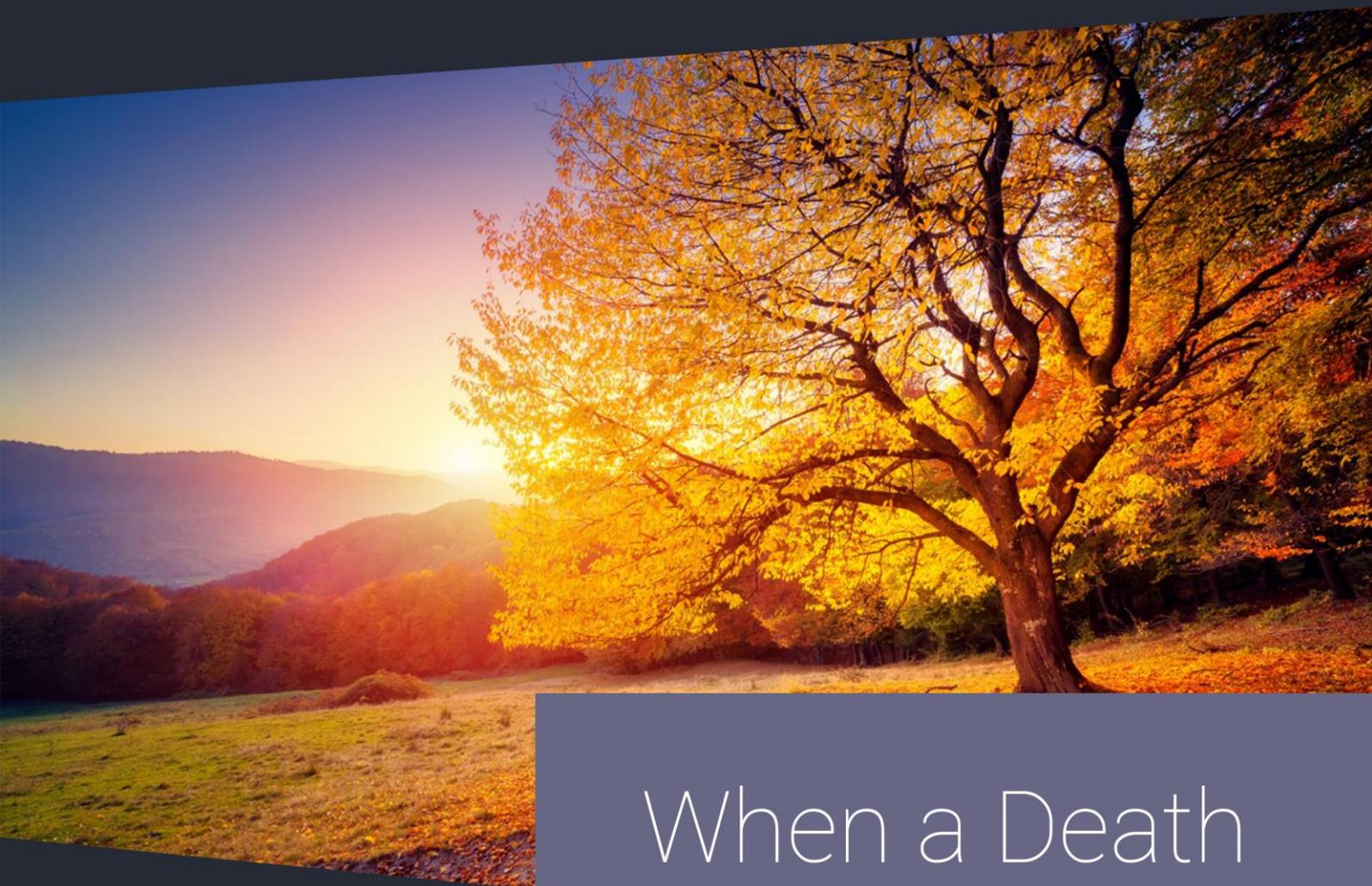




SHOBRIDGE

FUNERAL SERVICES

Independent Family Funeral Directors



When a Death Occurs



Park House, Silver Street,
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www.shoobridgefunerals.co.uk

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WHEN A DEATH OCCURS

INTRODUCTION

Losing someone close to you is unnatural and feels very unreal because we rarely have to deal with this event in our lives. Even if the death was expected, you will still probably feel numb, shocked, or be so upset, you seemingly cease to function. These responses are quite 'normal' in this situation. One thing you could think about is whether there is a person, family member or even people you can contact to support and help you or even be with you over the first few days at least.

FIND SUPPORT

In the first few days after death it is often the responsibility of the person who is most distressed to make the necessary practical arrangements. As explained above, it can be helpful to have a friend or relative to help you with these arrangements.

The information listed below has been created to help you, and your friend or relative cope with the practical steps you will need to take. *"We at Shoobridge & Son Funeral Services are committed to doing all that we can to help you through the difficult experience you are presently facing."*

We would like to offer you and your family, our deepest sympathy, thoughts and comfort at this time.

THE PROCESSES THAT YOU NEED TO BEGIN:

- Obtain the Medical Certificate of the Cause of Death
(G.P., Hospital or H.M. Coroner – see below)
- Make an appointment to register the death at your local Register Office
- Commence the Funeral Arrangements
(Contact your chosen Funeral Director who will advise you)



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STEPS YOU WILL NEED TO TAKE

OBTAINING THE MEDICAL CERTIFICATE OF THE CAUSE OF DEATH

When someone dies within a residential care home, nursing home or Hospice facility, the duty doctor will usually issue the next of kin with the Medical Certificate of the Cause of Death as soon as possible.

When someone dies in a local community hospital or the Royal Devon and Exeter Hospital, staff will inform you how and when to contact the Patient Affairs or Bereavement Officer. You will be told how to obtain the medical certificate. It is the responsibility of the GP or possibly the 'duty' doctor to issue a medical certificate for people who die at home. The medical certificate records the principal illness which led to the person's death. It has to be signed by the doctor who was responsible for the patient when they died. Please read carefully both sides of the detachable slip on the medical certificate 'Notice to the Informant.'

REGISTERING THE DEATH

The people who are legally allowed to register the death are:

- a relative.
- a person present at the death.
- the occupier of the premises where the death occurred if they were aware of the death the death.
- the person dealing with the funeral arrangements (this does not include the funeral director)

Next you will need to take the medical certificate to the office of the Registrar for Births and Deaths and Marriages to legally record the death. The death must be registered in the district where it occurred and should be recorded within five days if possible (*exceptions apply – especially in Coroner's cases*).



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WHAT YOU SHOULD TAKE WITH YOU TO THE REGISTRAR'S

- The Medical Certificate of the Cause of Death (*from the G.P.*), unless the coroner is involved.
- The deceased's Medical Card if they had one. *or, if not*
- An alternative official form of identification of the deceased's. (*Passport, Driver's Licence, Utility Bill*)
- Some money to pay for copies of the Death Certificate – *required for legal and other purposes*

INFORMATION YOU WILL NEED TO PROVIDE

The registrar will talk to you in private about the person who has died.
You will need to know the following information:

- The date and place of death of the deceased
- The full name and surname – also maiden name if the deceased was a married woman
- The date and place of birth of the deceased
- The occupation, and if the deceased was a married woman or widow, the full name and occupation of her husband
- The usual address or residence of the deceased
- If the deceased was married, the date of birth of the surviving widow or widower
- Whether the deceased was receiving a pension or allowance/benefit from public funds other than a state pension

Additionally, the registrar will give you a Green Form (*Certificate for Burial or Cremation*), which allows the body to be released for the funeral and a white form (*Certificate of Registration of Death*) which is for the Department of Work and Pensions *formerly the DSS (Job Centre Plus can deal with this to a degree as it terminates further government pension payments – this form is free-of-charge)*

You need to give the Green Form to your funeral director as soon as possible.



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If the coroner has been informed you will be advised what to do by the coroner's office or your funeral director.

For the majority of people who die, a post-mortem is not necessary because there is usually sufficient information regarding the cause of death of the deceased. For patients who have died suddenly or those with a possible occupational illness, a post-mortem will be necessary. *(Also known as 'autopsy').*

CONTACTING THE REGISTRAR:

All visits to Register Offices in Devon are 'BY PRIOR APPOINTMENT ONLY.'

Deaths in Exeter and East Devon can be registered at any office in the Devon County Council area. Please call:

☐ 'My Devon' 0345 155 1002 between 8.00 a.m. - 8.00 p.m. Monday – Friday, 9.00 a.m. - 1.00 p.m. Saturday

ARRANGING A FUNERAL

WHEN AND WHERE TO BEGIN?

Find out if there is a Will, a Pre-paid Funeral Plan, both or, written instructions as this may contain requests about funeral arrangements.

DECIDING ON BURIAL OR CREMATION

It is up to the executor of the Will or, if no executor is named, the nearest relative to decide whether the deceased is to be buried or cremated. Check whether the deceased left any indication of their wishes.



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CHOOSING A FUNERAL DIRECTOR

- Funeral services are arranged and conducted by funeral directors so you will need to choose which one to use
- Funerals are relatively expensive and prices vary considerably. It is wise to obtain an idea of costs prior to engaging an undertaker – personal recommendation is also a good indicator
- If a Pre-paid Funeral Plan exists, there may be little or no extra payment required
- If the applicant is in receipt of a state benefit, they may be able to apply for help with the funeral costs – your funeral director will be able to advise you accordingly
- A basic funeral does not include the costs of some items you may expect e.g. floral tributes, notices in the local paper and possibly, some disbursements - your funeral director will be able to advise you further

YOUR FUNERAL DIRECTOR WILL NEED:

- The Certificate for Burial or Cremation (Green Form from the Registrar) *or*
- The Order for Burial (Form 101), which the coroner will have provided where applicable *or*
- The Certificate for Cremation (Cremation Form 6), which the coroner will have given to the funeral director where applicable

- One copy of the Death Certificate if a Pre-paid Funeral Plan exists

Please note that this is an informative guide only; your chosen funeral director – Shoobridge Funeral Services will be pleased to serve you in many ways far too comprehensive to list here.



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