

Bereavement Help and Advice

Profedigaeth Cymorth a Chyngor



GIG
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WALES

Bwrdd Iechyd Prifysgol
Caerdydd a'r Fro
Cardiff and Vale
University Health Board

This booklet is designed to help during the time of the death of a relative or friend.

It aims to give you practical help and guidance with some of the arrangements and decisions you may need to make during the time of a bereavement.

The following issues are covered in this booklet:

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End of life care

Information for patients and their carers to help make decisions about CPR (Cardiopulmonary Resuscitation) can be provided by health care professionals, and can also found on all NHS Health Board websites.

You can ask your healthcare team for a copy of the leaflet produced by the All Wales DNACPR Group “Sharing and Involving” Information for patients and their carers to help make decisions about CPR (Cardiopulmonary Resuscitation)“.

When death occurs

It's not always clear when the actual moment of death occurs. When a person dies, you may notice that their face suddenly relaxes and looks peaceful. There are many different beliefs about what happens after death, but those nearby may sense that consciousness has left.

It's impossible to predict how you will react to the death of someone you care about as everyone is an individual, even when you know what's going to happen. You may go through many different feelings and emotions after a person has died, even in the first few minutes and hours. There's no right or wrong way to feel and react.

If you are alone at this time, you may want to ask someone to come and support you. It is important that you contact the person's GP at this time, as they will need to record that the person has died.

Customs or preferences at time of death

If a Nurse or another healthcare professional is present, they will check if there are any religious or other customs or preferences that need to be observed. Please tell them if there's anything they should or shouldn't do. They will respect your wishes and those of the person who has died.

Last offices or laying out the body

Last offices and laying out the body mean different things to different people. Here we refer to care of the person after they have died, which may include washing the person's body, and dressing them in clean clothes. You may find it comforting to carry out such tasks. On the other hand, you might find it distressing, or prefer to leave it to others.

Any equipment, such as a syringe driver, should be left in place until an appropriate healthcare professional has properly recorded that death has taken place. This is known as formal verification of death.

The First Few Days

Following the death

Following the death of your relative or friend, a doctor or a specially trained nurse will need to visit in order to verify the death. During normal surgery hours this will be arranged by your local GP surgery. However outside of normal surgery hours, a visit will usually be made by a GP, or a specially trained nurse, from the Out of Hours service.

Please be advised that for cremations it is common practice for the death to be certified by two doctors, so please do not be alarmed if you receive a follow up phone call from another doctor – this is normal practice.

You can contact a funeral director to make provisional plans before you register the death.

Collecting the death certificate

Medical Certificate of Cause of Death (MCCD) can be collected from your local GP surgery - we would ask that you please contact your GP surgery beforehand to ensure the Medical Certificate of Cause of Death (MCCD) has been completed. The Medical Certificate of Cause of Death (MCCD) is not an official death certificate - this will be issued by the Registrar of Births, Deaths & Marriages when you register the death.

We would advise that an appointment not be made with the Registrar of Births, Deaths & Marriages until the Medical Certificate of Cause of Death (MCCD) has been issued by your GP surgery.

Useful information can be found on the Government website
<https://www.gov.uk/browse/births-deaths-marriages/death>

Is tissue donation a possibility?

Cardiff and Vale University Health Board (UHB) fully support organ and tissue donation. Tissue donation may be a possibility after your relative or friend has died. Such a donation is a great gift and can change the lives of recipients considerably. Most people are able to donate their corneas (part of the eye). This can take place up to 24 hours after the death and can restore the sight of two people through a corneal transplant. The removal of donated tissue is carried out with great care and respect. It does not prevent you saying goodbye or affect funeral arrangements.

If you would like further information, please contact NHS Blood and Transplant National Referral Centre on **0800 432 0559**. This is a 24 hour pager service. Leave your name and full telephone number and a Specialist Nurse in Tissue Donation will return your call.

What if my relative or friend wishes to donate their body to medical research?

If they wished to donate their body to medical research you should contact the Department of Anatomy at Cardiff University as soon as possible on tel: **029 2087 4370** and they will tell you what you need to do next.

It is essential that they have signed the necessary paperwork during life, explaining that this is their wish and that their signature has been witnessed.

The Following Days

Return of equipment

The District Nursing Line can give advice about returning equipment and medical supplies **029 2044 4501**

Equipment such as zimmer frames and walking aids can be returned to any Cardiff & Vale hospital site.

Useful numbers for stores dept

North & Central Cardiff:

Llanishen Stores: **029 2087 3673**

Cardiff South & Vale of Glamorgan:

Westpoint: **029 2071 2555**

Any unused medications should be taken to your local pharmacy so that they can be disposed of safely.

How do I register the death?

The death can be registered at; Cardiff Register Office King Edward VII Avenue City Hall Cardiff CF10 3ND.

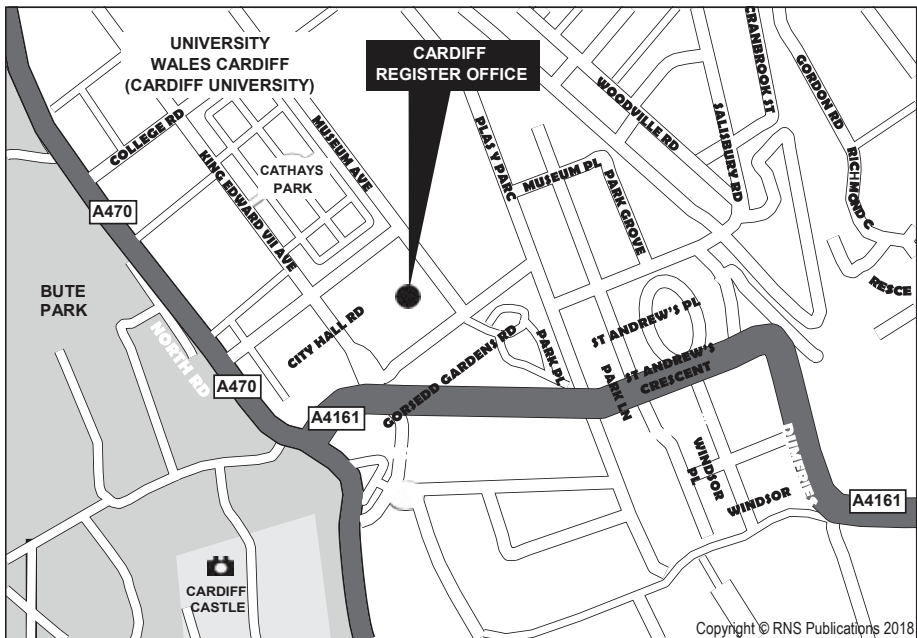
The entrance is situated opposite Cardiff Central Police Station.

Tel: **029 2087 1684**

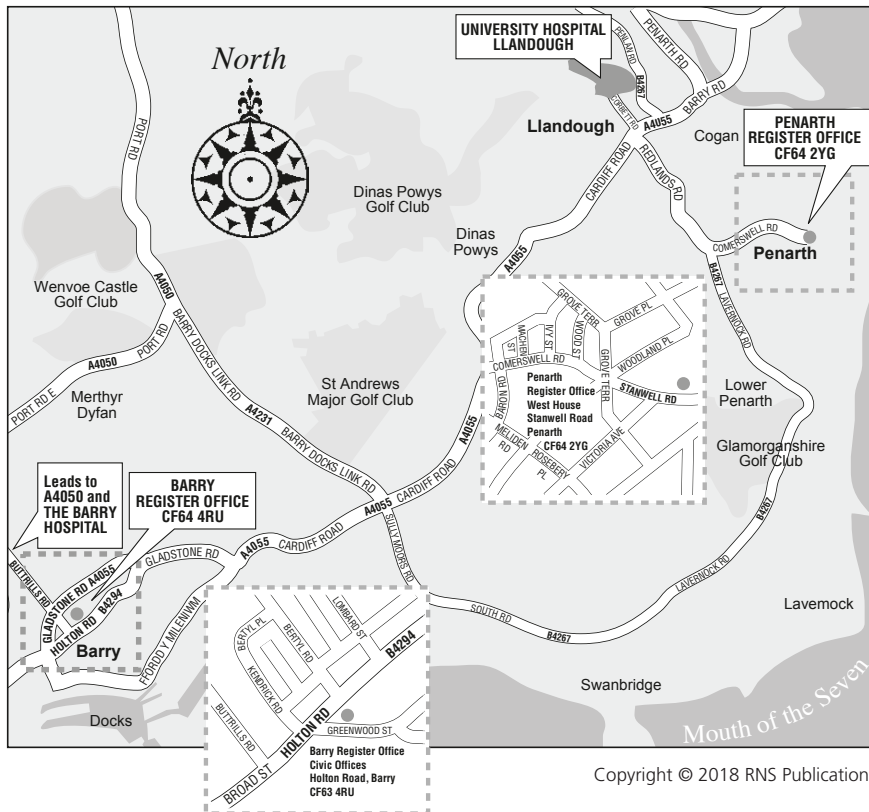
Opening Times:

| | |
|-----------|-----------------|
| Monday | 8.30am - 3.30pm |
| Tuesday | 8.30am - 3.30pm |
| Wednesday | 8.30am - 3.30pm |
| Thursday | 8.30am - 3.30pm |
| Friday | 9.00am - 3.30pm |

All by appointment only.



Vale of Glamorgan Register Offices



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There are two register offices in the Vale of Glamorgan:

Appointments can be booked online.

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|--|--|
| <p>Barry Register Office</p> <p>Civic Offices Holton Road Barry CF63 4RU</p> <p>Mon - Thurs: 9:00am - 1:00pm / 2:00pm - 4:00pm*</p> <p>Fri: 9:00am - 1:00pm / 2:00pm - 3:30pm*</p> | <p>Penarth Register Office</p> <p>West House Stanwell Road Penarth CF64 2YG</p> <p>Mon - Fri: 9.00am - 1.00pm / 2:00pm - 4:00pm*</p> |
|--|--|

***By appointment only**

Visitors should report to the reception desk on the ground floor, where you will be directed to the Register Office.

01446 700111 / Out of Hours: 01446 747874

RegistrationService@valeofglamorgan.gov.uk

It is possible to register the death at a different Registry Office, if you have any questions you can contact the Registry Office to discuss them.

The medical certificate of cause of death should be taken to the Registrar of Births, Deaths and Marriages as soon as possible. It is a legal requirement to register the death within five working days unless the Registrar extends that period.

Who can register the death?

The death should be registered by a relative of the deceased. If there are no relatives then it is possible for other people to register the death, these include;

1. Someone who was present at the death
2. A representative of the establishment / hospital in which the death occurred
3. The person instructing the Funeral Director

What information is required by the Registrar?

- The medical certificate of cause of death issued by the hospital, GP or Coroner
- Full name and address of the deceased (maiden name if applicable)
- Date and place of birth
- Occupation and occupation of spouse, if married
- State pensions and benefits received
- The name and date of birth of any surviving widow or widower
- Either the National Health Service number of the deceased, if known, or the medical card itself (if available)
- Birth and marriage certificate (if available)

Tell us Once

As a way of helping to relieve some of the stress involved in the administration process, the 'Tell us Once' service may be provided at the point of registering the death. This service passes on information to a number of other government departments and local council services.

If the service is used they may be able to tell some of the following organisations:

- Department for Work and Pensions
- The Pension, Disability and Carers Service
- Jobcentre Plus
- War Pensions Scheme
- HM Revenue and Customs
- Child Benefit
- Child Tax Credit and Working Tax Credit
- Housing Benefit Office
- Council Tax Benefit Office
- Council Housing
- Council Tax
- Libraries
- Blue Badges
- Electoral services
- Driver and Vehicle Licensing Agency
- Passport Service
- Adult services
- Telecare service

Further information can be found at: www.gov.uk/tell-us-once

What happens next?

The Registrar will give you a certificate (known as the green form). This will be required by the Funeral Director to give them authority to continue with arrangements for the funeral.

They will also give you a certificate of registration of death; you should read the information and if any of it applies, complete the certificate and send or take it to the social security office.

There is a fee for copies of the (death) certificate; the Registrar will advise how many copies you may need. These will be required for banks, building societies, insurance companies, solicitors or for pension claims etc. If required at a later date there is an increased charge.

What if my relative or friend is to be transferred outside England or Wales?

If they are to be taken outside England or Wales someone must 'apply to the Coroner for an 'Out of England / Wales' form. This can be arranged through your Embassy or your Funeral Director. You will also require a 'free from infection' certificate that can be issued by the hospital or GP.

How do I arrange the funeral?

It is important that if your relative or friend has made a Will it is read as soon as possible as it may contain information regarding their wishes.

It is a good idea to contact a Funeral Director of your choice as soon as possible, details can be found in yellow pages or the internet. They will give you an estimate cost and do not be afraid of discussing ways of reducing the cost quoted. You might be entitled to help with funeral costs and for this you will need to contact your local Department of Social Security.

If you get some of the following benefits you may be entitled to a Social Fund Funeral Payment;

- Income support
- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Pension Credit
- Working tax Credit which includes a disability or severe disability element
- Child Tax Credit at a rate higher than the family element
- Housing Benefit
- Universal Credit

If the person who has died lived in the Cardiff area, they might be entitled to the 'Cardiff Funeral'; the staff at the Bereavement Office can advise which funeral director you would need to contact to discuss this.
Tel: **029 2074 2789**.

Alternatively, you can contact Cardiff Bereavement Services for helpful advice on self arranged funerals. You do not have to have a funeral ceremony, use a religious minister or funeral director.

If you choose to arrange the funeral yourself other useful resources would include;

- The Natural Death Centre - Tel: **01962 712690**
- Cardiff Bereavement Services - Tel: **029 2054 4820**

What about the Estate and the Will?

If you are an executor of a will, you are responsible for making sure that what is stated in the Will is carried out.

You may need to apply for probate. Probate is a certificate granted by a court that a Will is valid and the executors may administer the estate.

The Citizens Advice Bureau or a solicitor will tell you what needs to be done. The Probate Registry of Wales can be contacted on **029 2047 4373**.

What if they die without a Will?

If someone dies without leaving a valid Will it is known as dying intestate. It is necessary to obtain a Grant of Letters of Administration from the Probate Registry in order to administer the estate. The persons entitled to apply for the Grant and the persons entitled to benefit from the estate are the nearest relatives in a fixed order. The Citizens Advice Bureau or a solicitor will advise you on what needs to be done. The Probate Registry of Wales can be contacted on: **029 2047 4373**.

A final checklist on the documents which may need to be returned:

- All pension documentation for example the card
- NHS equipment such as wheel chairs etc
- Driving licence to DVLA, Swansea
- Passport to passport office (you can request that it is returned to you when it has been cancelled)
- Library books and tickets
- Season tickets
- Membership cards of associations of clubs
- Rented equipment - televisions, videos
- Car registration documents for change of ownership
- A registered Enduring / Lasting Power of Attorney would need to be returned to the Office of the Public Guardian for cancellation

People you may wish to notify following the death:

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| • Employer | • Bank |
| • Trade Union | • Housing Department |
| • Building Society | • Landlord |
| • Credit Card Companies | • Newsagent |
| • Royal Mail Deliveries | • Milkman |
| • Social Security Office | • Inland Revenue |
| • Utility Companies | • Council Offices |
| • Life Insurance Company | • TV Licence Authority |
| • Car insurance Company | • Meals on Wheels etc |
| • A child or young persons teacher | • Rental Companies |

**A selection of Support / Information,
Telephone Numbers and Websites**

| | | |
|---|--|--|
| Age UK Cymru www.ageuk.org.uk | A national organisation for the elderly | Tel: 0800 169 2081 |
| Asian Family Counselling Service asianfamilycounselling.org/ | Telephone counselling | Tel: 020 8571 3933 |
| BACP (British Association for Counselling and Psychotherapy): www.bacp.co.uk | Advice on choosing a therapist and a list of accredited therapists | Tel: 01455 883300 |
| Bereavement Advice Centre www.bereavementadvice.org | Advice when someone dies (free phone service) | Tel: 0800 634 9494 |
| Cardiff Bereavement Services | Based at Thornhill Crematorium; available for advice | Tel: 029 2054 4820 |
| Chaplaincy Department for Cardiff and Vale UHB | Available 9am - 5pm Monday to Friday and the team provides an on-call service 24/7 | Tel: 029 2074 3230 |
| Child Death Helpline www.childdeathhelpline.org.uk | A free phone service for all those affected by the death of a child | Tel: 0800 282 986 for mobiles Tel: 0808 800 6019 |
| Citizens Advice Bureau www.citizensadvice.org.uk | Advice site | |

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| City Hospice info@cityhospice.org.uk | A range of support available including individual and group counselling for adults and children who have lost someone cared for by City Hospice | Tel: 029 2052 4158 |
| Compassionate Friends www.compassionatefriends.org | Bereaved parents offering support to those who have had a child of any age die | Tel: 0345 123 2304 |
| Coroners Office (through Cardiff Central Police Station) | Following an unexpected, unexplained death | Tel: 101 |
| Cruse Bereavement Care (Cardiff and the Vale) www.cruse.org.uk | Promoting the well-being of bereaved people and enabling anyone suffering bereavement caused by death to understand their grief and cope with their loss | Tel: 029 2022 6166 |
| Donor Family Network www.donorfamilynetwork.co.uk | A support run by donor families for donor families | Tel: 0845 680 1954 |

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| ISSA (Ihsaan Social Support Association) www.issa-wales.org | Support services including counselling, befriending, advocacy, mediation, chaplaincy, education and information and advice | Tel: 029 2034 5294 |
| Jewish Bereavement Counselling Service | Counselling service | Tel: 0208 951 3881 |
| Lesbian and Gay Bereavement Project | A helpline for lesbian, gay and bisexual people who have lost someone close to them | Tel: 0300 330 0630 |
| The Lullaby Trust www.lullabytrust.org.uk | Support following the death of a baby. Suddenly or unexpectedly | Tel: 0808 802 6868 |
| Marie Curie www.mariecurie.org.uk | Information and support services | Tel: 029 2042 6000 |
| The Miscarriage Association www.miscarriageassociation.org.uk | Available for support and information following the death of a baby (up to 24 weeks gestation) | Tel: 01924 200799 |

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| Muslim Community Helpline | A confidential listening service, practical help and information | Tel: 020 8904 8193 |
| NAFD www.nafd.org.uk | National Association of Funeral Directors | Tel: 01217 111343 |
| Probate Registry of Wales www.gov.uk/wills-probate-inheritance | | Tel: 029 2047 4373 |
| Samaritans www.samaritans.org.uk | A confidential helpline open 24 hours a day | Tel: 116 123 |
| SANDS www.uk-sands.org | Stillbirth and Neonatal Death Charity | Tel: 020 7436 7940 |
| Survivors of Bereavement by Suicide www.uk-sobs.org.uk | Survivors of Bereavement by Suicide | Tel: 0300 111 5065 |
| WAY Widowed and Young www.widowedandyoung.org.uk | Widowed and young - for people under the age of 50 | |
| Welsh Widows www.welshwidows.co.uk | A support for widowed men and women of any age | Tel: 07749 542 858 |
| Winston's Wish www.winstonswish.org.uk | A charity that offers information and support to bereaved children, young people and their families | Tel: 0808 8020021 |

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| <p>2 Wish Upon a Star www.2wishuponastar.org</p> | <p>2 Wish Upon A Star provides bereavement support for families who have suddenly and traumatically lost a child or young adult aged 25 years and under.</p> | <p>Tel: 01443 719822</p> |
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The above information was correct at time of publication.

District Nursing Service Feedback

We appreciate this is a very difficult time for you and your family but as an organisation we would really value your feedback, be it good or bad, as it will help us provide the best service we can.

You can return this form, free of charge to:

FREEPOST: RSSC-ELSC-RJAC
F.A.O. Bereavement Services
Patient Experience
Upper Ground Floor C Block
University Hospital of Wales
Heath Park
CARDIFF
CF14 4XW

1. Did your relative or friend receive care from the District Nursing service before they died?

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2. When did their death occur?

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3. Before the death were your needs met by:

| | | | |
|------------------|------------------------------|----|-----------------------------|
| Doctors | Yes <input type="checkbox"/> | or | No <input type="checkbox"/> |
| Nurses | Yes <input type="checkbox"/> | or | No <input type="checkbox"/> |
| Specialist Teams | Yes <input type="checkbox"/> | or | No <input type="checkbox"/> |

Comments:

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4. From our services was there anything you found particularly helpful during this difficult time?

Yes ☐ or No ☐

Comments:

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5. From our services was there anything you found particularly unhelpful during this difficult time?

Yes ☐ or No ☐

Comments:

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Notes

