

## **Bereavement Services**

# **Information and advice for bereaved families and friends (Hospital of St Cross Rugby)**

Please accept the sympathy of the hospital staff on your recent bereavement.

To avoid any unnecessary inconvenience to yourself, could you please telephone the Bereavement Services Department in Hospital Management on 01788 663 176 at the hospital on the next working day.

### **What this booklet is for?**

These notes are a reminder of the first formal steps you need to take.

Some of the notes apply in every case, some may not be so important to you, or will only apply in certain cases.

It can help to have everything written down, rather than trying to remember all the things you've been told.

Before you leave the hospital, the staff will give you appropriate information regarding what you need to do next.

Contact a Funeral Director – you do not have to wait until the Death Certificate has been issued.



### **Issuing of death certificate**

When a death occurs in the hospital, a Medical Certificate of Cause of Death (referred to as the certificate from now on) can usually be issued by the doctor. However, if the death is sudden or unexpected, the Coroner will have to be notified. This may delay the issuing of the certificate.

**Please telephone the Bereavement Services Department (in Hospital Management) on the next working weekday after the death. Telephone 01788 663 176 between 9.00am and 4.00pm Monday to Friday (except public holidays).**

The certificate will be sent electronically to the Rugby Registers office who will be given your contact details. The Rugby Registers office will then contact you to arrange a face to face appointment for registering the death. You can ask for the appointment to be at another office in Warwickshire if that is more convenient for you.

**Any property or valuables left at the hospital will be kept safely and you can organise collection with Bereavement Office staff, with the following exceptions:**

- Bank books, cheques and credit cards are returned to the originating bank.
- Pension and benefit books are returned to the Department of Social Security.
- Patients own medicines – these will be sent to Pharmacy for safe disposal.
- Unfortunately it is not possible to store property after 30 days, and arrangements should be made for collection prior to this time, otherwise it will be disposed of.

### **Viewing in the Hospital Chapel of Rest**

Viewing in the Chapel of Rest can be arranged.

To make an appointment please contact the Bereavement Services Department (in Hospital Management) between 9.00am and 4.00pm Monday

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to Friday on 01788 663 176. Out of these hours, please call 01788 572831 and ask to speak to the site co-ordinator.

### **Is a post mortem required?**

Occasionally a doctor may ask for a hospital post mortem examination to be carried out, in order to understand more clearly what happened, and to clarify the cause of death.

If the doctor wishes to carry out a post mortem, they must ask for your permission and explain fully what you are being asked for, before asking you to sign a consent form. If this should be the case, someone will talk to you about it usually before you leave the hospital.

### **When the coroner has to be involved?**

The other instance when a post mortem may be required is if the Coroner has had to be involved, for example when the death has happened unexpectedly, or the cause of death is unknown.

Their job is to discover, amongst other things, exactly what caused the death, and they have the power in law to order that a post mortem should be carried out.

If this is the case, the Coroner or their Officer will get in touch with you directly. They will explain clearly to you what happens and why.

If you need to contact the Coroner's Office, telephone 01926 684 228.

### **Registering the death**

The Registers office in Rugby will contact you to make a face to face appointment. You can request this to be at any of the registers offices listed below

Nuneaton

Stratford on Avon

Bedworth

Rugby

Warwick

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### **The Registrar will ask you for the following details:**

- Date and place of death
- Full name and surname of deceased
- Maiden name (if appropriate)
- Date and place of birth
- Occupation
- If the deceased was married in a civil partnership or widowed, the name and occupation of their spouse
- Usual address
- Whether the deceased was in receipt of any pensions or allowances from public funds
- If married or in a civil partnership, the date of birth of the surviving spouse.

**When registering a death at a register office in Warwickshire, the registration service is able to provide the 'Tell Us Once Service'. This means that the register office will notify other local and central government organisations on your behalf, if you wish.**

The following documents are helpful but please **do not worry if you cannot find them:**

- Medical card
- Birth certificate
- Marriage certificate

### **The Registrar will then give you**

- A green form to take to the funeral directors

Most people will require one or more copies of the formal registration of death in order to notify any banks, building societies, insurance, and pension funds, of the death. These can be requested at the time of the appointment or at a later date. If you request more copies at a later date, the cost will be the same as for the original registration.

## Beginning the funeral arrangements

Warwickshire County Council provide a 'Bereavement Advice Service' offering help with a variety of topics; what to do first, finding a funeral director, finding support, money and tax issues, probate and legal matters, preventing junk mail to the deceased. This service can be accessed by telephone: 0800 856 1437 or [www.warwickshire.gov.uk/bereavementadvice](http://www.warwickshire.gov.uk/bereavementadvice)

If you have any worries at all about the cost of the funeral, please ask for advice **before** making arrangements. The Bereavement Services Department at the hospital, the hospital Social Worker, the Funeral Directors or your own Benefit Office will be able to advise you.

If you are unsure about anything, or need someone to talk to please do not hesitate to ring the hospital on **Rugby 01788 572831** and ask to speak to the site co-ordinator.

## Wills and estates, costs and expenses

It is important to seek a solicitor's advice over any question about a will, or about the estate of the person who has died.

It is also vital to make sure the Department of Social Security, together with any insurance companies, banks and building societies, know what has happened.

The Registrar will give advice on notifying them, and can issue extra copies of the Registration of death for a small fee.

## Request for entry into the Patient Book of Remembrance

There is a Book of Remembrance held in the Elizabeth Chapel here at the Hospital of St Cross. Entries into the Book of Remembrance can be accepted for anyone who was a patient in the Hospital of St Cross. Please speak to the Bereavement Office on 01788 663176 if you would like to request an entry.

### **Further advice and support**

There are many people, in the hospital and outside, who can give careful advice and sensitive support, not only now but as time goes on.

You may already have met the Hospital Chaplain or a Hospital Social Worker; and they will be able to meet you again, now or later, if there is anything you need, or something you are worried about.

If you want to get in touch with them, or with someone else you have met here at the hospital, ring and ask for the Chaplain, the Social Worker, or the Ward Sister or Charge Nurse where the person who died was a patient.

At each point over the next few days there will be people who are able to provide support and advice, including the Funeral Director, the person conducting the funeral, and your own family doctor, as well as the people mentioned in this booklet.

In addition to the help they can give, they will also have contact with other groups and organisations such as “Cruse”, “Age UK”, and other support and counselling agencies, who may be helpful to you either now or in the future.

### **Useful organisations**

#### **Age UK Warwickshire**

8 Clemens Street

Leamington Spa

CV31 2DL

Telephone: **01926 458 100**

[www.ageukwarwickshire.org.uk](http://www.ageukwarwickshire.org.uk)

#### **Carers UK**

#### **(Formerly Carers National Association)**

20-25 Glass House Yard, London EC1A 4JT

Telephone: **0808 808 7777**

[www.carersuk.org](http://www.carersuk.org)

## Patient Information

### **Cruse Bereavement Care (Coventry)**

For bereavement counselling

Telephone: **024 766 70714**

### **Cruse - Bereavement Care (National)**

PO Box 800, Richmond, Surrey TW9 1RG

Telephone: **0844 477 9400**

[www.crusebereavementcare.org.uk](http://www.crusebereavementcare.org.uk)

Young People's Freephone National Helpline: **0808 808 1677**

### **Compassionate Friends**

Hours: 10am - 4pm, 6.30pm - 10.30pm everyday

53 North Street, Bristol, BS3 1EN

Telephone: **0845 123 2304** (helpline)

[www.tcf.org.uk/](http://www.tcf.org.uk/)

### **National Association of Victim Support Schemes**

Hallam House, 56-60 Hallam Street, London W1W 6JL

Telephone: **0845 3030 900**

[www.victimsupport.org.uk](http://www.victimsupport.org.uk)

### **National Probate & Inheritance Tax Helpline**

Telephone: **0845 302 0900**

### **Samaritans**

Telephone: **0845 790 9090** [www.samaritans.org](http://www.samaritans.org)

### **Terence Higgins Trust**

314-320 Gray's Inn Road, London WC1X 8DP

Telephone: **0207 812 1600** [www.tht.org.uk](http://www.tht.org.uk)

