

Helpful information following a death at St. Mary's Hospital



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On behalf the Bereavement Service and the Trust we would like to offer you, your family and friends our sincere condolences.

The aim of the Bereavement Service is to help and support you in the immediate days following the death of your loved ones.

If you need to contact the Bereavement Service please ring 01983 534615 between the hours of 09.00 - 15.30 to arrange a mutually convenient appointment time. Please note that following a weekend or bank holiday, enquiries should be made on the next working day.

Please bear in mind that as we may be dealing with bereaved families we may not always be available to take your call immediately, but there is an answer machine available. Please leave a message and your call will be returned as soon possible.

We hope you find the information in this leaflet helpful.

Kind regards,
Bereavement Advisor

PRACTICAL REQUIREMENTS

What you need to do first

If you wish to see the bereavement advisor, you will be asked to telephone to arrange an appointment. This is essential as it can take some time to arrange for the possessions to be made ready for collection, and for the medical certificate to be completed by the doctor.

In some cases it may be necessary for the doctor to refer a case to the Coroner, this may create a delay in proceedings. The Coroners Officer or Bereavement Advisor will contact relatives directly if there is to be a post mortem.

The bereavement advisor is there to offer you guidance on what you need to do following a death. If there is something you wish to ask, please do so, every endeavour will be made to answer your queries.

Listed below are just some of the matters the bereavement advisor will be able to help you with.

- Deciding who to contact and whether those organisations that require notification of the death may need to see a certified death certificate
- When a person dies someone has to deal with their estate by collecting in all money, paying debts and distributing the estate to those people entitled to it. In some cases obtaining probate may be necessary, this means the issuing of a legal document to an applicant authorising them to deal with the estate. The Probate Registry issues the document, which is called grant representation.

- We can give you information on whether you are entitled to receive bereavement benefit, a tax-free lump sum, and or, weekly bereavement benefit. A claim pack is available from the Department for Work and Pensions.
- Although there is now no general death grant, if you are in receipt of certain social security benefits you may be able to obtain financial help with the cost of a funeral from the Department for Work and Pensions Social Fund. A claim pack is available from them.
- A list of all island funeral directors
- A list detailing the role of the Isle of Wight branch of Cruse Bereavement Care
- Registering

The bereavement advisor will give you the Medical Certificate for the Cause of Death, and will be able to offer you guidance on how to register the death. This should take place within 5 days. If the Coroner is involved the procedure is slightly different and you will be advised on what is required by the Coroners office.

Registering the Death

Who may register the death?

Only certain people can register the death. Those qualified to do this are as follows:

- A relative of the deceased
- A person present at the time of death
- A person arranging the funeral
- The occupier of the residence where the death occurred*

** If the death occurs in St Mary's Hospital and there are no known next of kin, then the Bereavement Officer can register the death.*

You should take with you:

- The Medical Certificate on the cause of death (if one has been issued)
- Medical Card (if possible)

As the person registering the death you need to be prepared to give the following particulars relating to the deceased:

- Full name, and maiden surname (if applicable)
- Date and place of birth
- Usual address
- Occupation
- Name and occupation of husband or wife if the deceased was married or widowed
- If the deceased was married, the date of birth of the surviving widow or widower
- Whether the deceased was receiving a pension or other allowances from public funds

What you receive from the registrar:

- **The death certificate**

This is a certified copy of the entry in the death register. The registrar can print as many certified copies of the death certificate as you require, but you will have to pay a fee for each copy. You may wish to ask for several copies as some organisations insist on seeing an original death certificate and will not accept a photocopy. The bereavement advisor will assist you in deciding how many copies you need. If you wish to obtain copies at a later date it is advisable to enquire at the register office, as the cost increases after a certain period of time following the initial registration.

- **A certificate for burial and cremation (known as the green form)**

This should be given to the funeral director so that the funeral can be held. If the Coroner has been involved he will issue an order for burial (form 101) or a certificate for cremation (form E) direct to the funeral director. You will be informed of this by the registrar.

- **A certificate of registration of death (known as the white form BD8/344)**

This is required by the Department of Social Security. Read the information on the back of the form, if it applies, complete the form and send it to the department of social security dealing with the relevant pension, allowances from public funds etc.

Tell Us Once

'Tell Us Once is a free service provided by the Isle of Wight Register Office that offers help with your recent bereavement. With your permission relevant Isle of Wight Council Services and Central Government departments will be informed of the bereavement. Local services include Council Relevant Central Government departments that can be notified include: Department for Works and Pensions (DWP) Passport Office (IPS) Driving Licence (DVLA) Overseas Health and War Pensions department.

It will be necessary for the informant to provide the deceased's National Insurance number (if known) and relevant documents (Passport, Driving licence, Library Pass, Blue Badge) If all the information is not available at the time of the Death registration, the registrar will explain how to access the service from home using a reference number and free-phone telephone contact service with DWP (this service is available up to 28 days following the death registration).

The idea of the service is that families are offered assistance to inform local and central government departments at a particularly difficult time, saving them valuable time and money.'

Where to register

Isle of Wight Register Office
Seaclose Offices
Fairlee Road
Newport
Isle of Wight
PO30 2QS

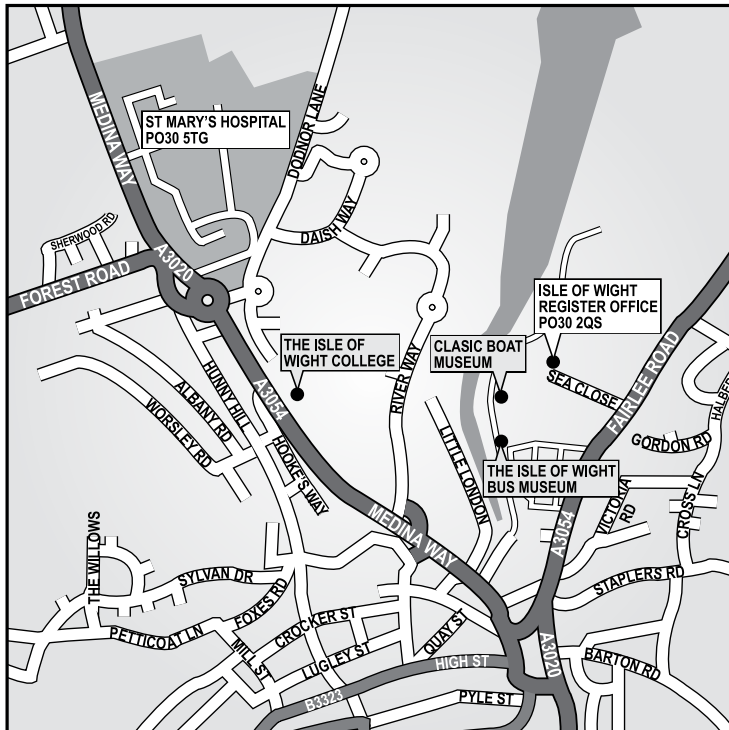
Telephone:

01983 821000 or 823233

Opening times are as follows:
Monday to Friday 09.00am to
4.30pm

You will need to make an appointment to register the death.

The next of kin will be reminded of this extra service when they phone the Bereavement Office for their appointment to collect the Medical Certificate of Cause of Death. If the Coroner has been involved the death certificate will be sent directly to the registrar.



Difficulty attending or registering at your local Register Office

If it is difficult for you to attend the register office on the Isle of Wight, then it is possible for you to attend a local registration office in the area nearest to you. In such a case, you will need to complete a death registration by declaration.

This is a simple process that your local register office will guide you through. However, this will involve a short delay in the process as the documents which would normally be given to you by the registrar will need to be posted to you by the Isle of Wight Register Office.

People to inform

There are various people or companies who may need to be informed of the death, below is a list to help you:

- Bank
- Building society
- Insurance company
- Private, work or service pensions
- Solicitor (if applicable)
- Landlord (if living in rented accommodation)
- Local housing department (if receiving housing benefit or council tax benefit)
- Mortgage provider
- House insurance
- Employer
- Trade union
- Inland Revenue
- Post office (re-directing mail)
- Social services (home help, meals on wheels etc)
- Telephone company
- Local gas company
- Local electricity company
- District council (council tax)
- Local registration department (electrol role)
- D.V.L.A (driving license)
- Passport office
- Credit card company
- Delivery services e.g. grocer, newsagents, milkman etc
- Season tickets (claim any refunds due)
- Membership of associations or clubs (claim any refunds due)

Paying your last respects

If a death occurs within working hours 09.00 to 15.30, you can contact the Bereavement Office on 534615 or the mortuary staff on 534214.

If a death occurs outside working hours, at the weekend or during bank or public holiday's relatives are advised to contact the hospital switchboard on 01983 524081 who will contact the on-call mortuary technician to arrange an appointment for you to view your loved one.

Viewings are arranged by appointment only. Relatives are advised not to arrive at the chapel of rest without making a prior appointment. This is because the mortuary is not staffed all the time, another family may be viewing or police identification may be taking place. There is parking available directly outside the chapel of rest.

Funeral arrangements

It is important to ascertain if the deceased made any arrangements or left instructions in a will for their funeral. Check also to see whether they had a pre-paid funeral plan.

You may wish to select a funeral director. It is advisable to contact more than one firm and ask for details of their charges and the services they provide before making your selection.

Funeral directors who belong to the National Association of Funeral Directors adhere to a code of professional conduct, which requires them to give a full written estimate of total costs in advance of the service.

The funeral director will make arrangements for the relatives to see the deceased in their chapel of rest if this is required.

Please let the bereavement advisor know if the funeral service is to be a burial or cremation so that the relevant documents can be completed. In the case of cremation, further forms are required from two independent doctors. This means that the deceased cannot be moved to your choice of Funeral Director until these forms have been completed. The staff will do their best to get the forms ready for the Funeral Director as quickly as they can, however sometimes a short delay is unavoidable.

Burial

Normally there is a request for a pre-arranged grave space in a churchyard or cemetery. There are set fees for burials and costs may be higher for the burial of someone who lived outside the parish. If a space has been paid for in a cemetery, there will be a deed of grave purchase. Most non-denominational cemeteries are owned by either local authorities or private companies, so fees may vary.

Burials abroad

If the person is to be buried out of England and Wales, (this includes Scotland, Northern Ireland and the Republic of Ireland), the funeral director will be able to help you arrange this. When you register the death, you will need to obtain at least two certified copies of the death certificate (some consulates and embassies require more). You need to give the copies to your funeral director who will then obtain an 'Out of England Certificate'.

Cremation

The cost of the crematoria is governed by local authorities. Ashes can be scattered in a garden of remembrance or in a favourite spot. They can be buried in a churchyard or cemetery or they can be kept. The funeral director will be able to offer you advice if it is required.

Useful contacts

Isle of Wight Register Office

Seaclose Offices, Fairlee Road Newport, Isle of Wight
PO30 2QS

Tel: 01983 821000 OR 823233

www.iwight.com/council/departments/registrars/

Coroners Officer

The Court Building, Quay Street, Newport, Isle of Wight

Tel: 01983 520697

www.iwight.com/coroners

State Pensions Information

Department for Work and Pensions

Tel: 0845 60 60 265

www.dwp.gov.uk/thepensionservice

Bereavement Payment

Jobcentre Plus, Dover BDC, Sandling Road, Maidstone
ME99 2AF

Tel: 0845 608 8601

www.direct.gov.uk/bereavementpayments

Funeral Payment

Department of Social Security, Benefits Agency, Bowback
House, 299 Silbury Boulevard, Central Milton Keynes MK9
12A

Tel: 0845 603 6967

www.direct.gov.uk/funeralpayments

Citizens Advice Bureau

Exchange House, St Cross Lane, Newport, Isle of Wight

Tel: 0845 120 2959

www.citizensadvice.org.uk

Social Services Headquarters

17 Fairlee Road, Newport, Isle of Wight PO30 2EA

Tel: 01983 520600

www.iwight.com/council/departments/social_services/

Revenue and Customs

H.M. Inspector of Taxes

Tel: 0845 300 0628

www.hmrc.gov.uk

Cruse Bereavement Care

Tel: 01983 523030

www.cruse.org.uk

YMCA Child Bereavement

Tel: 01983 861072

www.ymca-fg.org

Survivors of Bereavement by Suicide

National helpline: 0844 561 6855

www.uk-sobs.org.uk

Probate Office (Winchester)

Probate Office, 4th Floor, Cromwell House, Andover Road,
Winchester SO23 7EW

Tel: 01962 897029

www probate.gov.uk

Grieving

The death of someone we love is probably the most devastating experience that will ever happen to us. Few of us are prepared for the depth of emotion and pain, which often accompanies bereavement. It is normal to grieve when someone dies, although for a time it may make us feel unwell, this will not last forever. Grieving is a natural process when we lose someone, it is a very overpowering emotion that has to run its course and must not be hurried. We hope this booklet reassures those who grieve that they are not alone in what they feel.

Each loss is unique and each person will grieve in his or her own way. However, grief does usually have an overall pattern, from the first feelings of shock, disbelief and numbness. We can feel remote from our surroundings and find it hard to concentrate on matters, and communicate with people, especially family and friends. It is important not to allow this detachment to go on for too long or it can become a real problem. Confronting the fact of death, going to view the deceased, being involved in the funeral arrangements, may help in maintaining ones sense of realism and help towards a recovery. However, sometimes it is not until the funeral that the reality of what has happened finally sinks in, but it is important to attend the funeral to say goodbye to the one we love if possible.

Unanticipated and uncontrollable outbursts may be experienced, perhaps triggered by a memory or a place, but often without obvious cause. Many people find crying an outlet for grief, whilst others find relief for their sadness in other ways.

It is important not to suppress these emotions as this can increase other physical and mental symptoms of grief. We can feel a strong sense of longing; this feeling comes because, without being fully aware of it, we are searching for them. Occasionally we feel we have seen them, or heard their voice.

Often we are reluctant to talk of this and are frightened at the thought we may be losing our mind. However, such feelings are experienced by many suffering bereavement, and should be talked through with someone we can confide in.

There can be feelings of anger, sometimes towards the person who has died for leaving us to struggle with the pain of living and coping without them. However, because it would not be seemly to rage against the dead, the hostility felt can be shifted towards relatives and friends. Anger should not be repressed, if it is, it can gnaw away for years. Sometimes we blame ourselves because we wish that we had done things differently, and now there is no chance to change matters. We sometimes torture ourselves with all things, real or imagined, we have done wrong.

We may even feel that we could have prevented the death if we had acted differently. Death is usually beyond the control of anyone and it is important to remember this. These feelings may need to be discussed many times before reaching peace of mind. It is important to work through our feelings with someone we can confide in.

Guilt can often be experienced if a sense of relief is felt when someone has died, particularly after a distressing illness. This feeling of relief is perfectly natural and is very common and is nothing to feel guilty about.

It is possible that not everyone will experience all of these emotions; some will be felt more strongly than others. Often accompanying these feelings are a variety of physical symptoms, such as tiredness, mental exhaustion, nausea, dizziness, loss of memory and concentration, being restless and irritable, experiencing tension leading to headaches, neck and back aches. We may only experience a few of these conditions simultaneously or move from one to another. It can affect the bereaved in everyday life, it may be difficult to relax, concentrate or sleep properly.

Depression, despair and loneliness can be experienced, even though there may be support from family and friends. When things are very bad it is best to take each moment as it comes, concentrate on living for that moment in time and not worrying about what the next hour or day may have in store. Remember, each small step will help us to move on and make progress. Returning to a normal life as soon as possible is important. Continuing in a job, or regular routine can help to hold together the framework of life. Alarming though these feelings are, it is quite normal, it is however very important to keep in touch with a doctor over any worrying problems.

Bereavement is one of the most painful experiences we have to endure and can turn our world upside down. The phrase "time is a great healer" is in most cases certainly true. However, the pain of losing a loved one never entirely disappears, nor should it be expected to. The different stages of mourning tend to overlap and can show themselves in various ways. There is no 'standard' way of grieving as we being individuals, have our own ways of dealing with all of life's trials not least the loss of someone we love. For some a period of grieving can be relatively short, for others it can be very long. There is however one firm truth, we cannot get around our loss, you need to face grief and allow time for it to run it's course.

Hospital Chaplain

The chaplain can be contacted 24 hours a day by telephoning the hospital switchboard on 01983 524081 and asking for the duty chaplain to be contacted. This service is available to everyone irrespective of his or her denomination or faith.

Hospital chaplains can provide you with a spiritual safety valve at such a time as this. They can give you somewhere to ease your pain and can provide you with a sounding board for any unfinished business you may have. Last but not least, they can provide you with companionship as you face up to one of the biggest shocks of life.

If you wish for the support of your own clergy please do not hesitate to ask for them. The hospital chaplain can put you in touch with most religious groups.

The hospital chaplain is always open to you.

Support from friends and relatives

Some people feel embarrassed and awkward and do not know what to say in order to be helpful and comforting to the bereaved. However usually having friends and relatives close can be a great source of comfort. Remember that if you need help most people feel honoured to be asked to help in some way.

It is important that we feel able to talk and cry with someone without being asked to pull ourselves together. It can be difficult for people to understand why we keep going over the same things. This is an important part of the healing process and should be encouraged. Not mentioning the name of the person who has died for fear of upsetting the bereaved can lead to a sense of isolation and can add to the grief of the bereavement.

Support can often be needed at times of festive occasions and anniversaries, these can be extremely difficult for the bereaved to cope with and can be painful for years to come.

Healing process

Gradually we begin the process of acceptance. As time passes, the feelings of grief will ease and we will be able to face the future again. There is no definite point in time when grieving suddenly stops, however, some may recognise a turning point, whilst others will need to make a conscious effort.

Practical and emotional problems become easier to deal with, we may be able to talk about our loss with a feeling of control. Healing comes slowly, but it does come. Nothing replaces the person who has died yet gradually we discover strengths within ourselves, which we did not know existed to help us survive. We will be able to remember the good times, so helping us to feel positive. Gradually we come to accept that although the person we loved is not with us physically, they are still with us in many other ways.

Courage to reach out and build new relationships, meeting new people and exploring new ways of doing things is a challenge. It can reward us with new laughter and new friends. To be happy again isn't being disloyal to the one we have lost.

Donations

Isle of Wight NHS Trust Charitable Fund

Our charitable fund (registered number 1049606) manages donations to the NHS on the Isle of Wight. All income and expenditure is administered and applied appropriately in accordance with the donor's wishes and in a way which makes the maximum contribution to enhancing both patient and staff welfare and amenities.

The fund supports and enhances the work of NHS Isle of Wight by providing the 'extras' which are not automatically funded by the NHS, items such as specialist equipment, furniture or pieces of artwork. Staff education and training is also supported by the fund.

Donating can be a way for some to say thank you and for others to help provide additional facilities and services. Any donation, however large or small is grateful received.

You can find out more how we use donations to NHS Isle of Wight by calling our Financial Accounts Department, St Mary's Hospital on 01983 822099 ext 6593 or visit www.iow.nhs.uk/charity

We work closely with the Friends of St Mary's who also welcome donations which are used to benefit patients and staff. You can contact the Friends of St. Mary's via their shop in the main entrance.

You can find more information all sorts of health issues through NHS interactive available through Sky TV or online at: <http://www.nhsdirect.nhs.uk/>

For health advice and out of hours GP service please call Island Health Line on 0845 6031007.

We value your views on our service

If you wish to comment on the care which you, your relative or friend has received, we will be pleased to hear from you. Please speak to the person in charge of the ward, clinic or service in the first instance or ask them to contact the Quality Team. If you wish to contact the Quality Team directly, telephone on 524081, extension 4850.

Alternatively you may prefer to write to:

Chief Executive
Isle of Wight NHS Trust
St Mary's Hospital
Newport
Isle of Wight
PO30 5TG

All NHS sites are no smoking areas. If you would like help and advice to stop smoking please call: **01983 814280** or **07919 598549** to talk to someone.

