



Healthier
Pennine Lancashire



East Lancashire Hospitals

NHS Trust

A University Teaching Trust

When someone dies

Information and advice
following your bereavement

Safe | Personal | Effective

We are sorry for your loss

Please accept our condolences at this sad time.

This bereavement booklet has been developed to assist families and friends after a death.

It is split into two parts. The first part covers the practical matters that need to be sorted out when someone dies, and who is responsible for making sure these are dealt with. The second part addresses coping as time goes on, considering the effects of grief and loss, as well as providing information about available support. We encourage you to use it as a reference guide.

The days following a bereavement are very difficult. Unfortunately it is a period during which a number of matters must be dealt with. There are many decisions and arrangements that need to be made and dealing with the practicalities can feel overwhelming. All of this can be confusing and we hope this booklet will assist you during this time. You might find it helpful to seek support from someone else, like a family member, or someone outside the family whom you trust.

Loss is a deeply personal experience and we know that everyone has individual preferences. Therefore, it is important that you feel able to express your wishes, and seek support and advice so that we, and other people that support you, can best meet your needs. If you need additional help, please ask for it. There is a list of key useful contact numbers on page 1.

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What happens next

Key contact numbers

Bereavement Care Services at ELHT

01254 734500

01254 732861

Blackburn with Darwen Registrars Office

01254 588660 (For deaths at Royal Blackburn Hospital)

Lancashire County Council Registration Service

0300 123 6705 (For deaths occurring in Burnley, Clitheroe or Pendle Hospitals)

Coroners Office (Blackburn)

01254 734116

Coroners Office (Burnley)

01282 804508

Mortuary

01254 732067

Switchboard

01254 263555

Ribblesdale Ward Clitheroe Hospital

01200 449010

Support for you

Bereavement Specialist Nurse

01254 732825

Spiritual Care Team

01254 733632

Care after death

After your loved one dies, they will be cared for by staff at the hospital just as carefully and respectfully as when they were alive and in accordance with their religious beliefs.

Visiting Arrangements

When a death has occurred within the hospital, you can either see your relative, friend or loved one at the hospital or you may wish to wait until they are transferred to the funeral directors.

If you would like to see your loved one out of these hours, please contact the ward or department where the death occurred and they will do their best to make the necessary arrangements.

Contacting a funeral director

You can begin to make funeral arrangements as soon as you feel ready to do so. You do not have to wait until you have the Medical Certificate of Cause of Death or have registered the death.

Your funeral director will help you decide what is right for you so that you are able to pay your last respects and say your farewell in a way which feels right. They will be able to consider and advise you on any particular request and preferences you may have.

Spiritual and Cultural Care Needs

You may find comfort at this difficult time by speaking to one of our Spiritual Care Team. The team offer their support and care to everyone, whether of a particular faith or not. They are available to give pastoral and spiritual support after bereavement and will listen and be alongside you.

The Chapel

There is a chapel on both the Blackburn and Burnley hospital sites (and a Quiet Room on the Blackburn site) which are available to anyone of faith or with no faith who would like some time to pray, to just sit or be silent with yourself or another person. The chapels are a good place for this and are open 24 hours a day, seven days a week.

Prayer Rooms

There is a Muslim Prayer Room at both Blackburn and Burnley Hospitals.

The **Spiritual Care Team** can be contacted by phoning 01254 733632 or by email: chaplains@elht.nhs.uk

Medical Certificate of Cause of Death

The Medical Cause of Death Certificate is a legal document issued by a doctor who knows the cause of death and was involved in the care of the deceased. This can mean sometimes an unavoidable wait for the certificate, for example; if the relevant doctor concerned is not on duty for whatever reason. If the doctor has needed to get approval of a cause of death from the Coroner, this can also cause a delay. Until the cause of death is approved by the Coroner the doctor will not have permission to issue it.

A member of the Bereavement Services team will make contact to let you know that they have received the notes needed for a doctor to complete the Medical Certificate of Cause of Death (MCCD). This will usually be within 24 hours, except on public holidays and weekends when you will be contacted the next working day.

Once the MCCD has been completed, you will be contacted by the Medical Examiner's Office who will explain what is on the MCCD. They will ask if you have any concerns or questions about the care that the person who died received.

Appointments are no longer being made for relatives to collect the MCCD, these will now be scanned by the Bereavement Officers and sent directly to the Registry Office electronically.

If you have any concerns or queries please feel free to contact the Bereavement Team on the numbers below:

Royal Blackburn Teaching Hospital 9am – 4.30pm Monday
– Friday 01254 734500 or 01254 732861

Medical examiners service

Who are medical examiners and medical examiner officers?

Since 2019 senior NHS doctors have had the opportunity to receive specialist training and spend some of their time working as medical examiners. In the immediate period before a death is registered (five days) medical examiners independently scrutinise the causes of death given by the attending practitioner. Alongside other specially trained staff, their job is to give independent advice into causes of deaths, except for deaths which have to be reviewed by a coroner.

Medical examiners and their officers offer families and carers an opportunity to raise questions or concerns about the cause of death of a loved one or about the care they received beforehand. This will usually be done over a telephone call. They can help explain medical language to make it easier to understand. Medical examiners also look at the relevant medical records and discuss the causes of death with the doctor filling in the official form - this is called the Medical Certificate of Cause of Death.

Coroners

Some deaths must legally be notified to the coroner, and the medical examiner service will explain to the family, if this is required.

When the coroner starts an investigation, he or she will investigate the death independently - although the medical examiner may still provide expert medical advice to the coroner.

What questions will I be asked?

The medical examiner or their staff will explain what is written on the Medical Certificate of Cause of Death, they will provide further clarity if required, and will ask if you have any questions or concerns about the care the person received before their death. This is the best time for you to raise questions and speak about anything that concerns you. They will also pass on praise or compliments to the appropriate teams/individuals.

Why am I being asked if I have any concerns?

A discussion with an independent medical examiner provides you with an opportunity to have an open and honest conversation and address any worries or concerns, with someone who was not involved in providing care to the person who died. Medical examiners and their staff will discuss your thoughts, questions and concerns and if they find issues with care that need further investigation, will refer these on to someone who can investigate further.

It could be as simple as helping you to understand more about the treatment and cause/s of death or to understand the medical language used. There may be something about the care which you think did not feel right. As well as answering your questions this can help us to provide better care for patients, their families and carers by recognising ways in which care can be improved in the future.

Can I nominate someone else to talk if it's too difficult for me?

Yes, the medical examiner or the bereavement team may contact you to ask who you would like us to talk to instead, or, you can let the medical team know if you would rather appoint someone else as a first point of contact. We understand this is a difficult time for many people and so speaking to the medical examiner is completely your choice.

What will happen if something was not right?

The medical examiner and their staff are here to listen to your questions and concerns, provide answers if possible and, if necessary, pass them on to someone who can investigate further.

Medical examiners will not investigate further themselves, as they must complete their work within set time limits for the death certification process, but they will make sure that the correct process relevant to your concerns is commenced.

Will funeral plans or release of the body take longer?

We make every effort to avoid any delays and work with families to meet the legal requirements for registering deaths. We try to be flexible, for example where relatives need release of the body quickly.

How can I contact the medical examiner office?

You can contact the medical examiner office either by phone or email:

Telephone: 01254 735673

Email: medicalexaminer@elht.nhs.uk

The opening hours are 8:30am to 4:30pm Monday to Friday. You can also ask the bereavement service to contact the medical examiner office on your behalf.

Registration of death

At the present time, both the Blackburn and Lancashire Registration services have stopped doing face to face registration and will be registering all deaths by telephone.

There is no need to make an appointment with the Registration Service as once the Registrars have received the MCCD and contact details, they will contact the next of kin to arrange a time for the registration to take place.

The Registration Office will also transfer the form for burial or cremation (the Green form) from the Registrar to the relevant authority.

A death certificate is a copy of the certified entry of the death in the register. You may need additional certified copies of the certificate for banks, building societies, solicitors or pension/insurance claims. There is a charge for each death certificate. The Register Office will ask for payment during your telephone appointment; you may find it useful to have a payment card available when you speak to them.

The Registrar will be able to advise on the possible number of copies needed but there will be a charge for each copy of the death certificate that you may require.

The Registrar will need the following information about the person who died:

- Date and Place of Death
- Date and Place of Birth
- The full names and any other names of the person who has died (including any maiden surnames if this applies)
- Their occupation

- The usual address of the person who has died
- Whether the deceased was in receipt of a pension or allowance from public funds
- The full name of his/her husband/wife/civil partner and their occupation
- If the deceased was married or in a civil relationship, the date of birth of the surviving spouse or civil partner

If you have any concerns or queries these are the contact numbers for the Registry Offices:

For deaths occurring at Royal Blackburn Teaching Hospital - contact **Blackburn with Darwen Register Office**
– 01254 588660

For deaths occurring in other East Lancashire Hospitals
-Burnley General Hospital, Clitheroe Community Hospital and Pendle Community Hospital – please contact **Lancashire County Council Registration Office** - 0300 123 6705

Organ and Tissue Donation

If organ donation is an option for your loved one, you will have already been contacted by a Specialist Nurse for Organ Donation. When a relative/friend dies at home or in hospital it may be possible for them to donate tissues for transplant or research. Donated tissues such as skin, bone, tendons and heart valves can dramatically improve people's lives and cornea donation can restore sight.

If your relative/friend had expressed a wish to donate or you would like to discuss this further, please speak to the nursing staff, bereavement office team or call NHS Blood and Transplant Tissue Donation on **0800 432 0559** to speak to a specialist nurse. Donation can take place **up to 24 hours** after someone dies (occasionally 48 hours afterwards). A specialist nurse will explain the process and discuss consent with you before any donation takes place.

**NHS Blood and Transplant National
Referral Centre - Freephone 0800 432 0559**

Personal property

When someone dies in a place other than their own home there may be personal effects and property to be collected. There may also be equipment to be returned from the family home.

Collecting personal belongings can be a difficult experience. You may choose to take everything with you before you leave or to collect them at another time. Any items left on the ward will be kept with the patient when they go to the mortuary and will then be returned to the family via the funeral director.

Any cash or valuables remaining on the ward will be sent to the Bereavement Office for safekeeping until you are able to arrange to collect them.

The District Nurse Team will arrange for the removal of any medical equipment and will also be able to advise you about the safe return of unused medications to the local chemist. Removal of other equipment, and large items such as wheelchairs and bathing aids can also be arranged by the District Nurse Team or the Council. Alternatively, they may give you a telephone number for you to arrange this when it is convenient.

The Coroner

Blackburn Coroner's Office Tel: 01254 734116

Burnley Coroner's Office Tel: 01282 804508

Under certain circumstances it is a legal requirement to inform the Coroner of a death. For example:

- If no precise cause of death can be established.
- If it follows an operation, or if it is possible that it could be due to a complication of surgery or anaesthetic.
- If it is not thought to be from natural causes.
- If it is due to an injury or a fall, however it happened, or if an accident or negligence is alleged.
- If it takes place within 24 hours of admission to hospital.

When a death is reported to the Coroner's office, the Coroner will decide if a doctor can issue the death certificate (from either the hospital or community/GP practice depending on the place of death) or whether there will have to be a post mortem.

You will be contacted by a Coroner's liaison officer or family liaison officer who will support you throughout the time of the Coroner's involvement.

Coroner's post mortem

The Coroner may order a post mortem examination to determine the exact cause of death. The post mortem examination is usually carried out via a CT scan. The Coroner's Officer will explain, provide more information and answer your questions should this examination be required.

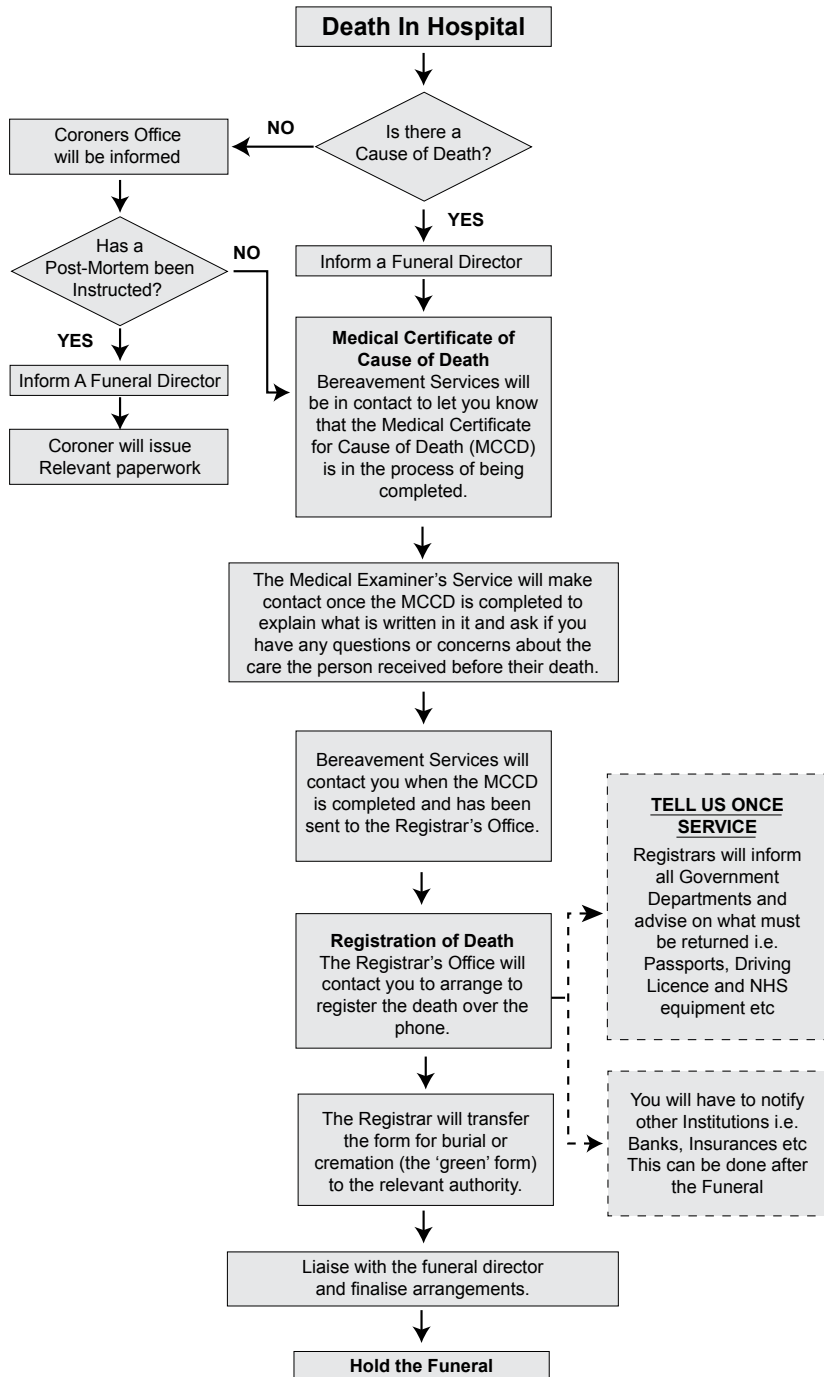
If the Coroner orders a post mortem examination, it becomes a legal obligation. Therefore permission from relatives or the next-of-kin is not needed.

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 may be 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, if you agree. Tissue and blood samples may be taken if it is an unexpected death. You can request that these are returned to you and we would recommend you discuss this with the Coroner as appropriate.



What to do next

Who do I need to tell?

Tell Us Once

Tell Us Once is a free service offered by the Lancashire County Council Registration Service at any death registration appointment. It means you simply 'tell us once' and the service will, on your behalf, notify some of the government organisations that need to know. This will ease your burden and greatly reduce the amount of time you need to spend contacting organisations about the death.

This service will provide the relevant information to the Department for Work and Pensions (DWP), who will pass that information onto the people who need to know. We really would urge you to take the opportunity to use the service, which will make things so much simpler and easier for you.

If you decide to use the Tell Us Once service we can tell the following departments and organisations of the death, on your behalf:

Council services

- Council housing
- Housing and council tax benefit
- Council tax
- Blue badges (cancelled if badge brought to the department)
- Adult social care (including attendance allowance)
- Children's services
- Collection of payments for council services
- Electoral services

Government organisations

- Department for Work and Pensions
 - The pension, disability and carer's service.
 - Jobcentre Plus (please bring the deceased's national insurance number).
- HM Revenue and Customs
 - Child benefit.
 - Child tax credit and working tax credit.
 - Personal taxation.
- Identity and Passport Service
 - Passport cancellation (only if passport brought to appointment).
- Driver and Vehicle Licensing Agency
 - Driving licence cancellation (only if licence brought to appointment).
- Ministry of Defence, Service Personnel and Veterans Agency
 - War pensions scheme.

The Tell Us Once appointment

Using the Tell Us Once service when registering a death takes slightly longer; but is well worth using. The information you provide will be treated securely and confidentially. It will be used to update benefits, credits or to help start up services. You will need to bring along:

- Details of any benefits or services the deceased was receiving.
- The deceased's driving licence or driving licence number.
- The deceased's passport or passport number and town and country of birth.
- The name, address and telephone number of the next-of-kin (closest relative by blood or marriage to the deceased), as well as their national insurance number and/or date of birth (the entitlement of the next-of-kin to benefits may change as a consequence of the death).
- The national insurance number of any surviving spouse or partner.
- The name and address of the person dealing with the estate (if different).
- The verbal permissions of the last three people listed above must be obtained before you provide us with this information about them.

At the end of the appointment, you will be provided with a unique reference number and a list of all organisations and departments being notified on your behalf. If you have any future queries, please visit www.gov.uk/after-a-death/organisations-you-need-to-contact-and-tell-us-once

What to do when someone dies

Experiencing a death is distressing and can be traumatic. This may be compounded by the list of tasks that need to be done. All of this can feel overwhelming. We have produced this checklist to help you through this difficult time.

Tell us Once will notify

- HMRC
- Department for Work & Pensions
- Local Council
- Some public sector pension schemes – clarify with the service if you are unsure if your loved ones' pension falls in this category
- Passport Office
- DVLA

If you are not using the Tell us Once service you may need to contact these departments individually.

Other people you may need to notify

- Bank/Building society
- Solicitor
- Credit Card/Store cards
- Royal Mail
- TV Licensing
- Newsagent/Milkman
- Place of work/Employer
- Utility companies
- Care/household service
- Insurance companies
- Trade union
- Rental companies
- School/College/University
- Executors/Beneficiaries of the will
- Any outstanding appointments

Stopping Junk Mail to the recently deceased

If someone you know has died, the amount of unwanted marketing post being sent to them can be greatly reduced which helps to stop painful daily reminders.

By registering with the free service www.stopmail.co.uk the names and addresses of the deceased are removed from mailing lists, stopping most advertising mail within as little as six weeks. If you cannot access the internet you can call 0808 168 9607, where you will be asked for very simple information that will take only a few minutes to complete. Alternatively, ask the bereavement team for a leaflet that can be returned in the post.

This free of charge service provided by the Bereavement Support Network will actively reduce the unwanted marketing mail but also can help reduce the likelihood of identity theft following the death of someone close. The information is not used for any other purpose and you only have to complete this once. Additionally to Stop Mail a comparable service can also be accessed from the Bereavement Register or Deceased Preference Service if you would prefer to use them.

Social media

It would be fair to assume that the social media account of the person who has died would be automatically closed after a period of inactivity, but sadly this isn't always the case. Given the number of social media accounts that a person may have, if you have to close them, it's important to understand the procedures and requirements, as it's slightly different from one provider to another.

This simple overview is designed to help you with the next steps. If you have access to their login details, it will make the process simpler, but they are not essential to close or alter them. Often a copy of the death certificate and a few other documents are required for these companies to action your requests, but please note this may change in time.



Twitter will automatically close after six months of inactivity; it can be refreshed if someone were to gain access at a later date. Twitter provides the options of official deactivation or the deletion of the account.



Facebook has two options. The account can either be closed permanently or you can choose to have the page memorialised so family and friends can still share memories after the person has passed away. Some users of Facebook may have already nominated a 'Legacy contact' to administer their account in the event of a death.



Instagram has two options. The account can either be closed permanently or you can choose to have the page memorialised.



Linked In, if the account is premium it will first have to be downgraded before it can be closed.

These are just a selection of social media companies. Others may include; **Pinterest, Gmail, I-Tunes, Microsoft outlook, Flickr, Tumbler, YouTube, WhatsApp, Skype, Snapchat** and **Tiktok**. There may be smaller interest groups such as sports and hobbies that may need looking into.

On any of the social media platforms, visit their webpage scroll to the bottom and click 'Help' and use the search term 'deceased', they will direct you from there on the next stages.

Arranging the funeral

The funeral

Before you begin to arrange the funeral, it is worth thinking about a few points. This may include whether the person who has died had any preferences about what they wanted their funeral to be like, and what sort of funeral you, and other family and friends may want.

Please be aware that there is NO legal requirement to have a religious minister, you do not need to have a formal funeral service, you do not even need to use a Funeral Director (undertaker) if you do not wish to do so. Some people prefer to arrange the funeral themselves as this can be seen as more personal, and may be less expensive than a Funeral Director (undertaker). There are more options concerning the content of a funeral ceremony and its duration that many people realise. Woodland burial and other green options are increasingly available. Further advice on arranging a funeral without a funeral director is available from Citizens advice www.citizensadvice.org.uk/family/death-and-wills/arranging-a-funeral

When can I start to arrange the funeral?

You can begin to make funeral arrangements as soon as you feel ready to do so. You do not have to wait until you have the Medical Certificate of Cause of Death issued by a doctor, or registered the death.

How do I find a funeral director?

Most funeral directors belong to the National Association of Funeral Directors (NAFD) and/or the National Society of Allied and Independent Funeral Directors (SAIF).

These associations have their own codes of practice that must be followed to ensure consistent levels of service and standards.

Help with Funeral Costs and Financial Support

Funerals are expensive although basic costs tend to be similar. However, the final cost can vary considerably. Do not be afraid to mention your budget or obtain estimates from several undertakers.

The Citizens Advice Bureau and Age UK can provide some helpful advice and information about funeral costs. Their contact details are included in the 'Support Organisations' pages of this booklet.

Financial help may be available if you receive benefits or if the person who has died has no next-of-kin. You could get a Funeral Expenses Payment (also called a Funeral Payment) if you get certain benefits and need help to pay for a funeral you're arranging. Please visit www.gov.uk/funeral-payments

You may be entitled to financial support, depending on your circumstances, if your spouse or civil partner has died www.gov.uk/bereavement-support-payment or if you are caring for a child whose parents have died www.gov.uk/guardians-allowance

Burials abroad

If the person is to be buried in a country other than England or Wales, a funeral director will be able to assist you with 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'. Information for weekends/bank holidays will also be given in order to make the normal process quicker.

Probate

Probate is the legal authority to administer the estate. A Grant of Probate is an order of the Court giving one or more people the legal authority to administer the estate of the deceased in order to distribute it correctly to the beneficiaries.

You should try to find out if the deceased had made a will and whether it is held by their solicitor. This may contain information regarding the deceased's wishes for the funeral. It will also enclose the names of the executors or persons legally entitled to deal with the deceased's estate.

Your solicitor will assist you with the administration of the estate and any questions relating to taxation that may arise, for further information:

Bereavement Advice Centre
Telephone: 0800 634 9494
www.bereavementadvice.org

Department of Work and Pensions
www.dwp.gov.uk

Coping with a death

The experience of grief

Bereavement and grief are very personal experiences. Each bereavement is felt very individually, and there are many different reactions to grief. This can feel very isolating and frightening. As you read through this section, please know that how you feel is natural, and that support is available to you if you would like it. You can access support using the purple section of this booklet.

Grief knocks you off balance. You may find yourself having to cope with a world which feels very different as you go through a process of mourning.

Grief is a painful process. Everyone is different but there are some common experiences such as:

- Anxiety.
- Vivid memories.
- Problems with sleeping.
- Feeling of sadness and longing.
- Mood swings.
- Feelings of anger.
- Feelings of guilt or shame.
- Changing personality/behaviour.
- Difficulty in caring for others.
- Work difficulties.

In the initial shock of a loss, people can feel a sense of numbness and disbelief. You may feel detached and separate from others you love, even if they are physically close. Life can feel very chaotic. You may not feel anything at all.

Alongside the deep pain and sadness, you may feel agitated and angry about what has happened, and you may even feel anger towards the person who had died. This can result in feelings of guilt and further detachment.

You may think that you are going mad, that things do not make sense, you cannot concentrate. You may struggle to organise things as you have done before.

Over time these agitated feelings may shift to deep fatigue, depression and exhaustion and then move towards a position of reflection, feeling calmer and better able to try new things.

You may fear forgetting or remembering wrongly, and this can and does happen. Trust there will always be a part of them in your life.

As part of the cycle of any loss, in times of pain and weakness, it is not unusual for old feelings to resurface (or memories of earlier losses) and to feel that things are deteriorating emotionally. This may take you back through things you may feel you have already overcome. Trust in your own resources, get plenty of rest and use the support available to you; family, friends and more formal support agencies' (contact details at the back of the booklet).

In grief you will experience different kinds of coping and shift back and forth between these two approaches. It's okay to experience grief in doses. At times you will face your loss head-on, and others you'll focus on fulfilling practical needs and life tasks, and once in a while you will need to take a break and find respite.

“The Mourner’s Bill of Rights” by Alan Wolfelt (2007)

1. You have the right to experience your own unique grief.
2. You have the right to talk about your grief.
3. You have the right to feel a multitude of emotions.
4. You have the right to be tolerant of your physical and emotional limits.
5. You have the right to experience ‘griefbursts’.
6. You have the right to make use of ritual.
7. You have the right to embrace your spirituality.
8. You have the right to search for meaning.
9. You have the right to treasure your memories.
10. You have the right to move toward your grief and heal.

What may help during this time?

There are some fundamental things you can do to help yourself in regard to your overall wellbeing:

- Don't be rushed by the expectations of others. There are no rules.
- Try not to hurry the healing process, take it at your own pace.
- Do try to look after yourself. Get plenty of rest. Try spending a little time with others.
- Ask for help and support from family, friends or a support group.
- Do talk about the person who has died to people who understand.
- Ask for help.

The following website provides some very useful information: www.nhs.uk/mental-health/feelings-symptoms-behaviours/feelings-and-symptoms/grief-bereavement-loss

The NHS choices website is an excellent source of information for the range of emotional concerns and challenges which are common in bereavement. As well as information on grief and bereavement, there is an excellent Moodzone section which has a self assessment tool, as well as valuable information on improving your wellbeing.

If you don't have a computer or feel confident using the internet, local libraries can help you access this information.



The 'Five ways to wellbeing' have been identified through extensive reviews of research and expert opinion as simple actions that anyone can take that will have a positive impact on their day to day wellbeing.

Small changes can make a big difference. Building just five actions into our daily lives can increase wellbeing.

This is all about taking action to make change – the more you put in, the more you are likely to get out. Planning and preparation is key, so remember to use a diary to schedule planned activities and involve your friends and family. Positive mental wellbeing does not mean that you never experience feelings or situations that you find difficult but it does mean that you feel you have the resilience to cope when times are tougher than usual.

Finally, know that you will not always feel as bad as you do now. Getting through each day after a death may feel like a challenge, but by focusing more and more on today and less on yesterday you will make progress. The landscape of your life may have changed dramatically but the changes will slowly start to feel more bearable.

Seeking help

If you are struggling with grief or simply finding it really hard, there are a number of organisations that can help.

It is a good idea to speak with your GP or someone who can help you get the care you need.

We have included a list of local and national support organisations used to supporting people in bereavement.

Support is available, if you don't find the support that suits you, keep asking and looking.

Talking to children about death and grief

Include them as much as you can, tell them as much as you can, reassure them as much as you can.

Evidence tells us that the best support a child can get in grief is seeing the adults around them grieving. Like adults, they too find it hard to understand and cope if they are not told what is happening. When information is kept from children, sometimes their imagination can make the situation far more frightening as they seek to make sense of what is happening around them. It can lead to them feeling isolated and excluded.

- Use simple language when talking with them.
- Give them time and the opportunity to ask questions.
- Give them plenty of love and reassurance.
- Share your own emotions, this helps children to learn that it is okay and healthy to express emotions.
- Give children the space and opportunity to draw, write stories, and express themselves as they wish in order to say goodbye to the person who has died.

- Offer children the opportunity to participate in the funeral if they wish to, and you feel comfortable with that.

It is a good idea to speak to the school or college that your child attends so that they can also offer support. Talk to your child about this.

Finally, if you are worried, that's the time to seek help. Arrange an appointment and talk through your concerns with your GP.

How to Raise Concerns

When a patient has died, we review a number of cases in accordance with national guidance. There are various reasons for these reviews. One reason for a review is when a family express concerns about the level of care and feel it may have contributed to the patient's death. We would encourage you to raise any concerns and/or questions that you may have at your earliest opportunity – this could be with either the Bereavement Team 01254 734500/732861 or the Medical Examiners Service 01254 735673 when they contact you regarding the completion of the Medical Certificate of Cause of Death, or with our Customer Relations Team on 01254 733700/732571

The Trust also offers all families the opportunity to provide feedback on the information and care that you and your loved one received in hospital. We will discuss this in more detail with you when you are contacted by the Bereavement Services Team, but with your permission we offer to send you a questionnaire at a later date which can be completed by either post or email.

Further help and support

Support organisations

We have listed several organisations used to dealing with bereavement. It is sometimes easier to talk to a stranger on the telephone about the way you feel rather than someone that is close to you.

Age UK

www.ageuk.org.uk

Tel: 0800 055 6112

Local contact 0800 1696565

Offers advice, information and services for the elderly and their carers.

Amparo

Support following suicide. Amparo provide one-to-one, to family groups, groups of colleagues or peers.

Tel: 0330 088 9255

amparo.service@listening-ear.co.uk

Calm

A free and confidential helpline and webchat – 7 hours a day, 7 days a week for anyone who needs to talk about life's problems.

Tel: 0800 58 58 58

www.thecalmzone.net

Child Bereavement UK

Child Bereavement UK supports families and educates professionals when a baby or child of any age dies or is dying, or when a child is facing bereavement. Their vision is for all families to have the support they need to rebuild their lives. They provide confidential support, information and guidance.

Professionally trained bereavement support workers are available to take calls Monday to Friday 9am to 5pm.

Tel: 0800 02 888 40

www.childbereavementuk.org

Citizens Advice Bureau (CAB)

The Citizens Advice Bureau provide free, independent and confidential information and advice. They make a positive difference in the community by enabling clients to help themselves and by campaigning for change. General advice is available at www.adviceguide.org.uk

Telephone advice is available by calling:

Blackburn - 0344 2451294

Burnley - 01282 616750

Compassionate Friends

www.tcf.org.uk

Tel: 0345 123 2304

An organisation of bereaved parents and their families offering understanding and support.

Cruse

Cruse Bereavement Care is the leading national charity for bereaved people in England. They offer support, advice and information to children, young people and adults when someone dies and work to enhance society's care of bereaved people.

Cruse offers face-to-face, telephone, email and website support. These services are provided by trained volunteers and are confidential and free.

Lancashire: 01772 433645

National Helpline: 0808 808 1677

Website: www.cruse.org.uk

Their website, hopeagain.org.uk, is designed for young people by young people. It includes information and forums where young people can share their experiences.

Edwards Trust

www.edwardstrust.org.uk
Tel: 0121 454 1705

East Lancashire Hospitals Trust Bereavement Care Helpline

01254 735287
Mon-Fri 9am-5pm

Good Grief Trust

Practical and emotional support and signposting to a choice of local and national support.
www.thegoodgrieftrust.org

Grief Encounter

Grief Encounter is one of the UK's leading bereaved child charities, providing free, pioneering services and support to bereaved children, young people and their families.

Services include: Specialist resources, E-counselling service, Family programmes of support and Griefftalk – new confidential helpline, staffed by trained professionals, to support bereaved children or families with immediate advice and guidance.

Call us, Instant Chat or Email us Monday to Friday, 9am-9pm.
Advice, support and information are only a click away.
Grief Talk Number: 0808 802 0111

1-2-1 Counsellor Chat – griefencounter.org.uk
Helpline Email:
griefftalk@griefencounter.org.uk

Lancashire Council of Mosques Bereavement Service

A helpline offering guidance and support on dealing with grief
07739 516239
(Monday-Friday 10am-5pm)

Road Peace

www.roadpeace.org
Tel: 0845 4500 355

Provides support and information and local contact for those bereaved or injured in a road crash.

Samaritans

www.samaritans.org
jo@samaritans.org
Tel: 116 123

Samaritans provide confidential, non judgmental emotional support 24 hours a day.

Shout

giveusashout.org
Tel: 85258

Shout 85258 is a free, confidential, 24/7 text messaging support service for anyone who is struggling to cope.

East Lancashire Hospitals NHS Trust Spiritual Care Team

Tel: 01254 733632

Available to offer listening and pastoral care and can give advice on funeral arrangements.

Survivors of Bereavement by Suicide (SOBS)

www.uksobs.org
Tel: 0300 111 5065
Local contact: 07961 268 241

Self help group which offers support to families and friends of those who have been bereaved by suicide.

The Silver Line – Helpline for Older People

www.thesilverline.org.uk

Tel: 0800 4 70 80 90

The Silver Line is the only free confidential helpline providing information, friendship and advice to older people, open 24 hours a day, every day of the year.

The Silver Line helpline provides three functions to support older people:

- a sign-posting service to link them into the many, varied services that exist around the country
- a befriending service to combat loneliness
- a means of empowering those who may be suffering abuse and neglect, if appropriate to transfer them to specialist services to protect them from harm

Way Widowed & Young

www.widowedandyoung.org.uk

An organisation for people who have become widows or widowers at a young age (under the age of 50).

Winston's Wish

www.winstonswish.org

Tel: 08088 020 021

Winston's Wish national helpline offers support, information and guidance to all those caring for a child or young person who has been bereaved.

Important information about this booklet

The aim of the booklet is to provide some useful help and advice during your bereavement. The information in the booklet was correct at the time of going to print.

However, if you have any feedback or comments on this booklet, please contact the Customer Relations Team on

Freephone: 0800 587 2586

Finally, please be assured that you have our sympathy at this time. We hope the information contained in this booklet has been helpful.

Disclaimer

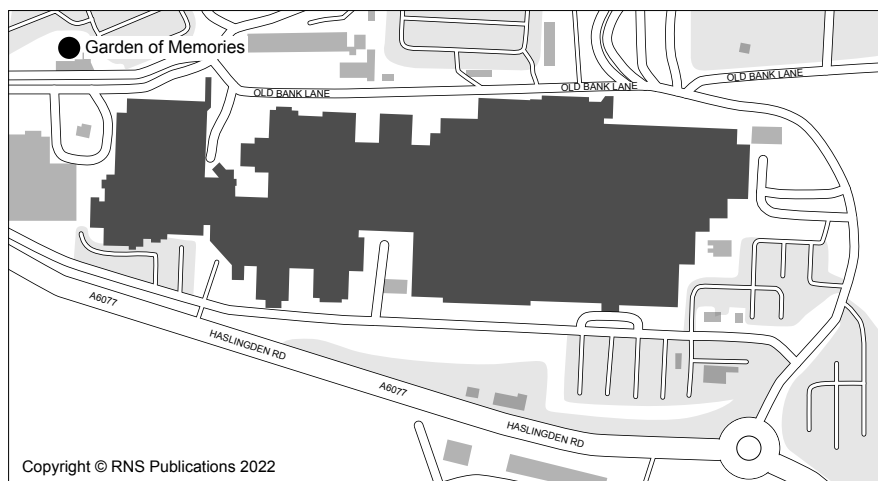
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Garden of Memories, Royal Blackburn Hospital

The garden provides a calm, relaxing and welcoming environment and is intended to be a safe place for reflection, mindfulness, 'time-out', conversation and remembrance for patients, relatives/carers and staff. The garden is fully accessible and is located externally adjacent to Car Park J at Royal Blackburn Hospital.

There is a 'Memory Wall' on the left as you enter the garden which is designed to hold butterflies that can be dedicated to a loved one and are displayed on the memory wall for a period of time. Families will be advised of this on collecting their butterfly.

The Memory Wall is intended to include all types of memories, as well as bereavements. The butterflies can be obtained from either the Spiritual Care Department between 9 – 4pm Monday - Friday (01254 733632) or from the Bereavement Care Office between 9 – 4pm Monday – Friday (01254 732825).



East Lancashire Hospice

Are you feeling overwhelmed, confused, empty, helpless, guilty, angry, anxious, depressed, tired or tearful?

Our support service is available to anyone over the age of 16 who is grieving, irrespective of time, cause or relationship, and is registered with a GP in Blackburn, Darwen, Hyndburn or the Ribble Valley.

There is no requirement to have had previous contact with hospice services.

How to Refer

- By telephone using our Hospice Response Line on **01254 287009**
- Using our referral form available via the hospice website or from our Clinical Admin team on **01254 287016** or email **admin.eastlancashirehospice@nhs.net**

Pendleside Hospice Support

01282 440 102

Support for those living in the Burnley or Pendle area
1 – 1 counselling for adults and children who are bereaved or have a family member with a palliative diagnosis.
Bereavement group for adults for both pre & post bereavement.

Rosendale Hospice Support

01706 253 637 / 07785 658 430

Support for those living in the Rosendale area.
Free pre and post bereavement counselling available to adults, young people and children. Sessions are facilitated by accredited, experienced counsellors & psychotherapists, and are available to all bereaved, not just those connected to the hospice. Telephone and face-to-face appointments are available.



Life Treasury

Life Treasury gives bereaved families an alternative option to respectfully memorialise their loved ones in an appropriate and meaningful setting. The Library of Life is a unique memorial in the format of a beautiful library within a building that holds a special connection for you and your family. The Life Treasury Book holds the ashes of your loved one and is securely locked into your chosen venue's Library of Life bookcase. There are a number of Life Treasury 'Libraries' in many beautiful buildings e.g. Cathedrals but you can also choose to have a Life Treasury. At Home Book as an alternative if you don't have that special connection with any of the current venues.

Each beautifully hand-made life Treasury Book includes a hidden urn unit for the ashes of your loved one, a personal photo memory book telling the story of your loved one's life, a keepsake box for any small non-valuable sentimental items and an additional 100 year placement in a National Life Treasury location after your initial placement at your chosen venue.

Please contact Life Treasury for further details.

Tel: **01628 290502**

Email: **enquiries@life-treasury.com**

For further details visit **www.life-treasury.com**



The Hospital would like to thank RNS Publications for publishing this information and the following pages contain some features from local services offering their help at this time.

Whilst the Hospital is grateful of their support it does not endorse or recommend any of the services that they provide.



stopping mail

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It is distressing to deal with a bereavement and unsolicited mail can be insensitive and destructive during a grieving process.

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www.stopmail.co.uk

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29 Queen Street,
Great Harwood BB6 7SA
01254 877 077

HARTLEY FOULDS

230 Colne Road,
Burnley BB10 1DY
01282 831 854

WOLSTENHOLME

Willows Lane,
Accrington BB5 0RT
01254 232 604

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Clitheroe BB7 9SW
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dignityfunerals.co.uk/local



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BB4 7NE

T: **01706 215721** (24 hr)

T: **01706 215791** (24 hr)

dawn@fhfs.co.uk

BURNLEY / NELSON

Jean Holt

183-187 Briercliffe Rd, Burnley,
BB10 1UY

T: **01282 438866** (24 hr)

321 Padiham Rd, Burnley, BB12 6SU
T: **01282 831121** (24 hr)

275 - 279 Leeds Rd, Nelson, BB9 8EJ
T: **01282 606505** (24 hr)

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A black and white photograph of two people sitting on a log by a lake at sunset. The sun is low on the horizon, creating a bright glow and reflecting on the water. The person on the left is standing and looking towards the person on the right, who is sitting on a log and looking back. The background shows a line of trees across the water.

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www.pendlefuneraldirectors.co.uk



Probate Matters

You may need help, support or advice on what to do when someone dies in relation to probate.

Freephone: 0808 168 5181

Mobiles: 0333 240 0360

We offer free guidance and advice on the legal and financial aspects of bereavement including your responsibilities and whether probate is required.

Calls are free from most land lines, some calls may be monitored for training purposes and all calls are confidential.

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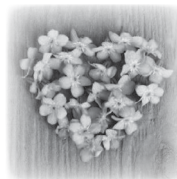
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The funeral homes listed below are members of The National Association of Funeral Directors and The Society of Independent and Allied Funeral Directors. As Members of these organisations, they are local, independent funeral directors, who provide a professional and personal service to the communities they both live and work within. They are bound by the professional standards set by the associations and are regularly inspected to ensure their ethics, premises, facilities and standards are of a very high standard.

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www.bertwistlesfunerals.co.uk

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info@hyndburn-funeral-services.co.uk

www.hyndburn-funeral-services.co.uk

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If you require this **document** in an alternative format or language, please contact 01254 732825

Polish

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Author: Bereavement Specialist Nurse

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