



**Southport and
Ormskirk Hospital**
NHS Trust

Help and Care in Bereavement

Bereavement Service Team
01704 704135



Each year, around the beginning of November, the Chaplaincy and Spiritual Care Service arrange a remembrance service, when there is an open invitation to use various ways of remembering loved ones. This includes using flowers of remembrance, candles and trees of remembrance.

The date of the service is publicised on the Trust twitter and Facebook pages and in the local press. More details are available from the Bereavement Service (01704 704135) or the Chaplaincy and Spiritual Care Service (01704 704639).

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INTRODUCTION

We would like to offer you our sympathy and condolences at this sad time. Information provided in this booklet may need some explanation. Members of the bereavement team, a member of the chaplaincy and spiritual care team or Patient Advice and Liaison Services (PALS) service will be happy to help you. If we can be of any further assistance, please do not hesitate to contact us.

When someone dies there are many decisions and arrangements that have to be made. Whilst it is impossible to cover every detail, we have tried to provide help and advice in this booklet on the main issues to be addressed when immediately following a death.

This booklet has been prepared to help you in these first difficult days following your loss. It covers both Ormskirk and Southport Hospitals and the deaths within the community.

Hospital deaths: arrangements are always made through the Bereavement Office based at Southport and you will be guided by one of our members of staff.

Community deaths: your appointed Funeral Director will guide and assist you but if you feel you need further help/ assistance please do contact the bereavement office. Contact number on the front cover of this booklet.

The NHS cares for many people at the end of their lives and that care does not end when they die. Bereavement services are a vital part of the service the NHS gives to those in its care and to their bereaved families and friends.

Providing a high quality bereavement service which respects the dignity of the person who has died and their families is a key part of effective support for bereaved families.

“Within the booklet you will see a QR code certain pages, these have been included for those who may use a smart phone. Once scanned, the QR code will take you straight to the support organisations website. For those who don’t use a smart phone, the websites details will also be provided”.

STEPS TO TAKE ...

1. Contact a funeral director

You can contact a funeral director immediately. Doing so ensures that you have support and guidance.

2. When Death occurs in the hospital

Contact the hospital Bereavement Service to collect the Medical Certificate Cause of Death. Speaking to the hospital Bereavement Service at this point also allows you to raise any questions you might have and arrange to visit the person who has died if you so wish.

3. When Death occurs in the community/home

Contact your GP or community nurse they will be able to give you information about the death certificate.

4. Hospital only

Collect property and valuables. When you visit the hospital to collect the medical certificate you may also take the opportunity to collect any belongings from the ward and any valuables from the general office.

5. Register the death

A formal process by appointment only, it is at this time you can obtain a copy of the death certificate and obtain the documentation required by your nominated funeral director (the “green” form). The address for each Registrar office can be found later in the booklet.

BEREAVEMENT SERVICE INFORMATION

The Bereavement Service office is situated at Southport Hospital and the Bereavement Service staff can be contacted:

**Monday to Friday between 10.00am and 4.00pm
Telephone (01704) 704135**

We do our best to ensure that all calls are dealt with as soon as possible, we do apologise if you are unable to get through when busy.

Please note: the Bereavement Service office is closed in the evenings, at night, during the weekends and public holidays. The office will not be attended until the next normal working day. It is possible for you to leave a voice message during these times.

We will need to ask you some questions including the occupation of the person who has died and whether you have made a decision about burial or cremation, to help us to ensure that the appropriate paperwork is completed for you.

MEDICAL CERTIFICATE CAUSE OF DEATH - HOSPITAL DEATHS

When a patient dies in hospital

To enable a Medical Certificate of Cause of Death to be completed and then collected by the next of kin, bereavement officers follow a standard procedure. Medical record case notes must be obtained from the ward where the person died. This action is performed at the start of each working day.

The medical record case notes contain the information needed to contact the doctor(s) who will attend the Bereavement Service office to complete the Medical Certificate of Cause of Death. Doctors are not always able to attend when requested; some hours may pass before they can attend the Bereavement Service office.

On completion of the medical certificate, an appointment will be made for you to collect the certificate from the hospital.

You can make an appointment at the local registration office, once you know the certificate has been completed.

Please check with the Bereavement Service that relevant paperwork is ready for collection before attending the hospital or making your registration appointment.

Collecting The Medical Certificate Cause Of Death (MCCD)

At the main entrance of each hospital you will find a reception desk. Please inform a member of staff that you have come to collect a Medical Certificate Cause of Death and give the name of the person who has died. A member of the bereavement office will soon be with you and will be able to answer any questions you may have and will validate your parking ticket, if necessary.

If there is no member of staff at the reception desk, please use the phone on the desk to dial the bereavement office (4135/4014).

WHEN A PERSON DIES IN THE HOME/COMMUNITY

If your relative or friend dies at home, you'll need to inform the person's family doctor (GP). The GP who treated the person who has died can usually certify the death and issue the Medical Certificate of Cause of Death (MCCD). Any doctor can confirm death but only the doctor who has treated the person in their last illness can issue an MCCD.

If the person's own GP is not available, for example during the night, phone the "out-of-hours" service and ask to speak to the out-of-hours doctor – or you may wish to wait until the morning and contact the person's own GP.

The out-of-hours doctor can confirm the death but can't issue the MCCD (unless they have treated the person for the illness from which they died in the previous 14 days).

If an out-of-hours doctor visits during the night and they are not the person's usual GP, and the death was expected, you should tell them and show them the community nurse's notes. This will help them understand the situation better.

Cremation forms are completed by the patient's GP and the second part of the form is completed by an experienced doctor who was not looking after the person who died. These forms are usually requested by the funeral director and collected by them on your behalf and delivered to the crematorium. However some hospitals/doctors will ask whether you will be arranging a burial or cremation so they can complete the forms appropriately. There is a charge for these forms which forms part of the 'disbursements' charged by the funeral director.

In most cases when the death was expected, the Coroner's Office will allow the body to be moved to a Funeral Directors before the death has been certified. The Coroner's Officer will ask the person's own GP to visit the Funeral Directors at the first available time to certify the death.

It is not unusual for a Coroner's Officer to phone you to offer support and advice and to arrange for the body to be moved, if that is what you want. However, there is no need to rush this - it can be done when you feel ready. If the death happens at night you may wish to wait until the next day.

Sometimes a post mortem (a medical examination after a death) is necessary, for example:

- if a death is sudden
- if the cause of death is unknown
- if no doctor is available who is certain of the cause of death

In this case, a Coroner (a doctor, solicitor or lawyer responsible for investigating deaths) will need to be notified and the body will be moved to the local public mortuary. The staff at the Coroner's Office will talk to you and explain what needs to take place.

Community nurses

If community (district) nurses have been involved in the care of the person who has died, you should let them know about the death. The GP will have their phone number if you don't know this already. If you find that there is an answering service, leave your name and phone number and they will

return your call.

Your community nurse can advise you about the safe disposal of any medicines that were used by the person who has died. They can also arrange for equipment to be removed from the home.

Sometimes particular nurses who have been very involved may want to visit you after the death to offer you support and to tell you about local bereavement services.

Specialist palliative care nurses may also have been involved in the person's care. You may wish to contact them directly to tell them about the death or you can ask the community nurses if they would do this for you.

Expected death in the community

There is no need to do anything in a hurry after someone has died. It is important for you to spend the time you need saying your goodbyes.

When you are ready or within 12 hours you will need to contact a funeral director of your choice, for them to begin funeral arrangements. This may require them to collect the body and take it to the funeral home/chapel of rest.

Unexpected death in the community

There will be police involvement for all sudden unexpected deaths. The police officer will undertake duties for the HM Coroner but this will not impair your ability to spend time with your loved one before or after a post-mortem examination takes place. Please contact the hospital

switch board 01704 547471 to make an appointment to visit.

Collecting property and valuables

Death within Hospital

Property will be kept for you on the ward if you do not collect it at the time of death. You may wish to collect property or valuables belonging to the person who has died at the same time as you collect the Medical Certificate of Cause of Death.

Valuables (cash, keys or loose jewellery) will be transferred from the ward to the General Offices at the nearest opportunity for safe keeping; evidence of identification and a signature will be required in order for you to obtain such valuables.

CAN I VISIT THE PERSON WHO HAS DIED?

Death within Hospital

A member of staff can help you to arrange a visit to the Bereavement Suite at the hospital to spend time with your relative/friend. We have a facility at both hospitals to enable you to spend time with your loved one. However an appointment is necessary to allow each family the opportunity to visit.

Funeral directors have their own facilities where you can also pay your last respects. Time with your loved one can take place on the ward for a limited time after death, after which visits can be made by appointment at the hospital or the funeral directors.

To make an appointment please call the Bereavement Service Office 01704 704135 Monday to Friday 10am to 4pm and an appointment can be arranged to visit during these hours.

In some circumstances the on-call technician can be contacted out of hours via the hospital switchboard 01704 547471.

I have been told that there are restrictions on visiting the person who has died. Why is this and what does it mean?

Although you will normally be able to see your relative/friend, in very rare circumstances there may be restrictions for health and safety or evidential reasons. In such cases there is a requirement for the person who has died to be

placed in an enclosed protective covering. This is usually for one of the following reasons:

- The doctor has reason to believe the person who has died had, or could have had, an infectious disease, which may remain infectious after death
- It is felt that the remains of the person who has died are in such a condition that to view them entirely would be too distressing for the bereaved. The implications of this would be discussed with you at the appropriate time and it would be your decision whether you wish to see them. In such cases, when you go to see your relative/friend they will remain in the protective covering, which will be opened, and you will be advised about close physical contact, such as kissing, and any other special precautions at that time

You should also be aware that, in such cases, funeral directors have their own protocols and guidelines to follow. Therefore, embalming may not take place and viewing may be restricted. You should discuss this with your individual funeral director

- A Home Office post-mortem examination is required and it is important that potential evidence is not contaminated. In these circumstances, your relative/friend will be transferred to a specialist forensic mortuary. Once an examination has taken place you will be able to see your relative/friend

A post-mortem examination is not a reason to prevent you from visiting either at the hospital or at your chosen funeral directors. We work to very high standards of patient care with respect and dignity at the heart of our service.

HOSPITAL CHAPLAINCY AND SPIRITUAL CARE **SERVICE**

Religious support and services are available to various denominations within the hospital (day or night). This may include general bereavement support or appropriate services of blessing and prayer. Please contact the ward staff, who can make the necessary contacts on your behalf.

The prayer room, situated on the ground floor, is open and available to patients and visitors for prayer and as a place just to sit in peace and quiet.

You are, of course able to contact another religious leader of your choice if you wish.

Chaplains can be contacted via ward staff, on call via the hospital switchboard, or directly on 01704 704639.

REGISTERING THE DEATH

The first thing that you will need to do is to obtain a Medical Certificate of Cause of Death (signed by a doctor or, if the Coroner is involved, take instructions from Coroners' Officers regarding registration of the death). Once you have obtained the Medical Certificate of Cause of Death you will need to register the death at the Register Office.

How and where you can register a death and information that you will need to provide

A death should normally be registered within five days of the date of death. This period can be extended in certain circumstances and if the Coroner is involved. **The registration must take place in the district where the death occurred.**

If it is difficult for you to get to the appropriate registration office you may visit your local register office and complete the relevant paperwork in the form of a 'declaration'. The declaration will then be forwarded to the Registrar in the district where the death occurred where it will be registered. The necessary paperwork will then be sent to you by post.

Doing things this way may mean a delay to the funeral as it is not possible for a burial or cremation to take place until after the Registrar has issued the necessary paperwork.

In Sefton, you can register at either Southport Register Office, Town Hall, Corporation Street, Southport PR8 1DA (Tel 0151 934 2013/2011) or you can register at Crosby Register Office, Town hall, Great Georges Road, Waterloo L22 1RB (Tel 0151 934 3047/3044).

Who can register a death?

The death can be registered by:

- A relative
- Someone present at the death
- The occupier of the hospital or nursing home where the death took place
- The person making the arrangements with the funeral director (NB the funeral director cannot register the death)
- The person who found the body
- The person in charge of the body

Most deaths are registered by a relative of the deceased. The Registrar would normally only allow one of the other people listed above to register the death if there were no relatives available.

What information will you need to give to the Registrar about the deceased?

- The date and place of death
- Their full name and any other names they are, or have been, known by and the maiden surname of a woman who is/has married or is/has been in a civil partnership
- Their date and place of birth
- Their last occupation and if the deceased is married, widowed or has a formal civil partnership, the full name and occupation of their spouse or civil partner
- Their usual address
- The date of birth of a surviving spouse or civil partner
- Details of any public sector pension e.g. Civil Service, teacher or armed forces.

What information will you need to give to the Registrar about yourself as the person registering?

- Your relationship to the deceased, e.g. son, daughter, widow, widower, niece, nephew, surviving civil partner
- Your full name
- Your usual address

What documents will you need when you register the death?

When you go to register the death you must take with you the Medical Certificate of Cause of Death signed by a doctor unless the Coroner is issuing the paperwork

It would also be helpful if you can take the deceased's:

- Birth certificate
- Marriage/civil partnership certificates
- NHS medical card

What documents will you receive from the Registrar?

After the information has been recorded into the death register the Registrar will issue the necessary forms and certificates.

If a post mortem has not been held the Registrar will give you:

- A green form (Certificate for Burial or Cremation) to give to the funeral director. If a post mortem has taken place the Coroner will issue the necessary forms.
- A white form (called a BD8) which is for pension and social security purposes only.

- There is a charge for copies of the death certificate (there isn't a free copy) and you will be able to buy as many death certificates as you think you may need. You will be able to pay by cash, cheque or card (certificates bought after the time of registration will be more expensive). All certificates issued by the Registrar are certified copies of the original register entry. These will be needed by the executor or administrator when sorting out the deceased person's affairs and need to be originals not photocopies. Anything that needs to be closed down or claimed will need a certificate. Most companies will return the certificate once they have seen it.

TELL US ONCE SERVICE

What is 'Tell Us Once'?

Tell Us Once is a Government service which makes it easier for you to inform Government and council departments of a death.

How can Tell Us Once help me?

As well as coping with the emotional distress that a death may bring, you will need to notify a number of different Government and council departments. These could include council tax, council tax benefit, housing benefit, income support, libraries, driver and vehicle licensing agencies & passport services for example.

Tell Us Once reduces the amount of time you need to spend contacting these departments because you provide all the information to the Department for Work and Pensions (DWP) who then pass that information on to the people who need to know.

How does it work?

If you choose to take part, at the time of the registration the Registrar will set up the deceased's details on the Tell Us Once national database. This usually takes around five minutes at the end of the registration.

Once the details have been entered on to the national database, you will be able to supply all relevant information to the DWP: face-to-face at a Sefton Council One Stop Shop; online (www.direct.gov.uk/death-tellusonce); or by telephone - the Registrar will provide you with the

telephone number before you leave.

What information will I need to use Tell Us Once?

You will receive a letter at the end of your Register Office appointment; this letter will contain a Tell Us Once reference number – you will need to quote this when you call the Tell Us Once helpline.

This letter will also advise you what information you will need when calling the Tell Us Once helpline.

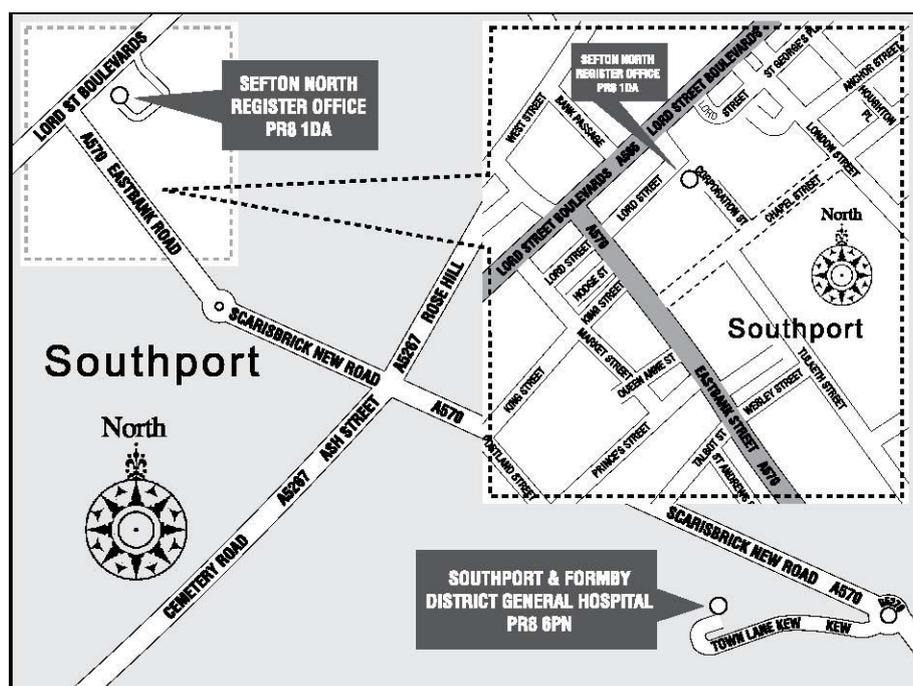
Which Government and council departments will Tell Us Once notify of the death?

Tell Us Once can notify the following departments after you have registered a death:

Armed Forces Compensation Scheme	Armed Forces Pension Scheme
Attendance Allowance	Blue Badge parking permit
Council Tax	Council Tax Benefit
Disability Living Allowance	Driver and Vehicle Licensing Agency
Electoral services	Employment Support Allowance
Housing Benefit	Incapacity Benefit
Income Support	Jobseeker's Allowance
Library services	Overseas Health Team
Passport Service	Pension Credit
Personal taxation	State Pension
War Pensions Scheme	Working Tax Credit

Where applicable, Tell Us Once will pass details to these departments on your behalf. The departments you choose to notify will contact you directly if they need any more information to process your change in circumstances.

Registering a death in Southport



The Registrar of Births, Deaths and Marriages
Sefton North Register Office
Corporation Street
Southport

Tel: (0151) 934 2011 or (01510) 934 2013

Opening hours:

Monday, Wednesday, Thursday and Friday

09.15 – 13.00 and 14.00 – 16.00

Tuesday

09.15 – 13.00 and 14.00 – 17.00

Car parking is available on streets in the surrounding area.
See bus routes from the hospital to registrars at
www.arrivabus.co.uk

Registering a death in Ormskirk



The Registrar of Births, Deaths & Marriages
Charter House, Derby Street
Ormskirk, Lancashire
L39 2BS

Tel: 0300 123 6705

Opening times (by appointment only)

Mon, Tues, Wed, Thurs, Fri	9am – 4.30pm
First Wed every month	10.30am – 4.30pm
Saturday	Ceremonies only

Limited parking is available at the Registry Office.
Bus routes from Southport Hospital to the Registrars available
at www.arrivabus.co.uk

THE CORONER

Some deaths have to be reported to the Coroner for legal reasons regardless of where the death occurs (hospital or community). This is usually when a Doctor is unable to issue a Medical Certificate of Cause of Death. The Coroner is appointed by the Queen to investigate certain types of death. If a post-mortem is required, a slight delay may be experienced before the registration and funeral process can take place.

A death must be referred to the Coroner if:

- No precise cause has been established
- It follows an operation, or if it is possible that it could be due to a complication of surgery or anaesthetics
- It is not thought to be from natural causes
- It is due to an injury, however it happened, or if an accident or negligence is alleged
- It takes place within 24 hours of admission to hospital

If there is a need to contact the Coroner, the Coroner will then decide if the hospital doctor can issue the Medical Certificate of Cause of Death or whether a post-mortem is needed.

For further information contact:

Sefton Coroner's Officer

Tel: 0151 777 3481/0151 777 3480

Or

Sefton Coroner's Clerk

Tel: 0151 934 2746/0151 934 2749

West Lancashire Coroner's Officer
Tel: 01257 247 756/757

Or

West Lancashire Coroner's Clerk
Tel: 01772 536536

Coroner's post-mortem examination

The next of kin will be informed, but in these circumstances the post-mortem examination is a legal requirement and the consent of next of kin is not required. It is possible for the family to have a medical representative at the post-mortem, but most families do not feel that this is necessary. You should tell the Coroner's Officer as soon as possible if you think you need to arrange this – and explain your reasons.

You should also tell the Coroner or Coroner's Officer if you have strong objections to a post-mortem examination on grounds of religion or culture. Do also speak with your own religious or cultural authorities as they will be familiar with the law and able to guide you.

If the post-mortem shows that death was due to natural causes, the Coroner may issue a notification known as Pink Form B (form 100) which gives the cause of death so that the death can be registered. The Coroner usually sends the form direct to the Registrar but may give it to you to deliver.

If the body is to be cremated the Coroner will give you the Certificate for Cremation Form 6 which allows cremation to take place.

Inquest

An inquest is an enquiry into the medical cause and circumstances of a death. It is held in public, sometimes with a jury. It is up to the Coroner how to organise the enquiry in a way to best serve the public interest and the interests of the relatives. The Coroner will hold an inquest

- violent or unnatural
- **or** caused by a reportable industrial disease
- **or** the death occurred in prison
- **or** if the cause of death remains uncertain after post-mortem examination.

Coroners hold inquests in these circumstances even if the death occurred abroad (and the body is returned to Britain). If a body is lost (usually at sea) a Coroner can hold an inquest by order of the Secretary of State if death is likely to have occurred in or near a Coroner's jurisdiction.

If an inquest is held, the Coroner must inform the following people:

- the married partner of the deceased
- the nearest relative (if different)
- and the personal representative (if different from above).

Relatives can attend an inquest and ask questions of witnesses but they may only ask questions about the medical cause and circumstances of the death. It may be important to have a lawyer to represent you if the death was caused by a road accident, or an accident at work, or other circumstances which could lead to a claim for compensation. You cannot get legal aid for this. If the

enquiries take some time, ask the Coroner to give you a letter confirming the death. You can use this letter for social security and National Insurance (NI) purposes.

The Coroner will usually open an inquest in order to issue an **Order for Burial (form 101)** or a **Certificate for Cremation Form 6** so that the funeral can take place. This may be done before the inquest is completed, provided the body is not required for further examination. The Coroner will also send a **Certificate After Inquest (form 99 (rev))**, stating the cause of death, to the Registrar. This allows the death to be registered.

Will the funeral and probate have to be delayed?

If a Coroner decides an inquest is necessary it does not mean that all the practical issues have to be delayed until the inquest is complete. The investigations for inquests can sometimes take weeks or even months depending on the complexity of the case.

As well as issuing permission for the funeral to go ahead, the Coroner can issue an interim death certificate (also known as an interim certificate of the fact of death), which can be used to notify asset holders and other organisations of the death and to make an application for probate.

A grant of probate or letters of administration can be obtained and the estate distributed. However some insurance companies will not pay out from any policies held in case the circumstances of the death makes the policy invalid, e.g. if the person who died took their own life.

More information about wills, probate and inheritance can

be found here on the GOV website: www.gov.uk/wills-probate-inheritance/overview

What happens at a post-mortem?

The actual post-mortem examination is carried out by a doctor (pathologist), who is usually a consultant, with assistance from specially skilled and qualified medical technicians. It is carried out in a room, rather like an operating theatre, under conditions that are very similar to an operation.

The staff are very experienced and are aware of people's needs at this time and treat each person who has died with dignity and respect, as they would expect for a member of their own family.

From time to time, professionals in training with a legitimate interest, such as medical students, police and student nurses view the examination as part of their training. If you have any strong objection to this, please inform the Coroner.

The doctor may need to take small samples (approximately the size of a stamp and 5mm thick) of the major organs, so that they can be processed into paraffin wax blocks, from which glass slides will be made to look at more closely under the microscope.

These are known as tissue blocks and slides. If the post-mortem examination is conducted on behalf of the Coroner, then the doctor will only take samples that are related to the cause of death.

In most cases, the tissue samples will be treated with a chemical called formalin. Tissue samples will be made and

processed into blocks and slides. You will be given choices by the Coroners Office about the arrangements that can be made for the fixed tissues and the blocks and slides once diagnosis is complete.

Whilst we would always recommend that the blocks and slides are kept on your behalf, you may make separate arrangements regarding the fixed tissue. You will be asked to sign a consent form detailing your wishes.

The choices that are currently available for both whole organs and tissue samples are as follows:

- You may choose to delay the funeral until the organ and/or tissue samples can be reunited with the body.
- You may choose to have the organ and/or tissue samples returned to your funeral director for separate burial or cremation once the examination is complete (please note that slides may not be able to be cremated).
- The hospital can dispose of the organ and/or tissue samples on your behalf.

If you wish to know more details of the post mortem examination, please contact the Mortuary and Bereavement Service Lead on 01704 704014.

Hospital post-mortem examination (consented post-mortem)

The techniques used are identical to a Coroner's post-mortem but the circumstances are different – namely that a doctor knows the cause of death and is able to issue a Medical Certificate but feels that it would also be helpful to

learn more about the condition from which the person died and the effects of any treatment given.

The doctor must ask the next of kin for signed permission to carry out this type of post mortem unless the person who has died had already given their signed consent. Whilst this consent is legally binding, in practice doctors will discuss the process with the family or executor before going ahead, to avoid causing additional distress. You are very much within your rights to object to this type of post mortem examination or limit the examination to a particular area. You will be given time to reflect your decision and given a cooling off period of 24 hours after consent signed.

Human Tissue Authority

The Human Tissue Authority (HTA) regulates the making of post-mortem examinations, and when required the removal of tissues from the person who has died and the further storage of such tissues.

Southport and Ormskirk Hospital NHS Trust acts under licence issued by the authority for all of these activities, and abides by the HTA codes of practice in all matters pertaining to consent, post mortem examination, removal, storage and disposal of tissue. Further information can be found at www.hta.gov.uk

HELPING OTHERS THROUGH TISSUE DONATION OR BODY BEQUEATHAL

Did you know that wishes to donate tissues after death can still be made to the Coroner and that in the majority of circumstances the wishes of the person who has died can take place?

Tissue donation

Every year hundreds of lives are saved with the help of donated organs such as hearts and kidneys. But you may not realise that donated tissue such as skin, bone and heart valves can dramatically improve the quality of life for recipients, and even save lives. One tissue donor can enhance the lives of up to 50 people.

What tissues can be donated?

Eyes can help restore sight to people with cornea problems (the clear part of the eye). This may be a result of damage caused by eye disease or injury, or defects from birth, and the white part of the eye (the sclera) can be used in operations to rebuild the eye.

Skin can be used as a natural dressing, helping treat people with serious burns. This can save lives by stopping infections, can help reduce scarring and reduces pain.

Heart valves can be transplanted to save the lives of children born with heart defects, and adults with damaged heart valves.

Bone is important for people receiving artificial joint replacements, or replacing bone that has been removed due to illness or injury. It helps reduce pain and improve mobility.

Tendons, the elastic-like cords that attach bones and

muscles to each other, can be donated to help rebuild damaged joints which helps people move more easily.

Many people can be considered for tissue donation after death, most donors are people who expressed a wish during their lifetime to help others in this way. Often they will have carried an organ donor card and /or discussed their wishes with their family.

If tissue donation is something you would like to consider please inform the Bereavement Office who will contact a Tissue Coordinator to speak to you. You can contact a member of the Mortuary and Bereavement Services team through the hospital switchboard on 01704 547471.

Body donation/bequeathal

This is the giving of a body for use in teaching anatomy to medical students. It may not always be possible to accept this donation. If you need advice, information is available from the University of Liverpool bequeathal office 0151 794 5442.

Expenses connected with the removal of the body and its cremation or burial are normally borne by the university. Provision is made for a simple funeral but next of kin will be expected to meet the extra costs arising from special funeral arrangements.

This has to be arranged when the patient is living to fill out consent and relevant paperwork. You will have to check if your relative/friend has organised this.

MAKING FUNERAL ARRANGEMENTS

You can contact a funeral director 24-hours a day, including weekends. Your chosen funeral director can make all the necessary arrangements and can also advise you on all the procedures and documents you will need as well as the timing of the funeral service. They will come to your house if you prefer. They will answer any questions you may have on burial or cremation.

Your own Minister of religion and the hospital chaplaincy service may also be of great help during this difficult time.

Most funeral directors belong to the National Association of Funeral Directors and/or Society of Allied and Independent Funeral Directors and/or the British Institute of Funeral Directors. These associations have their own codes of practice that must be followed to ensure consistent levels of service and standards.

Funerals are expensive. Although basic costs tend to be similar, the final cost can vary considerably. Do not be afraid to mention your budget. Financial help may be available if you receive benefits, or if the person who has died has no next of kin. You can contact the Department of Work and Pensions (DWP) or Citizen's Advice Bureau.
www.gov.uk/funeral-payments

Help towards the cost from the Social Fund.

You may be able to get help towards the cost of a funeral if:

- You or your partner arranged the funeral in the United Kingdom (UK).
- The person who has died had their main home in the United Kingdom when they died.

SUPPORT AND COMFORT

The mortuary and bereavement team are also available to offer you support when it comes to ensuring that precious memories are obtained. We can assist with keepsakes such as locks of hair, hand prints and other requests.

Some families like to leave an item with their relative/friend, if you wish for a picture or special item to be placed with your loved one please ask the team for further information.

You may feel that you want more than practical advice, and that you need to talk with someone sympathetic who is outside your immediate family or with other people who have been through a similar experience. In addition to ministers of religion and hospital chaplains there are several organisations in England and Wales which give this kind of support.

LOCAL ORGANISATIONS AVAILABLE TO HELP YOU

Citizen's Advice Bureau 24 Wright Street, Southport 01704 385627 11 Duke Street, Formby 01704 385609	Royal British Legion For families of ex-servicemen and women Whitehouse Lane, Formby 01704 877477
Alder Centre Alder Hey Children's Hospital 0151 252 5391	The Samaritans 32 Union Street, Southport 01704 116123

NATIONAL ORGANISATIONS AVAILABLE TO HELP YOU

Bereavement Support - Stop Mail

Stop Mail is a free service that helps put a stop to direct mail sent to people who have died. We all receive direct mail from companies offering us their products and services. In life this can be an irritation but when we die it can be extremely upsetting for the family we leave behind – a daily reminder of their loss.

If this direct mail falls into the hands of fraudsters, upset could so easily turn to anguish. Impersonation of the deceased is a growing problem in the UK and personal details contained within direct mail items can be used to make purchases or even open accounts.

www.stopmail.co.uk

Cruse

National charity set up to offer free, confidential help to bereaved people.

Tel: 0808 808 1677

SANDS (Stillbirth and neonatal death charity)

28 Portland Place, London, W1B 1LY

Tel: 020 7436 5881

www.uk-sands.org

Department of Work and Pensions (DWP)

Provides benefits and services for a wide range of people.

0345 6060265 www.dwp.gov.uk

Directgov

A wide range of advice and services from the Government, including:

Claim Bereavement Payment, Bereavement Allowance or Widowed Parent's Allowance (form BB1). You may be able to get a one-off payment or regular payments if you have been bereaved.

Funeral payments – get help covering funeral costs. If you are on a low income and need help to pay for a funeral you are 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.

www.direct.gov.uk/en/Governmentcitizensandrights/Death/WhatToDoAfterADeath/index.htm

The Way Foundation (Widowed and Young)

The Way Foundation provides a self-help social and support network for men and women widowed under the age of 50, and their children.

www.wayfoundation.org.uk

Support after Murder and Manslaughter (SAMM)

Help, through befriending, for people who have suffered the loss of a child, relative or friend of any age, as a result of murder or manslaughter.

Tel: 0151 207 6767 (answerphone when office is closed)

www.samm.org.uk

Roadpeace

Roadpeace offers a practical and emotional support service to the bereaved and injured through road traffic accidents.

Tel: 0845 4500 355

www.roadpeace.org

P O Box 2579

London

NW10 3PW

OTHER REGIONAL/LOCAL SUPPORT ORGANISATIONS

The Bereavement Counselling Services

48 Southport Road, The Malthouse Business Centre,
Ormskirk, Lancashire L39 1QR

Tel: 01695 570729

Website: thebcsonline.co.uk

Office Hours: Mon - Fri 9:00am - 2:00pm

Provides individual counselling to anyone who is affected by bereavement. A confidential counselling service provided by:

- Volunteers who are trained and supervised
- Criminal Records Bureau - Enhanced Level
- "In Service" training on a regular basis

The Service uses the:

- British Association for Counselling & Psychotherapy Ethical Framework
- Accredited and approved by the Central School for Counselling Training

Funded by:

- Central Lancashire Primary Care Trust partial funding
- Fundraising Activities
- Voluntary Donations

Age UK Lancashire Office - Preston

Preston Hub, 5-6 Cheapside, Preston PR1 2AP

Tel: 0300 303 1234

E-mail: prestonoffice@ageuklancs.org.uk

National Advice Helpline: 0800 678 1174

Opening times: Monday, Tuesday, Thursday & Friday 10am – 12.30pm & 1.00pm – 3.00 pm

Closed Wednesdays

Cruse Bereavement Care

National Helpline 0808 808 1677

Young Peoples Helpline: 0808 808 1677

Web: www.hopeagain.org.uk

A helpline that offers counselling, advice, information and support to young people who have been bereaved, no matter how recently or how long ago.

Hope Again is a website developed by Cruse Bereavement Care's Youth Involvement Project.

Mon – Fri 9.30am – 5.00pm

NATIONAL ORGANISATIONS

Survivors of Bereavement by Suicide SOBS

The National Office, The Flamsteed Centre, Albert Street,
Ilkeston, Derbyshire DE7 5GU

National Helpline: 0300 1115065

9:00am - 9:00pm Daily Office

Telephone: 0115 9441117

Email: sobs.admin@care4free.net

Website: www.uk-sobs.org.uk

Support After Suicide

SOBs provide a safe, confidential environment, in which survivors of suicide families/carers can share their experiences and feelings, thus giving and gaining support from each other.

Muslim Youth Helpline (MYH)

Mon – Fri 6.00pm – 12.00 midnight

Sat – Sun 12.00 noon – 12.00 midnight

Internet Web Chat Hours:

Mon – Fri 6.00pm – 12.00 midnight

Sat – Sun 12.00 noon – 12.00 midnight

The Muslim Youth Helpline (MYH) is a registered charity. The core service is available nationally, it is a free, confidential and emotional support service.

The service uses male and female volunteers trained in active listening and basic listening skills to respond to client enquiries MYH aims to act as a bridge between mainstream

services and it actively encourages clients to access mainstream services for more specialist support.

Pioneering faith and culturally sensitive services to Muslim youth in the UK.

The service is offered via:

Telephone: Freephone from all UK landlines 0808 808 2008

E-mail: Help@myh.org.uk

Website: www.myh.org.uk

Winston's Wish Head Office

4th Floor, St James's House, St James Square
Cheltenham, Gloucestershire GL50 3PR

General Enquiries: 01242 515157

National Helpline: 08088 020 021

Fax: 01242 546187

Website: www.winstonswish.org.uk/

Email: info@winstonswish.org.uk

Winston's Wish, is a charity for bereaved children, helping young people to re adjust to life after the death of a parent or sibling. They provide professional assistance before, during and after bereavement, they help them to better understand the nature of loss and offer the practical support and guidance that many need in order to cope throughout the grieving process Winston's Wish has a range of services that include a national helpline for anyone caring for or who are concerned about a bereaved child.

Winston's Wish National Helpline offer:

- Support
- Information

- Guidance is for anyone who cares for a bereaved child or young person.

Burscough Counselling Service

Square Lane, Burscough L40 7RG
01704 895903, 07534401892
Monday - Friday 4.30pm - 9.00pm

SOUTHPORT AND ORMSKIRK NHS TRUST **CHARITABLE FUND**

Our charitable fund (registered number 1049227) manages donations to the NHS. 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 Southport & Ormskirk Hospital NHS Trust 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 gratefully received. You can make donations by specifying which area it should be used for i.e. bereavement fund. In order to comply with the Charities Act, cheques or postal orders should be crossed and made payable to "Southport & Ormskirk Hospital NHS Trust". Alternatively, cash donations can be accepted at the General Office of either hospital where you will be given a receipt.

Donations by taxpayers can be made under the Gift Aid scheme, details of which are held in the General Office and on our website: www.southportandormskirk.nhs.uk

FEEDBACK

At the beginning of this booklet we made a statement that is at the heart of our bereavement service.....

The NHS cares for many people at the end of their lives and that care does not end when they die. Bereavement services are a vital part of the service the NHS gives to those in its care and to their bereaved families and friends. Providing a high quality bereavement service which respects the dignity of the person who has died and their families is a key part of effective support for bereaved families.

If you feel that we could improve the service you encountered, please do tell us.

We are always interested to hear what you have to say, if you wish to make any comments, either good or bad. You can contact Patient Advice Liaison Service (PALS) on 01704 704714 (Monday to Friday, 9am to 5pm) or email soh-tr.info@nhsnet.

We feel it is important to find out about the care you and your family received at the time of, and the time leading up to, your loved one's death.

We realise this questionnaire may well bring back some strong memories. If you feel upset or distressed, please do not feel that you have to continue with the questionnaire. Taking part in this is entirely voluntary. If you choose not to take part or answer some of the questions, you do not need to give a reason.

If you decide to take part, please complete the questionnaire and return it to the address at the bottom (please note the pages are perforated).

Please tick

Were you encouraged to spend time with your loved one, privately, before and after they died?	Yes	No
Did you feel you were given enough time with your relative/friend?	Yes	No
Were you offered the support of the Hospital Chaplaincy or a Minister/Priest of your choice?	Yes	No
Was there sufficient information given to you about the hospital chaplaincy team?	Yes	No
Do you feel the level of spiritual support was appropriate for your needs?	Yes	No
Did you find the support offered by the chaplaincy team useful?	Yes	No
Were you satisfied with the handling of all personal property and valuables?	Yes	No
Were you advised on how to contact our Bereavement Care office & the next steps to take?	Yes	No
Was the bereavement suite a suitable environment for your needs when visiting your relative/friend?	Yes	No
Is there anything we could improve on?	Yes	No

.....

Was this booklet helpful?	Yes	No
Was there any experience you found unhelpful?	Yes	No

.....

Is there any other information that could be included?	Yes	No
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Thank you for completing this form. Please detach and return to:
 Bereavement Services Office, Southport & Ormskirk Hospital, Town Lane, Kew, Southport, PR8 6PN.

FUNERAL DIRECTORS IN THIS AREA

Name	Address	Tel No
Ball, J W	95 Bispham Rd Southport	(01704) 228632
Broadbents & Seddons (NAFD, FAS)	33 Liverpool Road Birkdale	(01704)550055
Brookfied M J (NAFD, FAS, FPA)	73-75 Shakespeare St Southport 254 Liverpool Road Southport	(01704) 532106 (01704) 550011
Cookson Tyrer (NAFD, FAS, FPA)	2 Smithy Walk Burscough	(01704) 897770
Co-operative Funeralcare (NAFD, FPA)	22C Wigan Road Ormskirk	(01695) 577244
Coyne Bros (NAFD, FAS)	3 Old Mill Lane Formby	(01704) 873899
Dean Bros Ltd (SAIF, NAFD, FAS)	Deans Court Gores Lane Formby	(01704) 872023
Devonport Funeral Services (NAFD, FAS)	117 Birleywood Skelmersdale	(01695) 731199
Gibbs Funeral Director (SAIF)	Clarence Mews 6A Clarence Road Southport	(01704) 551666
Johnson H & Sons (SAIF)	1A Ralph's Wife's Lane Banks 147 Roe Lane Southport	(01704 505252 (01704) 227067
Hardman H & Co (NAFD, FAS)	Elizabeth House 57A Cottage Lane	(01695) 581769

	Ormskirk Greenways House 258 Moorfield Lane Scarisbrick Marlborough House Witham Road Skelmersdale	(01704) 89219 (01695) 722122/720012
Howards Funeral Directors (NAFD, FAS)	1-5 Roe Lane Southport 82 Station Road Ainsdale	(01704) 500086 (01704) 577786
Hunters of Ormskirk (NAFD, FAS)	128B Burscough Street Ormskirk	(01695) 572997
Hull W H (NAFD, FAS, FPA)	81 Church Road Tarleton	(01772) 812409
Moisters of Southport (NAFD, FAS, FPA)	25A Sefton Street Southport 8 Marshside Road Churchtown 8 Station Road Ainsdale	(01704) 501501 (01704) 227430 (01704) 575282
Porter H (NAFD, FAS, FPA)	111A Bispham Road	(01704) 212714
Skelmersdale Funeral Service (NAFD, FAS)	29/31 Sandy Lane Skelmersdale	(01695) 559868
Whalley G C & Daughters	4 Chapel Lane Longton	(01772) 612900
William Charles & Son (SAIF, NAFD, FAS)	16 Derby Street West Ormskirk 232-234 Warbreck Moor Aintree 14 Park Brow Kirkby	(01695) 577200 (0151) 5251212 (0151) 546 8080

**Please call 01704 704714 if you need
this leaflet in an alternative format**

Southport and Ormskirk Hospital NHS Trust

Ormskirk & District General Hospital
Wigan Road, Ormskirk, L39 2AZ
Tel: (01695) 577111

Southport & Formby District General Hospital
Town Lane, Kew, Southport, PR8 6PN
Tel: (01704) 547471

FOR APPOINTMENTS

Telephone (01695) 656680
Email soh-tr.appointments@nhs.net

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