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INDEPENDENT FUNERAL DIRECTORS

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What to do when someone dies in hospital

Information for bereaved people

Bereavement Suite
01722 425150



The staff of Salisbury NHS Foundation Trust wish to express their sympathy to you and your family at this time.

This booklet gives you useful information and advice during the early days of your bereavement.

Please do not hesitate to ask questions if you are unclear about anything. Our staff will always be pleased to help.

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 **The Stars Appeal is
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Many people kindly choose to make 'in memory' donations to the Stars Appeal or set up a special tribute fund to remember a loved one. Donations can be made generally or directed to benefit the ward or department which means the most to you and your family. Local funeral directors can help with the arrangements and donation envelopes are available from the Stars Appeal and the Salisbury Hospital bereavement team.

If you would like further information, please contact the Stars Appeal Office on 01722 429005 or email info@starsappeal.org.





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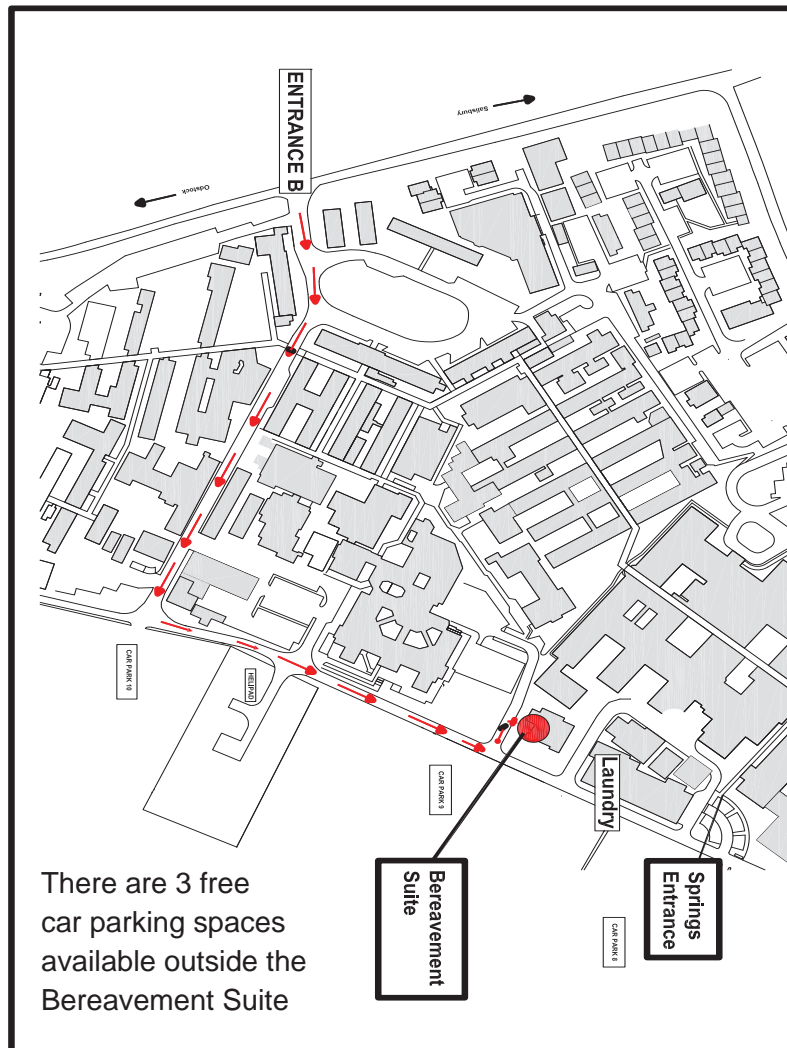


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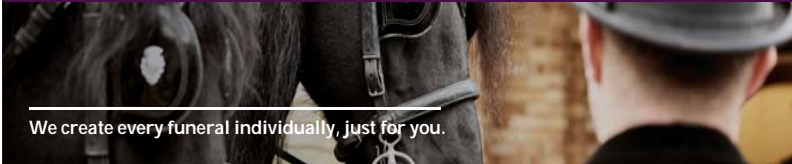


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Salisbury

01722 569 110
15 Endless Street
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Call us for immediate support, advice or a home visit. We are here to help 24 hours a day.

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WILL CASE & PARTNERS

INDEPENDENT FUNERAL DIRECTORS



We are the longest, established independent, family run business in the Salisbury area, with experienced and qualified staff who can assist you in your time of need.

We are available 24 hours a day, 7 days per week to help with funeral arrangements, advice and personal care.

Please contact us for information about costs, funeral pre-payments and planning. Our pre-paid plans are by Ecclesiastical Insurance and offer value and peace of mind.

Thank You from the owners.

Alan Puxley, Dip FD, LMBIFD, MBIE

Sue Puxley, Dip FD, LMBIFD

Contact us at: alan@wcase.co.uk

Arranging Funerals Personally With Compassion and Care

Salisbury

1 Stephenson Road

Salisbury

SP2 7NP

Tel: (01722) 414521

Amesbury

31 Salisbury Street

Amesbury

SP4 7AW

Tel: (01980) 623204

Ludgershall

5 Tidworth Road

Ludgershall

SP11 9QD

Tel: (01264) 302020

www.wcase.co.uk



What to do first

- please call the Bereavement Team at the hospital after 10am on 01722 425150 the next working day. The office is open from 9.30am - 4pm Monday to Thursday and 9.30am - 3.30pm on Fridays. Alternatively, you can leave a message on our answer phone and we will be in contact with you as soon as possible.
- contact a Funeral Director - you can do this immediately. You do not have to wait for a Medical Certificate of Cause of Death to be issued (this is the official certificate issued by a doctor that you need to register the death).

Important

You will need to take the Medical Certificate of Cause of Death to one of the Wiltshire Registration Offices. Please do not make an appointment until you know when it can be collected from the Bereavement Suite.

Weekends & Bank holidays

At weekends and Bank Holidays staff are contactable for telephone advice only between the hours of 9am – 4.30pm via the switchboard on 01722 336262.

Switchboard will take your details and ask a member of the Bereavement team to contact you. There is also an answerphone available on 01722 425150, however, please be aware messages left will not be heard until the next working day.



Conservatory/reception area



Viewing room



If you need this information in another language or medium (audio, large print, etc) please contact the PALS Team on 01722 429044 email: sft.pals@nhs.net

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Salisbury District Hospital, Salisbury, Wiltshire SP2 8BJ
www.salisbury.nhs.uk

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A space for your notes

When you telephone the Bereavement Team

We will:

- give you information and advice on what to do next.
- arrange appointments in the Bereavement Suite.
- issue the Medical Certificate of Cause of Death when completed.
- return any valuables and personal belongings left at the hospital.

Viewings

If you wish to see your loved one, appointments are available. These can be made by telephoning us on 01722 425150 during our office hours 9.30am to 4pm Monday to Thursday and 9am - 3.30pm on Fridays.

Please be advised that if you attend the Bereavement Suite without an appointment to see your loved one we may not be able to accommodate you.

Registering the death

The death must be registered within 5 days. Once you have received the medical certificate of cause of death you must arrange to take it to the Registration Office.

The Wiltshire Registration Office in Salisbury is open from Monday to Friday 9.30am – 4pm except Wednesdays when they open at 10am.

Alternatively you can enquire with the Registration Office to use the hospital onsite facility to register the death.



Please make an appointment by telephoning the Wiltshire Registration Office on: ☎ **0300 0034569**

If you are unable to get to one of the Registration Offices in Wiltshire you can go to a Registrar in your home town in England or Wales but they will not register the death. The details will be passed on to the Registrar in Salisbury and the death certificate will be sent to you by post a few days later. This may cause a delay in organising the funeral.

What will happen at the Registration Office

The person who is to register the death should take the Medical Certificate of Cause of Death to the Registrar and be prepared to give the following information about the deceased:

- Full name/maiden name
- Date and place of death
- Whether he/she was receiving a pension/allowance funds
- Date and place of birth
- Marital status
- If applicable the date of birth of the surviving partner.

If you have the deceased's Medical Card please bring this with you.

The Registrar will issue the number of certified copies of the death certificate that you require and will also give you a green form which needs to be given to the Funeral Director arranging the funeral.

Citizens Advice Bureau

Can give a wealth of help and advice, including a list of local solicitors.

0344 411 1444 www.cabwiltshire.org.uk

Cruse Bereavement Care

Trained people who are available to help you through your grief.

01722 411938. www.cruse.org.uk

Salisbury Samaritans

offer you support and someone to talk to by phone (24hrs) on 116123 (no code required).

www.samaritans.org

Local Organisations and helplines

Andover Mind

Offers information on mental health issues and gives details of local support.

Advice and information 0300 5000 907 or
advice@andovermind.org.uk

Support after Suicide Partnership

Provides helpful resources for those bereaved by suicide and signposting to local support groups and organisations.

www.supportaftersuicide.org.uk

Carer Support Wiltshire

0800 181 4118 or 01380 871609

Silver Line

The Silver Line is the only free confidential telephone helpline offering information, friendship and advice to older people in the United Kingdom that's available 24 hours a day.

Helpline number 0800 4 70 80 90.

Winston's Wish

Offers support, information and guidance to bereaved children, their families and professionals.

Contact by telephone 0808 802 0021 or
www.winstonswish.org.

Age UK

Offers advice and information and can be contacted on 01722 335425. www.ageuk.org.uk

Hospital chaplaincy

During normal office hours, there is usually a member of the chaplaincy team available in the hospital to support patients and their relatives of all faiths or none. If you would like chaplaincy support during your visit to the Bereavement Suite, please let staff know so they can arrange it.

Coroner's post mortem

There are several reasons why a death might have to be referred to the coroner, for example a sudden or unexpected death, a death following a road traffic accident (RTA), suicide or when a doctor has not seen the deceased in the last 2 weeks. In these cases, a post-mortem examination may well be required. During the post mortem examination a person with either medical or legal qualifications can be present to represent the interests of the family. Such representation will be at the expense of the family.

After a coroner's post mortem there is no paperwork to collect from the hospital. You will be informed by the coroner's officer when they have sent their paperwork to the Registration Office so that you can make an appointment to register the death. A post mortem examination does not usually delay the funeral. The coroner's officer will keep you fully informed.

Hospital post mortem

When the death does not have to be reported to the coroner there is no legal requirement for a post mortem examination. However hospital doctors may ask you for permission to carry out a post mortem examination to find out more about the



cause of death or the effects of treatment. This does not have to happen and you will have the final say.

The post mortem report will be sent to the requesting doctors and the patient's GP.

Understanding what happened

As a family member, partner, friend or carer of someone who has died whilst in Salisbury NHS Foundation Trust, you may have comments, questions or concerns about the care and treatment they received. You may also want to understand more about the reasons for their death. The staff who were involved in treating your loved one should be able to answer your initial questions. However, please do not worry if you are not ready to ask questions or if you think of questions later - you will still have the opportunity to raise these with us when you are ready through the End of Life Care Nurse Specialist bereavement telephone service on 01722 429028 or the hospital's PALS team on 01722 429044.

It is also important for us to know if you don't understand any of the information we provide. Please tell us if we need to explain things more fully. The Gov.uk website www.gov.uk/after-a-death also provides practical information on what to do following a death.

Case note reviews

Salisbury NHS Foundation Trust strives to provide the very best care and one way of achieving this is to learn from past care we have delivered through case note reviews. Much can be learnt from recognising examples of excellent care as well as identifying areas for improvement. As well

as reviewing the death of any patient for whom significant concerns have been raised, in Salisbury NHS Foundation Trust, case note reviews are routinely carried out on a proportion of all inpatient deaths by a senior clinician who was not directly involved in the person's care. The clinician will look at each aspect of the person's care and feedback any learning points, both positive and negative that may benefit care provided to others in the future. If a routine review finds any issues with a person's care, the family will be contacted to discuss this further.

If your loved one had a learning disability; was a child; died in a maternity setting; or as a result of a mental health related death; there are specific processes and procedures the Trust needs to follow. If this is the case, you will be contacted by a senior clinician within that specialty who will provide you with the relevant details on these processes.