport Service DVLA

- | | |
|--------------------------------------|--|
| <input type="checkbox"/> UK passport | <input type="checkbox"/> Driving licence |
|--------------------------------------|--|

Department for Work and Pensions

- | | |
|--|--|
| <input type="checkbox"/> Bereavement benefit | <input type="checkbox"/> State pension |
| <input type="checkbox"/> Pension credit | <input type="checkbox"/> Attendance allowance |
| <input type="checkbox"/> Disability living allowance | <input type="checkbox"/> Carer's allowance |
| <input type="checkbox"/> Employment and support
allowance | <input type="checkbox"/> Incapacity benefit |
| <input type="checkbox"/> Income support | <input type="checkbox"/> Jobseeker's allowance |

HMRC

- | | |
|---|--|
| <input type="checkbox"/> Working tax credit | <input type="checkbox"/> Child benefit |
| <input type="checkbox"/> Child tax credit | |

Checklist of additional people you may need to notify

- Bank/building society
- Clubs/associations
- Solicitor
- Credit card companies
- TV licensing
- Employer *
- Household utilities(gas, electricity, water) and any other companies if the deceased person's name appears on the bill
- Private pension providers
- Mortgage providers
- Insurance companies **
- Rental companies
- The family doctor, if they are not aware.

If a parent, sibling or relative has died, you may wish to inform the child's teacher.

Any hospital the deceased person was attending.

* and any former employer from which the deceased was receiving a pension or other payments.

** if you are insured to drive a car under the deceased person's insurance, you will cease to be legally insured.

and items that you may need to cancel or return

- Pension/benefit book
- Driving licence
- Passport
- Library books/tickets
- Season tickets
- National Insurance Card
- NHS equipment on loan

You can also contact the Stop Mail Service (see page 11). This is free and will arrange for the person named to be taken off mailing lists in the UK. This will not stop official mailing - you will need to contact services yourself.

Sources of Help and Information at Frimley Health

As well as the Bereavement Office, we offer help and support through our Chaplaincy service. The chaplains are available to those of any faith or none, 24 hours a day, every day of the year. Please see your supplementary local information sheet for contact details.

Other Local Sources of Help and Information

Your Doctor Can Help

Bereavement can turn your world upside down and is one of the most painful experiences you will have to endure. Most of the time it is something that we all go through without the need for medical attention; however, for those who do run into problems, there is help available and you should not hesitate to contact your GP.