



WOKING & SAM BEARE
HOSPICES

Hospice After Care



www.wsbhospices.co.uk

There are some practical things you need to do when someone dies, this can be hard to deal with at such a difficult time and we hope to provide you with some of the information you will need here.

Some things need to be done in the first days after your loved one has died. Consider asking friends and relatives to help if you don't want to do them on your own, you are likely to feel very shocked, even if you were well prepared and had been expecting it to happen.

Collecting Personal Belongings

Jewellery often carries strong sentimental value to a person if there are certain items, such as a wedding ring, that you would like to stay with the person who has died please let a member of staff know.

All items otherwise will be removed and given to the next of kin, you may take these with you along with all other belongings when you leave the hospice or if you wish you can collect them when you return to collect the Cause of Death Certificate.

Medical Cause of Death Certificate

You will be contacted by telephone as soon as possible to arrange a convenient time for you or someone you have chosen to come and collect the Cause of Death Certificate.

You need the death certificate to be able to register the death of your loved one.

If you wish to speak to a member of staff when you come in, we will endeavour to give you the time and attention you need.

Registering the death

It is a legal requirement to register all deaths within 5 days. You have to register the death before you can complete the funeral arrangements. The nearest register offices are Weybridge, Guildford and Leatherhead.

All register offices are appointment only you can book over the phone by calling 0300 200 1002 or online at www.surreycc.gov.uk/people-and-community.

There is no charge for the registration itself but there is a charge of £4.00 (price correct July 2018) per certificate and you may purchase as many copies as you would like.

Please be aware that the cost of certificates purchased after the day of registration increase as the register is complete and archived. Most banks, building societies and solicitors will need to see the certificate issued by the Registrar.

Registering a death is usually straightforward. but it can be very upsetting for some people, so you might want to take someone to support you.

You must bring the medical cause of death certificate otherwise the registrar will be unable to complete the registration.

It would also be useful for you to bring:

- the deceased's passport or birth certificate
- the deceased marriage or civil partnership certificate (if applicable)
- the deceased's medical card, and
- a document with the deceased's usual address.

Please note that you are not legally required to bring these documents but if you do, they can help to ensure that the registration is completed accurately.

After registering the death the Registrar will give you a certificate for burial or cremation, depending on what you decide to do.

They will also register you onto the Tell Us Once Service which will enable multiple government agencies to update their records. This is also free of charge.



Funeral Arrangements

Your loved one might have left specific instructions about their funeral, they might have discussed it with you before they died, or left directions in their will. You can then include these instructions in their plans.

Arranging your loved one's funeral can be overwhelming. There are many things to think about. Discuss it with other family and friends if it helps.

Funeral directors will respect your wishes about the funeral and they will want to make this time as easy as possible for you.

You can contact the National Association of Funeral Directors and they can give you details of local funeral directors who are part of this professional association www.nafd.org.uk.

Most directors are open 24 hours a day 365 days a year and can be contacted for advice, even prior to registration. All funeral directors should be able to give you a detailed estimate of all charges, which can vary considerably.

They will also be able to guide you through how to organise donations to a charity in lieu of flowers as many families and friends now choose to do.

Looking after yourself

For most people the death of a loved one can be one of the hardest things we have to face in our lives.

At Woking & Sam Beare Hospices we aim to continue to provide care and support through our Bereavement Services.

The service offers counselling for both adults and children dealing with the grief and loss of a loved one. During what is a very difficult time our counsellors are here to support you they are especially trained to help with feelings and problems which are so often the result of bereavement.

If you would like to speak to a member of our Counselling team please contact our Counselling Services Manager on 01483 881750 or counsellors@wsbhospices.co.uk.

We also have a Spiritual Care Team offering Spiritual, Religious and Cultural Support to relatives and friends after the death of a loved one.

For more information please contact our Spiritual Care Leader Anne Huggett on 01483 881750 or a.huggett@wsbhospices.co.uk.

It is time for celebration and refecation, everyone is welcome to join the services that are held in churches across Surrey and a non-religious service that is held in the grounds of Woking Hospice.

For more information on Light up a Life please visit www.wsbhospices.co.uk/lual

Hospice Information Hub

On the right hand side as you enter the Woking hospice building you will find our Information Hub if there is any further information you require please visit the hub or ask a member of staff on reception who will do their best to help you.

We hope that the care given at Woking & Sam Beare Hospices have provided both you and your loved one with comfort and support

Light up a Life

Each year Woking & Sam Beare Hospices we host several Light up a Life services in November and December.





Woking & Sam Beare Hospices
Goldsworth Park Centre
Woking
Surrey
GU21 3LG

www.wsbhospices.co.uk

Registered Charity No's. 1082798/1115439

Photo credit Visit Surrey/Woking Borough Council