

Information and Support for
Relatives & Friends

When Someone Has Died



If you would like this document in large print, Braille or audio format, please contact: 0141 201 4915
E-mail: perl@ggc.scot.nhs.uk

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如果您需要该信息的其它语言版本，请联系:

Tel: 0141 201 4915

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Introduction

When a relative or friend dies this can be a difficult and worrying time. It may be the first time you find yourself responsible for making funeral arrangements and you may not know where to start.

This booklet covers information about arranging the funeral, followed by support and contact details. We hope it will help guide you through some of what you need to do.

Information

When a death occurs many people are unsure who to contact and when. There are three things you **must** attend to:

- obtain the relevant death certificate
- register the death within 8 days
- contact a funeral director to discuss the funeral arrangements.

Healthcare Chaplains

Within NHS hospitals, healthcare chaplains are available for support regardless of your faith or beliefs. They are able to offer bereavement support, time to listen to you and your concerns as well as being able to advise you about a funeral. They also have knowledge of different faith and belief communities and can help you contact them.

Death and Cremation Certificates

When a person dies at home you can collect the death and cremation certificates from the person's GP surgery. Please phone the GP to make sure the document(s) are ready.

When a death occurs in hospital you will normally be dealing with the Senior Charge Nurse or Nurse in charge of the ward. They will make the necessary arrangements for the doctor to issue the death certificate, which is free of charge.

If for religious reasons you require the death certificate quickly

please make sure the ward staff know this.

If you have been asked to collect the death certificate the following day, please phone the ward around 11.00 am to make sure the document is ready–this can save you time and prevent waiting on the ward. (If the Procurator Fiscal is involved then you may receive different advice to this.)

If you have decided on a cremation you should tell either the Senior Charge Nurse, Nurse in charge of the ward, or Doctor. This is to avoid any delays as additional papers have to be prepared by two doctors.

You do not need to be in possession of the cremation certificate to register the death. Your funeral director can collect this certificate on your behalf.

Free from Infection Letter - If the person who has died is to be repatriated to a country out with the United Kingdom then the funeral director will need a letter from the doctor to state that the deceased is free from infectious disease. There may be a small charge for this.

If there are any difficulties around this the funeral director will explain these.

Post Mortems

If a person dies suddenly and unexpectedly, the GP or hospital doctor may be unable to issue a death certificate, and the Procurator Fiscal's Office will be informed. For certain types of death (e.g. industrial accidents, suicides etc) this is a legal requirement. The Procurator Fiscal may decide that a post mortem is necessary. This is called a Fiscal Post Mortem. The necessary arrangements will be made to conduct the post mortem as soon as possible.

Following the post mortem a pathologist will complete the death certificate. It is important to note that this is a common process and in no way implies that the death was in any way suspicious from a criminal point of view.

Where a death has been reported to the Procurator Fiscal's Office a formal cremation certificate is not required. The Procurator Fiscal will issue an E1 form.

In other situations you may be asked to give written and informed authorisation for a 'hospital' post-mortem. You are entitled to know the reason for the post-mortem and you can decline the request. The main reasons for carrying out a post-mortem are:

- To discover the nature of the illness if this is not already known
- Give more information about the cause of death
- Identify complications or side effects of treatments and drugs
- Diagnose conditions that might affect other members of the family.

Uplift Of Patients Private Funds and Property (hospitals only)

Please Note: only the immediate next of kin can uplift property or private funds from the hospital's Cashier's Office or Patient Affairs Office.

You can collect clothing from the ward at your convenience. Where possible, please bring a suitable carrying case with you. The ward will also advise if there are any property or private funds that have been deposited for safekeeping.

Only the immediate next of kin can uplift property or private funds from the hospital Cashier's Office or Patient Affairs Office. If the next of kin is unable to collect the property or private funds, the cashier should be contacted. They will provide a form for completion by the next of kin, which should be returned to the hospital Cashier's Office or Patient Affairs Office. Property or private funds will then be sent by registered post to the next of kin.

Ward Staff will advise you of a contact number for the hospital

Cashier's Office or Patient Affairs Office. These offices are closed at weekends and on all Public Holidays.

Registering the Death

By law all deaths in Scotland must be registered at the 'Registrar of Births, Marriages and Deaths' **within 8 days**. As of January 2007 the law allows a death to be registered in any registration district in Scotland. The address can be found in the telephone directory under 'Registrar of Births, Marriages and Deaths', or as listed at the back of this booklet.

You do not have to register the death yourself; another family member or a friend can do this for you. However, a person under the age of 16 cannot register the death.

Note: Registrar Offices are **closed** on Public Holidays and normally at weekends. Please check the hours of opening before going.

Information the Registrar Requires

The person registering the death is required to supply the following information about the deceased:

- Full name, address, occupation, date and place of birth.
- Details of any other previous names that they may have been known by.
- Details of their widow, widower or surviving civil partner, if applicable. (Including the name, date of birth, address).
- If the deceased was a widow, widower or surviving civil partner then provide spouse's or civil partner's details.
- If the deceased was divorced, had an annulment or had a dissolved civil partnership, please provide former spouse's or civil partner's details.
- Full name and occupation of the deceased's father.
- Full name, maiden surname and occupation of the mother of the deceased.

- Name and address of the deceased's GP.

What Documents Are Required?

- Death Certificate (known as Form 11).
- Birth Certificate (Desirable – not essential).
- Marriage or Civil Partnership Certificate (if applicable).
- National Health Service Medical Card (if available).

Once the registrar has sufficient details to complete their records they will issue you with a certificate-Form 14. This must be handed to the funeral director who will forward it to the Cemetery or Crematorium.

While it is legal for a burial to take place before the death is registered, it is essential to have this form before cremation can take place.

You will also receive a green certificate (334 S1). This can be used in any dealings with the Department of Work and Pensions (for any social security benefits).

Extract Copies of Death Certificate

You may require extract copies for insurance, bank, lawyer or benefit purposes. Photocopies are not accepted as legal documents. Extra copies can be obtained from the registrar, at the time of registration; a fee applies which must be paid for at the time. You may want to think about how many copies you will need. However, if at a later date you require, extra copies of the registration of death there may be an added cost. For further information see www.gro-scotland.gov.uk

Organising the Funeral

Before contacting a Funeral Director you might want to think about the following:

- Did the person leave any instructions about the type of funeral they wanted? For example, would they have preferred a burial or cremation?
- Think of how you could personalise the funeral for your loved one. Remember wanting the best for them is not always about cost.

Funeral Director

A funeral director will require the following:

- Details of the death
- Place of death
- Death certificate
- Details of any prepaid funeral plan or any specific wishes of the deceased.

The funeral director will then discuss the following with you:

- Do you have someone in mind who will conduct the service? If not then they will assist you in this. If you have someone in mind then the funeral director may need their contact details to check their availability for the service.
- A suitable day and time for the service.

If you wish the funeral director:

- Will also draft out a notice for the newspaper for your approval
- Can arrange for wreaths or flowers as appropriate.

Please note funeral directors now ask you to pay the charges for the above two items at the time of arranging the funeral.

Paying for the Funeral

Once you have decided on the type of funeral you want, your funeral director will discuss the different costs and services and will provide you with a written quotation. In most cases, the funeral director will require a deposit before they start making arrangements. If you feel up to it, try to get more than one quote to compare the costs and services.

Funeral costs can be met in different ways; these include paying with funds from:

- The deceased's estate
- A funeral scheme or pre-paid funeral plan
- A life insurance policy or pension scheme.

Often the bank or building society accounts of the deceased will be frozen until certain legal matters have been addressed, unless it is a joint account. Although they may release some funds, they are not obliged to do so.

Help to pay for the Funeral

Do not sign anything unless you can pay the funeral costs.

If you are unable to meet the cost of the funeral in full, discuss this with the funeral director. They may be able to offer you a low cost funeral.

By fulfilling certain conditions you may be eligible for a funeral payment from the Social Fund (form SF200) to help towards part of the funeral costs. To qualify you must already be in receipt of benefits. The funeral director will advise you of the current qualifying conditions. You can make a claim up to 3 months after the death.

If there are no funds available at all, the local authority will arrange to pay for the funeral. **They should be contacted before any arrangements are made.** The funeral director will assist you in this.

Financial Advice

Benefits you can claim

If you are widowed or your civil partner dies, you may be able to get one or more of the following UK bereavement benefits:

- Bereavement Payment - a one off tax free payment
- Bereavement Allowance - a weekly benefit which can be paid for up to 52 weeks
- Widowed Parent's Allowance - a weekly benefit for persons with children.

For these bereavement benefits your husband, wife or civil partner must have paid National Insurance (NI) contributions. Contributions paid by you do not count for these benefits.

You may be able to still get these benefits at the full rate if your husband, wife or civil partner died because of an accident at work or from a prescribed industrial disease, even if they did not have a full NI contribution record.

Visit www.dwp.gov.uk for further information.

Where to access support

Money Advice Scotland offers free and confidential advice on a wide range of financial issues including: debt, money management, benefits, housing issues and legal advice in your local area.

If you would like support on any financial issue contact Money Advice Scotland on 0141 572 0237 or

www.moneyadvicescotland.org.uk to find out where your nearest service is.

If you have a family lawyer, it may be helpful to contact them for advice.

Insurance

If the deceased has life insurance, the Insurance Company should be advised as soon as possible.

You will be asked to produce the policy and a copy of the extract of registration. Photocopies of these documents will not be accepted by insurance companies.

Contacting Other Organisations

When you feel ready you may find this simple checklist useful in highlighting some of the services or organisations you may need to, or want to contact to tell them of your loss.

Tick the boxes below as you go through the list

Inform	Reason For Contact	Check
Bank, Building Society, Insurance Companies.		
Solicitor		
The Landlord or Housing Provider	If the person was in rented accommodation	
Water, gas and electricity suppliers		
Phone provider		

Work, Pensions, Benefits	Reason For Contact	Check
The Department of Work and Pensions	Please complete the 334 S1 Form issued by the registrar and return it to the appropriate address specified by registrar together with the pension, order book, payable orders or giro cheques issued by DWP	
Any employer or Trade Union		
Any company or personal pension provider		

Health Service	Reason For Contact	Check
GP, hospital or clinic the person was attending	To make sure no further correspondence or appointments are sent to the deceased's address.	
The dentist the person was attending	To make sure no further correspondence or appointments are sent to the deceased's address.	
Medicines	Medicines should be returned to a Community Pharmacist for safe disposal.	
Other health and social work services	To help with the removal of any equipment or services which are no longer required. For example return of wheelchair.	
Opticians	To make sure no further correspondence or appointments are sent to the deceased's address.	
Local Authority	Reason For Contact	Check
Homecare Service	To cancel any home care services the person may have received.	
Household and household bills	Reason For Contact	Check
The Post Office	So that the deceased's mail can be re-directed to the person responsible for the estate.	
The Bereavement Register	To stop unwanted post and junk mail call 01732 460 000 or visit www.bereavementregister.org.uk	
The Housing Association	If the person was living in a housing association property	

Education Services	Reason For Contact	Check
Establishment attended by child or young person	Tell establishment of bereavement in the family in order that appropriate support can be put in place if necessary	

Personal Items	Reason For Contact	Check
Libraries	Return any library books, tickets and cancel the membership	
Clubs or Associations	Return membership cards and claim any refund due	

Transport and Travel	Reason For Contact	Check
The Driver and Vehicle Licensing Authority	Return the driving license to the DVLA Longview Road, Swansea SA6 7JL with the registration documents of any vehicles owned by the deceased	
Blue Badge	The blue badge should be returned to the Social Work Department that issued the badge.	
Season Ticket	Return any season tickets – claim any refund due	
Bus and Rail travel companies	Cancel any bus or travel passes	
Passport agency	Return their passport with the top right hand corner cut off.	

Support

The death of a loved one can be a huge shock and life can take on a different perspective. The feelings you experience after a death can be hard to talk about. You may find the following helpful.

The beginning ...

When death comes suddenly or unexpectedly, or after a long illness, it is likely to leave you in a state of shock. You may feel numb, disbelief, sadness, as if living in a dream. This is normal.

The way you grieve will depend on the type of relationship you had with the person, and how you felt about them, or in the way that they have died. Sometimes you may find that this death may awaken feelings about other losses in your life.

Sudden death

Nothing can prepare you for the news that someone you love or care for has died suddenly. People react differently even within one family, and there is no right or wrong way. What matters most is that you do not feel that you have to cope alone. You may have close family or friends you can speak to or a faith community you belong to who will give you support. You may find it easier to approach someone outwith your family and friends and there are some suggestions at the end of this booklet.

As you may not have had a chance to say goodbye it may be helpful to write down, in a letter, everything you would have liked to say to your loved one. This may help you to deal with feelings about the sudden loss you have experienced.

Remember you do not need to bear the burden alone.

Saying goodbye ...

Someone who has shared your life's journey is now gone. Saying goodbye is always difficult and it's important to find ways to do this. Some people find it helpful to spend a few minutes with the body of their loved one either by making an appointment with the hospital mortuary staff or by making other arrangements with your funeral director. The funeral is a significant time to remember and say goodbye though you may discover that you don't recall very much about it afterwards. Other rituals or perhaps visiting places that were important or special to your loved one can help in saying goodbye.

Grieving is normal ...

The most powerful feeling you will probably experience while grieving is sadness. Sometimes tears will be close or you may cry without warning. You may feel angry or guilty. Don't worry if you are feeling 'out of sorts': this is normal.

You may feel very tired, yet unable to sleep. You may not feel like eating much. It can be hard to concentrate. All this is to be expected.

It can be helpful to have someone to share your thoughts and feelings with – perhaps a close friend or family member.

The pain ...

Memories and reminders of the person who has died can be comforting but sometimes also painful. If your loved one lived with you, the house will seem unusual and you might even feel that they are still in it. Although it might be hard it is good to talk about your loved one. It can be tempting to avoid the pain but it's a natural part of grieving.

Children and young people grieve too ...

Children and teenagers have their own needs after a death. Talk to them and ask if they would like to attend the funeral. They may not know what happens at a funeral. This may be the first time they have experienced such a loss. They need to know that it's ok for them (and for adults) to cry. You can help by answering their questions honestly and simply and by not making them feel left out. (Please see useful contact details sections).

One day at a time ...

It's important to take life a day at a time, to try to get rest and eat well. This isn't a good time to make big decisions – they can wait until further down the road when you have a bit more energy.

Useful support for you in your grieving often comes from out with the family. The person who conducted the funeral service or those who cared for your loved one may be able to help or point you in the right direction. There are some organisations listed in this booklet that can help you.

Life is different ...

Life for you is never going to be the same. Though it's hard to believe it - a time will come when you'll feel able to deal with the normal routine of life again.

Grieving is learning to live a different life.

And later ...

Grieving can last a varying amount of time from months to years. If you feel you are not coping with your grief, there are many ways you can access support. In the first instance, you should contact your GP or Practice Nurse. They will be able to discuss with you, your own individual needs and provide or refer you to appropriate support.

There are some things that are helpful.

Take time to ...

- make decisions
- accept the loss
- share
- believe
- forgive
- feel good about yourself
- meet old and new friends
- laugh
- give
- think, remember, mourn or pray
- exercise and eat well
- check on your health
- read and keep informed
- seek help as needed
- look at your 'treasures' – photographs, special gifts, a memory box, etc
- tell your story

(From Mater Health Services Brisbane Ltd)

Useful Contact Details

“What to do after a death in Scotland’

For further information please refer to the booklet “What to do after a death in Scotland.....practical advice for times of bereavement” which includes more in-depth information. (Copies are available from the Scottish Executive Justice Department, telephone 0131 244 3581, or Citizens Advice Direct, telephone 0844 848 9600.)

Breathing Space

Telephone: 0800 838 587

www.breathingspace.com

Childhood Bereavement Network

The Childhood Bereavement Network (CBN) is a national, multi-professional federation of organisations and individuals working with bereaved children and young people. It involves and is actively supported by all the major bereavement care providers in the UK.

Telephone: 020 7843 6309

www.childhoodbereavementnetwork.org.uk

Choose Life

Choose Life’s campaign aims to raise awareness and understanding of suicide among the general public, and more specifically, to encourage people at risk to get help early.

Telephone: 0141 354 2900

www.chooselife.net

Citizens Advice Direct

The Citizens Advice service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities.

Telephone: 0844 848 9600

www.citizensadvice.org.uk

Compassionate Friends (for bereaved parents)

Helpline: 0845 123 2304

www.tcf.org.uk

Email: info@tcf.org.uk

Cruse Bereavement Care

A nationwide volunteer counselling service which provides support to bereaved people.

National Phone Number: 0845 600 2227

www.cruse.org.uk

Petal (People Experiencing Trauma and Loss)

Provides practical support to those affected by murder or suicide.

Telephone: 01698 324502

www.petalsupport.com

Samaritans

Support for anyone in a crisis.

Helpline: 08457 909090 (24 hours a day every day)

www.samaritans.co.uk

Scottish Cot Death Trust

The Scottish Cot Death Trust is the only Scottish charity working to find the cause of Cot Death, to support the families affected by this tragedy and to provide education on the topic for both the public and health care professionals.

Telephone: 0141 357 3946

www.sidscotland.org.uk

Senior Scotland

The Scottish Helpline for Older People (SHOP) offers an independent, confidential phone based information service to people aged 50 and over living in Scotland, and to those associated with them such as their carers and families.

Telephone: 0845 1259732

www.seniorscotland

SOBS (Survivors of Bereavement by Suicide)

Support and advice for people bereaved by suicide.

Helpline: 0844 561 6855

www.uk-sobs.org.uk

Stillbirth and Neonatal Death Charity (SANDS)

SANDS is an organisation which can offer you support when your baby dies during pregnancy or after birth.

Telephone: 020 7436 5881 (National Helpline)

www.uk-sands.org

Winston's Wish

The charity for bereaved children – is the longest established and largest child bereavement service in the UK, and provides the widest range of services. It provides a national helpline, specialist group work for families bereaved through suicide or homicide, an interactive website, resources, consultancy, training and research.

Telephone: 08452 030405 (English based)

www.winstonswish.org.uk

Yorkhill Family Bereavement Service

Based at the Royal Hospital for Sick Children, Yorkhill Family Bereavement Services provides a range of accessible support to people affected by the death of a child, children who have been bereaved and support and training for staff within Women and Children's Directorate:

Telephone: 0141 201 9257

Email: yfbs@ggc.scot.nhs.uk

National Association of Funeral Directors (NAFD)

This is the official independent body which represents Undertakers nationally and gives advice and the right to redress for customers should something go wrong with the funeral arrangements.

Telephone: 0845 230 1343

Fax: 0121 711 1351

www.nafd.org.uk/funeral-advice/contact-the-nafd/contact-us-form.aspx

Email: info@nafd.org.uk or use our contact form

List of Registrars Offices

Note: Registrar Offices are closed on Public Holidays and normally at weekends. Please check the hours of opening before going.

Alexandria 77 Bank Street,
 Alexandria, G83 OLE
Telephone No: 01389 608980

Barrhead Council Offices, 13 Lowndes Street,
 Barrhead, G78 2QX
Telephone No: 0141 577 3551

Bearsden Council Offices,
 38 Roman Road, Bearsden
Telephone No: 0141 942 2352

Bishopbriggs The Triangle, Kirkintilloch Road,
 Bishopbriggs, G64 2TR
Telephone No: 0141 578 8557

Clydebank Council Offices, Roseberry Place,
 Clydebank, G81 1TG
Telephone No: 01389 738770

Dumbarton Municipal Buildings, College Street,
 Dumbarton, G82 1NR
Telephone No: 01389 738350

Dunoon	Registration Office, Council Offices, Hill Street, Dunoon, PA23, 7AP
Telephone No:	01369 707130
East Kilbride	Civic Centre, Andrew Street, East Kilbride, G74 1AB
Telephone No:	01355 806432
Giffnock	Council Offices, Eastwood Park, Roukenglen Road, Giffnock, G46 6UG
Telephone No:	0141 577 3121
Glasgow	1 Martha Street, Glasgow, G1 1JJ
Telephone No:	0141 287 7677
Greenock	40 West Stewart St., Greenock, PA15 1YA
	Note: This office works an appointment system.
Telephone No:	0147 571 4250 or 0147 578 6850
Helensburgh	Scotcourt House, 45 West Princes Street, Helensburgh, G84 8BP
Telephone No:	01436 658822
Inverclyde	40 West Stewart Street, Greenock, PA15 1YA
Telephone No:	0147 571 4250 or 0147 578 6850

Kirkintilloch and Lennoxton

Council Offices,
21 South Bank Road,
Kirkintilloch, G66 1NH

Telephone No: 0141 578 8020

Johnstone

16-18 McDowall Street,
Johnstone, PA5 8QL

Telephone No: 01505 320012 or 331771

New Kilpatrick

Registration Office, 38 Roman Road
Bearsden, G61 2SH

Telephone No: 0141 578 8669

Paisley

Municipal Buildings,
1 Cotton Street, Paisley, PA1 1HY

Telephone No. 0141840 3388

Renfrew

Council Offices, 14 Renfrew Street,
Renfrew, PA4 8RN

Telephone No: 0141 886 3589

Rutherglen

139 Main Street,
Rutherglen, G73 2JJ

Telephone No: 0141 613 5731

Use the following link to reach the General Register for Scotland website where you will find details of all other Registration Offices in Scotland: <http://www.gro-scotland.gov.uk/>

Acknowledgements

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Notes

You may want to use this space to write down important names and phone numbers, or questions you want to ask.
