



Helpful information following a death

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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.

Contents

Page 3	Registering processes
Page 5	What will happen at the Registrars?
Page 8	Arranging the Funeral
Page 9	Funeral costs
Page 13	Follow up from the Family Support Team
Page 14	What is grief?
Page 16	How to help yourself
Page 17	Where to find advice and support
Page 21	Checklist

Care for the family after death and the next steps

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 the Medical Certificate in order to register the death.

Registration processes:

The Family Support Team (telephone number 0116 231 8450), will 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.

It would be helpful in readiness for the call to have the following information available:

- Contact details including address and preferred telephone number
- A funeral Director, if known
- Whether it is a cremation or burial

We will aim to complete the Medical Certificate of Cause of Death (MCCD) and cremation paperwork if applicable within two working days. If there are reasons that make this urgent please let the Family Support Team know and we will make every effort to help.

Initially the MCCD will be securely emailed to a Medical Examiner (an independent doctor) who will telephone you to discuss the proposed cause of death and also ask you about your relative's experience of the healthcare they received during their illness (e.g. LOROS Hospice, GP, any other hospital etc). Your comments may be fed back anonymously to the relevant settings.

The MCCD will then be securely emailed to the Leicester City Registrar who will contact you in the days that follow to arrange an appointment to register the death.

If there is property to collect this will be arranged with you. You may be asked to bring ID with you. We would be grateful if you would collect any property within two weeks.

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.

If required, the Doctor at LOROS who completes the MCCD will issue a Cremation Form.

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.

Following receipt of the MCCD, the Registrar will contact you via telephone to arrange an appointment 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 using a credit or debit card. These cost £12.50 each. These death certificates will be printed off and handed to you at the appointment to take away.

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 given to you by the Registrar. You will then need to pass this form onto your chosen Funeral Director.

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 Certificates**

You will be able to use these for a variety of purposes to prove death. There is a charge for each copy payable by card. The number of certificates you need will depend on the deceased's estate.

This may include:

- Bank accounts
- Insurance Policies
- Credit cards and loans
- Private/work pensions
- Cars
- Mortgages
- Administration of a Will/ Probate

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 are the transport options?**
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

Funeral Costs

Funeral costs can vary and range from £1,000 to over £5,000. It may be beneficial to explore different options and to obtain quotes from different Funeral Directors. You can make initial arrangements before the Medical Certificate has been issued.

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 your relative's paperwork, known by you or in a Will

What happens if I can't afford a funeral?

Our Family Support Service can refer you to our Social Work Team who will be able to 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)

Religious and Cultural Requirements

LOROS acknowledges the many diverse faiths and cultural practices in Leicester, Leicestershire and Rutland. The Chaplaincy Team may be able to advise and signpost families with regard to fulfilling religious or cultural funeral preparations.

Their contact number is 0116 231 8411.

Funeral Arrangements:

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

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

Your Funeral Director will normally liaise with a local minister or celebrant to officiate at the funeral of your loved one, according to your wishes. However, if you would particularly like the Chaplaincy team at LOROS to offer to officiate, please let the Family Support team know, who will then liaise with the Chaplaincy team to see if one of the chaplains is available.

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.

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 will be issued by the Registrar 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 Fundraising Team can arrange a collection box for you to collect, to have at the funeral. Your Funeral Director may also assist you with donations. For further information, please contact 0116 231 8431

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 Fundraising 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 231 8431 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.

Follow up from the Family Support Team:

We will be available to help you in the initial days and weeks following the death of your loved one. This can include practical and /or emotional support as well as information about services that LOROS offers. If you require further help, we will be able to refer or signpost you to another service.

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.

The Family Support Team can be contacted on 0116 2318450.

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

- **Age UK Leicestershire & Rutland**

Information and Advice Helpline (0116) 299 2278

- **Leicester City Council**

Telephone: (0116) 454 1000

- **Leicestershire County Council**

Telephone: (0116) 232 3232

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

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

Telephone: (0116) 242 1120

- **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 feelings and emotions are so intense and complex, day to day life is difficult to manage, you may 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 run Bereavement support hubs with trained bereavement volunteers, in Leicester, Leicestershire and Rutland. Information can be found on the LOROS website. Some people find meeting other bereaved people and talking through thoughts and feelings in a group, 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

- **The Samaritans**

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

National helpline: 116 123

Website: 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
- **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
- **Sue Ryder**
Provides information about different bereavement support groups online.
Website: community.sueryder.org

Support for Children:

LOROS have a children's and young person's counsellor for ages 5-18, for children of families known to LOROS. Telephone (0116) 2318407.

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

- **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) 028 8840

Website: childbereavementuk.org

- **Cruse**

Offers specific support to young people

Website: 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.

Checklist

You may find this checklist helpful:

Tick Box

Choose a Funeral Director asap and arrange appointment

Find ID Documents

Tell Us Once

Bank Accounts

Wills or Probate

Utility Bills

Loans

Credit Cards

Phone bills

Private/work place pensions

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

Private Landlord (if applicable)

Royal Mail

Return any NRS, NHS and British Red Cross equipment etc

Child's/young person's teacher, employer or college should be informed if a close relative has died

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Notes

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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

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 and Information Officer on 0116 231 8435.

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and *your family*

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