

What to do when someone dies on Sylvan Ward

Guidance for family and friends




*because
you matter*

**St Nicholas
Hospice Care**

A Registered Charity No. 287773

**For an alternative format or
language, please contact;**
enquiries@stnh.org.uk



This leaflet explains in more detail some of the **practical steps** that need to be taken following a death.

You may have many things to deal with in the next few days and beyond. Please feel free to contact the Hospice's clinical staff who will be happy to help.

Firstly, the doctors and nurses will confirm the death, the doctors will then be able to issue a medical certificate of the cause of death (Death Certificate). The Death Certificate will be electronically sent to the central registrars. The doctors will contact the family and explain the cause of death.

Whilst the person is with St Nicholas Hospice Care we require you to contact your chosen funeral director and ask them to collect the person; this must be done within 12 hours of death.

For more information about **St Nicholas** Hospice Care

Registering the death

The death must be registered at a Registry Office.

The closest one to the Hospice is:
7 Angel Hill, Bury St Edmunds,
Suffolk, IP33 1UZ


You need to make an appointment to register the death by phoning the Registry Office on 0345 6072 060.

The death has to be registered within five days, unless the coroner has been advised. Should any difficulties arise with registering the death in this period, please inform the Registry Office.

For more information visit;
<https://www.gov.uk/register-offices>



visit www.stnicholashospice.org.uk



What to take to the Registry Office

In order to register the death, you will need to take with you:

- The deceased's full name, home address, date of birth and place of birth;
- The deceased's birth certificate and marriage certificate (if applicable);
- If the deceased was a married woman: her maiden name; her husband's full name and her husband's occupation;
- The medical certificate of Cause of Death (This will be sent electronically by the Hospice to the central registrars);
- The date and place of death;
- The deceased's NHS medical card and pension documents, if available.

Death Certificates

The registrar will issue you with one Death Certificate to present to the funeral director. You will need additional copies of the Death Certificate for several purposes: if the person's Will needs to go through probate; for banks, building societies, insurance companies and pension providers; benefit agencies and savings accounts like premium bonds or

For more information about **St Nicholas** Hospice Care



national savings. By registering the death, the Registry Office will inform all other county council and government bodies for you.

Tell Us Once is a service that lets you report a death to most government organisations in one go, such as pension, blue badge. Please note, there is a cost involved for the Death Certificate and each subsequent copy - please contact your local Register Office for more information.

Some deaths, irrespective of age, may be subject to a coroner's investigation. In these cases, the Coroner's Officer will contact you directly. If you have any queries, they can be contacted at Bury St Edmunds Police Station by calling 101. Please see our leaflet about coroner investigations for more help.

For more information visit;

<https://www.gov.uk/after-a-death/organisations-you-need-to-contact-and-tell-us-once>



visit www.stnicholashospice.org.uk



Arranging a funeral

The funeral director will help you decide upon a service and will assist you with the funeral arrangements.

Please ask them anything you wish to know - problems that may seem complicated can be helped by the funeral director.

St Nicholas Hospice Care can provide a list of funeral directors on request. The Hospice's Spiritual Care and Chaplaincy Team or a local faith leader will also be pleased to help and advise you about funeral arrangements.



For more information about **St Nicholas** Hospice Care

Bereavement support

The Hospice provides bereavement support to adults and children, living in West Suffolk and Thetford.

You can contact the Psychological Services Team on:

01284 766133

enquiries@stnh.org.uk

Psychological Services Team, St Nicholas Hospice Care, Hardwick Lane, Bury St Edmunds, Suffolk IP33 2QY

Other national organisations that can help include:

West Suffolk Cruse Bereavement Care

Tel: **01284 767674**

Bereavement Advice Centre

Tel: **0800 634 9494**
www.bereavementadvice.org

visit **www.stnicholashospice.org.uk**

Hospice **Advice line**

Call our 24/7 advice line for health care professionals and families if you need support with symptom management and end of life care.

enquiries@stnh.org.uk
www.stnicholashospice.org.uk

01284 766133

Your Experience **Survey**

We want to develop our services in response to feedback; please consider filling out our survey which is available online or can be requested in paper form.

www.stnicholashospice.org.uk
/your-experience-survey



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