



# Helpful information following a death

[loros.co.uk](http://loros.co.uk)

**LOROS**

Hospice Care for Leicester, Leicestershire & Rutland

Being there for *you*  
and *your family*

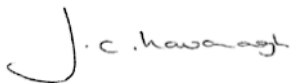


## **A message from our Director of Care Services**

Staff and volunteers at LOROS offer their sincere condolences to you at this time. We are here to help and support you.

We hope you find this booklet a useful guide through the practical steps over the next few days. There is a further booklet that accompanies this booklet which you may find helpful in understanding the kind of feelings you may experience over the coming days and weeks that follow.

Kind regards,

A handwritten signature in black ink that reads "J. C. Kavanagh". The signature is written in a cursive style with a large initial 'J' and a small 'C'.

Jo Kavanagh

## **COVID-19 Changes to Process at LOROS and Registration:**

Due to the ongoing situation with COVID-19, there are some changes that have occurred both at LOROS and to registration and certification processes. The below information is currently relevant.

### **LOROS Process:**

The Family Support Team, will now contact you on the next working day (not including weekends or bank holidays) to support you and your family and go through the next steps.

There is no need to now contact us at 10am the following day.

As before, it would be helpful in readiness for the call to have the following information available:

- Contact details including address and email
- A funeral Director
- Whether it is a cremation or burial

We will aim to complete the Medical Certificate (MCCD) and cremation paperwork within 48 hours. If there are reasons that make this urgent please let the Family Support Team know and we will make every effort to help.

The MCCD will be securely emailed to the Leicester City Registrars who will then contact you in the days that follow to register the death via telephone.

If there is property to collect this will be arranged with you. Where possible, if you were at LOROS please take this with you at the time.

**There are no face to face appointments at LOROS. Please do not attend without appointment.**

## **Registration processes:**

Following receipt of the MCCD, the Registrar will contact you via telephone to register the death.

This is usually within 48 hours but at peak times, please allow up to five days.

The Registrar will discuss with you some questions and you may find it helpful to prepare the answers in advance using the checklist in this booklet. It is also helpful to have any documentation available.

Certified Copies of the Death Certificate can be purchased securely via telephone using a credit or debit card. These are £11 and will be posted to you.

The Registrar will also provide information on the Government's Tell Us Once Service, which will assist you to sort out notifying governmental and local authority departments of your loved ones death via internet or phone.

Please note, that Tell Us Once does not cover private affairs such as household bills, insurance policies etc. and so you will require certificates for these. Some companies due to COVID-19 will now accept scanned copies (you will need to check with them what their policy is).

The Green Form (Permission for Burial or Cremation) will be sent to the Funeral Director by the Registrar.

## **Changes to Cremation paperwork:**

The Doctor at LOROS who completes the MCCD will issue a Cremation Form. Due to the COVID-19 pandemic there is now no requirement for a review and second signature on the paperwork.

The cremation paperwork will go to the Funeral Directors and is issued to them by the Family Support Team.

There is no paperwork issued by LOROS for burial.

## **Changes to Funerals:**

At present, the Government have advised that a maximum of 30 people can attend a funeral Service. This guidance is subject to Government review and further changes may happen at any time.

## **Follow up from the Family Support Team:**

We will be available to help you in the initially weeks following the death of your loved one. This could include practical or emotional support. If we are not able to help, we will be able to refer or signpost you to services that can.

The Chaplaincy and Counselling Teams are also able to help you. More information on bereavement support from the Counselling Team is available in this booklet.

Around 4-6 weeks later, the Family Support Team will contact you to check in with you, address any additional support you may need and also ask you some questions about services LOROS offers.

If you do not wish to have a call, you can let the Family Support Team know at any time. However, should things change or you require support from one of our other services we will always be happy to help.

The Family Support Team can be contacted on (0116) 231 8450

# Contents

Page 3	<b>Care for the family after death and the next steps</b>
Page 5	<b>Directions to the Register Office</b>
Page 6	<b>Registering the death</b>
Page 8	<b>Register Office</b>
Page 11	<b>Arranging the Funeral</b>
Page 12	<b>Funeral costs</b>
Page 16	<b>What is grief?</b>
Page 18	<b>How to help yourself</b>
Page 19	<b>Where to find advice and support</b>
Page 23	<b>Checklist</b>

## **Care for the family after death and the next steps**

*The Family Support Service would like to offer their condolences to you following the death of your relative at LOROS. We understand this is a difficult time for you and will be here to support you with the next steps and any questions you have as well as issuing you the Medical Certificate in order to register the death.*

### **Contacting the Family Support Service to collect the Medical Certificate:**

To collect the Medical Certificate please phone us on **0116 231 8450** between **10am and 11am**.

We offer an **appointment only** service and we aim to see you within **48 working hours** after the death. Appointments are available between **9am and 3pm**.

*Please be aware at peak periods, bank holidays and weekends there may be delays in receiving the Medical Certificate and we apologise in advance for any inconvenience.*

### **What will the Family Support Service need to know?**

- You will be asked for your contact details
- Who will be collecting the Medical Certificate?
- Choice of Funeral Director
- Whether it is a cremation or burial
- Whether you have any questions or concerns

*Our Family Support Service will also be on hand to support you and answer any questions you may have.*

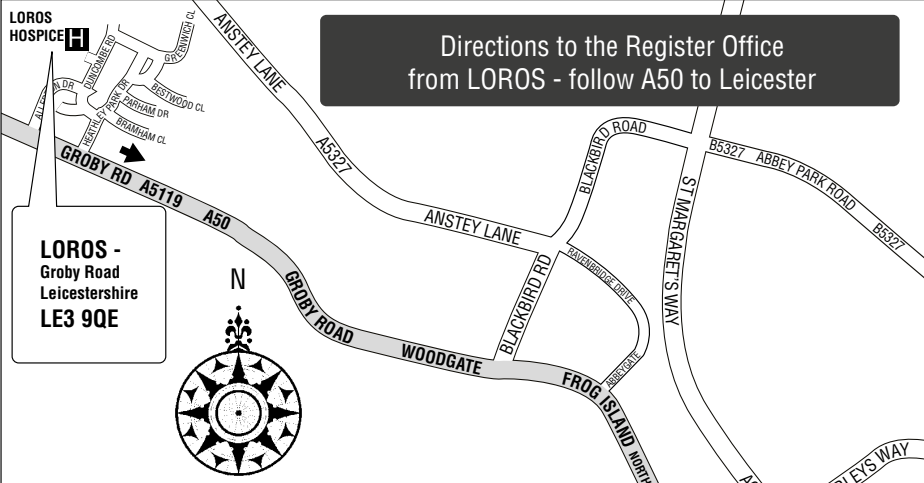


## **What happens next and what the registrar will give to you**

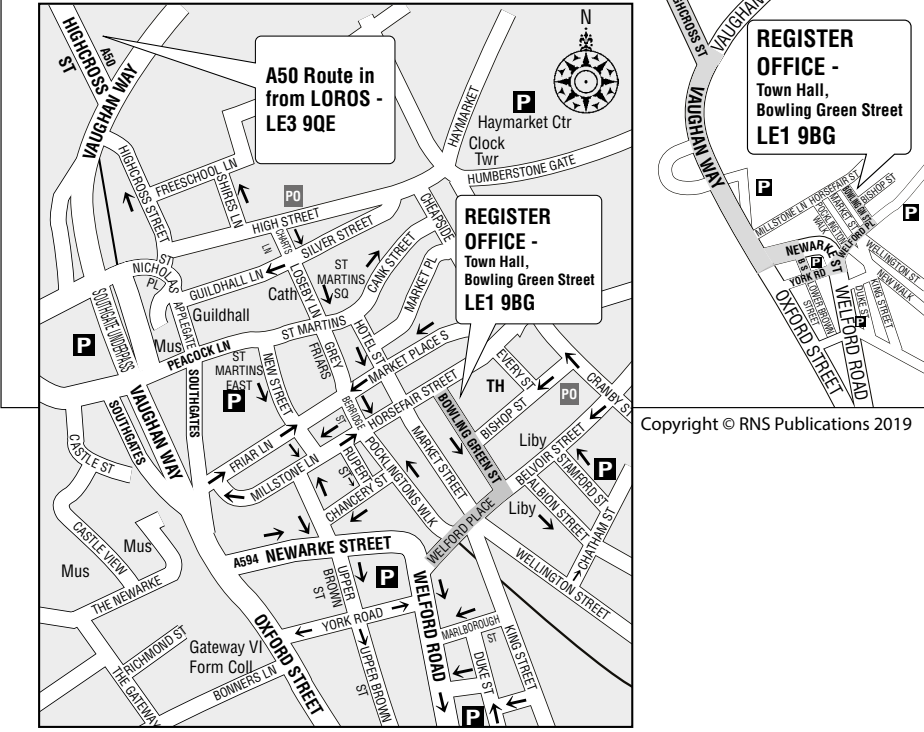
Our Family Support Service will arrange an appointment for you to attend LOROS. You will meet with one of our Family Support Officers to collect the Medical Certificate and any property.

We will arrange an appointment for you at the registrars at your chosen time, usually to follow on from your appointment at LOROS. If you do not want us to please notify the Family Support team. The registrar can be contacted on (0116) 454 1000 OPTION 2 and 2.

***Please note: You cannot arrange an appointment at the registrars without the Medical Certification of Cause of Death number.***



Enlarged area map showing location of Register Office



Copyright © RNS Publications 2019

# Registering the death

Deaths that happen at LOROS can be registered at:

**The City of Leicester Register Office**

**The Town Hall**

**Leicester**

**LE1 9BG**

**Telephone: 0116 4541000**

*If you wish to register a death in another area, this can be arranged. However, please note that the paperwork will need to be sent back to Leicester Registry Office and therefore delays can occur.*

## **Appointments:**

Appointments are available **Monday to Friday between 9am and 4pm**. Your appointment can follow on from collecting the Medical Certificate or be arranged at another time.

## **What do I need to take?**

You will need to take one or more of the following documents for the deceased and yourself:

- **Passport**
- **Council Tax Bill**
- **Driving Licence**
- **Medical card**
- **Marriage Certificate**
- **Birth Certificate**
- **Proof of Address such as bank statement or utility bill**
- **Deed Poll**

# Notes

A series of horizontal dotted lines for writing notes.

## What will happen at the Registrars?

There are a number of questions you will be required to answer. It may be helpful to you to prepare in advance by jotting the answers down beneath each question.

What date did the death occur? 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 applicable, the name and occupation of the deceased's spouse or civil partner?

---

If the deceased was married or in a civil partnership is there a surviving spouse or civil partner?

---

If so, what is the date of birth of the surviving partner?

---

What was the address of the deceased person?

---

Was the deceased person receiving a pension or an allowance from public funds?

---

Do you have the medical card of the deceased person? If so, take it with you to the Register Office.

---

Do you have any forms from the Coroner? If so, take them with you to the Register Office.

---

## What happens next and what the registrar will give to you

Once the questions have been asked the registrar will issue the following documents:

- **Death Certificate**

You will receive a certified copy of the entry into the Register of Deaths. You will be able to use this for a variety of purposes to prove death. There is a charge for each copy payable by card or cash. It is recommended that you purchase around 3 or 4 certificates or more depending on the deceaseds estate.

This may include:

- Bank accounts
- Insurance Policies
- Loyalty cards
- Credit cards and loans
- Cars
- Mortgages
- Administration of a Will
- Probate

- **Tell Us Once Service**

You will be given a unique code to the deceased which you can do online or via phone. This code will inform various government and local councils of death with one call.

- **Certificate for Burial or Cremation**

You will need to take this into your chosen Funeral Director as soon as possible. This form gives permission for burial or for an application for cremation to be made.

- **Registration or Notification of Death Certificate (Form BD8)**

This form is for the Department of Work and Pensions (Benefit Agency). This can be used in the event of any claims for benefits.

## **Arranging the funeral**

### **Contacting a Funeral Director:**

We understand that it can be a daunting task to contact a Funeral Director and sometimes hard to decide which one to use. The National Funeral Directors Association recommends that you choose an accredited Funeral Director. Where possible, it is advisable that you choose and contact a Funeral Director within 24-72 hours following the death.

You may find it helpful to contact several Funeral Directors and ask the following questions:

1. **How much will it cost?**
2. **What options do you have?**
3. **What transport options are?**
4. **What types of services do you offer?**
5. **What deposit is required?**
6. **What are my payment options?**

### **Arranging your own funeral:**

If you do not wish to use a Funeral Director, it is possible to arrange all or part of the funeral yourself. You may find it useful to contact The Natural Death Centre. Details below:

**The Natural Death Centre**  
**In the Hill House**  
**Watley Lane**  
**Twyford**  
**Winchester**  
**SO21 1QX**

Telephone: 01962 712690

Website: [naturaldeath.org.uk/](http://naturaldeath.org.uk/)



## **Funeral Costs**

Funeral costs can vary and range from £800 to over £5K. It may be beneficial to explore different options and to obtain quotes from different Funeral Directors.

You may wish to explore with your Funeral Director, when payment is due and what options there are.

### **Funeral Plans:**

Sometimes people pay for their funeral in advance by pre-arranging their funeral with a chosen Funeral Director or through an insurance policy. It is worth checking if this is the case. This may be found in paperwork, known by you or in a Will.

### **What happens if I can't afford a funeral?**

Our Family Support Service can advise and signpost you to any benefits or alternative options that might be available to you.

There are a number of benefits from the DWP. For further information please visit the following website: [gov.uk/when-someone-dies](https://www.gov.uk/when-someone-dies)

We also have an information sheet that our Family Support Service can issue at the time of your appointment with us.

### **Religious and Cultural Requirements**

LOROS acknowledges the many diverse faiths and cultural practices in Leicester, Leicestershire and Rutland. The Family Support Service can advise and signpost families with regard to fulfilling religious or cultural funeral preparations.

## **Funeral Arrangements:**

Your Funeral Director will be able to help you with all arrangements, including the following:

- Choosing a Crematorium
- Choosing Transport
- Choosing a Coffin
- Donations and Flowers
- Choosing a Humanist, Religious Leader or Minister
- Special Requirements
- Orders of Service

*The Chaplaincy Team at LOROS unfortunately are not routinely available to officiate funerals of patients who die at LOROS.*

## **Cremation:**

There are several Crematoriums within Leicester and Leicestershire which your Funeral Director will be able to help with selection. These include:

- Gilroes
- Great Glen
- South Leicestershire Crematorium
- Loughborough Crematorium

The cremation paperwork will be arranged at LOROS. The Family Support Service will arrange completion of this and this will be issued to the Funeral Director when they collect the deceased.

If you wish to view this paperwork, you are able to arrange to view at the Crematorium from 48 hours prior to the funeral. Please liaise with your Funeral Director.

## **Ashes:**

There are a number of options available to you and your Funeral Director will be able to assist with this.

LOROS does not have facilities for ashes to be scattered however, we do have a Memory Tree and Book of Remembrance. Please ask our Family Support Service for more information.

## **What can I do with the ashes?**

You may choose to do one of the following:

- Scatter ashes at a favourite place
- At a crematorium
- A garden of remembrance
- Use them for jewellery or a memorial piece of art
- Bury them or scatter them within a cemetery or church yard
- Bury them alongside or underneath a rose bush, bird bath, tree or bench
- Keep them

If you choose to scatter or bury ashes you will be required to get permission or a licence if it is not a designated site. If you wish to go abroad there are legal requirements you must take. Your Funeral Director can assist with this.

## **Burial:**

The green form issued by the Registrar should be given to your Funeral Director; this is all that is needed for a burial.

The cost of a grave space, plot and headstones vary and it is worth getting several quotes.

The cost for the burial of someone who lives outside of the Council where the cemetery or church yard is usually higher. A deed of grant will exist if a plot or space has been paid for within a cemetery.

There are various options available to you and your Funeral Director will be able to explore these with you.

### **Flowers:**

Your Funeral Director will be able to help you with arranging flowers or alternatives for the Funeral. You do not have to have flowers if you or the deceased has chosen not to.

On occasion, families have requested that some or all of the funeral flowers are donated to LOROS and we are very happy to accept them.

### **Donations:**

It is your choice or the deceased may have specified that they would like a collection. Sometimes families choose one cause or may split donations between two or three chosen charities.

If you wish to make a donation to LOROS, The Family Support Service can arrange a collection box for you to collect to have at the Funeral. Your Funeral Director may also assist you with donations.

### **You can send your donation to LOROS in the following ways:**

- Via your Funeral Director
- Via our website
- By sending a cheque in the post
- By attending LOROS and bringing in a cheque or cash where one of the Donation or Family Support Team will meet with you. You do not need to make an appointment just come into reception.
- Via telephone by calling the donations and fundraising team on 0116 8431/8432 and using credit or debit card.

*Sometimes, families or the deceased have a specific item or a specific area of work that they would like their donation to go towards or be used for. Please let us know if this is the case.*

**We are always grateful for any donation made.**

## **What is grief?**

Grief is a very personal experience and different for each of us. When someone important in our life dies, our life can be thrown into turmoil and it can affect every level of our being. These feelings can be particularly intense in the first few days.

**“I don’t have the energy or feel motivated to do things anymore: nothing seems important now”**

After a death you may feel overwhelming numbness and intense shock, or you may find yourself angry or helpless or consumed by sadness.

**“I feel like I am going mad, my emotions are all over the place”**

Grief can also be a very frightening experience, as you could find yourself confused and forgetful. While this feeling of losing control can be extremely disconcerting, you can find reassurance in knowing that over time it will pass.

**“I often hear them talking to me and feel their presence”**

Another aspect of grief is searching. When we lose something, we naturally try to search for it. For example, you may find yourself looking in a crowd for the person who has died, or listening for them when the telephone rings. You may even see them in the street or your house. These vivid experiences are frightening but completely normal and not a sign of madness. Some people may find these experiences comforting and reassuring.

**“Why did this have to happen, it’s wrong and unfair?”**

Anger is a common reaction to loss. You may find yourself blaming God, family, friends, the hospital and medical staff, or even the person who has died. This anger can also be turned inwards, sometimes leading to feelings of guilt because of things you did or did not do. These emotions can feel intense, however often pass in time.

**“They were so ill I felt relieved when they died, now I feel so guilty to have felt that way”**

Guilt is also a common emotion, particularly if you feel relieved that a relative who was suffering from a distressing or painful illness has died. The best way to deal with these frightening feelings is to talk about them with a person you trust and who is prepared to listen to you.

**“My heart keeps racing and I feel unwell”**

In addition to emotional changes, at times of grief your physical health may also be affected. You may experience restlessness and be compelled to keep busy but not always in a productive way.

You may be more sensitive to noise or want to avoid busy places. It is very common to have aching muscles and feel physical exhaustion, or to feel numb, or anxious and vulnerable. These symptoms will eventually subside, but if you have concerns about your physical health it is always wise to consult your GP.

**“Where was God? Why did this have to happen?”**

When someone dies, it can challenge our beliefs. It can also be the way we make sense and find meaning in the pain and suffering experienced with loss.

## **How to help yourself**

### **Be gentle with yourself**

It is vital that you don't expect too much from yourself. Give yourself permission to be disorganised for a while. It's okay to not be okay.

### **Care for yourself physically**

Lack of sleep and nourishment may mean that you are more prone to infections and illness, so eating little and often and getting rest if at all possible are both important.

### **Take things slowly**

Making big changes such as moving house, or changing your job should be delayed. You have suffered a huge loss and need to adjust to that change in your life first.

### **Don't rush to dispose of clothing**

Rushing to clear clothes and possessions after a death, even if you are persuaded by friends to do so isn't necessarily helpful. It is best to do this when you feel ready. You may want to keep a piece of clothing which may still remind you of the person who has died.

### **Recall happy memories**

Remembering the special times that you shared with the person who has died can be painful but comforting. Looking at photographs, making a memory book and keeping personal mementoes may help.

## Where to find advice and support

*Our Family Support Service can offer support, advice and signpost you to relevant organisations that may be helpful to you. Useful organisations include:*

### Practical advice and support:

- **Coping With Cancer**

Hold a Solicitors Advice Surgery on alternate Thursdays 2-4pm by appointment only.

Telephone: (0116) 223 0055

Email: [info@c-w-c.org.uk](mailto:info@c-w-c.org.uk)

- **Age UK Leicestershire & Rutland**

Information and Advice Helpline (0116) 2992278

- **Leicester City Council**

Telephone: (0116) 454 1000

- **Leicestershire County Council**

Telephone: (0116) 232 3232

- **Leicestershire Citizens Advice Bureau (Leicester)**

Telephone: (0300) 330 1025

- **CALS (Community Advice and Law Service)**

Offers free advice on debt management, immigration, welfare benefits form filling and handling.

Telephone: (0116) 2421120

- **Bereavement Advice Centre**

Telephone: (0800) 082 1203



## **Bereavement Counselling and Psychological Support:**

- **LOROS**

Although some people may find comfort talking to friends and family about their thoughts and feelings, some people find that feelings and emotions are so intense and complex that day to day life is difficult to cope with or you feel you can't go on. Talking to a professional counsellor might be helpful in being able to explore those feelings and find ways to manage your grief with psychological intervention.

If you think you may need professional grief counselling speak to your GP and ask them to refer you to LOROS Counselling and Bereavement Service or you can call yourself and ask for guidance on (0116) 231 8407.

LOROS also provides group support, some people find meeting other bereaved people to be helpful.

- **Leicestershire Counselling Centre**

A charity that aims to provide affordable, high quality counselling to communities of Leicester, Leicestershire and Rutland.

Telephone: (0116) 255 8801

Website: [leicestercounsellingcentre.co.uk](http://leicestercounsellingcentre.co.uk)

- **The Samaritans**

A 24 hour service to provide confidential emotional support for people who are experiencing feelings of distress or despair.

Telephone: (0116) 2700 007

National helpline: 116 123

Website: [samaritans.org](http://samaritans.org)

- **Shama Womens Centre**

Offers free bereavement counselling support to men, women and children with a special emphasis on ethnic minority communities. They have multi-lingual staff.

Telephone: (0116) 262 5876

General Enquiries telephone: (0116) 251 4747

- **The Good Grief Trust**

Provides practical help and advice to newly bereaved.

Website: [thegoodgrieftrust.org](http://thegoodgrieftrust.org)

- **Widowed and Young**

A self-help group created to offer support for those bereaved who are under 50. Their website offers helpful information about talking to children, the practicalities of planning the funeral and its aftermath.

Website: [widowedandyoung.org.uk](http://widowedandyoung.org.uk)

- **Sue Ryder**

Provides information about different bereavement support groups online.

Website: [community.sueryder.org](http://community.sueryder.org)

## **Support for Children:**

*LOROS have a children's and young persons counsellor for ages 5-18, for children known to LOROS. Telephone: (0116) 231 8407*

*You may find the following organisations helpful:*

- **The Laura Centre**

Offers counselling for parents and carers of children who have died as well as offering counselling to children who have lost a parent. Their website also gives information relating to needs which may be specific to bereaved children and teenagers.

Telephone: (0116) 254 4341

Website: [thelauracentre.org.uk](http://thelauracentre.org.uk)

- **Winstons Wish**

Offers support and advice to be able to support a bereaved child. Anyone can call.

Telephone: (08088) 020 021

- **Childhood Bereavement UK**

Offers support, advice and resources for bereaved children and parents/family members who have lost a child.

Telephone: (0800) 0288840

Website: [childbereavementuk.org/](http://childbereavementuk.org/)

- **Cruse**

Offers specific support to young people

Website: [cruse.org.uk](http://cruse.org.uk)

Telephone: Freephone helpline for young people

The helpline is open Monday-Friday 9.30-5pm (excluding bank holidays), with extended hours on Tuesday, Wednesday and Thursday evenings, when we're open until 8pm on (0808) 808 1677

*Remember, there is always help available. If you need support from LOROS or further information please contact our Counselling and Bereavement Service on (0116) 231 8407 who would be happy to help.*

# Notes

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

We wish to thank the advertisers and sponsors,  
without whom this publication would not have been possible.  
However, the hospice does not endorse any of the products  
or services they provide.

# Checklist

You may find this checklist helpful:

Tick Box

Call Family Support Service at LOROS

---

Choose a Funeral Director asap and arrange appointment

---

Find ID Documents

---

Attend LOROS at:

---

Attend Register Office at:

---

Take Green Form back to Funeral Director

---

Tell Us Once

---

Issue Death Certificates

---

Bank Accounts

---

Wills or Probate

---

Utility Bills

---

Loans

---

Credit Cards

---

Phone bills

---

Private pensions

---

Any insurance policies (car, house, banking, life etc)



We would like to thank the sponsors who have contributed to this publication as their support has made it possible to publish these booklets. However, LOROS does not endorse any of the services advertised here.

This leaflet is updated regularly. For the most up-to-date information please visit [loros.co.uk/care](http://loros.co.uk/care)

LOROS Hospice is dedicated to ensuring equality and diversity is at the core of all our activities.

### **In case of comments or complaints, please contact:**

Chief Executive, or Director of Care Services, LOROS, Groby Road,  
Leicester LE3 9QE


or, Care Quality Commission, East Midlands Office, Citygate,  
Gallowgate, Newcastle Upon Tyne NE1 4PA

### **Alternative language copies available**

If you would like this information in another language or format, please contact the Patient Experience Lead PA on 0116 231 8435.

Published by RNS Publications © Tel: 01253 832400 R8

**LOROS** Groby Road, Leicester LE3 9QE

 (0116) 231 3771

 [info@loros.co.uk](mailto:info@loros.co.uk)

 [twitter.com/loroshospice](https://twitter.com/loroshospice)

 [facebook.com/loroshospice](https://facebook.com/loroshospice)

**loros.co.uk**

Registered Charity No: 506120

© LOROS. May 2019. To be reviewed May 2022. B55/1

**LOROS**

Hospice Care for Leicester, Leicestershire & Rutland

Being there for you  
and *your family*