



*Information and Guidance
At a Time of Bereavement*

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Funeral Directors
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When someone dies in a private home

The Doctors Surgery should be contacted so that a Doctor may call and confirm that the death has occurred and issue the Medical Certificate of Death. It may be that this is one of the “On Call” Doctors if out of normal Surgery hours. If this is the case, they may confirm the death and will notify the deceased’s Doctor the next working day. Once the time of the Doctor’s arrival is known, you may contact us so that we may take the deceased into our care at the Chapel of Rest. You may wish the deceased to stay in the home. If this is so, we will need to discuss this further to enable necessary arrangements to be made.

We will need to know the name of the deceased and the address from where they should be collected. We will also require your name and telephone number.

If you know at this stage whether a cremation or burial is to be arranged, we would appreciate this information. If other people need to be consulted in this regard, then you may let us know when the decision has been made. We will arrange to visit you to make the arrangements if you prefer, or you may visit us at our offices.

If the Doctor feels that he is not in a position to issue a Medical Certificate of Death, he will contact Her Majesty’s Coroner. Please refer to the information in this booklet on when a death is referred to the Coroner.

When someone dies in a Nursing Home or Residential Home

A Nursing/Residential Home member of staff will call the Doctor, who will visit the Home to confirm the death. The Home will contact the Next of Kin or Executor to let them know that the death has occurred. The Home will need to know who will be handling the funeral so that they can make contact with us. We may then take the deceased into our care at the Chapel of Rest. You can contact us as soon as you have been informed of the death to start making funeral arrangements.

The Home will advise you as to the location of the Medical Certificate of Death. Sometimes the Certificate is issued immediately by the Doctor but it may also have gone to the Doctors Surgery. We can collect this on your behalf, if this is more convenient.

Contact will need to be made with the Home to arrange collection of the deceased's personal effects. Any jewellery worn by the deceased may be removed by the Home or by us and will be made available to you.

If the Doctor feels that he is not in a position to issue a Medical Certificate of Death, he will contact Her Majesty's Coroner. Please refer to the information in this booklet on when a death is referred to the Coroner.

When someone dies in a Hospital

The Hospital will advise the Next of Kin or the Executor that the death has occurred. The Hospital staff will take the deceased to the Mortuary. It would be possible to see the deceased after death in the Bereavement Suite but it may be less distressing if you wait until we have taken them into our care at the Chapel of Rest before you pay your last respects.

If the death occurs in Hospital during the evening or over a weekend, you should still contact us. You do not have to wait until you have the Certificate of Death before starting to make funeral arrangements. Please call us as soon as you feel able. We will be pleased to talk to you in your home or at our offices to make the funeral arrangements.

If the Doctor feels that he is not in a position to issue a Medical Certificate of Death, he will contact Her Majesty's Coroner. Please refer to the information in this booklet on when a death is referred to the Coroner.

Registration of the Death

The death must be registered in the area in which it occurred within five days. The registration may be carried out by the Next of Kin, a near relative or the Executor. It may also be possible for a Hospital or Nursing Home Representative to register the death by Statutory Declaration at a Registry Office, which can delay the arrangements for up to three days.

You will find a list of Registrars in this booklet. Once you have the Medical Certificate of Death and the deceased's Birth Certificate or NHS Medical Card (if this is available), you should telephone the Registry Office to make an appointment with the Registrar.

When the registration is complete the Registrar will hand you a green form (Certificate for Burial or Cremation) to give to the Funeral Director and a white form (Certificate of Registration of Death) to send to the deceased's Social Security Office. The Registrar can also issue copies of the entry in the Register. You may need these for the Executor and the deceased's bank, insurance company, etc.

If the death is being handled by the Coroner they will advise you when the death can be registered, as it done in a different way.

Personal Details of Deceased Required at Registration

IN ALL CASES

- ◆ Date of death:
- ◆ Place of death:
- ◆ Full name, including all forenames:
- ◆ Date of birth:
- ◆ Place of birth, Town, County and Country:
- ◆ Age at last birthday:
- ◆ Occupation or former occupation:
- ◆ Home address:

ALL WOMEN

- ◆ Maiden name of woman who has married:
- ◆ Full name of husband or deceased husband:
- ◆ Date of birth of widower:

ALL MEN

- ◆ Full name of wife or deceased wife:
- ◆ Date of birth of widow:

Her Majesty's Coroner

It is the required duty of H M Coroner to ascertain the cause of death and a Doctor is unable to issue a Medical Certificate of Death. The Coroner is a judicial official, a Doctor or a Solicitor.

The Doctor may not be able to issue a Medical Certificate of Death because

- a) He had not seen the deceased during the fourteen days prior to the death
- b) Death was sudden and unexpected
- c) Death occurred due to an accident or suspicious circumstances
- d) Death happened during an operation or before the deceased recovered from the effects of the anaesthetic
- e) Death was caused by an industrial disease
- f) If an elderly person dies as a result of a recent fall or one within the last two months, this may be investigated.

If any of the above apply either the Doctor called to certify the death or the Police if called to a sudden death will inform the Coroner. The Coroner will almost certainly order a Post-Mortem examination to establish the cause of death. Consent is not required for this to take place. The Registrar also has the authority to report any death to the Coroner. You may contact the Coroner if you feel there are any suspicious circumstances surrounding the death.

When the Coroner is satisfied that the death occurred due to natural causes, he will issue the necessary paperwork to allow registration of the death to take place. This will be sent directly to the Registrar. If the Doctor certifying the death thinks that the Coroner should be made aware of the circumstances surrounding this but does not wish a Post-Mortem to be carried out the Coroner will issue a certificate called a Pink A. Once the Registrar has received this from the Coroner, you will be able to register the death.

You may start making funeral arrangements by getting in touch with us but they cannot be confirmed until the Coroner has issued the paperwork.

If an Inquest is required

There are many reasons why the Coroner will order an inquest to be convened. If the results of the Post-Mortem examination are not conclusive, if the death was due to an accident, violence or caused by an industrial disease.

Until the Coroner has opened the inquest the order for burial or cremation cannot be issued. It is possible that the inquest will be opened and adjourned for further information to be gathered. At this point the Coroner can issue the Order for Burial or Cremation. However, you will not be able to obtain a Certificate of Death until the inquest has been closed and the Coroner has sent the necessary paperwork to the Registrar. You do not register the death in the usual way, the Coroner does this for you. Copies of the Certificate of Death will then be made available. You may be able to apply to the Coroner for an interim Certificate of Death in order for you to advise any authorities requiring this information before completion of the inquest.

The inquest is held in public and in some cases there will be a jury. As Next of Kin you will be advised when and where this will take place. It is the duty of the Coroner to arrange the inquest on a date and time he feels meets both the public interest and needs of those connected to the deceased. When an inquest is held it is done not to apportion blame of death, it is held to ascertain the cause of death. Any criminal action that come to light in the inquest will, of course, be reported to the Director of Public Prosecutions and may lead to a prosecution and trial. If the death is due to a road traffic accident or workplace injury, it is essential that a solicitor attends the inquest on behalf of the family, as it may be possible to make a claim for compensation.

Arranging a Funeral

As soon as you have been notified of the death and you feel able to make the call, please contact us and we will assist you through every stage of the funeral arrangements. We offer a 24 hours, 7 days a week service. We will be able to visit you in your home or you may wish to see us at our offices in the centre of Salisbury. A courtesy car can be sent to bring you in to see us, if needed.

The first consideration is whether you require a burial or cremation. We will liaise on your behalf with the Church and Crematorium. It is our responsibility to obtain all the necessary paperwork for the funeral to take place. Perhaps you would like the burial in a special place, maybe a woodland setting or at sea, which we can also arrange at your request.

Having decided on the sort of funeral you require, it is important to decide on a day and time that is convenient for those attending. We will, of course, try to arrange this but it will depend on the availability of the Church, Crematorium and commitments of the Clergy. If the funeral service is to be held before a cremation, it is necessary to consider the number of people attending. The Chapel at the Salisbury Crematorium seats about 130 people.

As part of the Funeral Service we can provide cars for the mourners, arrangement of floral tributes, publication of obituaries and handle donations made in memory of the deceased. We can arrange for the gathering of those attending the funeral to have refreshment afterwards at a place of your choice, the Church Hall or maybe a Hotel.

REGISTRARS

SALISBURY

Bourne Hill

Salisbury SP1 3UZ

Tel: 0300 0034569

SOUTHAMPTON

6A Bugle Street

Southampton SO14 2LX

Tel: 023 8091 5327

BOURNEMOUTH

Town Hall Bourne Avenue

Bournemouth BH2 6DY

Tel: 01202 454954

POOLE

The Guildhall Market Street

Poole BH15 1NF

Tel: 01202 633744

H M CORONERS

SALISBURY

26 Endless Street
Salisbury SP1 1DP
Tel: 01722 438900

SOUTHAMPTON

Castle Hill
The Castle
Winchester SO23 8UL
Tel: 01962 667884

POOLE AND BOURNEMOUTH

Stafford Road
Bournemouth BH1 1PA
Tel: 01202 310049

CREMATORIUMS

SALISBURY

Barrington Road
Salisbury SP1 3JB
Tel: 01722 333632

ANDOVER

Charlton Park Crematorium
Andover SP11 0TA
Tel: 01264 318760

ROMSEY

Test Valley Crematorium
Ridge Lane Romsey SO51 6AA
Tel: 0238 081 7880

SOUTHAMPTON

Bassett Green Road
Southampton SO16 3QB
Tel: 023 80766405

BOURNEMOUTH

Strouden Avenue
Bournemouth BH8 9HX
Tel: 01202 526238

*We are here to help at a time of loss by guiding you through
the funeral arrangements that are needed*



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