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In the Event of Death

In the event of a loved one dying, it can be difficult to know what you should do next so we have written a brief guide which we hope will help.

If a Loved One Dies at Home

Please contact the medical professional who has been attending them i.e GP, District Nurse or palliative care giver and request that they attend to confirm your loved one has passed away.

If an ambulance has been called and they are not able to give medical help, they will issue you with a document to confirm this. Once this has taken place, we are able to attend and collect your loved one and bring them into our care and back to our Chapels of Rest.

The next step is for a family member or representative to contact your loved one's GP's surgery and inform them that they have passed away. If an ambulance attended, they should have already informed the GP that they have attended and issued the relevant certificate. At the same time, we will also contact the GP's surgery to inform them that your loved one is in our care.

Upon receipt of notification, the GP will contact the Medical Examiner's office or the Coroner's office depending on the circumstances and your loved one's medical history. Depending on the information provided by the GP, either the Medical Examiner or the Coroner will make contact to inform you of what is happening and to talk you through the next stage. Registration cannot take place until this process has been completed and the certification has been passed to the Registrar in the district in which your loved one passed away. Throughout this process we will be in contact with all parties involved and are here to assist you at any stage.

If A Loved One Dies in Hospital

Your first contact should be with the hospital's bereavement office who will liaise with the Medical Examiner. The Medical Examiner will contact you to directly before issuing a death certificate, which will be sent directly to the Registrar in the district in which your loved one passed away. If they are unable to complete the relevant documentation they will refer the case to the Coroner. Throughout this process you will be kept informed by either the Medical Examiner's office or Coroner's office.

If A Loved One Dies in A Residential or Nursing Home

The staff at the home will for a medical professional to attend and confirm that your loved one has passed away. Once this has taken place they will contact us directly to arrange for us to attend and take them into our care and back to our Chapels of Rest. The next step is for a family member or representative to contact

DIRECTOR DAVID S KEMP

COMPANY REGISTERED NUMBER 4678725

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If A Loved One Dies in an Accident

The Coroner will be involved from the start and all investigations will have to be completed before any funeral arrangement can be made. If an interim death certificate is issued, then the funeral service can still take place and registration will occur after the inquest has taken place at a later date. We will liaise directly with the Coroner regarding any paperwork we require to arrange the service

If A Loved One Dies Overseas

If the death happens overseas in most cases your travel insurance should cover the cost of repatriation either direct to us or sometimes, we will collect them from the airport in both cases we will keep you up to date with all developments.

Registration

You will need to make an appointment with the Registrar of Births, Deaths and Marriages in the district where your loved one passed away. They will tell you which documents to bring with you, such as a birth certificate, medical card, driving license, passport, state pension etc as they can inform these government departments on your behalf.

It is also possible to register in your home district (mainland UK not Scotland) this does take a little longer as paperwork is either posted or emailed the two registrars, so until this is complete the funeral date would have to be put on hold until we have received the relevant paperwork to continue.

The Registrar will then issue the following paperwork:

- A green certificate called the burial or cremation certificate which is our authorisation to start making the funeral arrangements.
- Copies of the entry in the register signed by the registrar, these copies have to be paid for and are used to notify banks, building societies, private pensions, insurance companies etc.

Useful Numbers

Hull Registrars	01482 300300
Beverley Registrars	01482 393600
Cottingham Registrars	01482 393565
Hull Royal Infirmary Bereavement Office	01482 608926
Castle Hill Hospital Bereavement Office	01482 624375
Coroner's Office	01482 613009