

# Information Leaflet



Liverpool Women's  
NHS Foundation Trust

## Support and Guidance Following Your Loss

We wish to offer you our sincere condolences at this sad time.

We understand that the death of a loved one or friend can be devastating and may cause strong and sometimes confusing emotions.

We hope that you will find this booklet helpful for all the practical arrangements that need to be made and provide you with information on who can help and offer support through this difficult time.

### What to Do First?

### When Can I See My Loved One or Friend?

- When a death has occurred on the ward, you will be given the opportunity to stay with your loved one within the Mulberry or Orchid Suite on the ward before they are transferred to either the chapel of rest at your chosen funeral directors or the facilities at The Royal Liverpool University Hospital, as these facilities are not available at The Liverpool Women's Hospital.
- Should you or a member of the family or close friend wish to see your loved one or friend you can arrange an appointment at:

Royal Liverpool University Hospital,  
Bereavement office  
9:00am - 12:00pm and 1:00pm - 3:30pm, Monday to Friday.  
Please contact 0151-706-3805

Outside normal working hours please telephone the hospital switchboard on: 0151 706 2000 and ask to speak to the Duty Manager

### Memories

Many people find themselves thinking about the future and grieving about a time when they or their loved one may no longer be there. This can be particularly difficult if there are

children in the family. It's often upsetting to think that as time goes by, they could forget how much you loved and cared for them.

The suggestions here can be adapted and facilitated at the hospital to help you create a memory for any loved one:

- Memory boxes
- Jewellery boxes
- Memory book- hospital book of condolences
- Comfort packs
- Prayer tree next to the multi-faith prayer room

## Registering the Death

When somebody dies, the ward doctor will issue a medical certificate for the cause of death, which then will be sent to the Medical Examiner based at The Royal University Hospital. The doctor will discuss the proposed cause of death with the Medical Examiner. Following this discussion, the Medical Examiner Office will contact you to discuss the cause of death, to ensure that you have no concerns regarding your loved ones death. After this discussion, the medical certificate for the cause of death will be scanned directly over to the register office to enable you to make an appointment to register the death. A death should be registered in person **within five working days at the register office**

To make an appointment please use the Liverpool Register Office online booking system via [www.liverpool.gov.uk](http://www.liverpool.gov.uk) or you can ring the registrars call centre on 0151 233 3004

Liverpool Register Office Address:-  
St Georges Hall  
Visitors Entrance, Lower Level.  
St Georges Place  
Liverpool  
L1 1JJ

You can also register a death by declaration at your local register office, for advice and guidance on how this can be done, please contact the Liverpool Register Office call centre on 0151 233 3004 who will be able to assist you.

If the death has been referred to the Coroner, please do not make an appointment to register the death until the Coroner's department has completed their investigations and have forwarded the relevant paperwork to the registrars.

## Who Can Register the Death?

In most cases a death is registered by a relative. If the person you cared for doesn't have any family who can register their death, the registrar will allow other people to do this. As long as the person died at home or in a nursing home or hospital, their death can be registered by a relative, someone who was present when they died, someone who lived in the same house, an official from the hospital, or the person who is arranging the funeral with the funeral directors.

## What documents do I need to register a death?

The medical certificate, showing the cause of death and signed by a doctor – this will be scanned through to the Registrar's Office by the team at the Women's Hospital following discussion with the Medical Examiner.

The following are not essential, but if you can find them, you should also take the person's:

- Birth certificate
- Marriage or civil partnership certificate
- Their NHS medical card
- Passport

## What other information will the registrar need?

The registrar will require the following information from you:

- The date and place of death
- The full name and surname (and maiden name if the deceased was a woman who married)
- The date and place of birth (town and county if born in the UK and country if born abroad)
- The occupation of the deceased
- If the deceased was married or in a civil partnership, the name and occupation of their spouse or civil partner
- The usual address
- Details of any state pension or other state benefit they were receiving

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## Death Certificates

Once the death has been registered, you will be able to purchase certified copies of the death certificate on the day from the registrar or should you wish to purchase them at a later date when you are sorting out your loved ones affairs. You can order certificates online at any time by using the link below:-

<https://forms.liverpool.gov.uk/contour-forms/certificate-application/>

The registrar will issue a certificate for burial or cremation (green form) to allow you to arrange the funeral, this document should be given to your chosen funeral director.

The registrar will also complete the Tell Us Once process to enable you to inform other government departments of the death. More information can be found on Liverpool City Council website **[Tell Us Once - Liverpool City Council](#)**

The registrar will signpost you to the website GOV.UK: what to do after someone dies. This provides advice on several subjects, including paying for the funeral, probate and property, and other practical advice including what to do if the person you cared for died abroad, or in Scotland or Northern Ireland.

## **Coroner**

In certain situations a death may have to be reported to the Coroner. You will be advised if this has to happen. This generally occurs when a doctor is unable to issue a medical certificate as to the cause of death. A death will need to be reported to the Coroner if:

- (a) the deceased died a violent or unnatural death,
- (b) the cause of death is unknown, or
- (c) the deceased died while in custody or otherwise in state detention.

## **Coroner's Post-Mortem**

Once the death is referred to the Coroner, it is a matter for the Coroner as to whether a post mortem is required. The Coroner will always take account of the views of the family of the deceased, however, permission of family members or next of kin is not required if a Coroner decides a post mortem is necessary.

The Coroner may order a post mortem examination to determine the exact cause of death, If the Coroner orders a post mortem examination, then it becomes a legal obligation; therefore permission from relatives or next of kin is not required. Once the results of the examination are known, if an inquest is not required, a certificate to register the cause of death will be issued by the Coroner's Office.

## **Hospital Post-Mortem**

Hospital post mortems are not needed by law but are requested by doctors or the next-of-kin when they need more information regarding the death. This can help families and doctors understand the cause of death and may help others with a similar illness in the future. The doctors have to ask your permission to perform a hospital post mortem and you will be asked to sign a consent form.

## **The Funeral Director**

Your chosen funeral director will advise you on all matters concerning the funeral and will help you to make decisions regarding anything which you are unsure of.

Funeral arrangements can be made at any time, although the date when a funeral can be held may be affected if the Coroner is involved.

## **Advice on Finance**

If you receive income support, family credit and/or housing benefit, you may be entitled to help with funeral costs. To apply or ask for information, contact your local Department for Work and Pensions, 0845 606 0265.

Where relatives are seeking help with the financial costs of the funeral they should first contact the Department for Work and Pensions for confirmation before registering the death.

## **Who to Inform?**

When someone dies, informing the official organisations such as local government agencies and departments can be a repetitive and difficult process.

'Tell Us Once' is a service that lets you report a death to most government organisations in one go. A registrar will explain the Tell Us Once service when you register the death.

They will either:

- complete the Tell Us Once service with you
- give you a unique reference number so you can use the service yourself online or by phone

Please use the following as guidance to who to inform:

GP	Electric/gas
Any hospital	Council Tax
Inland Revenue	Social services (home care)
Department of Working pensions	Passport office
Place of work	DVLA
Solicitor	Royal Mail
Bank	Housing (landlord)
Insurance company	Library
Motor insurance	careline

## **Bereavement Support**

Members of the Hospital Chaplaincy Team visit the hospital on a regular basis, offering aspects of pastoral care as required. Should you wish to meet one of the team, contact can be made via the hospital switchboard 24 hours 7 days per week.

There is also open access to our multi faith room located on the ground floor near the main reception.

If known to the Macmillan team, they will send you a bereavement card after the death of your loved one and a bereavement survey three months after the death of your loved one.

The Hospital Macmillan Team are also available for ongoing bereavement support and can be contacted via the hospital switchboard Mon-Fri 08.30-4.30 or 0151-702-4186 (answerphone).

## **Useful Organisations**

Age UK  
National advice line: 0800 055 6112  
[www.ageuk.org.uk/helpline](http://www.ageuk.org.uk/helpline)

Alder centre at Alder hey Hospital (following death of a child)  
01512525391  
9am-5pm Mon to Thurs and 9-4.30 Fri  
[www.alderhey.nhs.uk](http://www.alderhey.nhs.uk)

Bereavement support (nhs choices)  
[www.nhs.uk/livewell/bereavement/pages/bereavement](http://www.nhs.uk/livewell/bereavement/pages/bereavement)

Carers UK  
Helpline: 08088087777  
[www.carers.uk.org](http://www.carers.uk.org)

Gingerbread (single parent helpline)  
Tel: 01616367540  
[www.gingerbread.org.uk](http://www.gingerbread.org.uk)

Compassionate friends (support for bereaved parents and their families)  
Helpline: 03451232304  
[www.tcf.org.uk](http://www.tcf.org.uk)

Cruse bereavement care (for children, young person and adult support)  
National helpline: 08088081677  
[www.cruse.org.uk](http://www.cruse.org.uk)

Department for Work and Pensions  
Tel: 0845 6060 265  
[www.dwp.gov.uk](http://www.dwp.gov.uk)

Samaritans  
National Helpline: 08457 90 90 90  
[www.samaritans.org.uk](http://www.samaritans.org.uk)

Macmillan cancer support  
National helpline : 0808 808 00 00  
Mon-fri 09.00-20.00  
[www.macmillan.org.uk](http://www.macmillan.org.uk)

Marie curie-(bereavement service)  
08000902309  
[www.mariecurie.org.uk](http://www.mariecurie.org.uk)

Organ donation  
National helpline: 0300 123 23 23  
[www.organdonation.co.uk](http://www.organdonation.co.uk)

Winstons Wish (supporting bereaved children and young people)  
National Helpline: 08088 020 021

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