



Poole Hospital **NHS**  
NHS Foundation Trust

## What do I do now?

A guide to help you in the early days of your bereavement

## Contents

What to do first.....	1
Medical certificate.....	1
Registration.....	1
Opening times.....	1
Location map.....	2
What will the registrar need to know?.....	3
Information the registrar will need from you.....	3-4
Information the registrar will give you.....	4
Coroner.....	5
Who needs to be told about the death.....	5-6
Arranging the funeral.....	7
Chaplains.....	7
Counselling service.....	7
Pop-in afternoons.....	8
Wills and probate.....	9
Organ donation.....	10
Grief: when someone dies.....	11-13
Other sources of help.....	14
Notes.....	15-19
Forest Holme Hospice Charity.....	20

## Forest Holme Hospice



The staff at Forest Holme Hospice wish to express their condolences to you and your family at this time.

We hope this booklet will provide you with some helpful information during the early days of your bereavement.

In the first few days after someone has died, there are many practical things you will need to do. These are outlined in the following pages.

Please do not hesitate to ask any questions you may have.

## What to do first

The nurses will arrange a time for you to come back to Forest Holme to collect the medical certificate and personal property. Sometimes, we may be in a position to be able to give you the medical certificate when you are still at the hospice.

### Medical certificate

The doctors at Forest Holme will issue the medical certificate of the cause of death. You will need to register the death at the Register Office within five working days.

### Registration

The person who registers the death is usually the next of kin. If this is not possible, then someone who was present at the death, or who is instructing the funeral director may be able to register instead.

An executor is not automatically entitled to register a death. Further information on persons able to register is available from any register office.

You will need to register the death at:

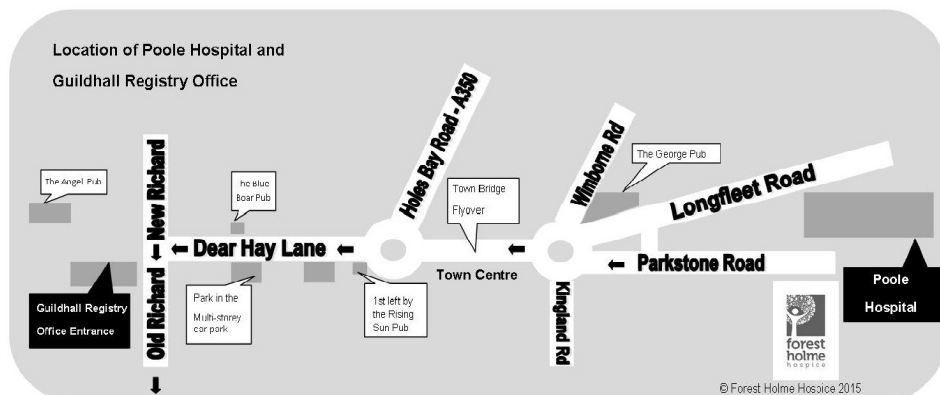
<b>The Register Office</b>	Open Monday to Thursday
<b>The Guildhall</b>	9.00am - 3.30pm
<b>Market Street</b>	Friday 9.00am - 3.00pm
<b>Poole BH15 1NF</b>	

**Telephone: 01202 633744**      **Website:** [www.poole.gov.uk](http://www.poole.gov.uk)

To minimise waiting time, you will need to make an appointment that is convenient for you.

## Register Office location maps

Parking at the Guildhall is restricted to ceremonial vehicles only. However, there is a multi-storey car park and pay-and-display car park on Hill Street.



### Route to the Register Office, Market Street, Poole BH15 1NF

Go down towards the town centre to the large roundabout. The **George pub** is on the right.

Round the first roundabout and take the second turn off over the Town Bridge flyover to the next roundabout.

Round the second roundabout and take the first left by **The Rising Sun pub**. Pass the short stay car park on the left.

Follow the road until you reach the multi-storey car park on the left, opposite **The Blue Boar pub**. Park in this car park. Walk back onto the road you came in on.

Turn left to the 'T' junction. Cross over the road where there is a mini roundabout painted on the road.

The Guildhall is to the left and the entrance is down the side opposite **The Angel pub**.

## What will the registrar need to know?

### The registrar will need to know the following:

The date and place of death ☐

Your relative/friend's last (usual) address ☐

Your relative/friend's full name and surname (and the maiden name where appropriate) ☐

Your relative/friend's date and place of birth (town and county if born in the United Kingdom, and country if born abroad) ☐

Your relative/friend's occupation ☐

Whether your relative/friend was receiving a pension or allowance from public funds ☐

The name and occupation of their spouse, and of a previous spouse (if appropriate) ☐

If your relative/friend was married, the date of birth of their surviving widow or widower ☐

Other statistical information (some of which you are required by law to give) ☐

### Information the registrar will need from you:

When you go to the Register Office you should take all of the following:

- A medical certificate of the cause of death (as issued by the doctor who certified the death)

- If the doctor has had to inform the coroner about the death, the coroner may need to issue another certificate and the registrar will need the coroner's document when you come to the office
- Your relative/friend's NHS medical card (if available)
- Any pension book, certificate or documents relating to any pension or benefits that your relative/friend was receiving from public funds as the registrar will inform relevant departments of the death for you
- It is also useful if you have their birth certificate and (if applicable) marriage certificate to hand, although these documents are not essential if you can provide the registrar with the correct information

#### **Information the registrar will give to you:**

- Leaflets about Widow's Benefits/Income tax for Widows (where appropriate)
- Certificate of Registration of Death (Form BD8). This is for Social Security purposes only. If any of the information on the back of the certificate applies to you, the certificate should be completed and sent or handed in to your local Social Security Office.
- Certificate for Burial or Cremation (Form 9). This is known as the green form and gives permission for the body to be buried, or for an application for cremation to be made. This should be delivered to the funeral directors so that the funeral can be held.
- Certified copies of the entry in the Death Register can also be obtained for a small fee (£4.00 in 2015) You may request these for the will, any pension claims, insurance policies, bank accounts and premium bonds.

## **Coroner's Office**

There are certain situations in which the doctor at Forest Holme must inform the coroner of the death of a patient.

These include:

- Death within 24 hours of admission
- Death relating to an industrial disease, such as asbestos exposure

Whatever the reason for the coroner's involvement, you will be given a clear explanation of the circumstances.

Deaths which are referred to the coroner may cause some delay in registration of the death. This is because appropriate paperwork has to be completed. In some instances a post-mortem may need to be carried out. The coroner's office will tell you when you can register the death.

## **Who needs to be told about the death**

You will probably want to let the family, friends and neighbours know of the death right away. There are several other people who may also need to know. These are some of the arrangements that may need to be made:

- Funeral director
- Priest, minister or faith leader
- The bank, credit cards, building society



- Social Services (home helps, home care)
- Place of work (occupational pension)
- Executors of the estate (will)
- Solicitor
- Insurance companies
- Library Service
- Inland Revenue
- Residential or nursing home
- Landlord, housing association, mortgage provider
- Council Tax Office
- Electricity, gas, telephone, water companies
- Post Office (redirect mail)
- DVLA Swansea
- Careline
- Cancel any appointments - delivery of papers, etc
- Pets - make necessary arrangements for care

### **Bereavement Support Telephone Service. Tell Us Once**

Once you have registered the death you can telephone 0800 085 7308 from 8am - 8pm Monday to Friday. They will notify many of the above listed services to save you time and anxiety. This is a free service.

## **Arranging the funeral**

Forest Holme is not able to recommend funeral directors. Contact details of local funeral directors can be found on the internet or in Yellow Pages.

Once you have contacted a funeral director, they will help you to make all the arrangements. These can include placing an announcement in the local newspaper, ordering flowers and contacting a minister to conduct the funeral service. It is helpful to ask the funeral director to give you a quote for the cost of the complete funeral. If you are worried about the cost, please tell the funeral director as they can advise you of help that may be available.

Funeral directors may be contacted by phone 24 hours a day, seven days a week, though offices may only be visited during normal office hours.

## **Chaplains**

You may wish to contact one of the chaplains you have met at Forest Holme. If so, please telephone the hospital switchboard on 01202 665511 and they will put you in touch with them.

## **Counselling service**

If you, or a member of your family, would like to talk to one of our counsellors, please telephone 01202 448096 to make an appointment. Our bereavement counsellor will write to you in two months time offering you, and your family, bereavement counselling at Forest Holme, or bereavement support at home.

## Pop - in afternoons

These are informal meetings which are held on the first Monday of every month between 2pm and 4pm at the Holiday Inn Express, Poole. (Except when it falls on a Bank Holiday and then it moves to the first Tuesday of the month.)

The nurses will contact you by post in three months to invite you to attend the pop-in afternoons.

Members of the nursing staff and volunteers are there to listen and talk to you if you wish to come along for a cup of tea and a chat.

## Wills and probate

If you have any queries about the will, or regarding the absence of a will, you can contact your local probate registry.

### What is probate registry?

When a person dies somebody has to deal with their estate (the money, property and possessions left) by collecting in all the money, paying any debts and distributing what is left to those people entitled to it. In order to get authority to do this, the designated person usually needs to obtain a legal document called a grant of representation from the probate registry. There are three types of grant of representation.

**Probate** - Issued to one or more executors named in the deceased's will. Note: executors are people named in the will to deal with the estate.

**Letters of administration (with will)** - Issued when there is a will but there is no executor named or when the executors are unable or unwilling to apply for the grant.

**Letters of administration** - Issued when your relative/friend has not made a will, or any will made is not valid.

If your relative/friend left a will, probate will generally need to be obtained. If there is no will, probate cannot be obtained. Instead you will generally need to apply for letters of administration, before you can administer the estate. In both cases, the processes involved are very similar and the Form PA1 can be used. This needs to be completed and sent or taken to the probate registry or download it from the website.

## Probate Registry

Cromwell House, Andover Road, Winchester, SO23 7EW.

01962 897024

[www.gov.uk/government/organisations/hm-courts-and-tribunals-service](http://www.gov.uk/government/organisations/hm-courts-and-tribunals-service)

### Organ donation

If your relative/friend had expressed a wish to donate organs or tissues after their death to help others, or if it is the wish of the next-of-kin, please talk to the nurses at Forest Holme.

Tissue donation is a gift of tissue, such as corneas. Tissue can be retrieved up to 48 hours after someone dies. Corneal transplants can help restore sight.

### Donations for medical research

If your relative/friend wished to donate their body to medical research you should contact the Medical School at the University of Southampton - telephone Southampton on 02380 795763 as soon as possible. Please note that the University may not always be able to accept a donation.

## Grief: when someone dies

The death of someone you love may be a devastating experience, causing stronger emotions than most people have ever felt before.

### Feelings

Even if you knew your loved one was dying, there is still a sense of shock when the death occurs. You may feel cold, numb, empty and unreal for a time. Following this you may experience such emotions as anger, panic, guilt and sadness. This may also be accompanied by periods of restlessness, especially at night when it may be difficult for you to sleep.

You may also react by becoming irritable or critical of yourself and others, or by feeling unable to attend to routine matters. You may not be able to think straight which can lead to feelings of despair. All these are natural reactions to bereavement and are not a sign that you cannot cope any more.

Grief is a very individual process and we each react differently. What is important is that you allow yourself time to grieve and to come to terms with your loss, in the way that is right for you.

### Support

You may prefer to organise things by yourself, but you may also want to consider the help of relatives or a close friend. Often they would like to share the burden.

During this time you may need extra support. Do not be afraid to speak about your feelings to someone. Other people may be afraid to speak about your loved one for fear of upsetting you. You may need to let them know when you want to talk.

Tears are a natural way of releasing emotions: do not be embarrassed by them.

You may also like to seek the support of a spiritual adviser, regardless of your beliefs. This may include the hospital chaplain, who can put you in touch with a minister of your denomination or religion if you wish. You can contact the Chaplains' Office by telephoning the hospital on 01202 665511 and asking for the chaplain to be bleeped.

Allow yourself time to grieve. You may already be very drained physically and emotionally if your loved one had been ill for some time. If you feel unwell, or are concerned about physical symptoms, go to see your GP.

There are also various organisations locally who can offer further support and counselling for you. You will always have good days and bad days, but in time the pain will ease and you will find yourself able to remember your loved one without becoming distressed. You never 'get over' a bereavement, but you gradually adjust to the loss.

Some people may feel unable to grieve after a death, perhaps because they are caring for someone else and feel that they 'have to be strong'. The grief may then be released when a subsequent loss or event occurs, which may even be relatively minor, but is the trigger for emotions to be expressed.

Sometimes this can be many years after the original loss. When two bereavements occur relatively close to each other, the grief may be compounded and the feelings more extreme. Grief does take time; it needs to be allowed to happen. If, however, you are concerned about a grief reaction in yourself or in someone close to you, please seek further support.

## Grief: when someone dies

### Talking to children

Adults often feel the need to protect children from death. They may feel children will not understand or that they will be too upset. However, we can often underestimate a child's resilience and ability to cope. Children often find it harder if they are not told what is happening, because they are more frightened by imagined events. Children should be told the facts in a more simple manner, using appropriate words, e.g. 'died', 'death', rather than 'lost' or 'asleep'. Give them time to ask questions (which may be very direct) and offer plenty of reassurance.

It is helpful for adults to share feelings with children, such as feelings of sadness. By doing this they learn that it is natural to feel sad when someone dies. Children may like to draw pictures as part of their way of saying goodbye. It is a good idea to tell the child's school about what has happened so they can offer support when needed.

### After the funeral

Settling your relative/friend's estate can be confusing, time-consuming and distressing. If you have been named as executor in the will, responsibility for carrying out the person's wishes lies with you. This will include payment of funeral expenses, debts and taxes, as well as arrangements for possessions and other assets.

It is wise to avoid making hasty decisions about the future. The length of time will vary for each individual, but gradually you will realise that you are more able to cope with your bereavement. Then will be the time for thinking about plans for the future.



## Other sources of help

Your own GP, district nurse or local clergy will be pleased to offer you help and support. You may also find the following sources of help and support use-

## Cruse Bereavement Care

Local telephone number:

Tel: 01202 302000

[www.cruse.org.uk](http://www.cruse.org.uk) and

www.rd4u.org.uk

(designed by young people for young people)

## Age Concern Poole

Local telephone number:

01202 666195

[www.ageconcernpoole.co.uk](http://www.ageconcernpoole.co.uk)

## Gingerbread - for single parents

Freephone: 0808 8020925

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

## WAY Widowed & Young

Tel: 0300 012 4929

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

**Mosaic** - for bereaved children and their families in Dorset

Tel: 01258 837071

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

## Forest Holme Hospice

5 Seldown Road

Poole

BH15 1TS

Tel: 01202 448115

Fax: 01202 448206

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

## Notes

[illegible]

## Notes

This image shows a full page of white paper with horizontal dashed lines, typical of primary school handwriting practice paper. The lines are evenly spaced and run across the entire width of the page. There are no margins, text, or other markings present.

## Notes

[illegible]

## Notes

We hope this leaflet has been of some help to you and we once again offer you our condolences at this time. If you have any questions or thoughts which you would like to discuss with a member of staff at Forest Holme Hospice, please contact us on: 01202 448115.

For further general health-related information, please ask the relevant department for an Information Prescription or contact:

The Health Information Centre  
Poole Hospital NHS Foundation Trust  
Longfleet Road  
Poole  
Dorset  
BH15 2JB  
Tel: 01202 448003  
**[www.poole.nhs.uk](http://www.poole.nhs.uk)**

Author: Carol Sherman, Ward Sister, Forest Holme Hospice

Date: February 2014

Review date: February 2017

Version number 1/5102

Ward sister / HOD: Gill Morris



We can supply this information in other formats, in larger print, on audiotape, or have it translated for you. Please call the Patient Advice and Liaison Service (PALS) on 01202 448499, text 07758 272495 or email [pals@poole.nhs.uk](mailto:pals@poole.nhs.uk) for advice.

If you wish to make any comments or to ask about any research evidence used to write this leaflet, please contact the Patient Information Team confidentially: phone 01202 448003, write to the Health Information Centre (address above), or email [patient.information@poole.nhs.uk](mailto:patient.information@poole.nhs.uk)

## Forest Holme Hospice Charity

Forest Holme Hospice Charity is proud to support the work of Forest Holme Hospice by raising funds to the enhance care given to both patients and their families/carers across Poole, Wimborne and the Purbecks.

Working in partnership Poole Hospital NHS Foundation Trust, each year the Charity helps to provide vital funding for:

- Two counsellors who provide emotional support to patients/families at various stages of their illness and also bereavement counselling
- A range of complementary therapies
- Nursing care on the ward at Forest Holme Hospice
- Nursing care, through the community specialist palliative care team, in people's own homes
- Furniture and fittings required in the hospice to help provide a more homely environment for patients and their families.

If you would like to know more about the charity, please contact the fundraising office on 01202 670644 or email [fundraising@foresthelmehospice.org.uk](mailto:fundraising@foresthelmehospice.org.uk). Alternatively, the fundraising team can be found at:

1st Floor

Forest Holme Hospice,

5 Seldown Road,

Poole, BH15 1TS. (Registered charity no. 1038021)



Poole Hospital **NHS**  
NHS Foundation Trust

**Forest Holme Hospice**

5 Seldown Road

Poole

BH15 1TS

Telephone: 01202 448115

Email: [forest.holme@poole.nhs.uk](mailto:forest.holme@poole.nhs.uk)

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