



East and North Hertfordshire

NHS Trust

Emergency Department, Lister Hospital

# Following a Bereavement

A practical guide  
for family and friends



# Contents

Introduction .....	1
Bereavement Office opening hours .....	2
What needs to be done - an overview .....	4
Referral to the Coroner .....	6
Issue of the Medical Certificate under the Coroner's authorisation .....	8
Coroner's Post Mortem .....	9
When a GP issues the Medical Certificate of cause of Death .....	9
Registering the death .....	10
Tell Us Once service .....	12
Where to register .....	14
Arranging the funeral .....	22
Funerals abroad .....	23
Personal belongings in hospital .....	23
Viewing .....	24
Hospital Chaplaincy .....	24
Donating the body or organs .....	25
Financial support .....	26
One-time payments and allowances .....	27
Help with funeral costs .....	28
Who you should inform .....	29
Further support and advice .....	30

## INTRODUCTION

We offer you our condolences at this sad and difficult time. You may have spent only a short time in the Emergency Department but we wish to assure you that the ED and Bereavement staff want to give you whatever help we can.

We will try to answer any questions and concerns you have today but also please feel free to contact the department again if you do have any questions which arise after you have left.

If you do need to contact someone please call the Emergency Department on 01438 284502 so they can get the right person to call you back.

**Today, the attending nurse was:**.....

The following information is given to try and help you through the practicalities at this difficult time, so you can have some idea of what may happen and what you need to do.

The **Bereavement Officers** are also available to help provide you with information about what happens next and can provide practical advice and support about the processes involved following a death of a loved one in hospital.

This booklet aims to guide you through the necessary aspects of the arrangements which have to be made, some at once and others over the following weeks. As these decisions have to be made at a time of personal distress, it may be helpful to contact a friend or relative for support.

### IMPORTANT

***We would advise you not to attend the hospital Bereavement Office without telephoning ahead first.***

This is to ensure that all documentation has already been completed and ready for you to collect (if a Medical Certificate of Cause of Death can be issued see page 10) and that you have a dedicated appointment time to see the Bereavement Officer.

## HOSPITAL ADDRESS

East & North Herts NHS Trust  
Lister Hospital  
Corey's Mill Lane, Stevenage, Herts SG1 4AB

## BEREAVEMENT OFFICE OPENING HOURS

Monday to Friday between 9am - 4pm  
(closed on weekends and bank holidays)

***\*The Bereavement Office operates an appointment only system\****

If you call the Bereavement Office and get through to the voicemail service, it is possible for you to leave a message on our confidential voicemail system. The phone will go to voicemail if we are already engaged with another phone call.

## TELEPHONE NUMBERS

<b>Lister Hospital Bereavement Office</b>	<b>01438 284208</b>
	<b>01438 284185</b>
	<b>01438 288463</b>
<b>Lister Hospital main switchboard number</b>	<b>01438 314333</b>
Chaplaincy Office	<b>01438 285138</b>
PALS (Patient advice and Liaison) Office	<b>01438 284678</b>
Hertfordshire Coroner's Office	<b>01707 292792</b>

## DIRECTIONS TO THE BEREAVEMENT OFFICE

Proceed through the Main Entrance (level 3) of the Lister Hospital. Continue to walk up the main corridor: you will pass the coffee bar and the hospital shop and Pharmacy. Continue straight ahead. Just before you reach the lifts to the wards, the Bereavement Office is situated on the RIGHT hand side. We are located within the BLUE ZONE of the hospital. You'll see a sign overhead "***Bereavement Office Waiting Area***" Ring the doorbell (you won't hear it as it only rings inside the office). Please take a seat on the row of chairs outside and a Bereavement Officer will come out to see you.

Welcome to

# Lister Hospital

**NHS**  
East and North Hertfordshire  
NHS Trust

North Road

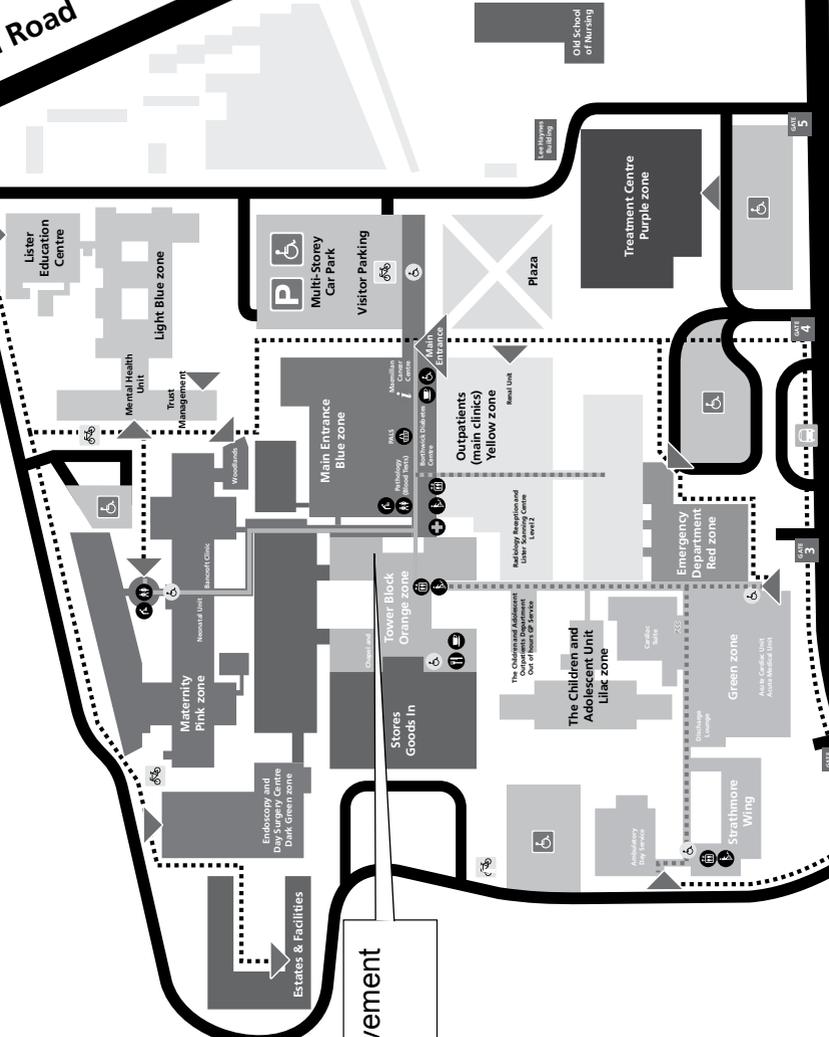
Coreys Mill Lane

- Key**
- 1 Main Reception
  - 2 Entrances
  - 3 Lifts
  - 4 Stairs
  - 5 Pharmacy
  - 6 Disabled Toilets
  - 7 Public Toilets
  - 8 Baby Changing
  - 9 Coffee Shop
  - 10 Restaurant
  - 11 Shops
  - 12 Visitor Parking
  - 13 Disabled Parking
  - 14 Bicycle Parking
  - 15 Bus Stop
  - 16 Wheelchair Park
  - 17 Disabled Link Road
  - 18 Outdoor Pathway
  - 19 Level 3 Corridor
  - 20 Level 2 Corridor

Bereavement Office

**Building zone colours:**

- Main Building
- Blue zone level 3
- Emergency Department
- Red zone level 2
- Outpatients (main clinics)
- Yellow zone levels 2 - 3
- Tower Block
- Orange zone levels 2 - 11
- Strathmore Wing
- Green zone levels 2 - 5
- Childrens adolescent unit
- Lilac zone level 2
- Maternity
- Pink zone levels 3 - 4
- Lister Education Centre, Health Unit & Health Unit
- Light blue zone
- Endoscopy and Day Surgery Centre
- Dark Green zone
- Treatment Centre
- Purple zone
- Estates & Facilities
- Old School of Nursing
- Grey zone



**Lister Hospital**  
Coreys Mill Lane  
Stevenage  
SG1 4AB  
Switchboard 01438 314333  
Website www.wch.nhs.uk

## WHAT HAS TO BE DONE - AN OVERVIEW

*The rest of this booklet explains each stage of the process in more detail.*

1. When a death occurs in the Emergency Department (ED), the ED staff will send a referral to Hertfordshire Coroner's Office - providing information on the circumstances leading to death. All deaths in ED are referred to HM Coroner. (page 6)
2. The Coroner will review the information provided and make a decision on whether a post mortem examination is required or if a doctor can issue a Medical Certificate of Cause of Death. (page 6)
3. **Please telephone the Bereavement Office on the next working day after 9am** so that a Bereavement Officer can advise you on what will happen next.

*We prefer to let you make the first contact with us so that we can give you the information about what to do next and you can ask any questions you may have once you feel ready to do so.*

4. If a post mortem is required this should usually take place within 1-3 working days. The Coroner's Officer will inform you of the findings of the post mortem. (page 9)
5. If a post mortem is NOT required and a hospital Doctor can issue a Medical Certificate of Cause of Death, then the Bereavement Office will co-ordinate this process.
6. Hertfordshire Registration Service will telephone you to book an appointment for you to collect the certificate **ONLY AFTER the Coroner has given written permission** to do so.

**YOU WILL NOT BE ABLE TO BOOK YOUR  
REGISTRATION APPOINTMENT IN ADVANCE**

7. We will make an appointment for you to collect the Medical Certificate of Cause of Death from the Bereavement Office **before** you go to your register office appointment.
8. Contact your chosen funeral director to make provisional arrangements. (page 22)
9. Your appointed funeral director will contact the mortuary and bereavement staff to arrange to have your loved one transferred into their care **after** the Coroner has given his authorisation for this.
10. Occasionally, the GP is able to issue the Medical Certificate of Cause of Death, but this would have to be confirmed with the Coroner. (page 9)

## REFERRAL TO THE CORONER

***All deaths occurring in the Emergency Department (within 24 hours of admission) MUST be referred to the Coroner. This is a statutory requirement.***

The Coroner is an independent judicial officer who inquires into deaths which appear to be of unknown cause or have occurred suddenly. If the death occurred within 24 hours of admission to hospital or the deceased underwent surgery or had any falls or injuries prior to death then the Coroner must be informed.

If the treating doctor(s) can give a definite cause of death then the Coroner may allow a doctor who has treated the patient to issue the **Medical Certificate of Cause of Death**. This is entirely at the discretion of the Coroner and depends on the findings and cause of death given.

Frequently, deaths are certified in the **Emergency Department (ED)** after the patient has had a respiratory / cardiac arrest (no breathing or pulse) outside of the hospital. These are often sudden, unexpected deaths.

For patients brought into the ED in cardiac arrest there is usually no way the doctor in the ED can determine the cause of the death. In cases such as these a Coroner's post mortem will be the most likely outcome. Sometimes, if the patient had seen a doctor shortly before their death (such as their GP) that doctor may be able to issue the Medical Certificate of Cause of Death, but this doesn't happen very often. Again, this decision as whether or not to perform a post mortem examination rests with the Coroner. The Coroner does not require consent from the next of kin for a post mortem to go ahead.

For some patients who die in the ED, the cause of death is known as there has been enough time to obtain test results. However, as the death has occurred within 24 hours of admission, and may be unexpected, all of these deaths must still be discussed with the Coroner so he can decide how to proceed.

The Coroner may then allow the **Medical Certificate of Cause of Death** to be issued by the hospital doctor or order a post mortem to go ahead.

In some cases, even if the cause of death is known, the Coroner may still order a post mortem. This will occur if there are any unusual circumstances or incidents and on some occasions the police will be involved also, such as deaths following road traffic collisions.

The ED staff will initiate contact with the Coroner's Office by sending them all relevant information relating to the circumstances prior to the death occurring. The Coroner's Officer will need to speak to the next of kin so they will need their details (name & telephone number) to pass on to the Coroner's Office as soon as possible.

A Coroner's Officer will then liaise with the next of kin by phone to let them know what happens next.

## ISSUE OF THE MEDICAL CERTIFICATE UNDER THE CORONER'S AUTHORISATION

If the attending doctor can give a clear cause of death then the Coroner may allow the doctor to issue a Medical Certificate of Cause of Death. This is at the discretion of the Coroner, depending upon the circumstances leading to death.

***In these cases there is usually a delay of 1-2 working days as the Bereavement Officers have to wait for the Coroner to give authorisation before releasing the certificate to you.***

The Bereavement Officer will start the process of contacting a doctor who attended the patient prior to death. Doctors are not always able to attend immediately when requested.

In some cases the doctor may have been working night shifts or on call over the weekend and is not in the hospital the next working day or two. Every effort will be made to find a doctor who attended the deceased to complete a medical certificate as soon as possible but a definite time can't be guaranteed. The Bereavement Officer will keep you updated of any delays and outcomes.

When the doctor attends the Bereavement Office he / she will have a telephone discussion with the Coroner's Officer (representative of the Coroner) prior to completing all of the required forms. The Bereavement Officer will then call you to let you know the outcome of the discussion with the Coroner's Office.

The Coroner's Officer will also telephone you to ask you some standard background questions and check that you accept the information provided regarding the cause of death.

Once the Coroner has authorised the release of the certificate, the Hertfordshire Registration Office staff will telephone you to book an appointment to register the death at the Register Office of your choice within Hertfordshire.

## **CORONER'S POST MORTEM**

A Coroner's post mortem may be required to determine the cause of death. The Coroner does not need consent from the next of kin for this and it is part of a legal process. The Coroner's Officer, a representative of the Coroner, will keep you informed of when the post mortem will take place and will advise you on when the death can be registered at a Register Office within Hertfordshire.

## **WHEN A GP ISSUES THE MEDICAL CERTIFICATE OF CAUSE OF DEATH**

There are some occasions when the Coroner will ask the deceased's GP to complete the Medical Certificate of Cause of Death. However, this is a decision that can only be made following a discussion between the Coroner's Office and the GP. It is a requirement that the GP has attended to the patient in the 2 weeks prior to their death to be eligible to issue the Medical Certificate of Cause of Death.

You will then need to collect the certificate directly from the GP surgery – the practice staff will contact you regarding this.

For further information and advice about a death which has been reported to the Coroner, contact Hertfordshire Coroner's Office:

Hertfordshire Coroner's Office  
The Old Court House  
St Albans Road East  
Hatfield  
Herts AL10 0ES

Telephone: 01707 292792

## REGISTERING THE DEATH

### The Death Certificate

This is a certified copy of an entry in the Register of Deaths and it is obtained at the Register Office after you have collected the Medical Certificate of Cause of Death from the Bereavement Office. You will need to consider how many death certificates you require – particularly for financial organisations. **There is a fee for each death certificate (currently £11 at the time of this publication).**

The death should be registered at any Register Office within Hertfordshire. If for any reason you are unable to attend the area where the death occurred, please contact your local Register Office for advice on registering a death by declaration.

Although the death cannot be registered until a **Medical Certificate of Cause of Death** is issued, you can contact a funeral director as soon as you wish. They will also be able to give you help and advice about making provisional arrangements for the funeral.

If there are cultural reasons why it is important for the funeral to take place as soon as possible please let the nurse know so that the Coroner can be made aware of that. All paperwork will be processed as soon as is possible, however the law must be adhered to in the first instance.

### **IMPORTANT:**

In Hertfordshire, the appointment to register the death at the Register Office cannot be booked until the Coroner signs the authorisation and the Register Office has received it. **The Bereavement Office is not permitted to release the Medical Certificate of Cause of Death to the family until the permission to proceed is given by the Coroner.** This is a strict rule that the Bereavement Office must adhere to at the request of HM Coroner.

**When you attend to register a death you should take the following:**

- Medical Certificate of Cause of Death  
You can also take the birth and/or marriage certificate of the deceased, if it is available.
- Your own ID (identification), for example a Driving Licence or Passport etc.

**You will need to tell the Registrar:**

- The date and place of death and the deceased's usual address
- The deceased's full name and maiden name (if applicable)
- The deceased's date and place of birth
- The deceased's occupation, the name and occupation of the spouse or registered civil partner if applicable
- Whether the deceased was receiving a pension or allowance from public funds
- The deceased's marital status and date of birth of the surviving spouse or registered civil partner

**Documents the Registrar will give you:**

- The **Death Certificate** (see page 10)
- The **Green Form**: A certificate for burial or cremation. This is the form that will be required by your chosen funeral company
- **Tell Us Once** paperwork - the reference details for you to contact the Department for Work and Pensions (DWP) (see on following page)

## **TELL US ONCE SERVICE**

Hertfordshire Registration Service provides assistance with the National 'Tell Us Once' service when you register a death within Hertfordshire. They can start the process by notifying the Dept for Work and Pensions (DWP) with an entry to the database. The Registrar will then provide you with a document containing a reference number unique to the deceased person and the direct telephone number for the bereavement section of the DWP.

When you call the DWP, have the deceased's National Insurance number to quote along with the unique reference number and the DWP representative will notify all central and local government and council departments that need to be informed of the death.

### **Which organisations will be notified?**

If you decide to use the 'Tell Us Once' service, the following departments and organisations will be notified.

#### **Council services**

- Council housing
- Housing and council tax benefit
- Council tax
- Libraries
- Blue badges
- Adult social care (including attendance allowance)
- Collection of payments for council services
- Electoral services

## **Government organisations**

- Department for Work and Pensions
- HM Revenue and Customs (HMRC)
- Identity and Passport Service
- Driver and Vehicle Licensing Agency (DVLA)
- Ministry of Defence, Service Personnel and Veterans Agency

There is no charge for using the Tell Us Once service. The information that is given will be treated securely and confidentially. The organisations that are contacted will use the information to update records, to end services, benefits and credits provided, as appropriate, or to start up services. They may use the information in other ways, but only as the law allows.

Visit [www.gov.uk/tell-us-once](http://www.gov.uk/tell-us-once)

or

Telephone the DWP on: 0345 606 0265 for more information

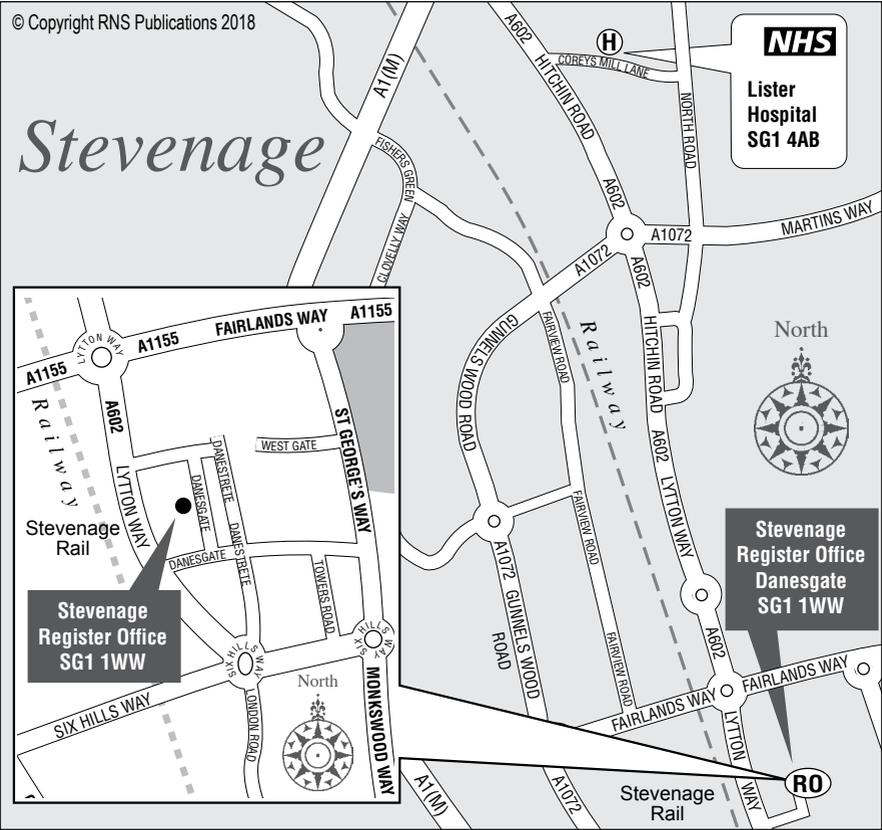
# Stevenage Register Office

## Opening Times

Mon: 9am – 5pm	Thur: 9am – 5pm
Tue: 9am – 5pm	Fri: 9am – 4pm
Wed: 9am – 5pm	Closed for lunch 12:30pm – 1:30pm

Address: Danesgate House, Danesgate,  
Stevenage, SG1 1WW  
Tel: 0300 123 4045

Location Map of Stevenage Register Office



# Hertford Register Office

## Opening Times

Mon: 9am – 5pm

Thur: 9am – 5pm

Tue: 9am – 5pm

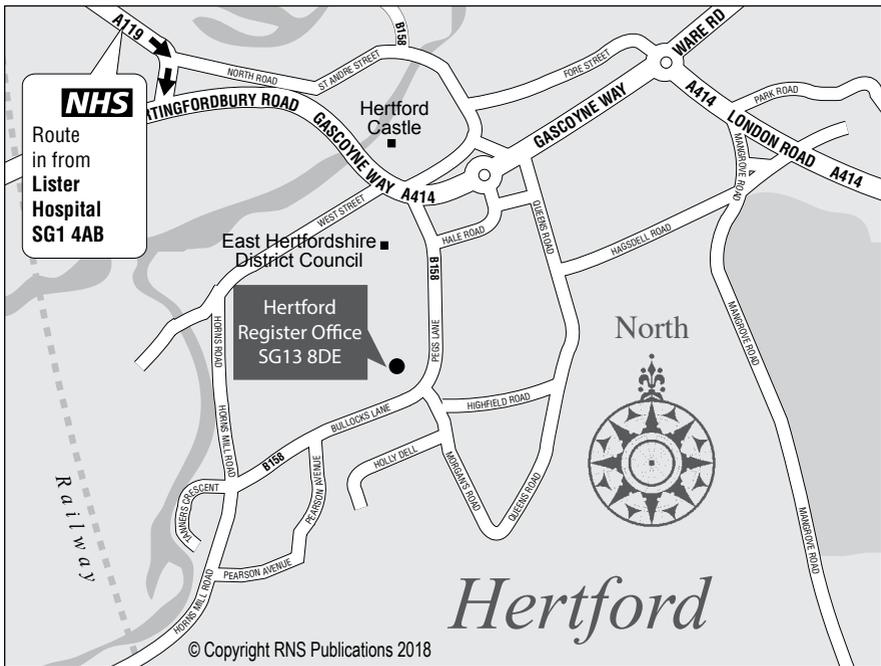
Fri: 9am – 4pm

Wed: 9am – 5pm

Address: County Hall, Pegs Lane, Hertford, SG13 8DE

Tel: 0300 123 4045

## Location Map of Hertford Register Office



# Hatfield Register Office

## Opening Times

Mon: 9am – 5pm

Thur: 9am – 5pm

Tue: 9am – 5pm

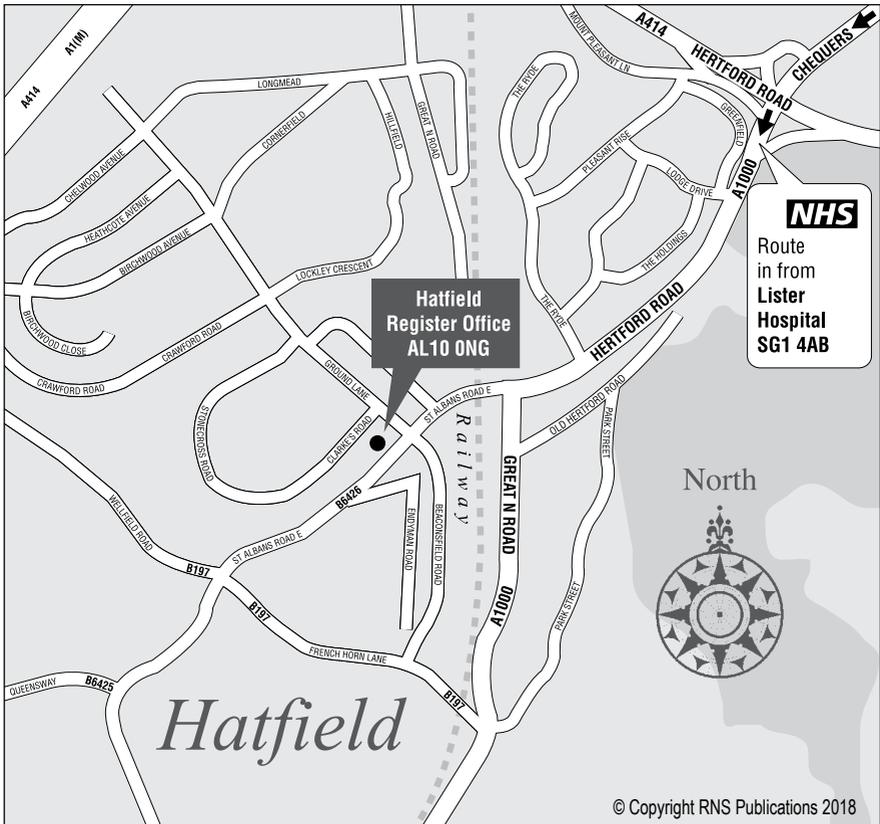
Fri: 9am – 4pm

Wed: 9am – 5pm

Address: 19b, St. Albans Road East, Hatfield, AL10 0NG

Tel: 0300 123 4045

## Location Map of Hatfield Register Office



# Bishop's Stortford Register Office

## Opening Times

Mon: 9am – 4pm

Thur: 9am – 12:30pm

Tue: 9am – 4pm

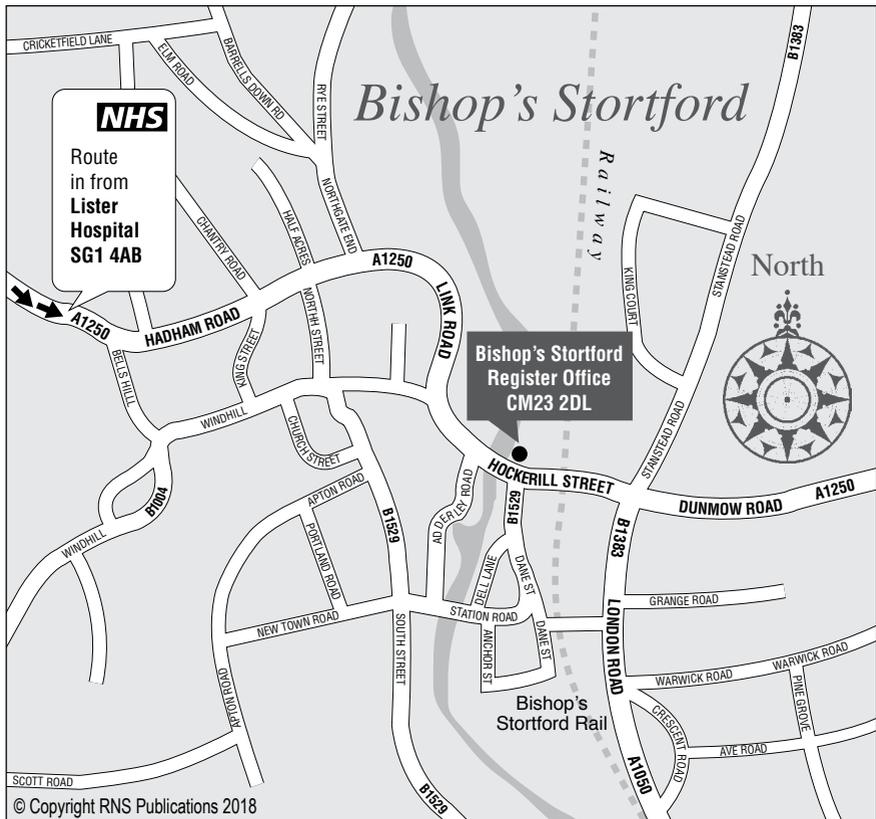
Fri: 9am – 4pm

Closed for lunch 12:30pm – 1:30pm

Address: Riverside House, 2 Hockerill Street,  
Bishop's Stortford CM23 2DL

Tel: **0300 123 4045**

## Location Map of Bishop's Stortford Register Office



# Watford Register Office

## Opening Times

Mon: 9am – 5pm	Thur: 9am – 5pm
Tue: 9am – 5pm	Fri: 9am – 4pm
Wed: 9am – 5pm	Closed for lunch 12:30pm – 1:30pm

Address: 31 Hempstead Road, Watford WD17 3EY

Tel: 0300 123 4045

### Location Map of Watford Register Office





# St Albans Register Office

## Opening Times

Mon: 9am – 5pm

Thur: 9am – 5pm

Tue: 9am – 5pm

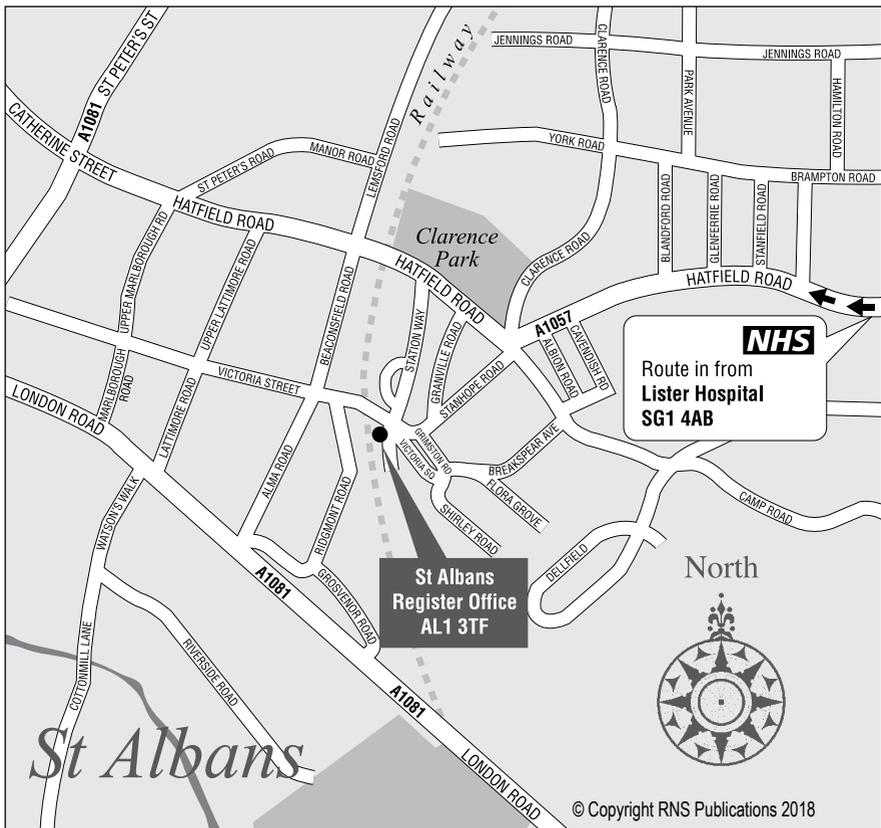
Fri: 9am – 4pm

Wed: 9am – 5pm

Closed for lunch 12:30pm – 1:30pm

Address: The Gatehouse, 1, Victoria Square,  
St Albans AL1 3TF  
Tel: 0300 123 4045

## Location Map of St Albans Register Office



# Cheshunt Register Office

## Opening Times

Mon: 9am – 3pm

Wed: 9am – 3pm

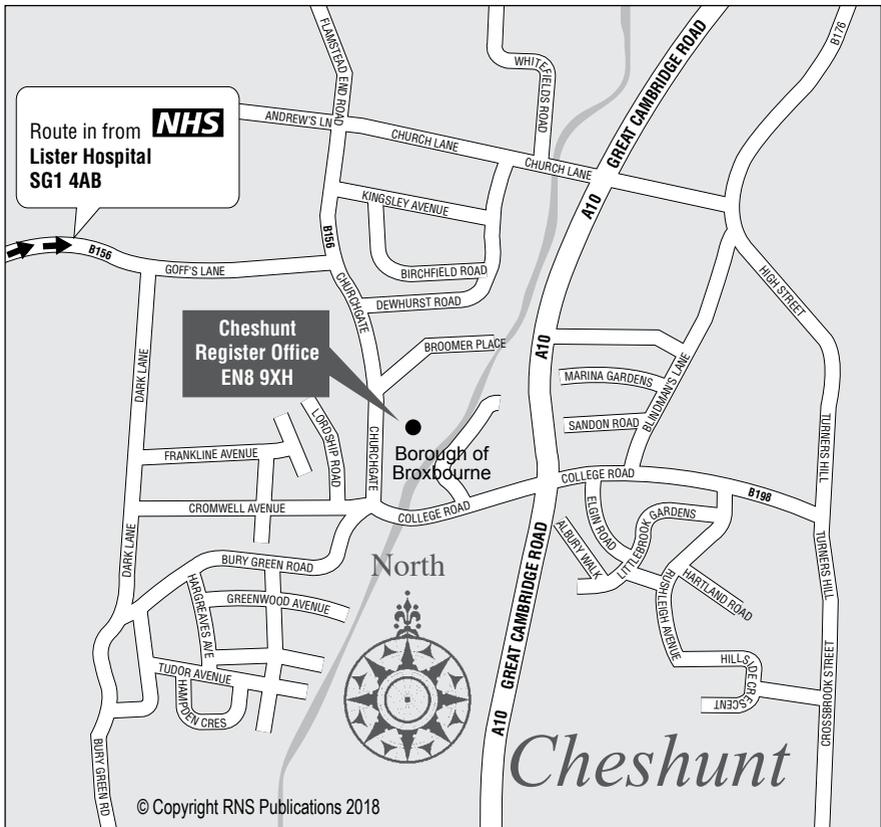
Tue: 9am – 3pm

Fri: 9am – 4pm

Address: Bishop's College, Churchgate, Cheshunt, EN8 9XH

Tel: 0300 123 4045

## Location Map of Cheshunt Register Office



## ARRANGING THE FUNERAL

A funeral is your opportunity to say goodbye, and it is most important for your grieving that the funeral is conducted in the way you want. Involving your family in the planning of this event will help.

Your chosen funeral director will help to arrange the funeral and may be contacted as soon as you feel able. It is recommended that you do not make firm arrangements for the date for the funeral until you have been given the medical certificate of cause of death or received instruction from the Coroner's Office in case there is any delay.

The funeral directors will be able to offer you professional guidance on a range of issues and answer many questions. It is always wise to choose a firm belonging to one or more of the recognised associations listed:

- **National Association of Funeral Directors (NAFD)**
- **The Society of Allied and Independent Funeral Directors (SAIF)**

All the above associations issue member firms with a code of practice that they must adhere to and will, upon request, give you an estimate of the likely costs that will be involved in carrying out the arrangements. A list of funeral directors can be found online and in the local telephone directories, with addresses and phone numbers. It is usually a good idea to get at least two estimates before making a definite decision on which company to use.

If you wish to contact a minister of religion the funeral directors can advise you, or, in the event of a cremation, there will be a minister at the crematorium who will officiate if requested. You may want to consult your own religious leader first for help in making the arrangements.

You may wish to arrange a non-religious funeral. The organisations listed below may be able to help:

The British Humanist Association **0207 324 3060**  
Hertfordshire Registration Service **0300 123 4045**  
**[www.hertsdirect.org/civilfunerals](http://www.hertsdirect.org/civilfunerals)**

Whoever arranges the funeral is usually responsible for meeting the costs. This can come from the deceased's estate or funeral scheme he/she may have subscribed to.

If you are on a low income you may be entitled to financial help from the government's social fund. Please ask the Registration Staff, or your local social security office for **form SF 200**.

## **FUNERALS ABROAD**

If the body is to be moved out of England or Wales (this includes Scotland, Northern Ireland and Eire), the funeral director will make representation on your behalf to the appropriate agencies and advise you of the necessary documentation.

## **PERSONAL BELONGINGS IN HOSPITAL**

Personal belongings should be collected by the next of kin. Where possible, the personal items of the deceased will be returned to you as soon as possible after the death whilst in the Emergency Department. Where this does not happen, the personal items will be temporarily held by the hospital. If personal property is taken to the Bereavement Office you may collect it at a time arranged between the Bereavement Office and yourself.

Please note: the Bereavement Office can only be responsible for personal property that has been sent to them. If the property has been retained in the ED you will need to contact them to arrange to collect it.

## **VIEWING**

Many families prefer to wait until the deceased is in the care of their chosen funeral director. There are limited facilities available to view the body at the hospital's bereavement department: viewings can be arranged on an appointment only basis. These appointments are usually limited to 10-15 minutes. You may prefer not to view your loved one – this decision is a very personal one. Please be advised that if you arrive without an appointment to view your relative we may not be able to accommodate you, particularly during exceptionally busy periods. Viewings can take place up to 3:30pm Monday – Friday only.

Please call the Bereavement Office (01438 284208) in advance to see if a viewing may be possible.

## **HOSPITAL CHAPLAINCY TEAM**

The Lister Hospital has a Chaplaincy Team. They have contacts with a number of faith groups and can usually contact an appropriate representative for you. If you require further support from the Chaplaincy Team you do not have to be a member of any particular faith group to ask for assistance.

During office hours there is usually a member of the Chaplaincy Team available in the hospital to attend to the spiritual needs of relatives and friends.

A 24 hour service is operated and is available via the hospital switchboard: 01438 314333.

## **DONATING THE BODY OR ORGANS**

In most situations organ donation is not possible after someone has died. However, tissue and corneal donation may still be possible up to 48 hours after death and can benefit many recipients. If this is something that you would like further information on then please speak to an ED nurse who can contact the Tissue Co-ordinator.

Some people may have previously given their written consent and made arrangements for their body to be used for medical research and teaching purposes. If so, relatives should get in touch with the relevant medical school / anatomy organisation who will then liaise with the hospital staff.

Further information on body donation can be obtained by visiting [www.hta.gov.uk](http://www.hta.gov.uk).

## **FINANCIAL SUPPORT**

The Department for Work and Pensions (**DWP**) now operates a **Bereavement Service** which can help bereaved relatives with pensions and benefits advice at a time when they need it most.

The Bereavement Service collects all the information the DWP needs to know about the deceased and carries out an eligibility check to establish which benefits the surviving relative may be entitled to. Claims for the Social Fund and Bereavement Benefit can be taken over the telephone.

Under this service, notification of a death can be shared with various local and central government organisations including DVLA, The Passport Service and HMRC.

You can telephone the **DWP Bereavement Service** on:

**0345 606 0265 (England)**

**0345 606 0275 (Wales)**

**Or visit [www.dwp.gov.uk](http://www.dwp.gov.uk).**

Bereaved relatives may also contact the Jobcentre Plus office regarding potential benefit claims. All claims to benefits should be made by telephoning the Jobcentre Plus contact centre on **0800 055 6688**.

At the contact centre, your claim papers will be completed by a customer service operator who will then make an appointment for you at the nearest Jobcentre Plus and send the paperwork through to there.

Further details are available online at:

**[www.direct.gov.uk](http://www.direct.gov.uk).**

## ONE-TIME PAYMENTS AND ALLOWANCES

### **Bereavement Payment**

If your husband, wife or civil partner has died you may be able to get a Bereavement Payment: a one-off, lump-sum payment of £2,000 which is tax-free. You may be able to claim Bereavement Payment if:

- You were under state pension age when they died
- Your husband, wife or civil partner has paid enough National Insurance contributions
- Your husband, wife or civil partner died as a result of an illness or accident caused by their job or working conditions

### **Bereavement Allowance (Previously Widow's Pension)**

If you're widowed you may be able to claim Bereavement Allowance, the taxable weekly benefit paid to you for up to 52 weeks from the date of death of your husband, wife or civil partner. You may be able to claim Bereavement Allowance if:

- Your husband, wife or civil partner had paid enough National Insurance Contributions
- Your husband, wife or civil partner died as a result of an illness or accident caused by their job or working conditions
- You're a widow, widower or surviving civil partner aged 45 or over when your husband, wife or civil partner died by
- You're under state pension age
- You're not bringing up children

### **Widowed Parent's Allowance**

You may be eligible to claim Widowed Parent's Allowance if you're widowed, under State Pension age and have at least one dependent child.

You may also be able to claim if you are pregnant and your husband has died, or you're pregnant following fertility treatment and your civil partner has died.

You can receive Widowed Parent's Allowance until you stop being entitled to Child Benefit.

## **Funeral Payment**

If you're on a low income and need help to pay for a funeral you're arranging, you may be able to get a Funeral Payment from the Social Fund. You might have to repay some or all of it from the estate of the person who died. You may be eligible for a Funeral Payment from the Social Fund if you or your partner are in receipt of certain benefits or tax credits.

**This is only a guide. For further information and how to apply for bereavement benefits visit [www.direct.gov.uk](http://www.direct.gov.uk) or telephone the DWP Bereavement Service on 0345 606 0265.**

## **WHO YOU SHOULD INFORM**

### **Financial organisations**

- General insurance companies for home, car, travel or medical
- Private pension providers
- Life insurance companies
- Banks and building societies
- Mortgage provider
- Hire purchase or loan companies
- Credit card providers and any store cards

### **Utilities and household contacts**

- Landlord or local authority if they rented a property
- Any private organisation / agency providing home help
- Utility companies if accounts were in the deceased's name
- Royal Mail – if mail needs re-directing
- TV / internet companies with which the deceased had subscriptions
- Mobile phone contract provider

**When you contact any of the above organisations, ask to be directed to their bereavement department so that you get to speak to the right person who can help you.**

## FURTHER SUPPORT AND ADVICE

Sometimes it helps to talk to someone who is not directly involved with you or your family's grief. Below are some organisations that may be able to provide you with some help and useful advice:

<b>CRUSE Bereavement Care</b>	
<b>Adult Helpline (Herts area)</b>	<b>01707 278389</b>
<b>Children &amp; Young People (Herts area)</b>	<b>01707 264293</b>
<b>Cruse National Helpline</b>	<b>0808 808 1677</b>
<b><a href="http://www.cruse.org.uk">www.cruse.org.uk</a></b>	
<b>WAY Widowed and Young</b>	
<b><a href="http://www.widowedandyoung.org.uk">www.widowedandyoung.org.uk</a></b>	
<b>Samaritans</b>	<b>116 123</b>
<b>Citizens Advice Bureau</b>	<b>03444 111 444</b>
<b><a href="http://www.citizensadvice.org.uk">www.citizensadvice.org.uk</a></b>	<b>(Advice Line)</b>
<b>Lesbian and Gay Bereavement Project</b>	<b>0207 403 5969</b>
<b>Road Peace</b>	<b>0845 4500 355</b>
<i>Supporting bereaved and injured through road accidents.</i>	
<b><a href="http://www.roadpeace.org.uk">www.roadpeace.org.uk</a></b>	
<b>Survivors of Bereavement by Suicide (SOBS)</b>	<b>0300 111 5065</b>
<b><a href="http://uk-sobs.org.uk">uk-sobs.org.uk</a></b>	
<b>Child Bereavement Network</b>	<b>0207 843 6309</b>
<i>For bereaved children and young people.</i>	
<b><a href="http://www.ncb.org.uk">www.ncb.org.uk</a></b>	
<b>Child Bereavement Trust</b>	<b>01494 568900</b>
<i>Support for bereaved families</i>	
<b><a href="http://www.childbereavement.uk.org">www.childbereavement.uk.org</a></b>	
<b>Winston's Wish</b>	<b>0845 2030 405</b>
<i>For bereaved children and young people up to 18 years.</i>	
<b>General enquiries</b>	<b>01242 515157</b>
<b><a href="http://www.winstonswish.org.uk">www.winstonswish.org.uk</a></b>	

## **Bereavement Support Network** **www.bereavementsupport.co.uk**

This is a free online resource that provides clear advice and information following the death of someone close. From help with arranging a funeral to what to do if there are no finances available. The website has been designed to give you guidance and support in a clear and easy to understand format.

## **Stop Mail**

To stop unwanted junk mail addressed to the recently deceased, please visit **www.stopmail.co.uk** or ask the Bereavement Officer for a leaflet. This free of charge service provided by the Bereavement Support Network will actively reduce the unwanted mail and likelihood of identity theft following the death of someone close.

You can find a lot of practical information and advice online by visiting: **www.gov.uk/after-a-death**

You can also contact your local religious organisation for support or obtain advice from your GP or Practice Nurse.

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