

What do I do now?

A guide to help with practical and
emotional issues around death

The staff of John Taylor Hospice would like to express their sympathy to you and your family in your bereavement.

The death of someone close can be one of the most distressing experiences anyone has to face. Decisions and arrangements have to be made at a time when you may be experiencing confusing thoughts, feelings and emotions.

We hope that the practical and emotional advice and information in this booklet will help you at this difficult time.

At John Taylor Hospice we believe that every moment matters for each person we care for. Every day we ensure that people get the very best care at end of life both at the hospice and in people's homes.

We have been at the heart of our community for more than 100 years, providing practical, emotional and spiritual support for local families for generations. Each day 600 people receive the care they need from our staff and volunteers, who all work together to ensure the very best of 'Taylor-made' and specialist support.

Many families choose to support the hospice as a way of celebrating the life of their loved one. If you would like more information about this then please see page 23.

John Taylor Hospice is a registered charity in England and Wales (No 1156964) and company limited by guarantee (No 08991245)

Registered office:

76 Grange Road, Erdington, Birmingham B24 0DF.

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WHAT TO DO FIRST

What to do when someone dies at John Taylor Hospice

Before the death can be registered, you will require a Medical Certificate that states the Cause of Death (MCCD). This is normally issued by a hospice doctor and will be given to you by the staff at the hospice.

The ward staff will need to know if a cremation is planned as a special form has to be completed by two doctors.

To obtain the Medical Certificate of Cause of Death the first step is to contact the Inpatient Unit **after 10am the day after the death of your loved one on 0121 465 2000**. The certificate will usually be ready then; if the certificate is going to be required prior to this please inform the Inpatient Unit staff as soon as possible.

On weekends or bank holidays, we would advise you not to attend the hospice to collect the certificate **without first speaking to the ward clerk or nurse in charge**. This is to ensure that all documentation is ready for you to collect on your arrival.

You will be able to collect your loved one's personal effects and valuables at this time.

The hospice staff will explain what you need to do next and help with any questions you may have. They will also contact your relative's GP to inform them of the death.

You will be asked for the name of your funeral director in order to arrange for the removal of your loved one's body as we do not have a mortuary facility at the hospice.

Viewing your loved one's body

It is completely up to you whether you would like to see the body of your loved one after death; it can be helpful to take this time, particularly for family and friends who were not able to visit before death.

Children and young people may express a wish to see the body; this can be beneficial both now and in the future in helping them to come to terms with the death. If you would like to discuss this decision, the nursing staff or Wellbeing Team will try to help.

Viewing is possible at the hospice in the immediate hours after death. Please talk to the nursing staff.

Your funeral director will let you know about their mortuary and chapel of rest arrangements whilst your loved one is in their care.

What to do when someone dies at home

The first official phone call should be to the GP who will arrange to visit to confirm that the person has died.

If the death happens at night or out of surgery hours, telephone your GP surgery and you will be given an out-of-hours service number. Please phone that number and explain that you require a professional to verify a death. This may be a doctor or specialist nurse who has been trained to verify death - this means to confirm that death has happened.

You may have already agreed with your GP or nurse that calling for an ambulance will not be necessary.

When the death has been verified, you can telephone a funeral director or religious leader. They will take the body of your loved one into their care at your request. If you prefer to keep the body at home for cultural or personal reasons until the funeral, they will be able to advise you about this.

The GP will issue a Medical Certificate of the Cause of Death (MCCD), providing there is not a coroner's investigation. Further information about referral of a death to the coroner is included later in this booklet. Your GP practice will let you know when you can collect this.

FUNERAL ARRANGEMENTS

A funeral is an opportunity to say goodbye in a way that is right for the bereaved and for the person who died. Many people want the funeral to reflect the character, way of life, beliefs and ideals of the deceased.

Using a funeral director

Many people choose to use the services of a funeral director as this can be such a confusing and distressing time. Before making any plans, it is important to check whether any specific instructions were left or if any funeral arrangements were made and paid for in advance.

You do not have to wait until the Medical Certificate of the Cause of Death (MCCD) has been issued before making contact with a funeral director.

It is advisable to compare information about services and costs from at least two firms. You should not feel that you have to accept all options presented to you, particularly if you have a limited budget.

Independent and family-organised funerals

You do not legally have to use the services of a funeral director to organise the funeral, burial or cremation.

Some families prefer a family-organised funeral. If this is your wish and if you have time to research and prepare, you can enquire at the cemeteries and crematorium department of your local authority for guidance. You can also contact the Natural Death Centre **www.naturaldeath.org.uk** for guidance.

PAYING FOR THE FUNERAL

Funeral costs are normally recovered from the deceased's estate, but the person organising the funeral will be responsible for paying the bill. It is advisable to check where the money will come from before you make arrangements.

Many funeral directors require payment before probate is granted, so ensure you discuss payment from an early stage. Where probate is being requested, some banks and building societies will release money to pay for the funeral before probate is granted. Further information about probate is included later in this booklet.

Financial assistance to help with funeral arrangements

Where payment for the funeral is an issue, you may be entitled to help with the funeral costs through the Social Fund. There is now a one-stop contact number for the Department for Work and Pensions (DWP) **0845 6060 265** choose option 2 which will cancel all DWP benefits as well as establish if you are eligible towards costs (a funeral grant) and advise on your eligibility for other benefits. There is a time limit for claiming bereavement benefits and a funeral grant so it is important to contact them as soon as possible.

In some cases where no one is able to pay for the funeral, the local authority may help, but it is important to contact them before the funeral is arranged. Your funeral director will be able to advise you or contact **Birmingham City Council Funerals and Protection of Property Team on 0121 675 7129.**

www.funerals.and.protection.of.property@birmingham.gov.uk

ADVICE AND GUIDANCE AROUND BENEFITS, HOUSING, FINANCE AND OCCUPATIONAL GRANTS

Citizens Advice Bureau have a guide on their website: www.adviceguide.org.uk or phone **0344 477 1010**

Royal British Legion may be able to assist with grants if the deceased was in the armed services:

LegionLine **0808 802 8080** or visit
www.britishlegion.org.uk

You may be entitled to a **Bereavement Support Payment**. For further details please visit
www.gov.uk/bereavement-support-payment

WHAT HAPPENS IF THE CORONER IS INVOLVED?

In some circumstances the death may by law have to be referred to the coroner. This includes when the cause of death is not clear, or where there is concern about the potential of a work-related disease being involved. In this circumstance a doctor cannot issue a Medical Certificate of the Cause of Death (MCCD) without consulting the coroner. It is the coroner's duty to ensure that there is a clear understanding around the cause of death. The staff will talk through why the referral has been made and will explain the process to you.

Although a referral may have been made, after reviewing the situation the coroner may give permission for the doctor to issue the medical certificate.

If the cause of death is unknown, the coroner may also order a post mortem (examination of the dead body). Your consent is not required for this procedure although you will be informed of the decision.

If the coroner feels that further investigation is necessary, an inquest may be ordered. A coroner's inquest is held at the Coroner's Court and examines all the circumstances around the patient's care and death, also providing an opportunity for relatives to ask questions. Staff of the coroner will support you through this process.

Visit www.birmingham.gov.uk/coroner for further information.

HOW DO I REGISTER THE DEATH?

Once you have been notified that the Medical Certificate of Cause of Death is available, you must register the death within five days of the death. This is a legal requirement. Your GP practice or the hospice will inform you which register office you should attend.

Who can register the death?

- A relative of the deceased
- A person present at the death
- The occupier of the premises where the death occurred if he/she knew about it
- The person arranging the funeral (this does not include the funeral director)

What will I need to take to register the death?

You will need to take the Medical Certificate of Cause of Death or a document from the coroner to register the death. You will also need the following information:

- The date and place of the death
- Full name and surname and any other previous names
- Their date and place of birth
- Their job and whether they were retired
- Their usual address
- If the deceased was married or in a civil partnership or widowed, the full name and occupation of their wife, husband or civil partner
- Whether the deceased was in receipt of a pension or allowance from public funds

It is also helpful to take the deceased's birth and marriage/ civil partnership certificates and NHS medical card.

What will I need from the register office?

- A green form giving permission for the funeral to take place – your funeral director or person arranging the funeral will need this.
- A white form BD8 to send off with any benefit or pension details to the Department for Works and Pensions
- Death Certificate (there is a charge for these). You are advised to obtain several copies of this as you will need original copies for notifying banks, insurance companies and other institutions.

The registrar also has leaflets about bereavement benefits, funeral grants and information for surviving husbands, wives and civil partners.

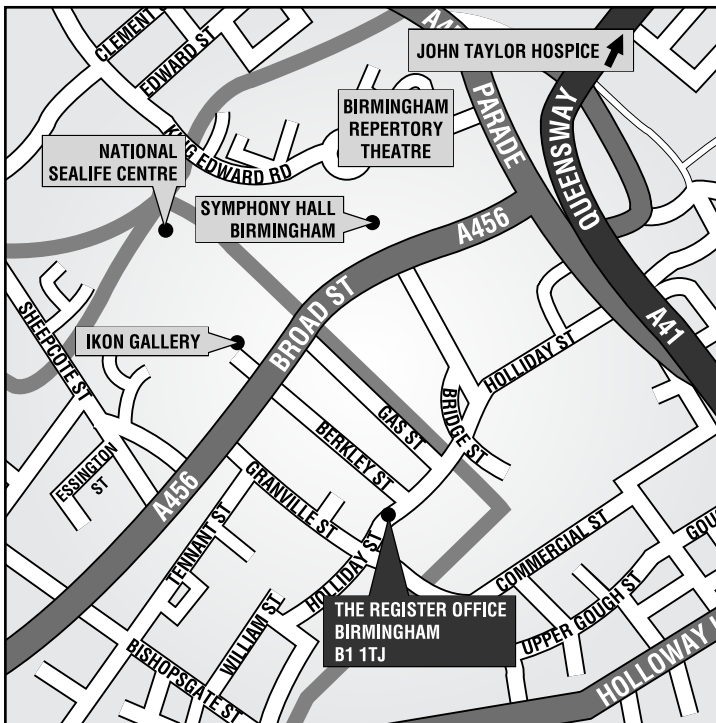
Birmingham Register Office

Holliday Wharf
Holliday Street
Birmingham
B1 1TJ

To make an appointment at Birmingham Register Office please ring: **0121 675 1000 option 1**

Birmingham Register office is open

Monday to Friday 9am until 4pm excluding public holidays.
www.birmingham.gov.uk/registeroffice



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SOLICITORS, WILLS AND LEGAL MATTERS

Probate (administration of an estate)

This is the legal process for the distribution of the estate (money, property etc.).

You will need to establish if the deceased person had made a will. This may be found at their bank, solicitor, home, with family or friend if registered. The executor/s is/are legally responsible for administering the estate according to the will. Named executors can administer the person's estate on their own (information online www.direct.gov.uk) or they may prefer the help of a solicitor.

When someone dies without making a will, they are said to have died intestate and different rules apply (information online www.direct.gov.uk) or you can consult with a solicitor.

PEOPLE I MAY NEED TO NOTIFY

Tell Us Once service brings together several organisations so you do not have to notify them individually of the death:

- Department for Works and Pensions (DWP)
- HM Revenues and Customs
- Local authorities
- Driver and Vehicle Licensing Agency (DVLA)
- Identity and Passport Service (IPS).

To use this service, the death must have been registered; the registrar will give you information about the service or online at www.gov.uk/tell-us-once

Returning Medical Equipment

Telephone **Medequip on 0845 340 4430** to arrange collection or ask the person who ordered it to assist you with this. If the equipment was provided outside of Birmingham it should be labelled with appropriate contact details for return.

Birmingham Wheelchair Service 0121 466 3000 to return wheelchairs.

Pendant Alarms/home monitoring devices - contact details for the provider should be labelled on the device or ask the person who ordered it for you to assist you with this.

Unwanted post- can be stopped by contacting the Deceased Preference Service

0800 068 4433 or www.deceasedpreferenceservice.co.uk

The Bereavement Register can help to remove data from marketing companies.

www.thebereavementregister.org.uk

Returning medication and other equipment

Medication must be returned to your local pharmacist preferably to the place that dispensed it - they have a legal obligation to assist with unwanted medication, particularly controlled drugs.

The hospice can unfortunately not take items to re-use due to infection control and storage issues.

However unused sealed continence products can be returned to the company that issued them contact **Abena 0800 988 4375**.

The district nursing team will be able to offer advice about other issues and returning care plans and equipment provided by nursing teams. They can be contacted via the single point of access **0300 555 1919**.

Please do not hesitate to contact the hospice if you need advice about any of the above.

This checklist may be helpful for notifying about the death:

- Children's school/ nursery

Domestic and personal

- Cancel appointments
- Council offices
- Gas/electricity/water
- Rental/hire purchase
- Telephone/mobile/internet
- Vehicle licensing
- Social services (cancel care)
- Clubs/associations
- Dentist
- Newspaper/milk deliveries
- Royal Mail - post
- TV licensing
- Landlord

Employment/Pension

- Dept for Works and Pensions
- Inland Revenue
- Professional organisations
- Employer
- Trade union

Legal/Financial

- Bank/building societies
- Insurance companies
- Store cards
- Credit cards
- Solicitor

Items that might need returning:

- Driving licence
- Library cards
- Season tickets
- Pension/benefits books
- Disabled parking permit
- National Insurance card
- Passport

Part 2

GRIEF AND BEREAVEMENT

Self-care

The experience of grief can be distressing and confusing. If possible, allow others to assist you with the pressure of the practical and legal issues. Try to avoid making any unnecessary major decisions until you feel less vulnerable.

Do I need someone to talk to?

Many people manage their grief with the help and support of family and friends. Others find it helpful to seek support outside these circles, to talk about their feelings and the events leading up to and around the death. This can help if your style of coping is different from those around you. You can sometimes feel alone, even though you have people around you.

You will find details of some organisations offering support in Part 3 of this booklet. You can also talk to your GP or the Wellbeing Team at the hospice.

BEREAVEMENT CARE FROM THE WELLBEING TEAM

The Wellbeing Team is here to provide support to anyone affected by the loss of a patient known to John Taylor Hospice.

Taking time for you

Talking in confidence to one of the Wellbeing Team will give you time to express how you feel, to develop coping strategies and to explore issues that may be worrying you. If you would like to discuss support, why not contact the Wellbeing Team to arrange an appointment on **0121 465 2000**.

We offer bereavement counselling, art therapy and support for adults, children, young people and families. This can be individual, family or group support at the hospice or school. Home visits are also available.

You can access this service at any time now or in the future by contacting the hospice on 0121 465 2000; the service is free of charge.

Spiritual care

After a bereavement, you may find yourself reflecting on your beliefs about the meaning and purpose of life. You might find yourself in touch with a new sense of spirituality that you want to explore; or perhaps a deepening or a questioning of your existing faith. Whatever your beliefs, if you want to explore any questions relating to spirituality or faith in a safe and non-judgemental environment, you can arrange to meet with our Spiritual Care Co-ordinator, who is part of the Wellbeing Team.

Support from Others

Don't tell me that you understand.
Don't tell me that you know.
Don't tell me that I will survive,
How I will surely grow.
Don't come at me with answers,
That can only come from me.
Don't tell me how my grief will pass,
That I will soon be free.
Accept me in my ups and downs.
I need someone to share.
Just hold my hand and let me cry,
To show me that you care.

Anon



Early days

We will all experience the loss of someone significant during our lives. Grieving is our emotional response to this loss and it may be distressing and confusing. You may feel alone in your grief, like no-one understands. This is because everyone's grief experience is unique and we all react differently. You may have been experiencing ongoing losses and worries during the illness of your loved one; in fact the grief starts before the death of the person. Although the death may have been expected, you may be surprised at the shock it has brought.

We publicly express our grief through mourning, which may include cards, flowers, candles, wearing specific clothing, religious ceremonies and celebrations of life. The funeral is very important and allows us to say goodbye, but it is only part of the grieving process. The focus of arranging the practicalities of the funeral can feel helpful during the early days of loss.

It is important to allow yourself time to begin to adjust to a life without the person. You may find that others are unsure about how to support you; they may be grieving too. Or you may experience others avoiding you as they don't know what to say or do. At this time, take it day by day and try to take care of yourself. You will find organisations listed in **Part 3 'Bereavement'** that provide information and guidance about bereavement.

How might I feel?

There are no rules about the natural process of grieving; it's a very different experience for everyone and reactions will vary. How you feel may depend on your previous relationship with the person who has died and how you felt about them, as well as your own personal experiences and present circumstances. You may experience a wide range of feelings that it is difficult to make sense of. Grief can be an untidy and unpredictable experience which comes and goes in waves. At first, you may be too shocked to feel anything. Many bereaved people feel only a sense of numbness and disbelief. As you begin to grasp the reality of what has happened, you may experience some of the most powerful feelings you have ever had.

How might this affect me emotionally?

You may feel:

- Sad, low in mood, distressed at times, unable to enjoy life and even depressed
- Worried, anxious, frightened and unable to relax
- Angry towards others - such as family, friends, health care workers, your faith or the person who has died
- Guilty and blame yourself
- Lonely, even in the company of others
- A sense of relief after the death, perhaps following a period of distress leading up to the death
- A sense of longing and searching for the person who has died

How might this affect me physically?

You may feel:

- Tired and exhausted with no energy to perform simple tasks
- Unable to sleep properly
- Aches and pains such as headaches, back pain and muscular aches
- Changes in your appetite such as loss of appetite and interest in food or over-eating/eating for comfort
- Nauseous, unsettled tummy and possibly changes in your bowel habit
- Low resistance, may pick up bugs like colds more easily

How might grief affect my thoughts?

You may feel:

- Unable to concentrate and remember clearly
- Preoccupied and have repetitive thoughts about the person who has died and the events that led up to their
- Helpless and without hope for the future
- A sense of unreality and detachment from everyday events

How might this affect my behaviour?

You may be:

- Irritable, angry
- Restless and unable to settle and relax
- Wanting to keep busy
- Tearful or unable to cry
- Preferring your own company, rejecting others such as family, friends and social situations
- Not wanting to go out/finding it difficult to stay in

Understanding that these feelings, thoughts and behaviours can be normal grief reactions may help you to feel less isolated and reassure you at this time. No-one can know how long you will feel this way - just as your relationship with the person before they died was unique, then your feelings of grief and their intensity and duration, are also unique. Your grief will change and evolve as in time you adjust to living your life whilst maintaining the sense of the bond with the person who died.

What can I do to help myself?

It is important not to forget your own health now. If you feel able, try to eat regular meals, even if you cannot manage very much at first. Try to keep a routine for bed and rest even if you can't sleep as well as normal. If you have been a carer before the death, it may be difficult to re-establish a normal sleep pattern. Try to take regular exercise and to get into a daily routine including all of these things. If you are worried about how you are coping, you can phone the Wellbeing Team at the hospice or your GP.

At this highly emotional time it is advisable not to make any major decisions unless you have to. Most decisions about the future, your loved one's possessions etc. will wait until you are better able to think things through. If you cannot avoid having to make important decisions try to talk them over with someone you can trust who can help you to consider the various options.

What can others do to help me?

Bereavement affects families in many different ways. Each family member will cope differently following a death. There may be a recurring need to talk about the person who has died - their illness and death, the good and the bad times. Families and friends can help to listen to and share these memories, although some might find this difficult or uncomfortable at times, and sometimes people do not know what to say. It is important to reach out to them when you need them and let them know how they can help you now.

If you feel unable to share your feelings with family or friends, if you don't have anyone close to you to talk to, or if you are experiencing persistent problems in coping day-to-day then you can talk to the hospice Wellbeing Team on 0121 465 2000 or contact your GP.

What about the children?

As adults we might feel the need to protect our children from things that are difficult and painful. We assume that children will not understand death and bereavement or that it will be too upsetting.

Even young children experience grief in their own way and it is important that we try to include children and young people in what is happening.

We know that children and young people can cope with loss, although we often underestimate this. Like adults, they will find it harder to cope if they are not told what is happening - what they begin to imagine can be much more scary than the reality.

Children should be told the facts in simple words, using clear, age-appropriate language. Avoid saying someone is 'asleep' or 'lost' rather than 'dead' as a child may then fear going to sleep or worry that you may be 'lost'.

Encourage children and young people to ask questions when they need to; a child will then ask for more information when they are ready. If they cannot say it they might prefer to write it down or draw a picture.

Ensure that the school/nursery are aware of events and maintain communication so that any concerns can be discussed promptly. The school may provide bereavement support/counselling and should have a policy around this.

Try to maintain routines for your child; this is important when it may seem to the child that other parts of their life are changing. Ensure that you are punctual and reliable as your child may worry if you are late that something has happened to you. It is natural for children to become a bit 'clingy' or a bit 'babyish' and need more cuddles and reassurance.

Consider allowing your child to attend the funeral and being involved in the plans. If they are not going to attend, there are lots of ways that they can feel a part of events and say 'goodbye' in their own way. Your funeral director may be able to help in this, or one of the Wellbeing Team will be happy to discuss on **0121 465 2000**. There are also useful contacts and websites in **Part 3: 'Contacts for helping children and young people'**.

It is helpful for adults to share their feelings with children, such as feelings of sadness. By doing so they learn that it is natural to feel sad and to show it when someone dies.

Children express their emotions in many ways by drawing, playing and talking. They may experience changes in behaviour. There are many resources available to give guidance and advice around bereavement- you will find some in **Part 3: 'Contacts for helping children and young people'**.

The Wellbeing Team can help and advise you and provide support for children and families. **Phone the hospice and ask for the Wellbeing Team 0121 465 2000.**

CELEBRATING THE LIFE OF YOUR LOVED ONE

After receiving the support of John Taylor, many people feel they would like to give something back to the hospice as a way of celebrating the life of their loved one. There are different ways for you to be involved in John Taylor Hospice.

Donations

You can request donations to the hospice in lieu of flowers at the funeral of your loved one. Your funeral director should be able to help with this process.

Each year Light up a Life offers you an opportunity to remember your loved ones by making a dedication in our special Book of Lights. We also hold a Light up a Life event each December where families are invited to join together in a short service.

You may choose to make a donation or regular gift, knowing that you are helping us make a difference for other families. Or you may prefer to leave a gift to the hospice in your will, ensuring we can help generations to come.

You can set up a personalised tribute web page as a dedicated online space for friends and family to remember a loved one. A special tribute can be left on our Memory Wall and you can also set up tribute pages with MuchLoved or JustGiving.

You may want to ask your company, sports or social group to choose John Taylor Hospice as its Charity of the Year. If you would like a corporate pack to share with your employer please contact our Fundraising Team.

Volunteering

We are also supported by teams of volunteers who give their time, helping in a range of roles. At the hospice, volunteers help out by serving tea and coffee, staffing reception, driving patients to the hospice and hosting social days.

In the community, our volunteers are busy fundraising for the hospice, helping in our shops and picking up donations for our shops. Our volunteers come from all walks of life and many have experienced the care John Taylor Hospice provided for their friends and family.

For more information please contact our Volunteering Team on 0121 728 6736 or email volunteer@johntaylorhospice.org.uk

John Taylor Hospice Charity Shops

Donating goods to our charity shops is an easy way to support us. Please drop them in to the friendly teams in our shops at Erdington, Wylde Green, Castle Bromwich and Brownhills.

However you choose to support John Taylor Hospice, our teams are here to support you with help, advice, fundraising packs and materials – and to thank you for helping us ensure we can provide our much-needed care for other families.

If you would like to know more about events or ways to fundraise please contact our Fundraising Team on 0121 728 6739 or email fundraising@johntaylorhospice.org.uk

On our website www.johntaylorhospice.org.uk we have a full programme of hospice events, details of current volunteering opportunities and charity shop information. Plus you can sign up for our newsletters which will keep you informed of news at John Taylor Hospice.

Thank you.

Part 3

USEFUL CONTACTS

Contacts for emotional support

Samaritans

Provide confidential, non-judgemental, emotional support

24 hours a day, for people who are experiencing feelings of distress or despair. Available by telephone, email or letter.

Tel: **116 123**

Deaf or hard of hearing minicom: 0845 790 9192

www.samaritans.org.uk

Samaritans (Birmingham)

13 Bow Street, Birmingham B1 1DW. Tel: **0121 666 6644**

National Helpline: **116 123**

www.samaritans.org.uk

Practical and financial useful contacts

Age Concern Birmingham

76-78 Boldmere Road, Boldmere, Sutton Coldfield B73 5TJ
Tel: **0121 362 3650**

Offers advice, information and services for the elderly and their carers.

National helpline: **0800 678 1174**
www.ageconcernbirmingham.org.uk

Asian Resource Centre

110 Hamstead Road, Handsworth Tel: **0121 523 0580**
www.asianresource.org.uk

Bereavement Advice Centre

A national organisation offering advice on all aspects of bereavement from registering the death, finding funeral directors, probate and tax.

Tel: **0800 634 9494** (9.00am to 5.00pm Monday to Friday)
www.bereavementadvice.org

Birmingham Bereavement Advice

- Helpful advice after losing a loved one.

Practical advice and support after the loss of a relative or friend. It advises on what to do first, finding a funeral director, probate and legal procedures, money and tax issues, preventing junk mail to the deceased and more.

Tel: **0800 634 9494** (9.00am to 5.00pm Monday to Friday)
www.birminghambereavementadvice.org.uk

Citizens Advice Bureau

Ground Floor, Gazette Buildings, 168 Corporation Street
Birmingham, B4 6TF

The Citizens Advice service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities.

Tel: **03444 77 1010** (Information Helpline)

9.30am-4.30pm Mon-Fri OR

for Deaf/Hard Hearing Textphone Number: 18001 03444 111445

www.citizensadvice.org.uk

www.adviceguide.org.uk

Deceased Preference Service

To help stop unwanted post addressed to your deceased.

Tel: **0800 068 4433**

www.deceasedpreferenceservice.co.uk

Stop Mail

To stop unwanted post to the deceased **www.stopmail.co.uk**

Tel: **0808 168 9607**

Government

Government online website provides a wide range of public services information and service on line.

www.direct.gov.uk

Social Security: The Pensions Service

Local Area Tel: **0345 6060265**

Bereavement - general information and services

Compassionate friends

For bereaved parents and their families after the death of a child or children, including a siblings website.

Helpline **0345 123 2304** 10am to 4pm and 7pm to 10pm

www.tcf.org.uk

www.tcfsiblingsupport.org.uk

Cruse Bereavement Care

3rd Floor, King Edward Building, 205 Corporation Street,
Birmingham B4 6SE

Provides counselling, support and advice. Individuality for children, adults and support for families.

Helpline: **0808 808 1677**

Birmingham Branch: **0121 687 8010**

www.cruse.org.uk

Dying Matters: Let's talk about it - National Council for Palliative Care

Provide a service focusing on dying, death, charity and bereavement on their website and in leaflets.

www.dyingmatters.org

Jewish Bereavement Counselling Service

Tel: **0208 951 3881**

www.jbcs.org.uk

Macmillan Cancer Support

Provide practical, medical, emotional and financial support, has discussion forums.

Tel: **0808 808 0000**

www.macmillan.org.uk

Marie Curie

Provide information and advice about emotional and practical issues to help you through this difficult time.

www.mariecurie.org.uk

Tel: **0800 0902309**

Solihull Bereavement Counselling Service

Ullswater House, Solihull Hospital, Lode Lane B91 2JL

Provides support and counselling for the bereaved in the Solihull area.

Tel: **0121 424 5103** 9.30am – 4.30pm

Terence Higgins Trust

314-320 Grays Inn Road, London WC1X 8DP

Provides information and support concerning HIV and AIDS issues.

Helpline: **0808 802 1221**

www.tht.org.uk

Way- widowed and young

Provides a self help social network for widowed men and women under the age of 50 - online forums, and meetings and outings.

www.widowedandyoung.org.uk

Bereavement - children and young people - useful contacts

Childhood Bereavement Network

Provides information, guidance and support to children and young people, their families and other caregivers.

Tel: **020 7843 6309**

www.childhoodbereavementnetwork.org.uk

Cruse Bereavement Care

Promotes the well-being of bereaved people and to enable anyone bereaved by death to understand their grief and cope with their loss. Help for young people, information for schools, support locally.

Helpline: **0808 808 1677**

www.cruse.org.uk

Birmingham: **0121 687 8010**

Website & helpline for children and young people:

Helpline: **0808 808 1677**, 9.30am - 5.00pm

www.hopeagain.org.uk

Macmillan Youthline

Provides information and support to young people.

Tel: **0808 808 0000** (freephone Mon-Fri, 9.00am - 8.00pm)

www.macmillan.org.uk

riprap- when a parent has cancer

website for children and young people - forum, information, advice.

www.riprap.org.uk

Child Bereavement UK

Child Bereavement UK helps children, parents and families to rebuild their lives when a child grieves or when a child dies. They support children and young people up to the age of 25 who are facing bereavement, and anyone affected by the death of a child of any age.

Helpline: **0800 02 888 40**

www.childbereavementuk.org

Understanding Childhood

Helping parents and children cope when someone close to them dies.

This can be downloaded from the website

www.understandingchildhood.net

Winston's Wish

The Clara Burgess Centre, Werstmorelane House,
80-86 Bath Road, Cheltenham, Gloucestershire

Helps children rebuild their lives after the death of a parent or siblings, enabling them to face the future with hope. Provide information for schools and an interactive site for children.

Helpline: **0808 802 0021**

www.winstonswish.org.uk

Funerals - information and advice

Natural Death Centre

01962 712 690

www.naturaldeath.org.uk

Offers advice and information on funeral arrangements, in particular inexpensive, DIY and green funerals and woodland burial grounds. Publishes The Natural Death Handbook, a comprehensive guide to DIY funerals.

AB Welfare & Wildlife Trust

01423 530900 or 01423 868121

ab-welfare-wildlife-trust@burials.freesevice.co.uk

(not for urgent enquiries)

A national charity offering free and sound advice on the law around dying, collecting and transporting bodies, burial and cremation, green funerals, burials in private land and nature reserves. It also offers practical help with deaths within a 25 mile radius of Harrogate and can arrange burials in nature reserves near Harrogate.

Trade associations for funeral directors:

- **National Association of Funeral Directors**
0121 711 1343
www.nafd.org.uk
- **The National Society of Allied and Independent Funeral Directors**
0345 230 6777
www.saif.org.uk

Advice on religious or secular services:

- **British Humanist Association**

0207 324 3060

www.humanism.org.uk

A national organisation that can provide a representative for non-religious funerals as well as advice on organising the ceremony.

- **Finding a Christian Church**

Church of England: **www.achurchnearyou.com**

Catholic Church: **www.ukcpd.com**

Other denominations **www.findachurch.co.uk**

You will also find churches of most Christian denominations in your local Yellow Pages.

- **Interfaith Seminary**

0333 332 1996

www.interfaithfoundation.org

A national organisation that can provide representatives to help plan tailor made ceremonies, with or without a spiritual element.

- **The Buddhist Society**

020 7834 5858

www.thebuddhistsociety.org

- **The Muslim Council of Britain**

0845 262 6786

www.mcb.org.uk

John Taylor Hospice Bereavement Booklet

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