

# What do I need to do now?

A SIMPLE STEP BY STEP GUIDE TO HELP YOU KNOW WHAT TO EXPECT AFTER THE LOSS OF A LOVED ONE.



*"Here to help you whenever you need us"*

KATIE MILLS INDEPENDENT FUNERAL SERVICE  
342 TORQUAY ROAD, PRESTON, PAIGNTON, DEVON.  
TQ3 2DQ

01803 520103

[WWW.KMILLSFUNERALSERVICE.CO.UK](http://WWW.KMILLSFUNERALSERVICE.CO.UK)





# INTRODUCTION

All the team here at Katie Mills Independent Funeral Service would like to extend our deepest sympathies to you at this most difficult time.

When you lose someone close to you the deep sadness and grief that you feel can make even the simplest task seem insurmountable. We have produced this guide to help you but it in no way replaces our one to one care that is available to you day or night. If you need us we are just a phone call away.

This guide will let you to know what to expect after the loss of a loved one. To help you through every stage we have included the following information:

- Guidance on the procedures immediately after someone passes away
- Who you need to inform
- Help and advice on registering the death
- What to expect from us
- Arranging a funeral service
- Helpful bereavement support resources
- Useful contacts

All the way through this guide you will find check-lists and “Helpful Hint Boxes”. Many decisions you will have to make with short notice. These boxes let you consider the right options for you and your loved one.

## Helpful Hint Boxes

In these boxes we have put things for you to consider at that time.



# CONTENTS

## FIRST STEPS

Someone has passed away at home (During the day)	4
Someone has passed away at home (During the night)	5
What to expect when you call us	6
Commonly asked questions	7
Someone has passed away in hospital	8
Someone has passed away in a care home	9
Someone has passed away unexpectedly	10

## REGISTERING THE DEATH

Helpful advice on registering the death.	11
What the registrar will give you	12
Who needs to be informed	13

## ARRANGING THE FUNERAL

Things you need to consider before arranging the funeral service	14
Funeral arrangement checklist	15

## USEFUL CONTACTS

General contact details	16
-------------------------	----

## HELP & DISCOUNTS

First class funeral services available to all	17
Our funeral prices discount offers	17
Serving Military Personnel & Veterans	18
The Armed Forces Covenant	18
Our Pledge to the Military and Veterans	19

# SOMEONE HAS PASSED AWAY

---

## *First Steps*

Your immediate first steps when someone passes away depends on where and how they passed.

In many cases the first thing you will need to do is to call the deceased's GP. In the situations we have outlined in the next few pages we have indicated who you should call for assistance in each instance. If you are in any doubt on what to do you can call us on 01803 520103 day or night and we will be on hand to advise you.

The deceased's GP will normally be able to issue the Medical Certificate of Cause of Death. You will need this certificate to register the death.

How and where the deceased passed away will govern what your first steps will be and the different circumstances are as follows:

- Someone has passed away at home
- Someone has passed away in hospital
- Someone has passed away in a care home
- Someone has passed away unexpectedly



### Nurse or GP Contact Number

Telephone No.....  
(Make a note of the nurse or GP's contact number)





## Someone has passed away at home (During the day)

If somebody passes away at home what you need to do differs if the death was expected or unexpected. There are different considerations for a death that occurs during the day to at night.

When a death occurs during the day and the death was expected then you need to call the NHS helpline on 111 or contact the deceased's GP.

If you are not the Next of Kin ensure the deceased Next of Kin is informed as soon as you possibly can. If the GP knows the cause of death they should issue a Medical Certificate of Cause of Death within the next few days, this you will need to register the death.

The GP or nurse in attendance will advise you on your next steps. Once the death has been officially verified you will be able to call your funeral director to bring your loved one into their care.

## Someone has passed away at home (During the night)

If the death was unexpected, you must call the Police and Ambulance services immediately by dialling 999. The call handler will let you know what you need to do. If the cause of death is unknown, The Police will arrange for a funeral director to collect the deceased and take the body into the care of the Coroner,

If the death of the person was expected or from a known cause you will need to contact the NHS helpline on 111. They will ask you some questions regarding the passing and they will give you instructions on your best course of action on an individual basis.

The GP will need to be informed in the morning if they have not been during the night. Once the death has been officially verified you can call us to bring your loved one into care.

**Call us 24 hours a day on 01803 520103**



# *What to expect when you call us*

We know the trust our families place in us so when you call us to bring your loved one into care we believe there are certain things you should expect from us.

When you call us outside of normal office hours you will always speak to either Katie or Rob, if your call is during the day and we are assisting another family you may speak with Matilda who will take some details and ensure Katie or Rob return your call as soon as they can. We will make sure you have all the support and immediate advice you need. We will need to ask you for a few details (don't worry we will only ask you for details we really need to bring your loved one into our care and always go at your pace)

You will be advised on when we expect to arrive with you. If you need more time that is fine just let us know and we can arrive at a time that is better for you and your family. We can usually attend anywhere in Torbay within the hour.

We use a very discreet private ambulance. We will be formally attired and always dignified and respectful. All of our equipment is of the highest quality to ensure the care, safety and respect of your loved one.

When we arrive we will introduce ourselves and make sure you have had all the time you need. We will talk you through what we will do and ask you if you would like to be present.

If you have any clothing you would like your loved one to be dressed in or personal effects you would like us to take with us we can do that. If you would like us to remove any jewellery to return to you at the time we can also do that. We will always confirm with you what items we are bringing into care with your loved one and ask you to sign a receipt for their safe keeping.

We will let you know when we are ready to leave and check that you are OK for us to proceed. If you need more time just let us know.

You will receive a call the next day to let you know your loved one is safe in our care and to make an appointment to make the funeral arrangements but if you are not quite ready there is no rush.



# Commonly asked questions

## **What clothes can my loved one wear?**

We always advise whatever clothes they were most comfortable with (by comfortable we mean at home in be that formal or casual)

## **Can I visit my loved one?**

We do not use any restrictions on our funeral services so there are no policies where you cannot visit your loved one or get charged for doing so. Even with our Direct Cremation Service we believe everyone has the right to visit their loved one if they wish to.

## **Do you charge a fee for bringing someone into your care out of office hours?**

No there is no additional "Out of Hours Fee" for bringing your loved one into care.

## **What areas do you cover?**

We cover all of Torbay and surrounding areas within a 30 mile radius of our funeral home in Paignton. We will always help families outside of that radius but there would be a charge for additional mileage over 30 miles and our attendance time would reflect this extra distance.

## **I have a funeral plan with another provider, can you still help?**

In this instance we would always recommend you call us as every plan provider is different. For the most part we can assist but we can give you tailored advice when you call.

## **What happens to my loved one now?**

We will bring your loved one to our funeral home in Paignton where we will look after them with all the care and dignity that we would afford to our own family. We await your instructions during the arrangements and ensure they are carried out to the letter.

## **When can I register the death?**

The GP will be in touch to let you know when the Medical Certificate of Cause of Death will be ready for you to collect from the surgery. Once you have had the call that it is ready we would recommend that you call the registrar to book the appointment.



# Someone has passed away in hospital

If the cause of death is known, a doctor at the hospital will usually issue the Medical Certificate. If the cause of death is unknown or not yet confirmed, a post mortem may be required

The Bereavement Team from the hospital will be in touch with you to advise you if there will be a post mortem or when you can collect the Medical Certificate of Cause of Death.

You will need to give us a call so we can take some basic details to allow us to bring your loved one into our care when we are told we can by the hospital. Once we have brought your loved one into our care we will call you to let you know they are with us and arrange a time to meet with you to make the funeral arrangements.

Torbay Hospital have a dedicated Bereavement Team who will be able to answer any questions you may have while your loved on is in the hospital's care. They will need to know which funeral director you have instructed.

## Torbay Hospital Contact Details

Bereavement Services  
Chapel Corridor  
Level 4 (Blue Zone)  
Torbay Hospital  
Lowes Bridge  
Torquay TQ2 7AA

Bereavement Services: 01803 654818 (Monday to Friday)

Coroners Office (Derriford, Plymouth): 01752 204636

Appointment Date & Time:.....  
(Make a note of your appointment details here)



# Someone has passed away in a care home

Care home staff will notify you as soon as possible after their death if you were not present at the time. You can always request to see your loved one if you would like to.

The death will need to be verified by a medical practitioner and the GP notified so that they can certify the death. Care home staff will usually do this on your behalf. If the death has been expected or the GP has seen your loved one in the last 14 days, the doctor will issue a Medical Certificate of Cause of Death, allowing you to register the death.

Most care homes will have already asked your wishes regarding which funeral director you wish to use. The care staff will call us on your behalf to bring your loved one into their care.

If you were not present at the care home when we attended or we did not speak with you prior to our attendance, we will give you a call to make sure you have the support and advice you need. If your loved one passed away in the night we will call you the next day to offer our support and guidance. Please note we usually call after 11am so as not to disturb you if you have had broken sleep.

## Useful Contact Details

Care Home:.....

GP Surgery who will issue certificate:.....

Registrar Appointment Line: 01803 207130 (Torbay)

Our Contact Details:

Katie Mills Independent Funeral Service

342 Torquay Road, Preston,

Paignton, Devon. TQ3 2DQ

01803 520103

Office@kmillsfuneralservice.co.uk





# Someone has passed away unexpectedly

When someone passes unexpectedly it can be a massive shock. There is help and support available for you from the emergency services to ourselves.

If the person passed away outside of a hospital the police will arrange for a funeral director to collect the deceased and take the body into their care. This may not be your chosen funeral director but they will attend on behalf of the Coroner. You can still appoint us as your chosen funeral director as normal.

If your loved one died while travelling to, or in, the hospital, they will be kept in the hospital mortuary. There will be experts on hand to inform close family immediately.

There are many situations where the Coroner is notified such as:

- If the death was violent or unnatural
- If the death was sudden and unexplained
- If the death was caused by an industrial disease
- If the person who died has not seen a doctor during their illness, or within 14 days before death
- If a medical certificate of cause of death is not available
- If the death occurred during an operation or while under anaesthetic

The coroner may decide that the cause of death is clear. In this case, the doctors will sign the medical certificate and the coroner will notify the registrar. You will be informed and you can make an appointment to register the death at this point.

However, if a post-mortem is required, the coroner will keep you informed during their investigation. When a conclusion has been reached, the coroner will issue a form ('Pink Form - form 100B') to the registrar stating the cause of death. You will be informed and you can make an appointment to register the death at this point.

If the body is going to be cremated, the coroner will also send a 'Certificate of Coroner - form Cremation 6' to us. This is to allow the cremation to go ahead. We will let you know if this is the case.



# REGISTERING THE DEATH

---

## *Helpful advice on registering the death.*

When you have received the Medical Certificate of Cause of Death you can then register the death. You must make an appointment to register the death.

The Register Office

Paignton Library, Great Western Road, Paignton TQ4 5AG

Telephone: 01803 207130 Fax: 01803 525388

Email: [registrar@torbay.gov.uk](mailto:registrar@torbay.gov.uk)

### Who can register the death?

- A relative of the one who has died who was present at the time of death.
- A relative who was in attendance during the last illness.
- A person present at the time of death.
- The person responsible for the funeral arrangements.

### You need to give the Registrar the following documents?

- The Medical Certificate of Cause of Death (MCCD)
- The date and place of the death of the one who has died.
- Their last (usual) address.
- Their first names and surname (and maiden name if appropriate).
- Their date and place of birth.
- Their occupation (or former occupation if retired).
- If the person was married, the name, occupation, and date and place of birth of their marriage partner.
- Whether the person who has died was receiving a pension or allowance from public funds.





## *What the registrar will give you*

The Registrar will give you:

A Certificate for Burial or Cremation (also known as the Green Form) unless the Coroner has given you an Order for Burial or Certificate for Cremation to give to the Funeral Director.

The Registrar will also discuss with you the process for informing the Department of Work and Pensions (DWP). The 'Tell us once' service will be offered to you at the time of booking your registration appointment.

You can also purchase certified copies of the Death Certificate for financial and other matters. We recommend that you obtain at least one copy and the Registrar will explain the cost of this to you.

## *We cannot register for you but...*

The only thing we cannot do for you is to register the death but there are other ways we can still help you.

If transport, mobility or people who are shielding are an issue for you please do let us know.

We can arrange to collect the Medical Certificate of Cause of Death for you from the surgery. We will drop this to you at a time to suit you.

If you need to visit the bereavement office at the hospital again please do let us know and we will do all we can to help you.

# Who needs to be informed

FAMILY DOCTOR	
PRIEST, VICAR MINISTER	
DEPARTMENT FOR WORK AND PENSIONS	
BANKS, BUILDING SOCIETIES, INSURANCES	
SOCIAL SERVICES	
OCCUPATIONAL PENSION	
EXECUTORS OF THE ESTATE (WILL)	
SOLICITOR	
INLAND REVENUE AND COUNCIL TAX	
RESIDENTIAL OR NURSING HOME	
LANDLORD	
ELECTRICITY	
GAS	
WATER	
TELEPHONE	
REDIRECT MAIL	
STOP MAIL	
DVLA	



# ARRANGING THE FUNERAL

---

## *Things you need to consider before arranging the funeral service*

When you attend the funeral arrangement, be it at our funeral home or if we visit you in your home there are a number of things we will ask you. The first section will be checking the correct details such as names, addresses and dates etc.

Once the formalities have been completed we will ask you about your loved ones wishes and your thoughts for the funeral itself. There are so many ways to celebrate your loved ones life. We will work with you all the way through to ensure the funeral is as unique as your loved one.

We have compiled the checklist to help you think through some decisions you will need to think about. We can expand on any of these for you and these are just a gentle nudge.

### My Arrangement Appointment

DATE:..... TIME:.....

LOCATION:.....

MEETING WITH:.....

CONTACT NUMBER: 01803 520103

# Funeral arrangement checklist

QUESTION	MEANING	NOTES
CARING FOR YOUR LOVED ONE WHILE THEY ARE WITH US		
VISITING	Would you like to visit your loved one in our chapel	
DRESSING	Would you like your loved one to wear their own clothes	
MEN - CLEAN SHAVE	Was your loved one clean shaven or preferred a beard	
WOMEN - MAKE UP & HAIR	Bring a photograph with you and we will always do our best	
FUNERAL SERVICE BOOKING		
TYPE OF SERVICE	Burial or Cremation	
LOCATION	Where the funeral will be held	
DATE & TIME	Your ideal date and time	
MINISTER / OFFICIANT	Religious or non religious	
PERSONAL TOUCHES		
VEHICLES	A speciality hearse or a family car	
COFFIN CHOICE	Choose the most fitting coffin from our wide range	
MUSIC CHOICES	Think of music that means something to you	
READINGS OR POEMS	Readings can range from very emotive to funny	
FLORAL TRIBUTES	Floral tributes can easily be arranged through us	
ORDER OF SERVICE	We design our own printed orders of service	
NEWSPAPER NOTICES	An obituary in the local newspaper	
MEMORIAL ITEMS	Headstone, casket or keepsakes	
SPECIAL NOTES		





# USEFUL CONTACTS

---

## *General contact details*

Benefit Enquiry Line 0800 882200

Bereavement Advice Centre Tax, Benefits and Probate 0800 634 9494

Carers UK Advice and support for carers 0808 808 7777

Veterans UK 0800 1692277

Probate Registry - Exeter 01392 415370

Pension Help Line 0845 6060265

Torbay Hospital Chaplaincy 01803 656406

Patient Advice Liaison and Support (PALS) 0800 0282037

Cruse Bereavement Care (for adults and children) 0300 3305466

[www.cruse.org.uk](http://www.cruse.org.uk) 0808 808 1677

Children and Families in Grief. 0800 393917 [info@childrenandfamiliesingrief.co.uk](mailto:info@childrenandfamiliesingrief.co.uk)

Age UK 01803 555181

SWinGS (South West in Grief Support) 01803 402213

Bereavement Support Service

(Upton Vale Baptist Church) 0800 0730109

Cancer Support Centre, The Lodge, TBH 01803 617521

Samaritans 116 123





# HELP & DISCOUNTS

---

## *First class funeral services available to all*

One of our biggest core promises is that we will offer first class funerals, at an affordable price and available to everyone. To do this we have not only kept our prices as simple as possible but our fees are massively competitive.

Alongside this we offer a wide range of help and discounts for families in Torbay. You can see a list of these below.

## *Our funeral price discount offers*

### Discount Overview

**\*MILITARY PERSONNEL & VETERANS - 15% DISCOUNT ON ALL FUNERAL FEES**

**\*CHILDREN UNDER 18 FUNERAL PACKAGE - FREE OF CHARGE**

**\*PRE TERM BABY FUNERAL PACKAGE - FREE OF CHARGE**

**\* FOR FULL BREAKDOWN OF THESE DISCOUNTS TERMS & CONDITIONS SEE  
OUR WEBSITE OR GIVE US A CALL**





KATIE MILLS INDEPENDENT FUNERAL SERVICE  
342 TORQUAY ROAD, PRESTON, PAIGNTON, DEVON.  
TQ3 2DQ

01803 520103

[WWW.KMILLSFUNERALSERVICE.CO.UK](http://WWW.KMILLSFUNERALSERVICE.CO.UK)



**Ecclesiastical**  
PLANNING SERVICES