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**Blackpool Teaching
Hospitals**
NHS Foundation Trust

For you in your loss

Information for Bereaved Relatives and Friends

Community Services

People Centred

Positive

Compassion

Excellence

“Memories are the loveliest thing,
They last from day to day,
They can’t get lost,
They don’t wear out,
and can’t be given away.”

(Anonymous)

Options available

If you would like a large print, audio, braille or a translated version of this booklet, then please call: **01253 955520.**

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You are not alone. We are here to support you.

The Trust staff who have cared for your loved one wish to express their deepest sympathy and condolences to you and your family at this difficult time.

This booklet aims to provide some useful help and advice during the early days of your bereavement.

Inevitably, there are certain practical issues that need to be organised when someone dies. This booklet advises you on what needs to be done.

Grief is a normal reaction to loss or bereavement. This booklet outlines some of the emotions or feelings that you may encounter.

If you feel that you need further support, advice or help, a number of organisations are listed in this booklet.

We hope that you find the enclosed information useful.

Supporting your loved ones wishes

It is important to us that we help you ensure that your loved ones wishes are fulfilled.

If you have discussed this with the Ward Team, they will advise, however please do not hesitate to contact them with any further questions or you can discuss with the Bereavement Team when you call.

Tick Box Reminder

When death occurs

- Contact your GP (or out-of-hours GP) as soon as possible



- Start to make the funeral arrangements



- Collect the Medical Certificate Cause of Death (MCCD) - Register the Death



- Collect the White form for Social Security Office (BD8) or a Tell Us Once (TUO) reference number.

Organ Donation

Many people are aware that many lives are saved each year through organ donation. This only occurs when people have died in Accident and Emergency or Intensive Care.

Tissue Donation

Unlike organ donation, almost all patients that die in hospital can be considered for tissue donation.

If your loved one has expressed a wish, or you feel able to consider tissue donation, it may be helpful to know that heart valves, eyes (corneas) and other tissues can be **donated up to 24 hours** after a person has died. A family member can consent on behalf of the patient and it is not necessary to have a Donor Card. Donation will not delay funeral plans or alter the appearance of the deceased.

The decision to donate is of course very personal, so if you wish to discuss this further or if you require more information, please call **TISSUE SERVICES** on **0800 432 0559 (24 hour freephone)**.

Keepsakes

It may be possible for the Funeral Director to arrange for keepsakes such as handprints, hair locks or lip kisses. You may also wish to take photos of your loved one hands. Please speak to the SWAN Bereavement Nurses or your chosen Funeral Director if this is something you would like to arrange.

Swan Bereavement Support Team

Our Swan Bereavement Support Nurses will help provide you with what matters most to you in the immediacy of your loss. The team are available to all who may need support following bereavement. The team is based at Blackpool Teaching Hospitals NHS Foundation Trust, however we do offer the service for all families in the care of the hospital and community.

Our aim is to provide practical and emotional support to families and carers after the loss of a loved one. The team are not trained counsellors but can advise on accessing these services if you wish.

The Ward Team and Bereavement Office staff may have discussed and referred you to the service, however you and or any loved one can contact our team directly for support.

Swan Bereavement Support Team Contact 01253 952456.

Office Hours Monday - Friday 9am to 4pm

Please note we may be unable to take your call immediately if we are on another call or on a ward. We do have an answerphone that is monitored regularly throughout the day. We always aim to call back on the day you have left a message, however if this is after working hours it will be the next working day.

If you feel you need to speak with someone for support at a weekend or in the evenings please contact:

National Bereavement Helpline: 0800 448 0800 (freephone)-
7am-10pm 7 days

Text Helpline: 0786 002 2814 (texts are charged at your standard rate)

If you are in distress, please call Samaritans on 116 123 at no cost, any time of the day or night. Whatever you're going through, a Samaritan will support you.

This booklet offers some of the recommended information and support available later on.

The Good Grief Trust offers a range of comprehensive information and support groups - "Help and hope" in one place - both local and national information you may find useful. Visit the website and/or discuss with the Swan Team for any further information www.thegoodgrieftrust.org

When Death Has Occurred What to do first

When death occurs, telephone your GP or Health Care Professional as soon as possible. If the death occurred outside of normal working hours, please contact the out-of-hours GP who will arrange for a Community Nurse or Doctor to verify the death.

By law a Medical Doctor is required to provide a medical certificate when a person has died, to confirm the death and state the cause of death. The Doctor will complete this as soon as possible and arrange for the paperwork to be scanned to the Registrar's Office.

They will:

- Provide the Registrar's Office with the Medical Certificate of Cause of Death (MCCD).
- Explain the procedures to you for Registration of Death
- Inform you about and refer you to our SWAN Bereavement Support Nurses who can provide ongoing support to you and your family.

In some cases where the Doctor is uncertain about the reason or the circumstances of death it may not be possible to issue the Medical Certificate of Cause of Death (MCCD). If the death was sudden or unexpected the Doctor is legally obliged to inform the Coroner. More information can be found on page 15.

Contact a Funeral Director

You do not have to wait until the Medical Certificate of Cause of Death (MCCD) has been issued to contact a Funeral Director and make arrangements to transfer your loved one to the Chapel of Rest. Details of local Funeral Directors can be found at the end of this booklet. Alternatively the internet is a good source of information to compare costs and services provided.

Register the Death

Registration of Death

Once the Medical Certificate of Cause of Death (MCCD) has been issued, the surgery will arrange for this to be sent to the Registrar's Office.

An informant has a legal responsibility to register a death within 5 days of the date of the death. This time limit can be extended where there has been Coroner involvement.

Where to Register

A death should be registered in the local authority district where it occurred.

For Blackpool Deaths:

Where council tax is payable to Blackpool, deaths should be registered with Blackpool registration service.

Families should to contact the Registrar's Office to make an appointment to register the death, preferably online www.blackpool.gov.uk/deaths.

If you do not have access to a computer, please ring 01253 477177.

For Wyre and Fylde Deaths:

Deaths that occur within the local authority Boroughs of Wyre or Fylde should be registered with Lancashire Registration Service. There are two Registrar's Offices on the Fylde Coast, one in Fleetwood and one in Lytham.

You can make an appointment online at www.lancashire.gov.uk/births-marriages-and-deaths/deaths

To make an appointment at any Registrar's Office within Lancashire Registration District please phone - 0300 1236 705

Who can Register the Death

You can register the death if you are:

- A relative
- Someone who was present at the death
- The authorised occupier of the nursing/care home where death has occurred
- The person making the decision on the funeral arrangements

See pages 10 and 11 for what you will need to know.

What you will need to know

When you register the death you will need to make an appointment and, if possible, take with you the NHS Medical Card of the deceased and Birth Certificate to the appointment.

You will also need ID for yourself and for the deceased. Preferable forms of ID, would be a Passport, Driving Licence or a Birth, Death or Marriage Certificate. If you are unable to provide any of these, registration will still go ahead.

The Registrar will ask you for the following information (you may like to fill in the spaces below before your appointment):

The date and place of death

.....

Full name and surname / family name

.....

Date and place of birth of the deceased

.....

Address, including post code of the deceased

.....

.....

The last full time occupation of the deceased and whether retired

.....

Date and place of birth of surviving spouse / civil partner

.....

If the deceased was a married woman, widow or a civil partner:

Maiden name / family name (if applicable)

.....

The husband's /wife's /civil partner's name even if deceased

.....

The husband's /wife's /civil partner's last occupation and whether retired

.....

This information will form an entry in the Death Register.

You may also be asked for the reference number of any occupational pension paid out of public funds (apart from the state retirement pension):

.....

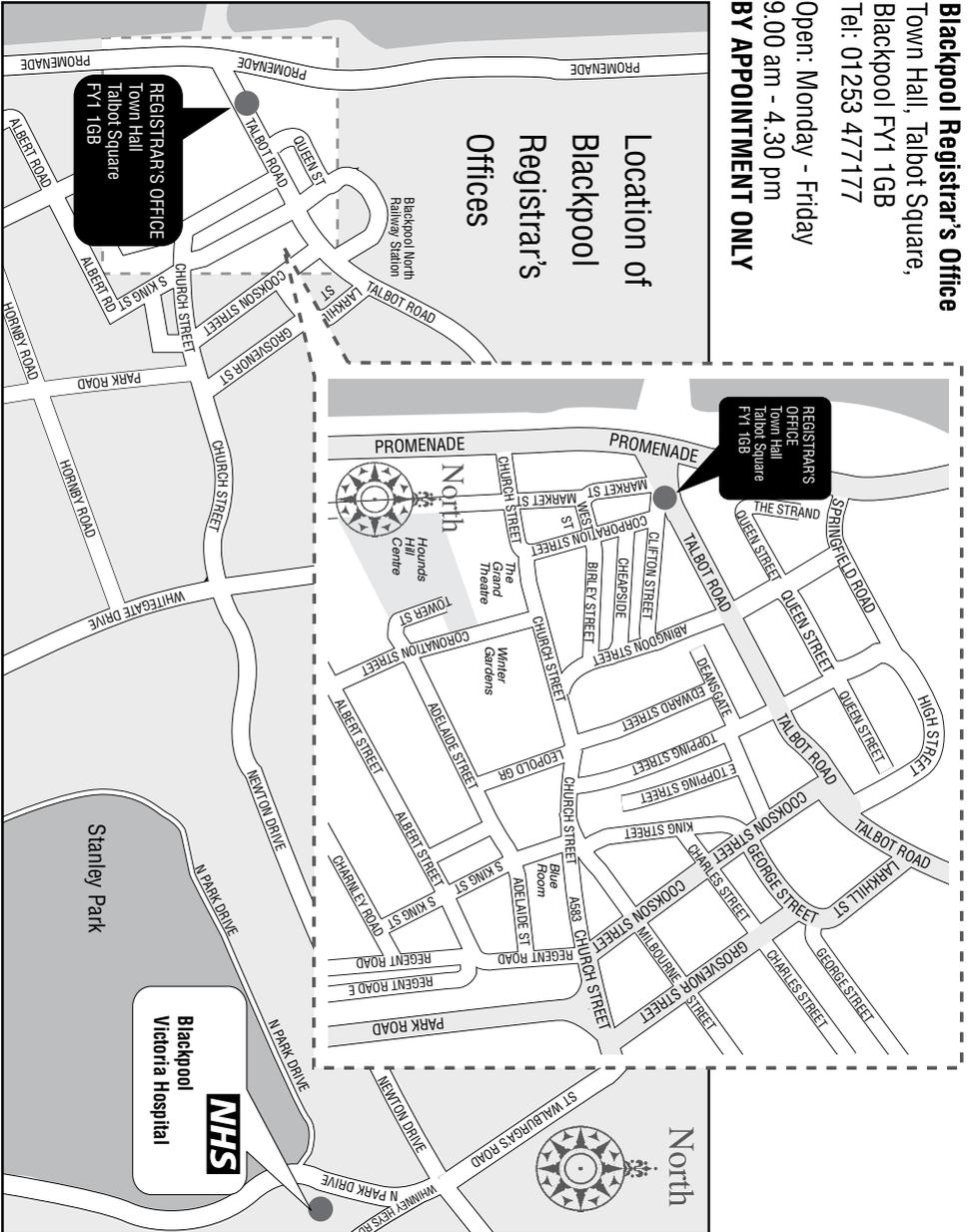
After registering the death the Registrar will give you:

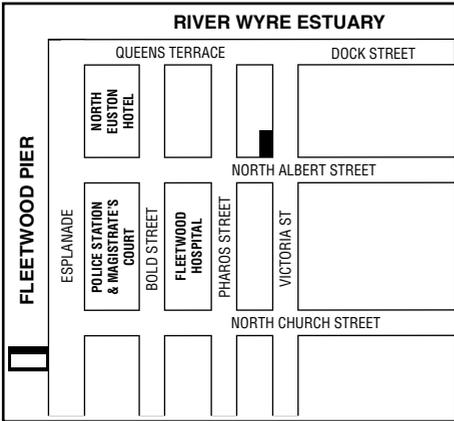
- A green form to hand to the Funeral Director.
- A white form to send to the Social Security office (BD8) or a Tell Us Once (TUO) reference number.
- The Registrar will issue copies of the Death Certificate for £11.00 each. Please ensure all spellings and identification details are accurate on the certificate at time of registration as any amendments can incur a correction fee of up to £90.00.

Location of Blackpool Registrar's Office

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Blackpool Registrar's Office
 Town Hall, Talbot Square,
 Blackpool FY1 1GB
 Tel: 01253 477177
 Open: Monday - Friday
 9.00 am - 4.30 pm
BY APPOINTMENT ONLY



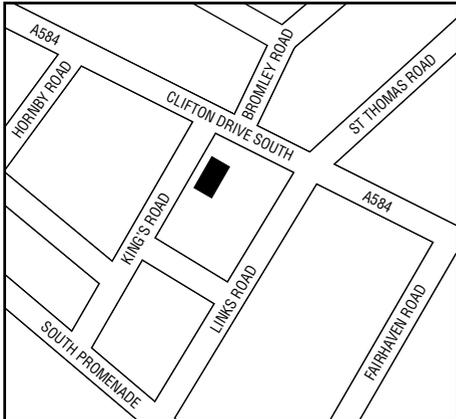


Fleetwood Registrar's Office

The Registrar's Office
 Fleetwood Library
 North Albert Street
 Fleetwood FY7 6AJ
 Tel: 0300 123 6705

Open: Monday, Tuesday
 and Friday
 9.30am - 3.30 pm

Wednesday
 10.00am to 3.00pm
 Closed Thursdays
BY APPOINTMENT ONLY



Lytham Registrar's Office

The Library
 254 Clifton Drive South
 St Anne's FY8 1NR
 Tel: 0300 123 6705

www.lancashire.gov.uk/births-marriages-and-deaths/find-a-registration-office/st-annes-registration-office

BY APPOINTMENT ONLY

'Tell Us Once' Service

'Tell Us Once' brings together several organisations (see the list below) so that people do not need to notify them individually of the death.

To use 'Tell Us Once' the death must have been registered. The Registrar will give you information about the service when you go to register the death.

You can also find further information at **www.gov.uk/tell-us-once**

Tell Us Once links information between:

- Department for Work and Pensions (DWP)
- HM Revenue and Customs (HMRC)
- Local Authorities
- Driving and Vehicle Licensing Agency (DVLA)
- Identity and Passport Service (IPS)

They **do not** inform the following organisations:

- Royal Mail
- Utilities
- TV Licensing
- Bank / Building society
- Library cards / season tickets
- Insurance companies
- Rental companies

A Coroner's Authorisation

If a death is referred to the Coroner, a representative working for the Coroner will need to contact you to prepare a report relating to the person's medical history. This is standard procedure and should not cause you any alarm.

In certain circumstances the Coroner may authorise the Doctor to issue a Medical Certificate of Cause of Death (MCCD) without the need for a post mortem. This will be explained to you by a Coroner's Representative. A death cannot be registered until the Registrar has received written clearance from the Coroner.

Please do not hesitate to ask about anything that is unclear.

A Coroner's Post Mortem

The Coroner may decide that a post mortem is required. You cannot object to a post mortem, however the reasons why a post mortem is required will be fully explained to you and support will be provided.

Once the post mortem has been completed you will receive advice from the Coroner's Office of when and how to register the death. This process usually takes a few days.

Contact Numbers

**For Fylde and Blackpool residents;
Blackpool Coroner's Office: 01253 477128**

**For Wyre residents;
Preston Coroner's Office: 01772 536536**

A Hospital Post Mortem

The Doctor who has issued the Medical Certificate of Cause of Death (MCCD) may ask your permission for a post mortem examination to assist in medical knowledge and teaching.

Ensure that you understand why the post mortem is taking place and when. The decision to grant permission for a hospital post mortem is yours (you may wish to discuss this with other family members prior to giving consent). If you do decide to permit this you will be asked to sign a consent form.

Visiting a loved one after they have died

When the person has been taken to a funeral home, please contact your Funeral Director to arrange to visit them if you wish.

If your loved one died in the community and has been transferred to Blackpool Teaching Hospital's mortuary please contact your appointed Coroner's Officer if you would like to arrange to visit your loved one (see telephone numbers page 15).

Funeral Arrangements

The Funeral Director of your choice will advise you of the options and discuss with you the arrangements you wish to make. The funeral is your opportunity to say your goodbyes in a way that is appropriate both for you and the person who has died. You may wish to choose who might lead the service (not necessarily a Minister of Religion), certain music or readings, and you or other relatives or friends may wish to take part in the service. Take time to consider the possibilities.

Financial Assistance

Benefit advice about Funeral Grants (payable to the responsible person if in receipt of qualifying benefit) may be obtained from The Social Fund - Tel: 0800 169 0140 during office hours or visit the website **www.gov.uk** for more information.

For advice on Bereavement Benefit (this may be payable to the widow(er) / civil partner if the deceased was under 60) - Tel: 0800 731 0469 or visit the website **www.gov.uk** for information.

Pension / Allowance Arrangements

Any queries regarding pensions and allowances can be directed to the Pension Service - Tel: 0800 731 7898 Monday to Friday 8.00 am to 8.00 pm - or visit the website **www.gov.uk** for information.

If the deceased was in receipt of a war pension, please telephone the Veterans Agency on Freephone 0800 169 2277 or visit the website **www.veterans-uk.info** for information.

You will need the pension information and National Insurance number of the deceased and Next of Kin.

Funeral Payment Department

You will need to complete form SF200 available from your local Job Centre Plus office or it can be downloaded at **www.gov.uk/browse/benefits**. You can telephone for advice and qualification requirement of a benefit:

Monday to Friday 8.00 am to 6.00 pm on 0800 731 0469.

NHS equipment

Please return NHS equipment to the Loan Store it was issued from or telephone 01253 476646 or 01772 286573 for collection.

Wheelchairs issued by Preston Specialist Mobility Rehabilitation Centre (SMRC) need to be returned to them. Please telephone 01772 716921 to arrange collection.

If you are not sure about what to do with any piece of equipment (i.e. a syringe pump) please ask your District Nurse or Healthcare Professional.

Medications need to be returned to the local pharmacy.

GRIEF: When Someone Dies

Every person feels differently when a loved one dies. There is no right or wrong way to feel after the death of a loved one. Some will prefer to deal with their feelings on their own, while others seek support from friends, a person or a group of people who have had similar experiences of grief. Others may prefer to contact a person with professional training such as a Counsellor or a Psychologist. What is important is that there is support available and it is normal to need support in coming to terms with your loss.

Emotional feelings following bereavement

- **Guilt and regret** – regret that you may not have said or done everything you wanted to say or do, especially if the death was sudden and unexpected
- **Injustice** – Why did they have to die? Why did this have to happen to me?
- **Envy** – Others may have what you no longer have since losing your loved one
- **Anger** – That they couldn't be cured, that others survived, angry with your loved one that they died and now you are suffering
- **Loneliness** – You may feel no-one understands
- **Depression** – A natural part of the mourning process. The feeling that there is no point in going on: losing interest in life
- **Relief** – That your loved one is no longer suffering

Regardless of your religious beliefs you may also like to seek the support of a spiritual advisor. The Hospital Chaplain can put you in touch with a minister of your denomination or religion. If you wish, you may contact the Chaplaincy Team on 01253 300000 at Blackpool Victoria Hospital. There are also various organisations locally who can offer further support and counselling for you. Some of these are listed on pages 22, 23, 24 and 25.

Talking to Children about death

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 resources and ability to cope. Children often find it harder if they are not told what is happening, and they may be more frightened by imagined events. Children should be told the facts in a simple manner, using appropriate words eg. 'dead', 'death', or 'died' 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 to express their sadness and feelings.

After the Funeral

Settling the deceased person'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.

Advice and Support: Some Options for You

Age UK

0300 303 1234

Bereavement Support Network

Probate, Tax and Benefits Helpline

0808 168 9607

Blackpool Carers Centre

Beaverbrooks House

147 Newton Drive

Blackpool

FY3 8LZ

Tel: 01253 393748

or visit www.blackpoolcarers.org

Citizens Advice Bureau (CAB)

Provides support through free, impartial, confidential information.

Local offices differ in opening times.

Coping Alone - (Fylde and Wyre Residents only)

Providing Bereavement Support

Tel: 0300 303 1234 - Your call will be directed to your local office and charged at the local rate.

Or visit www.ageuklanes.org.uk

Counselling in Blackpool

Website: www.counselling-directory.org.uk

CRUSE Bereavement Care

Local Tel: 01772 433645

National Helpline Tel: 0808 808 1677

Email: lancashire@cruse.org.uk

Website: www.cruse.org.uk

One to one counselling in your home and bereavement support groups for children and adults.

Funeral Directors

Some local companies are listed at the end of this booklet. They may be contacted for support and advice.

The National Association of Funeral Directors can be contacted on Tel: 0121 711 1343.

Fylde Counselling Service

Tel: 01253 720270

Linden Centre Information & Support Centre

Low Moor Road, Bispham, Blackpool FY2 0BG

Tel: 01253 952582

Families and carers who have been bereaved following a significant event either recently or some time ago and who are struggling to come to terms with the loss. Also children's bereavement support service.

N-Compass (Fylde and Wyre Residents only)

Advocacy and Carers Support

Tel: 0345 013 8208

Or visit www.ncompassnorthwest.co.uk

NHS Choices – Live Well

Includes information on coping with bereavement, children and bereavement, bereavement and young people and when someone you care for dies. Available at: www.nhs.uk/conditions/stress-anxiety-depression/coping-with-bereavement/

Samaritans

16 Edward Street, Blackpool FY1 1BA - Open for personal visits most days 2.00 pm until 9.00 pm – please telephone to confirm.

Local Tel: 01253 622218

National Tel: 116 123

Email: jo@samaritans.org

Confidential emotional support (Available 24 hours).

Stop Mail

A free of charge service to stop unwanted junk mail to the deceased.

0808 168 9607

Sudden Bereavement

Helpline: 0800 2600 400 (10-4pm Mon-Fri)

Supporting Minds

01253 955700

Survivors of Bereavement by Suicide

0300 111 5065 (9am-9pm)

WAY Widowed and Young

Website: www.widowedandyoung.org.uk

WAY offers support and friendship for men and women up to the age of 50 whose husband, wife or partner has died.

Widows' Fellowship Group

Langdale Road, Mereside FY4 4RR Tel: 01253 691600

Meet on a Monday 10.30 am - 12 noon. Support and friendship to widows of any age. Speakers each week, trips out monthly.

There are an increasing number of these, with trained counsellors offering support on various issues, including bereavement. Counselling offers more in-depth support. Many bereaved people actually need a listening ear and more general support rather than counselling.

Friends After Bereavement



Welcome to the friend's world, we are local community group offering help and support to bereaved people in the Blackpool, Fylde and Wyre areas who have lost a loved one, friend or simply would like to meet some exceptional like minded people.

Our support groups offer friendly guidance & help with emotional practical support needs, Meet people who have experienced the pain of loss.

Our social activities include a walking Group, Tea and coffee, Chat, Day Trips, luncheon group, raffle & quiz, guest speakers.

Information Sessions are for those people who are friends, neighbours or relatives of the bereaved.

We can also offer; One to one bereavement support/ group meet in a safe & confidential environment with a trained listener or qualified counsellor.

Training sessions for health care providers and professionals.



**The support group meets every first Wednesday of the month at:
St Johns Court
Warton Street
Lytham FY8 5JB**

12:30 pm to 3:30 pm.

Hot lunch at 1pm £5.00

To book a place or for any enquiries please contact
Mark Bamforth on 07759 480 930 / Catherine Bezzant 07828 939 304

They are Gone

You can shed tears that they are gone,
Or you can smile because they lived,
You can close your eyes and pray that they will come back,
Or you can open your eyes and see all that they have left.
Your heart can be empty because you can't see them
Or you can be full of love that you shared,
You can turn your back on tomorrow and live yesterday,
Or you can be happy for tomorrow because of yesterday.
You can remember them and only that they are gone
Or you can cherish their memory and let it live on,
You can cry and close your mind be empty and turn your back,
Or you can do what they would want: smile, open your eyes,
love and go on.

(Anonymous)

Tree of Lights and Book of Remembrance



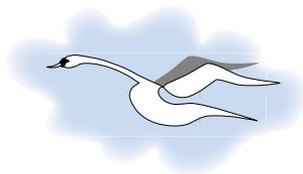
*Celebrating and Remembering
your loved ones*

Blackpool Teaching Hospitals NHS Foundation Trust host a special memorial evening each year in December.

Bereaved families, carers and friends are invited to pay tribute to their loved ones at a beautiful reflective service of music, readings and reflections, followed by light refreshments. Families are welcome to add the name of their loved one/s to our Book of Remembrance which is placed in the chapel throughout December.

All are welcome to attend this special memorial evening and support the Tree of Lights appeal (which is optional).
For further information or to request a leaflet contact:
Fundraising - Tel: 01253 957904

Blue Skies Hospitals Fund
supporting end of life and bereavement care



Other sources of information:



Hospital switchboard
Telephone: **01253 300000**

Patient Relations Department

The Patient Relations Department offer impartial advice and deal with any concerns or complaints the Trust receives.



You can contact them via tel: **01253 955589**
or by email: **bfwh.patientrelations@nhs.net**

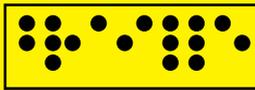


You can also write to us at: Patient Relations Department, Blackpool Teaching Hospitals NHS Foundation Trust, Blackpool Victoria Hospital, Whinney Heys Road, Blackpool FY3 8NR



Further information is available on our website: **www.bfwh.nhs.uk**

If you'd like a large print, audio, Braille or a translated version of this booklet, then please call: **01253 955520**



Approved by:
End of Life and Bereavement
Group Meeting

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