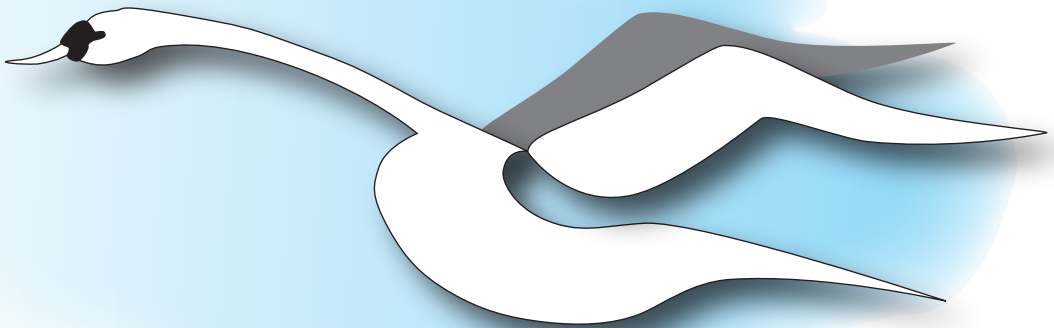


Important information for bereaved relatives



Bereavement Service
The Pam Woods Suite,
Level 1, Hope Building
0161 206 5175

**Saving lives,
Improving lives**

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Introduction

We wish to offer our deepest sympathy to you and your family.

We appreciate that this could be a very distressing time for you and we realise that there are many arrangements to be made over the next few days.

This booklet explains what happens next and offers some guidance and support; including useful contact details.

We hope it will help you with these arrangements.



Swan model of care

When a person in our care is dying or has died we use the SWAN model of care to remind us to take an empathetic approach and to ensure the environment is as calm and peaceful as possible. The SWAN Model is instantly recognisable to all our hospital staff and helps to ensure we are taking the very best care of the person who is dying and their loved ones.

Displaying the SWAN sign ensures a private space is identified and reminds us to be mindful of the surrounding environment.

We regularly communicate openly, honestly and sensitively with those close to the person who has died.

We aim to step outside the box and facilitate what is important to the person who has died and those close to them.

The needs of the person who has died and those close to them should be documented and reviewed regularly.

When death occurs in a hospital

First steps

When someone dies, the Bereavement Service will deal with the initial documents for you to register the death.

If your loved one died in a hospital ward or department, you will need to contact the Bereavement Service on the numbers below. If your loved one died during the weekend or overnight, please ring the Bereavement Service after 10am the next working day.

Every effort will be made to complete the required paperwork in a timely manner, however, it may take up to 72 hours after they have died before the doctors can do this. Particularly if the death needs to be referred to the coroner or if the death occurred at the weekend.

The doctor who was caring for your loved one will complete a medical certificate of cause of death (MCCD).

However, in certain circumstances the doctor may be required to discuss the death with the Coroner. This is nothing to worry about and is often standard procedure.

In certain circumstances the Coroner may request that the deceased is examined in a procedure called a post mortem.

You do not have the right to object to a coroner's post mortem, however, the Coroner will give due consideration to any concerns you may have. Further information on post mortem examination and the role of Coroner can be found on page 12-13.

If your loved one's faith requires them to be buried within 24 hours, or as soon as possible, please ensure you inform the staff caring for them as soon as you can so they can do their best to facilitate this.

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If you are arranging a cremation you will need to inform the Bereavement Team as there is a special form that needs to be completed before the body of the deceased can be released to the undertakers.

Please inform us at the earliest opportunity of your funeral arrangements and funeral directors so we can make sure that the necessary processes and paperwork are completed as soon as possible.

Please be advised that you cannot make an appointment to register the death with the registrar within the district where the death occurred until the Bereavement Service has confirmed that an MCCD has been issued. Once the MCCD is ready, the Bereavement Service will contact you to arrange collection.

The Bereavement Service contact details are:



Salford Royal NHS Foundation Trust,
The Pam Woods Suite,
Bereavement Centre,
Level 1, Hope Building



0161 206 5175

Opening hours

Monday to Thursday,
8:30am to 4:00pm

Friday, 8:30am to 3:00pm

Please note that these offices are closed on bank holidays & weekends alongside other council services i.e. Registrars.

The Gov.uk website:



www.gov.uk/after-a-death

also provides practical information on what to do following a death.

Arranging to visit your loved one

Soon after a person dies in our care, they are taken to the mortuary whilst arrangements are being made. There is a room within the mortuary specifically for relatives / significant others to visit their loved one. If you wish to do so please ring the mortuary to make an appointment.



Salford Royal NHS Foundation Trust,
Ground Floor,
Mayo Building



0161 206 4482

Opening hours

Monday to Friday,
8:30am to 4:30pm

Closed, 1:00pm to 1:30pm

Appointments out of these hours do not occur, however, the mortuary team endeavour to prioritise an appointment first thing 9.30am the next working day.

Hospital post mortems

In certain circumstances, the hospital doctor may ask if a Post Mortem can be carried out if they feel that it may add to the understanding of how your loved one died and help the future treatment of patients with similar illnesses.

This will only be conducted with family's agreement. A doctor will ask to speak to you and your family should they wish to proceed.

These differ from Post Mortems requested by the Coroner which are explained in the previous section.

When death occurs in the community

(either home or care home)

First steps

If your loved one was receiving care from the District Nurses, the first thing you should do is contact the District Nursing Team. If not, you should contact your loved one's GP practice, or Out of Hours GP service, if your loved one dies over the weekend or overnight.

The GP practice will arrange for a doctor to prepare a medical certificate of cause of death (MCCD).

The doctor may need to discuss the case with the Coroner and in certain cases; the Coroner may request that your loved one's body is examined in a procedure called a post mortem examination.

If the doctor needs to speak to the Coroner before a MCCD is issued, you will not be able to register the death until the next working day.

Further information on post-mortem examination and the role of Coroner can be found on pages 12-13.

We advise that you do not make an appointment to register the death until the GP practice confirm that a MCCD can be issued. Once it is ready the GP Receptionist will contact you to arrange collection from the GP practice.

Arranging to visit your loved one

After your loved one dies they will be taken to your chosen Funeral Director's.

If the death of your loved one is unexpected then a referral to the Coroner will be made and your loved one will be taken to the hospital mortuary whilst arrangements are made.

Which mortuary will depend on where your loved one has died, but you will be kept informed.

There are special rooms set aside specifically to visit loved ones.

If you wish to visit your loved one in the mortuary at Salford Royal, please ring to make an appointment.

Statement of Intent and role of the Police in community deaths

A Statement of Intent (SOI) is issued either by the hospital prior to discharge if death is expected to occur quite soon, or by a GP. This SOI explains that the death is expected and as long as there are no concerns raised by you or other carers, then your loved one can be transferred to the funeral director of your choice and that their GP will issue the MCCD.

If death occurs during GP's usual working hours and a SOI has not been issued, you should contact the GP practice for advice and support on next steps for arranging the MCCD.

If a death occurs 'out of hours' and a statement of intent has not been issued, the out of hours District Nurses or GPs will need to contact the local police who will arrange for the deceased to be transferred to the mortuary (which mortuary will depend on where your loved one has died, but you will be kept informed). This is normal procedure and nothing to worry about - the police will be able to answer any questions you may have at this stage.

Additional information for deaths in hospital & community

Organ and tissue donation

When someone dies in hospital or home, it may be possible to donate organs or tissue (**tissue donation can include eyes, heart valves, skin, bone & tendons**) for transplant or research.

- **Organ donation** will have already been discussed with the specialist nurse in hospital if this is an option. Organ donation is only an option if you die within the hospital under certain circumstances.
- **Tissue donation** normally happens up to 24 hours after someone has died. Sometimes it is possible to donate up to 48 hours after death. Donation may improve the quality of life for others. As many as 50 people can be helped by the donation from one person.

At Salford Royal Hospital NHS Trust (SRFT), all hospital deaths are referred automatically to the NHS Blood and Transplant (NHSBT) for potential tissue donation. Eligibility to donate tissue is reviewed by the NHSBT team who may call you if your loved one is able to donate. In the community, District Nurses can discuss tissue donation and the referral process with you.

- Only tissues for which you or your loved one has given permission will be donated.
- Donation will not delay any funeral arrangements.
- The donor is treated with respect and dignity.
- The specialist team will ensure that the donor maintains a natural appearance after donation.
- You may see your loved one after donation, if you wish.
- If you would like to speak to a Specialist Nurse regarding tissue donation please call:

 **0800 432 0559**

Keepsakes

If you wish, the staff caring for your loved one can arrange keepsakes such as hand / foot / lip prints and/or locks of hair from your loved one for you to keep.

You may wish to take photographs (hands together) or in some circumstances, photography can be arranged. (Hospital only).

Talk to the staff caring for you and your loved one who will be able to support and/or make arrangements.

Emotional, spiritual and religious care

When a loved one dies you may need someone to discuss this with. Often this support comes from family and friends though sometimes it helps to talk to someone who is an independent.

Grief and loss can also raise spiritual and/or religious concerns. At times what you experience may be different to that of your family or friends and you may want to speak to someone about this.

Chaplains are available in hospital and community to ensure that your beliefs and values are respected and that your spiritual needs are met.

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Having an opportunity to remember a loved one who has recently died can help a person with their grief.

The Chaplaincy Team organise a Remembrance Service where the deceased person's name is read out and a candle is lit in their memory and refreshments are available afterwards. Details of these services can be found via the website.


Chaplains are available to speak to everyone and can be contacted as follows:




Chaplaincy Service
Salford Royal NHS
Foundation Trust,
Level 3,
Hope Building

 **0161 206 5167** or

Switchboard

 **0161 789 7373**

 **chaplaincy@srft.nhs.uk**

Registering a death

Once the MCCD has been issued you should make arrangements **to register the death within five days**. If the death has been reported to the coroner they will inform you of the procedure to register.

In instances where there is no identifiable cause of death at this stage and an inquest may be required. The coroner will release paperwork and will advise you of this process. Deaths must be registered at the Register Office relevant to where the death occurred and by appointment only (contact details page 11).

Registration usually takes place at the Register Office although appointments are sometimes available at other locations, e.g. Pam Woods Bereavement Centre on Tuesdays for hospital deaths only.

You will need to take the MCCD (if issued) and any other documentation when you make your appointment. If the Coroner has requested a post mortem examination, the relevant paperwork will be sent directly to the Register Office by the Coroner.

You will receive from the Registrar:

- Death certificate (or a piece of paper called an "Interim Death Certificate" if the coroner feels an inquest is required). You might find it helpful to have copies made of the death certificate to send to utility companies if the accounts were held in the deceased's name.
- The form of authority to proceed with the funeral arrangements (known as the Green Form) which you will need to give to your funeral director.

- Form BD8 which you must complete to tell the Department of Work & Pensions (DWP) of your loved one's death if they were claiming benefits or state pension.
- The registrars also have a "tell me once service" that can be activated to contact certain agencies of the death on your behalf - please clarify at the appointment.

Salford Royal Foundation Trust Salford Register Office

Salford Civic Centre,
Chorley Road,
Swinton, M27 5AW

 **0161 793 2500**

Alternatively, appointments can be made online here:

 **<http://salford.zipporah.co.uk/Registrars.Salford.Live/DeathBookingProcess>**

The role of the Coroner

The Coroner is a judicial officer, usually a lawyer or a Doctor who records and investigates deaths occurring in certain circumstances.

A doctor must report a death to the Coroner under certain circumstances, for example after an accident or injury, following an industrial disease, if the death was sudden and unexplained where the cause of death is unknown, or if the death was violent or unnatural.

The Coroner will decide whether a MCCD will be issued or if further investigation and/or a post mortem examination will be requested. If a post-mortem examination is necessary, it will be carried out by a Pathologist, a specialist doctor whose job it is to tell the Coroner if possible how a person died.

You do not have the right to object to a Coroner's post-mortem, however, the Coroner will give due consideration to any concerns you may have.

It may be possible in some cases for an MRI scan to be arranged to determine the cause of death (there is a cost related to this) but please speak directly with the Coroner's office if you wish to find out about this.

Once the post mortem examination has taken place, you will be contacted by the Coroner's Office and advised to make an appointment to register the death. If the post mortem is able to give a cause of death, the Coroner will notify the Register Office and you will be able to proceed.

The Coroner may decide to hold an inquest. This will not delay the funeral arrangements as the Register Office will be asked to issue an interim death certificate which will allow you to arrange the funeral.


During the inquest you have the right to ask questions of the witnesses when invited to do so from the coroner.

As soon as the Coroner decides to hold an inquest it will be opened and adjourned, meaning that the enquiry has started but the hearing will take place at a later date. This may be a number of months ahead.

The Swan Bereavement Nurse can support you at this hearing and can be contacted:

 **0161 206 5175**

**Greater Manchester West
Coroner's Office:**

 **01204 338 799**

 **coroners@bolton.gov.uk**

Arranging and paying for a funeral

Funerals can be expensive and there are a wide range of options you can choose from. Your funeral director should be able to advise you further on these. It is up to the person making the arrangements to pay the bill for the funeral.

You may be able to take money from the bank account of the person who has died. Their bank manager will be able to assist with this. The hospital cannot assist in arranging or funding a funeral.

Jobcentre Plus may give funeral payments through the Social Fund to those who meet certain criteria (low income).

The funeral payment covers basic expenses such as burial or cremation fees, the cost of the coffin. There may be a significant difference between what you are entitled to and how much a funeral costs.

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For details on claiming a government bereavement support payment, call:


 **0800 055 6688**


Or visit your local Jobcentre Plus Office.

Or alternatively you may find the following useful:

UK Government Bereavement Service helpline

 <https://www.gov.uk/bereavement-support-payment>

 **0800 731 0469**

 **0800 731 0464**
Text phone

Monday to Friday,
8am to 6pm

Who to inform

If the person who has died was claiming any benefits or state pension, you will need to notify the Department for Work & Pensions by completing Form BD8 which will be given to you when you register the death. You should also notify HM Revenue & Customs (the tax office). Please contact the Tax helpline who will advise you further on - Telephone number:

 **0300 200 3300**

You should also contact where appropriate:

- Bank / Building Society
- Insurance Company(s)
- Personal / Occupational Pension Scheme
- Employer
- Utility provider, telephone, satellite / cable provider (if the deceased was responsible for paying these bills)
- The DVLA and Passport Service

The registrars will guide you some of the agencies are notified with your permission via a tell us once process.

Money matters

As well as the costs of arranging a funeral, the loss of a loved one can also cause money worries so it is a good idea to check whether you are eligible for any benefits you may be able to claim, including those for people whose loved one has recently died.

For further information and advice on such matters, you may wish to speak to Citizens Advice Bureau. Details of your local office should be in your local telephone book.

If you have access to the internet you can visit their website:

 www.citizensadvice.org.uk

Crowd-funding

Crowdfunding can be a way to raise money from a large number of people who each contribute a relatively small amount, typically via the Internet.

Performing an internet search for “set up crowdfunding” will bring up list of potential platforms to raise funds.

Wills and probate

If the person who has died has made a will, it will name an executor who is the person responsible for making sure that instructions in the will are carried out.

The process of dealing with a person’s belongings after they die is called probate.

The executor may need to obtain an official document known as a Grant of Probate which legally allows them to deal with the deceased’s estate (anything belonging to the person who has died).

This is available from the local Probate Registry. If the person did not leave a will but had money, property or anything else of value, an application to deal with their estate can be made to the Probate Registry.

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For the Greater Manchester area, the contact details for the Probate Registry - Telephone number:


 **0161 240 5701**

You can seek the help of a solicitor in such matters but this is up to you.

The Bereavement Advice Centre is also available to give advice on questions surrounding Probate, Tax and Benefits.


The contact details are:

 **0800 634 9494**

 www.bereavementadvice.org

Age UK also runs a free will advice service for people over 60.

For further details and information pack please call:

 **0161 788 7300**

 www.ageuk.org.uk

Death of a child under the age of 18 years

If a child under the age of 18 years dies suddenly or unexpectedly, a Joint Agency Response Team' is involved. This is a team of senior individuals led by a children's doctor, a police officer and also a Coroner's officer acting on behalf of the Coroner.

They will attend in a hospital or community setting and will explain the investigation process to you and what will occur over the next few weeks. This team will work with the Coroner's Office to sensitively investigate the cause of death and explain and guide you through the investigation process. They will offer support to your family in reaching an understanding as to why your child has died.

Our Swan Bereavement Nurses work 7 days a week and will work alongside the Joint Agency Response Team to provide emotional support during and after this time.

If you have not met one of the nurses and would like their support please call:

 **0161 206 5175**

for any urgent advice or support at weekends and bank holidays a member of the team is available 8am to 4pm via the Hospital Switchboard.

In the days following the death of a child, you may want to come in to the hospital mortuary to spend time with them. There are rooms in the Mortuary specifically for relatives to spend time with their loved ones. Please ring the mortuary to make an appointment or liaise with Swan Bereavement Nurse.

The grief of losing a child can be overwhelming and make everyday life feel lonely and difficult. This is very normal but you may not know how to cope. Most people feel a variety of emotions. Friends and family may provide support at this time.

The Swan Bereavement Nurse can be contacted and offer immediate support. They will also be able to assess what matters to you at this time and the best organisations to support you.

Details of organisations that you can access for support are on pages 21-23.

Bereavement support

The Swan Bereavement Nurses can provide support to address what matters to you in the immediacy of your loss. They are available for those families who may need support following bereavement. **They are not counsellors** but offer a safe place to discuss your feelings.

The **Swan Bereavement Nurses** can be contacted on:

 **0161 206 5175**

Additional information

Hospital deaths

If you have any unanswered questions or any concerns about care that you would like to discuss with the clinical team please contact the Swan Bereavement team who will be able to ensure that the appropriate action is taken.

Additional information on review of deaths in our care, how you can provide feedback, raise concerns or make a complaint, and details of other support organisations, please refer to the national leaflet "Information for families following a bereavement" which will be given to you along with this one.

Community deaths expected

If you have unanswered questions or concerns about care or treatment please contact GP directly or speak to the community end of life team when you collect the MCCD.

Consider deactivating a social media account

Social media pages can give great comfort after the death of a loved one, however, it can also cause distress and you may want to close accounts.

Facebook

Currently there are 2 options:


- 1. Delete the account:**
To delete, go to Settings - Security - click Legacy Contact, then request account deletion. You will need a copy of the death certificate.
- 2. Memorialise the account:**
This keeps the account active, but it will no longer be searchable, accept new 'friends' nor appear in 'People You May Know' boxes, nor can anyone log in to the profile.

For more information:

 <http://www.bbc.com/news/technology-31438707>

Twitter

You need to complete a form to report the death of a user and deactivate the account. Unlike Facebook, for privacy reasons no other users can be given access regardless of their relationship.

 <https://help.twitter.com/en/rules-and-policies/contact-twitter-about-a-deceased-family-members-account>

LinkedIn

You can close an account if they have basic personal information plus a link to their obituary, and the name of the company they last worked for.

 <https://www.linkedin.com/help/linkedin/ask/ts-rdmlp>


Instagram

You can memorialise or deactivate an account in a similar way to Facebook.

 <https://help.instagram.com/264154560391256>

Pinterest

You can deactivate it.

 <https://help.pinterest.com/en/articles/deactivate-or-close-your-account>

Snapchat

You can deactivate an account.

 https://www.snapchat.com/a/delete_account

How to discuss death with a child or young person

Children of all ages grieve, research has shown that those children who grieve healthily are informed honestly and appropriately throughout the persons illness and death, they were allowed choices to be included (e.g. attending the funeral, hospital, seeing a body) and reassured throughout they are loved and nothing was their fault.

Children will have similar feelings to adults following the death of a loved one, such as, shock etc. It is ok if they see you upset; this helps them to understand their own emotions and what grief is.

Talking to your children about death can be difficult; especially when you think you will cause upset and do not have all the answers. Children require honest, consistent, age appropriate, clear language and explanations when someone dies.

Use the words 'death' and 'died' to explain, avoiding euphemisms such as 'gone to sleep' or 'gone away' as this can cause misunderstanding and unnecessary distress.

If you don't know the answer this is OK, remain honest and say you 'don't know'. In these circumstances asking a child 'what do they think the answer is?' can often help you to gain knowledge of their understanding of the situation and where they may have worries and misunderstandings.

Children often require the information to be repeated, especially as young children can struggle to understand the permanence of death. Children will often dip in and out of their grief along with the acceptance someone has died (for example one minute they will play as normal the next they will be sad).

This can be distressing for adults, but children must be given a chance to display their grief in their own way and time, just like you.

It is important you look after yourself in order to support children.

The Swan Bereavement Teams – particularly the Swan Bereavement Trainer for Children and Families can offer support to children.

You can access support directly via the Swan Bereavement Team or through your GP / Family doctor.


Some organisations that may be able to help are listed next.

Other organisations that may be able to help are also listed next.

Support organisations

Care Concern Bereavement Loss and Counselling

 **0161 796 0807**

 care.concern@hotmail.co.uk

Child Bereavement UK


 www.childbereavementuk.org/

 **0800 02 888 40**

 support@childbereavementuk.org

Child Death Helpline

For those affected by the death of a child at any age (including adult children)

 www.childdeathhelpline.org.uk

 **0800 282 986**

 **0808 800 6019**


 contact@childdeathhelpline.org

Childline

 www.childline.org.uk

 **0800 1111**

Compassionate Friends for Bereaved Parents

 **0345 123 2304**

 helpline@tcf.org.uk

 info@tcf.org.uk

Cruse Bereavement Loss & Counselling


 **0808 808 1677**

 Manchester@cruse.org.uk

 Lancashire@cruse.org.uk

The Gaddum Centre

 www.gaddumcentre.co.uk

 **0161 834 6069**

 info@gaddum.co.uk


Good Grief Trust


For immediate bereavement support, helplines, information and advice where ever you live in the UK.

 www.thegoodgrieftrust.org

The Grief Encounter

 www.griefencounter.org.uk

 **020 8371 8455**

 support@griefencounter.org.uk


Hope Again - For Young People

 www.hopeagain.org.uk

 **0808 808 1677**

 hopeagain@cruse.org.uk

Rainbows Bereavement Support GB - For parental and school support

 www.rainbowsgb.org

 **0161 624 2269**

 rainbowsgb.dc@btconnect.com

Reuben's Retreat

For bereaved parents and siblings

 <https://www.reubensretreat.org/>

 **01457 680 023**

(Monday to Friday, 9am to 5pm)

 enquiries@reubensretreat.org

Salford Palliative Care Bereavement Counselling Service

(Available only for Salford residents registered with a Salford GP)

 **0161 212 4136**

Stillbirth & Neonatal Death Society (SANDS)


 **0808 164 3332**

 helpline@sands.org.uk

Together for Short Lives

7am till midnight, 7 days a week

 **0808 8088 100**

 www.togetherforshortlives.org.uk

Winston's Wish

For bereaved children

 www.winstonswish.org.uk

 **08088 020 021**

 ask@winstonswish.org

Practical help

Sometimes the person who has died is the person you may have relied on for help and support with your day-to-day activities. Social Services can assist in providing help for older people or people with a disability so you are able to continue to manage in your own home.

You can contact your local Social Services to arrange an assessment and you may be able to get help with services such as:

Home Help to assist with general household jobs, Home Care for aid with things like bathing & dressing, Meals on Wheels and social activities such as clubs and day centres.

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Information Leaflet Control Policy:

Unique Identifier: TE06(19)
Review Date: December 2021

For further information on this leaflet, its references and sources used, please contact **0161 206 5175**.

Copies of this leaflet are available in other formats (for example, large print or easyread) upon request. Alternative formats may also be available via www.srft.nhs.uk/for-patients/patient-leaflets/

In accordance with the Equality Act we will make reasonable adjustments to enable individuals with disabilities to access this service. Please contact the service/clinic you are attending by phone or email prior to your appointment to discuss your requirements.

Interpreters are available for both verbal and non-verbal (e.g. British Sign Language) languages, on request. Please contact the service/clinic you are visiting to request this.

If you need this information leaflet translated, please telephone:

Polish

Jeżeli potrzebne jest Państwu tłumaczenie, proszę zadzwonić pod numer.

Urdu

اگر آپ کو اس ترجمانی کی ضرورت ہے تو مہربانی کر کے فون کریں۔

Arabic

إذا كنتم بحاجة إلى تفسير أو ترجمة هذا الرجاء الاتصال

Chinese

如果需要翻译，请拨打电话

Farsi

اگر به ترجمه این نیاز دارید ، لطفاً تلفن کنید

0161 206 0224

or Email:

InterpretationandTrans@srft.nhs.uk

Under the Human Tissue Act 2004, consent will not be required from living patients from whom tissue has been taken for diagnosis or testing to use any left over tissue for the following purposes: clinical audit, education or training relating to human health, performance assessment, public health monitoring and quality assurance.

If you object to your tissue being used for any of the above purposes, please inform a member of staff immediately.

Salford Royal operates a smoke-free policy.

For advice on stopping smoking contact the Hospital Specialist Stop Smoking Service on 0161 206 1779

This is a teaching hospital which plays an important role in the training of future doctors. The part patients play in this process is essential to make sure that we produce the right quality doctors for all of our futures. If at any time you would prefer not to have students present please inform the doctor or nurses and this will not affect your care in anyway.

Salford Royal NHS Foundation Trust
Stott Lane, Salford,
Manchester, M6 8HD
Telephone 0161 789 7373
www.srft.nhs.uk

If you would like to become a Foundation Trust Member please visit:
www.srft.nhs.uk/for-members

If you have any suggestions as to how this document could be improved in the future then please visit:
<http://www.srft.nhs.uk/for-patients>