

Practical support and information for the bereaved



The loss of a loved one can be a distressing time. This leaflet aims to provide some practical advice following a bereavement.

Collecting the death certificate

When somebody dies, the doctor who looked after the patient will need to complete a “Medical Certificate of Cause of Death” [Death Certificate]. You will need to collect this in person from the hospice.

We will contact you by telephone as soon as the certificate is ready to arrange a convenient time.

Any personal belongings that were not taken when you left the hospice can also be collected at this time.

If your loved one is referred to the Coroner’s Office, this will delay completion of the death certificate, which could be several weeks.

Once the coroner has completed their report we will contact you to let you know when to collect the death certificate.

Registering the death

You will need to take the Death Certificate to the Registrar of Births and Deaths to register the death. It is a legal requirement to do this within five days.

It would also be useful for you to bring:

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

You must register the death in the district in which the person died. The register offices for Surrey are in Camberley, Guildford, Leatherhead, Reigate or Weybridge.

To book an appointment visit the website www.surreycc.gov.uk/birth-death-and-ceremonies/register-offices.

The website will have the addresses and opening times for each of the Register Offices you can also call 0300 200 1002 to book an appointment.

Who can register the death?

- ◆ A relative of the deceased
- ◆ The person who is arranging the funeral
- ◆ A person present at the death

What will the Registrar ask about the person who has died?

- ◆ Full name (and, if applicable, their surname before marriage)
- ◆ Date and place of birth
- ◆ Home address
- ◆ Occupation
- ◆ If they were receiving a State Pension or other benefit
- ◆ The full name and date of birth of their surviving spouse or civil partner (if applicable)

What do I need from the Registrar?

There is no charge for the death registration itself. The Registrar will charge for each certified copy of the death certificate and is able to give you as many as you require.

However please be aware that if you require further copies after the day of registration the cost for these will be higher.

You will need copies of the death certificate to give to organisations such as banks, building societies, mortgage companies, insurance companies and solicitors.

After registering the death the Registrar will give you a Certificate for burial or cremation, depending on what you decide. You will need to give this to your funeral director.



Funeral arrangements

Your loved one may have left specific instructions about their funeral and they might have discussed it or left instructions in their will.

Most people appoint a Funeral Director to make arrangements for the funeral and they can be contacted for advice even prior to registration. We do however advise that you do not book a firm date until you are able to collect the Death Certificate and visit the Registrar.

We are not able to recommend individual Funeral Directors but can give you information about directors in the local area, you can also contact the National Association of Funeral Directors www.nafd.org.uk.

All Funeral Directors should be able to give you a detailed estimate of all charges, which can vary considerably and remember to check if your loved one had a funeral plan in place.

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.

Help with funeral costs

If you are on a low income and need help to pay for a funeral you can find out more information on the government website at www.gov.uk/funeral-payments.

Tell Us Once

Tell Us Once is a service that allows you to tell multiple government agencies about a death, at the same time.

The Tell Us Once service is offered free of charge and will contact offices such as HM Revenue and Customs (HMRC), Department for Work and Pensions, Passport Office, Driver and Vehicle Licensing Agency (DVLA) and your local council to cancel Housing Benefit, Council Tax Benefit, a Blue Badge, inform Council Housing Services and remove the person from the Electoral Register.

You can register for this service at www.surreycc.gov.uk or call 0800 085 7308.

Practical Information

The government website www.gov.uk has a wealth of practical information on what to do when someone dies. It includes information on probate and inheritance and bereavement allowance.

Below is a check list of people you may need to notify who are not on the Tell Us Once Service

- Bank/Building Society
- Private Pension Providers
- Solicitor
- Household Utilities
- Royal Mail Deliveries
- Clubs/Associations
- Credit card companies
- Employer (former employer)
- Insurance
- Rental Companies
- Mortgage providers
- Trade union
- Newsagent/Milkman
- Library/Books on Wheels
- Online shopping accounts
- Mobile phone companies

The Bereavement Register is a free service to reduce direct mail sent to those who have died www.thebereavementregister.org.uk or Telephone (020) 7089 6403 Automated phone line registration service: 0800 082 1230

The Bereavement Advice Centre is a free helpline and web-based information service which can also help with practical information and sign-posting to other services.

Telephone 0800 634 9494

www.bereavementadvice.org



Grieving and remembering

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

We offer counselling for both adults and children. Our counsellors are specially trained to help with the feelings and difficulties which are so often associated with bereavement.

If you would like to speak to a member of our Counselling Team please contact our Counselling Services Manager on 01483 881750 or email 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 Team on 01483 881750.

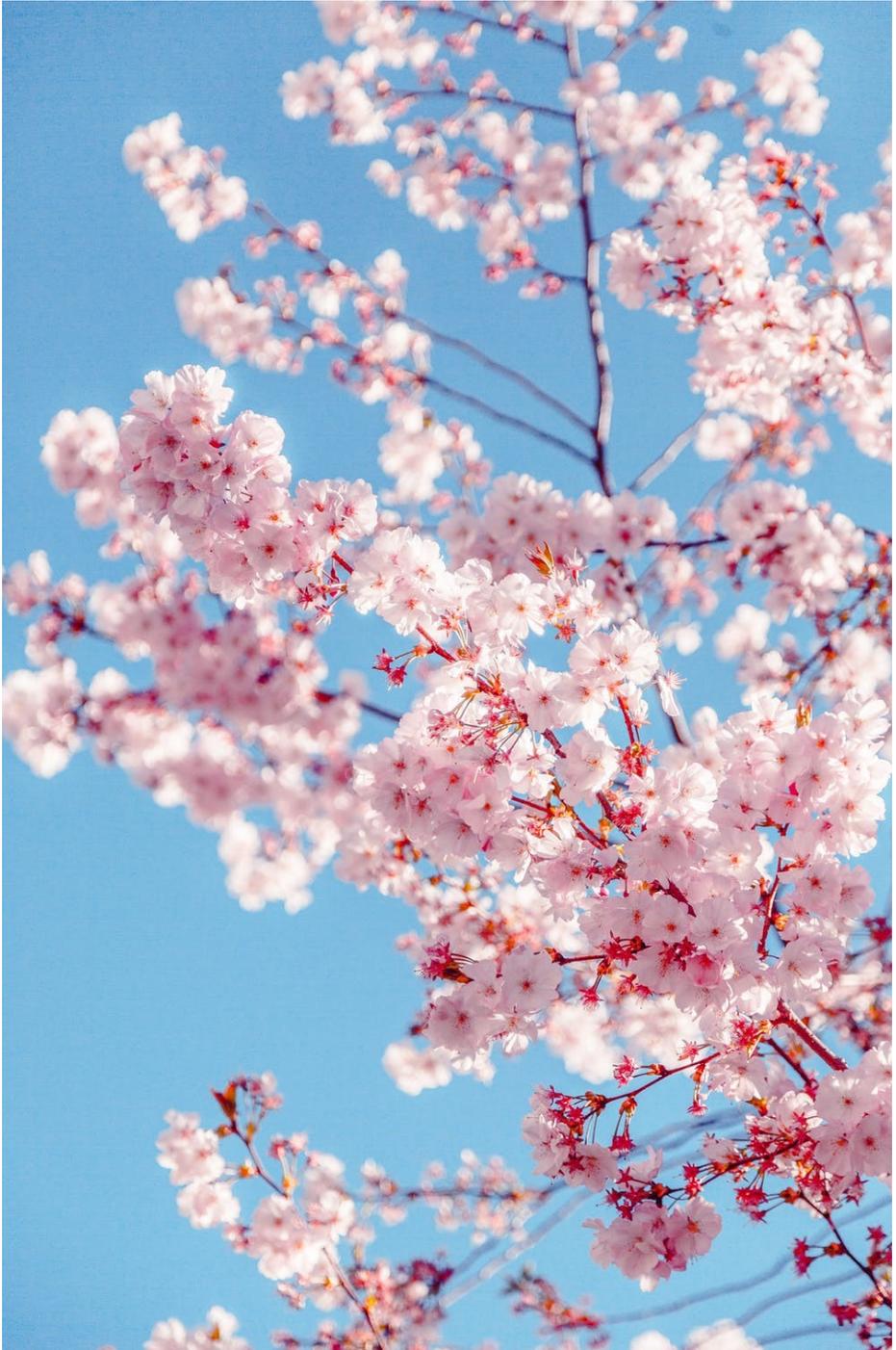
Light Up a Life

Our Light up a Life services are a time for families and friends to come together to celebrate and remember the lives of loved ones.

It's a chance to take some time out to remember those we have lost in the company of others who are also going through the same personal journeys.

Our services are held each year in November and December in churches across North West Surrey along with a non-religious service .

For more information visit wsbhospices.co.uk/lual email in-memory@wsbhospices.co.uk or call 01483 881771 to speak to a member of the In Memory Team.



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