

# What To Do Following A Death In Walsall



*We are sorry to hear that you have just learned of the death of someone close to you and we wish to express our sincere sympathy to you and your family at this sad time. You may be feeling bewildered, distressed and unsure of how to proceed with arrangements.*

*This booklet gives some useful and helpful advice during the early days of your bereavement. Please do not hesitate to ask questions if you are unsure about anything. Our staff will always be pleased to help.*

**Your Point of Contact - The Bereavement Office**

**Tel:** 01922 656837

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**Office Hours:** Monday to Friday

(excluding Bank Holidays)

9:00am - 4:30pm

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**Bereavement Service:** Monday to Friday

(excluding Bank Holidays)

10am - 4pm

# Introduction

Walsall Healthcare NHS Trust has produced this booklet to provide guidance and advice during the early days of your bereavement.

We acknowledge this can be a difficult and confusing time. We would like to extend our condolences and offer reassurance that where we are able, we will offer support, advice and signposting.

Following a death there are certain formalities to be dealt with, such as registering the death and arranging the funeral. We hope that this booklet will help you with some of these. If you have any questions regarding this, please contact the Bereavement Office and ask to speak to the Bereavement Officer;

Telephone Number: 01922 656837

Alternatively you can write using the following address:

FAO Bereavement Officer  
Bereavement Office  
Walsall Manor Hospital  
Moat Rd  
Walsall  
WS2 9PS

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## **First 24 Hours - Community or at Home**

When the death occurs at home, in a care home or elsewhere in the Community, the GP who was caring for the person who died will be contacted. Following verification, a Medical Certificate of Cause of Death (MCCD) will be issued and you will be advised whether to collect it from the care home or GP practice.

Once the MCCD has been issued you must register the death with the Walsall Registrar within 5 days (see page 8).

If you wish to view your loved one, you will need to contact your funeral director who will be able to arrange this for you.

## **First 24 Hours - Walsall Manor Hospital - Wards**

When the death occurs at the hospital in the wards (not Accident and Emergency), the Doctor who cared for the person who died will complete the Medical Certificate of Cause of Death (MCCD). There may be a delay in issuing the MCCD if there needs to be a coroners referral (see page 6) for details regarding coroners.

You should contact the Bereavement Office (01922 656837) after 10am the next working day to provide staff with your contact details. In addition you should inform the staff what type of funeral service you will require to ensure the correct paperwork is arranged with the Doctor.

Once the MCCD has been completed, the family/carers will be contacted to arrange an appointment with the bereavement officer to collect the Certificate, it is at this stage you can contact Walsall Register Office and arrange an appointment to register the death (0300 555 2847 option 2,) (see page 8).

The date of death on the MCCD may be different from the one that you were expecting. This is likely to occur if the person died late at night and the Doctor cannot certify until the early hours of the morning. The Registrar will accept the date you, as family or carer, give them.

## **When a death occurs in the Accident and Emergency Department**

When a person dies in the Emergency department and the Doctor present is clear about the cause of death then the Medical Certificate will be completed and be made available from the bereavement office (01922 656837). If however the cause of death is not clear or meets one of the coroners referral criteria then the case will be passed to the coroner (see page 6). Please contact the bereavement office after 1000 the next working day and they will take your details.

## **Do I contact a Funeral Director now?**

It is important to contact the funeral director of your choice as soon as possible so that they can start making provisional arrangements on your behalf. You need not wait until the MCCD has been issued or you have registered the death.

Most funeral directors are available 7 days a week and are usually happy to visit you at home to help and advise you. Prices for funerals vary and you may wish to contact several funeral directors to compare prices and services offered before making a decision.

### **Helpful websites**

[www.beyond.life](http://www.beyond.life)

0800 044 9454

[www.funeralguide.co.uk](http://www.funeralguide.co.uk)

These websites cover the majority of the funeral directors, but not all and you still may wish to make your own arrangements.

## Viewing Arrangements

Relatives may wish to see the person who has died whilst they remain in the care of the hospital, others may prefer to wait until the person is in the care of the funeral director, and some people may wish to remember the person as they were. It is a personal choice.

If you do wish to visit the hospital's viewing room you must make an appointment before you arrive. Please speak to the bereavement officer (01922 656837) or the mortuary staff directly (01922 656238)

Viewings are limited to 60 minutes; family/carers can limit viewing access by contacting the Mortuary if required.

**Viewing appointments can take place between  
10:00am - 2:30pm weekdays (excluding bank holidays)  
8:30am - 12pm on Saturdays**

**Viewing is by appointment only**

The viewing room is located at the rear of Walsall Manor Hospital, Moat Road, Walsall, WS2 9PS.

Access is via the Ida Road entrance. Follow the signs to the coroners court or follow route 240 from within the hospital.

The nearest car park is Car Park D, which is located near the A&E department and should be used if anybody has mobility issues.

## Use of Religious Washing Facilities

This facility is located within the mortuary complex. Relatives wishing to use this facility should call 01922 656238 to book a suitable appointment.

Opening hours are 10:00am - 2:30pm weekdays  
(excluding bank holidays)

Relatives are asked to contact their local Mosque/Temple to obtain details of suitable facilities available at the weekend.

## Guidance

Due to limited space, we advise that only 4 family members participate in this activity. Relatives are requested to use waste containers to dispose of cleansing materials.

For health and safety reasons, incense (joss stick) cannot be used.

Parking adjacent to the mortuary is very limited. Families are advised to use the hospital car park to avoid blocking the entrance to the mortuary.

## Tissue Donation

Every year hundreds of lives are dramatically improved through the use of tissues donated after someone dies. Tissue donation is entirely voluntary and is dependent on the wishes of the families. The person that has died may have carried a Donor Card, be registered on the Organ Donor Register or may have discussed donation with their family. Tissue donation will not delay any funeral arrangements and, because great care is taken to restore the person's natural appearance, it will still be possible to arrange a viewing after donation has taken place.

If you would like further information, please contact NHS Blood and Transplant National Referral Centre: **0300 123 23 23**



## **When Can I Collect Any Property and Valuables?**

When someone dies the ward staff will invite you to take home any property that your relative/friend had at their bedside. The ward will arrange for any personal belongings that have not been collected to be sent to the general office, these will be given to you when you collect the MCCD.

## **Appointment with the Bereavement Officer**

This is not a bereavement counselling appointment; it is an appointment to provide the MCCD, advice on funerals, probate, bereavement support and registration. Any concerns you may have can also be discussed and support offered. Most appointments take place in the bereavement room which is located near the main entrance; the receptionist will notify the bereavement officer of your arrival.

In rare instances you may be asked to collect the MCCD from the general office, but you will still be provided with advice and support. During the appointment you will be provided with;

- The Medical Certificate of Cause of Death
- Explanation of the procedure for registration of death
- Any personal belongings not collected from the ward
- A parking pass

# Coroners and Post Mortem Examinations

## Coroner

A death sometimes has to be reported to the coroner for legal reasons and you will be advised if this has to happen. It is usually when a doctor is unable to issue a MCCD. The coroner is appointed to investigate certain types of death which may include:

- No precise cause can be established
- It follows an operation, or results from a possible complication of surgery or anaesthetic
- It is not thought to be from natural causes
- It is due to an injury or a fall, however it happened, or if an accident or negligence is alleged
- It takes place within 24 hours of admission to hospital

## Coroner's post mortem

The coroner may order a post mortem examination to determine the exact cause of death, but not all referrals result in an examination. If the coroner orders a post mortem examination, it becomes a legal obligation; therefore permission from relatives/carers is not needed, although you will be notified.

Once the results of the examination are known, if an inquest is not required, a certificate to register the cause of death will be issued by the coroner's office.

Coroner's office - Black Country Coroners Court,  
Jack Judge House, Halesowen Street, Oldbury,  
West Midlands B69 3AJ

Telephone: 0121 569 7200

## **Hospital post mortem**

Hospital post mortems are not needed by law but may be requested by doctors or the next-of-kin when they need more information regarding the death. This can help families and doctors understand the cause of death and may help others with a similar illness in the future. The doctors have to ask your permission to perform a hospital post mortem and you will be asked to sign a consent form, if you agree.

# When and How To Register A Death

A death must be registered within five days from when it occurred and you will need to make an appointment online or by ringing Walsall Register Office on 0300 555 2847 option 2. When you register the death, the Registrar will ask you for the MCCD which gives the cause of death, unless the coroner has carried out a post mortem.

The Registrar will need the following information:

- The full names and any other names used by the deceased (and maiden surname if this applies)
- Date of death
- Place of death
- Date and place of birth (a birth certificate or passport would be helpful)
- Last full time occupation
- Name of any surviving spouse or civil partner

At the time you register the death you will receive:

- Certificate for Burial or Cremation ('green form') giving permission for the body to be buried or for an application for cremation to be made. This will enable you to make the funeral arrangements.
- If the deceased is to be buried or cremated outside of England or Wales the coroner will issue the necessary forms.
- Certificate of Registration of Death (Form BD8) issued for the DWP.

Death certificates may be needed by an Executor or Administrator. A death certificate is a certified copy of the entry of the death in the register. You may need certificates for;

|                            |                         |
|----------------------------|-------------------------|
| Banks                      | Financial Contracts and |
| Building Societies         | Agreements              |
| Pension & Insurance claims | Probate                 |
| Premium Bonds and          | Solicitors              |
| National Savings           | Accountants             |
| Life Insurance             | Shares                  |

Certificates can be obtained at the time of registration or at any time afterwards for £11 each.

## **Tell Us Once**

When you are dealing with emotional and practical difficulties following bereavement, Walsall Registration Service can help you with informing local and central government agencies who will need to be notified of your change in circumstances.

Following registration the Registrar will provide you with details of this service which you can then contact on line or by telephone. Please ask the Register Office for details.

The following departments will be informed through this service.

### **Local Councils**

- Housing benefit office
- Council tax payments and benefits office
- Council Housing
- Libraries
- Blue badges-please bring the blue badge with you if available
- Adult Social care
- Children's Services
- Collection of payments for council services
- Electoral Services
- Department for Work and Pensions
- Child benefit
- Child tax credit or working tax credit

## **Identity and Passport Service**

- Passport Cancellation

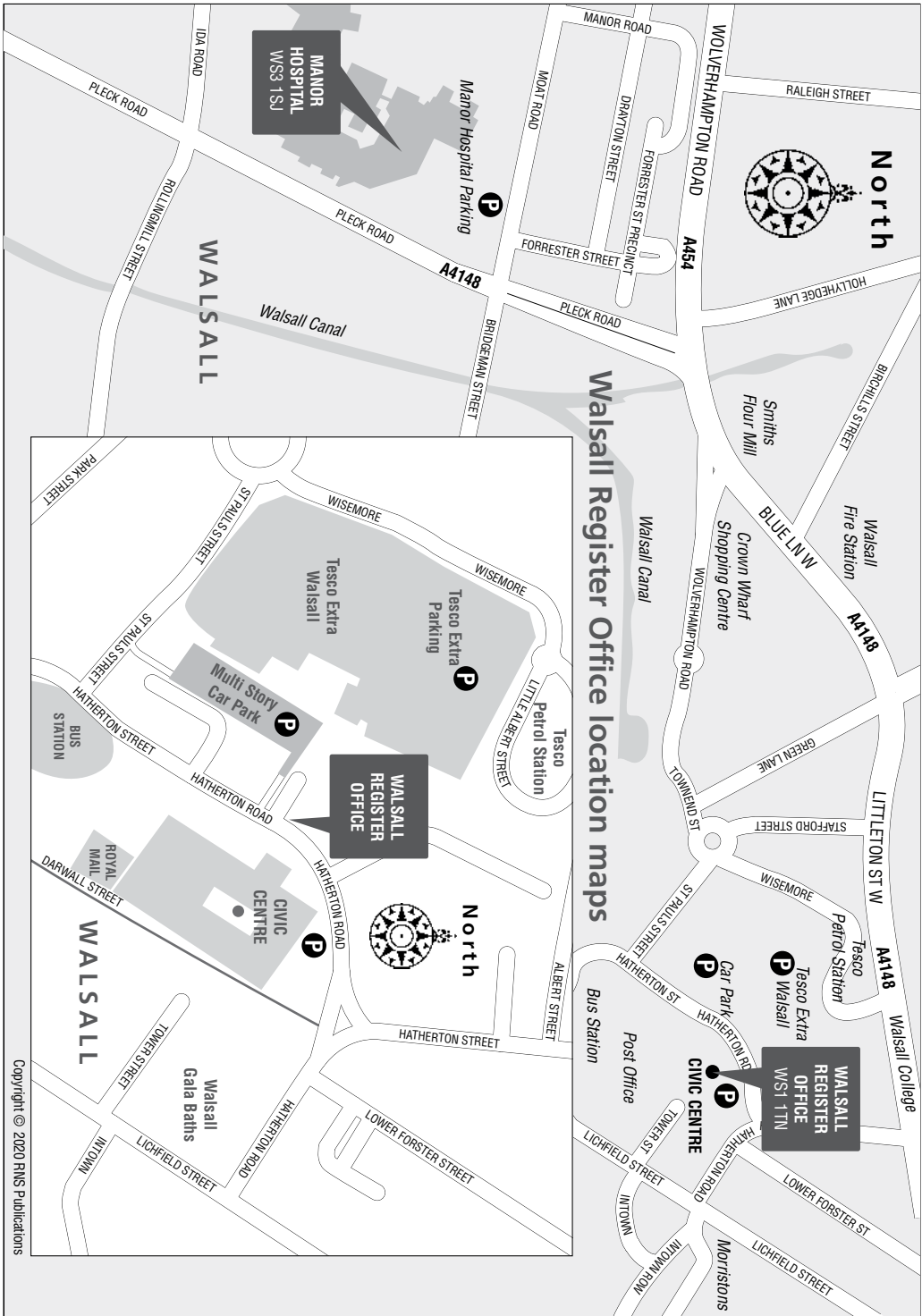
## **Driver and Vehicle Licensing Agency**

- Driving Licence Cancellation

**In addition to the above there will be many other organisations to contact.**

Please use the following as guidance to see if you have contacted everyone you need.

- Bank, Credit Cards, Building Society
- Place of work (occupational Pension)
- Executors of the estate (Will)
- Solicitor
- Landlord
- Electricity, Gas, Telephone, Water companies
- Royal Mail, Newsagent, Milk Deliveries
- Priest, Vicar, Minister or Faith Leader
- Schools, College or University attended
- Residential or nursing home
- Careline (personal alarm service)
- Cancel any appointments
- Community Equipment Services (CES)



## **Some Advice You May Find Useful**

### **Citizens Advice Town centre office**

139-144 Lichfield Street, (Opposite The Town Hall)  
Walsall, West Midlands WS1 1SE

Tel: 01922 700600

The main town centre office is open 9am - 5pm Monday, Tuesday, Thursday and Friday.

We operate a same day appointment system so availability of appointments will depend on the number of volunteers we have on the day.

Only debt advice is available on Wednesdays via the walk-in service.

### **Advice session times**

Monday 9am - 5pm

Tuesday 9am - 5pm

Wednesday Debt advice only 9am - 12pm

Thursday 9am - 5pm



## **Help for people on a low income - the Social Fund and other welfare schemes**

### **Funeral payments**

A funeral payment is a payment to help people on a low income with the essential costs of a funeral. You do not have to repay a funeral payment, although it can be recovered from the estate of the person who has died.

### **Who can claim a funeral payment**

You can claim a funeral payment if you or your partner is getting one of the following:

- Income Support
- Income-based Jobseeker's Allowance
- Housing benefit
- Income-related Employment and Support Allowance (ESA)
- Pension Credit
- Child Tax Credit, if your award includes a child, disabled child or severely disabled child element
- Working Tax Credit including an extra amount for disability
- Universal Credit.

Your capital (for example, savings) doesn't affect a funeral payment.

## **Responsibility for the funeral**

You will not get a funeral payment just because you are paying for a funeral. The Jobcentre Plus office, or Social Security Agency office in Northern Ireland, has to accept that it is reasonable for you to be responsible for the funeral costs and that there is no one else who should be paying for it. If you are claiming funeral costs for your child who has died or if you are the partner of the person who has died, you can be paid a funeral payment as long as you meet the benefit conditions. This applies to lesbian and gay partners as well as heterosexual partners. It also applies whether you were married, in a civil partnership or just living together.

If you are a close relative, family member or a friend of the person who has died, you may be able to get a funeral payment, but it will depend whether there are other relatives alive who are not on benefit. If there is someone closer or equally close to the person who has died who is not on benefit, you cannot usually get a funeral payment. In this situation, Jobcentre Plus will also consider whether it is reasonable for you to accept responsibility for the funeral expenses. They will look at how well you knew the dead person.

## **What costs can be met**

A funeral payment will not cover all the costs of a funeral. It will not pay for expenses which are already covered under a pre-paid funeral plan.

Otherwise, a funeral payment can include:

- the costs of a new burial plot or the costs of cremation
- the cost of transporting the body for the return journey between the funeral home or place of rest and the place where the person died. But only if this journey is over 50 miles. Only the part of the journey over 50 miles will be paid for
- the cost of transporting the coffin and one car of mourners to the funeral, but only if the return journey is over 50 miles. Only the part of the journey over 50 miles will be paid for

- the cost of one return journey for you to attend or arrange the funeral
- the cost of getting documents to release the assets of the person who has died.

A funeral payment can also include up to £700 for other expenses, including:

- the funeral director's fees
- flowers
- the cost of collecting and transporting a body 50 miles or less
- extra religious requirements.

If there is a private funeral payment plan, there is a limit of £120 for any of these other expenses that are not already covered by the funeral plan.

A funeral payment will be reduced by any available assets of the person who has died. This means any resources they had which can be used to pay towards the funeral, but doesn't include arrears of benefits owing to them when they died. It also includes:

- lump sum insurance payments
- pension scheme payments
- contributions towards funeral expenses from charities or relatives
- any money paid out under a pre-paid funeral plan.

If you get a funeral payment which does not cover all the costs, you may be able to get a budgeting loan as well.

## **When to claim a funeral payment**

You can claim a funeral payment from the date of death up to 3 months after the date of the funeral, even if you have already paid the funeral bill.

## **How to claim a funeral payment**

You can claim by:

- phoning the Department for Work and Pensions (DWP) Bereavement Service. They can take a claim for a funeral payment and bereavement benefits over the phone. They can also do a benefit check to see if the next of kin is entitled to any other benefits as a result of the death
- contacting your local Jobcentre Plus office for a claim form SF200
- downloading an SF200 claim form from the GOV.UK website at [www.gov.uk](http://www.gov.uk).

For more information about the Bereavement Service, see 'Telling government about the death' in What to do after a death.

If you have used a funeral director who has not yet been paid, the funeral payment will usually be sent direct to them. If the funeral director has already been paid, the payment will be made to you. You may not be able to claim back the full costs of the funeral.

## **If you are refused a funeral payment**

If you are refused a funeral payment or think your award is lower than it should be, you can challenge the decision. You should do this within one month of the decision.

### **Further information about funeral payments**

For more information about funeral payments from the Social Fund, go to the GOV.UK website at: [www.gov.uk](http://www.gov.uk).

For more information about challenging a decision, see problems with benefits and tax credits.

If you are not happy with a funeral payment decision you can also consult an experienced adviser, for example, at a Citizens Advice Bureau.

## **The Chaplaincy Team**

Chaplains are part of the care team and provide pastoral, spiritual and religious support to patients, their families and visitors. They represent the Christian (including Roman Catholic), Muslim, Sikh and Hindu faiths but can offer support, advice and a listening ear to everyone, whatever faith or beliefs you may or may not hold.

If you would like to speak to a member of the Chaplaincy Team please phone 01922 656216 or email: [chaplaincy@walsallhealthcare.nhs.uk](mailto:chaplaincy@walsallhealthcare.nhs.uk)

There is a chaplain on call 24/7 to respond at times of special need. In such instances please ask staff to contact the on-call chaplain via the Switchboard.

Should you wish to have a place for quiet reflection and prayer you are welcome to use the Chapel and Prayer Room on Route 140 or the Multi-Faith Prayer Room on Route 137. Both can be found on the lower floor of the West Wing at the Manor Hospital. The Sacred Space is also open to everyone at the Palliative Care Centre.

# **Help and Support Dealing With Bereavement**

## **Introduction**

Grieving is a natural response to the loss of someone close to you. The booklet attempts to describe the experience of grieving for both adults and children. It is not a 'how to grieve' manual but rather an aid to understanding what can be a very difficult and painful time. The booklet features details of a number of support organisations.

## **Grieving**

Bereavement is something which all of us experience at some time in our lives. The experience of loss can be difficult and hard to accept. We may feel confused, uncertain, overwhelmed and sad. A whole rollercoaster of emotions may be experienced. This is grieving.

The following section describes some of the feelings that people have when they grieve. Not everyone will experience all of these feelings and they may come in any order. Grieving is normal and people will react differently in their own way. There is no time limit as to how long you may experience the feelings associated with grief.

Allow yourself time for healing to take place.

## **Numbness and Shock**

At first you may feel numb and a sense of shock and disbelief.

You may find it hard to accept your loss. This is a very common and normal reaction.

## **Guilt and Anger**

It is not uncommon to feel guilty as you think of things that you should have said or done. You may have strong feelings of anger; anger at yourself for the things you said or always meant to say. You may be angry and want to blame those around you, close family members or those who cared for the person who has died. You may feel anger towards the person who has died.

## **Longing**

Longing is not unusual. You may feel a physical aching in your heart. You may imagine that you see them in the street, on the bus or hear their voice although you know that they are dead.

## **Feeling low and problems sleeping**

It is not uncommon to feel low. You may feel tired and unable to settle or sleep. You may feel hungry, but not interested in your food. Concentration and thinking straight can be difficult, simple problems may be blown out of all proportion. It is not unusual to feel run down and tired, to experience aches and pains such as stomach upset. Whilst all of this can be quite common for those grieving if you feel very unsettled do visit your family doctor (GP).

## **Feelings of Isolation**

When someone, who has been a big part of your life, has died you can feel very empty and the feelings of isolation can be very strong. Indeed you may feel lonely even in the company of others. Friends and neighbours may avoid you because they don't know what to say or are worried that if they say anything it may be the wrong thing and will upset you.

They may simply not understand your loss or they may be grieving too. It may help to take the first step, letting them know that you would appreciate their friendship and support.

## **Making changes**

It may feel that life maybe more bearable if you make changes to avoid painful memories. Try to avoid altering things too soon.

## **In time**

Time in itself does not heal. It is allowing yourself to grieve in that time that is of help.

You will find memories are perhaps less painful. You will find yourself being able to remember without becoming too distressed. Your memory of them maybe more bearable but you will not have forgotten them. Allow yourself to laugh, cry and be angry. You have lost someone, it hurts.

## **Things to consider**

- Allow yourself time and space to grieve, in the way that feels right for you. Generally there is no right or wrong way to grieve however be mindful of making unhelpful and unhealthy choices in your grief. Try to accept help from others.

- Take care of yourself, eat sensibly and check with your doctor about any health worries.
- When the time feels right try to consider setting new routines, look at areas of importance and interest.
- Sharing your feelings can be helpful. It is not always easy to do this with family and friends. If this is so, the organisations listed in this leaflet are available to help.

## **Children's Grief**

A close death will impact on the children in the family as much as on the adults concerned, however they tend to show their grief differently. For instance, older children and adults tend to move in and out of their grief slowly, whereas younger children do this more quickly.

Children also tend to express their grief through changes in their behaviour, rather than by talking and crying.

## **Behaviour changes**

At times following bereavement, younger children may seem very sad but then quite quickly ask an everyday question, such as "What are we having for dinner?" This may seem strange to adults, but it doesn't mean they care any less. They just find it more difficult to find the words to express how they are feeling. Children's behaviour may also change as they are affected by grief. They may become angry, have more temper tantrums, or show more challenging behaviour at school. Alternatively they may become more withdrawn and quiet, doing their best to be as good as possible to help their family and those around them knowing they are also sad. Their changed behaviours may include physical symptoms, such as tummy pains, or regression back to earlier ways of behaving, such as bed wetting. Babies may cry more and be harder to console or become more withdrawn. All of these behaviours are likely to resolve in time, with the support of their carer(s). Children may also become clingy and worry that their remaining family member(s) could die too. It helps to let them know that their carer(s) are well and it is unlikely they are going to die too. As children may behave differently at school and at home so it helps to keep in touch with the school and let their teachers know what has happened.



## **Needing To Understand**

Children need help to understand what has happened and their information needs will change according to their age and level of development. Young children may find it hard to accept that death is irreversible, and may ask lots of questions about what has happened or where the deceased has gone. Older ones will understand that death is permanent, but may have more 'Why?' and 'How?' questions. It is important they are offered the space to talk when they are ready. It helps if adults answer their questions as honestly as they can. Using words which are likely to make things clearer, such as 'daddy/mummy died' rather than 'daddy/mummy has gone to sleep', helps to prevent misunderstandings. Children may also worry that they somehow caused the death, or that the person died because they were naughty. They need to understand the death was not their fault.

## **Needing Routines**

It is reassuring to children when they know what to expect. They may be worried about who will do the things that the deceased used to do and ask questions like "who is going to take me to school now?" Maintaining their usual routines where possible helps to reassure children that aspects of their life can remain the same and will help them to adapt, in time, to their new life without their family member.

## **Getting Help**

Occasionally children struggle with adapting to the changes in their lives following bereavement and professional support may be needed if the carer(s) or the school have serious concerns. Most children cope well with the support of family and friends.

Helping a grieving child is demanding of their bereaved carer(s). Most people cope well, but it may be helpful for the carer(s) to have professional input if they find things difficult.

Bereavement counselling can offer space for carer(s) to grieve and support them in the ability to help their children themselves.

## **Reviews of deaths in our care**

Case record reviews are carried out in different circumstances.

Firstly, case note reviews are routinely carried out by NHS trusts on a proportion of all their deaths to learn, develop and improve healthcare, as well as when a problem in care may be suspected.

A clinician (usually a doctor), who was not directly involved in the care, will look carefully at the case notes. They will look at each aspect of their care and how well it was provided.

When a routine review finds any issues with a patient's care, we contact their family to discuss this further. Secondly, we also carry out case note reviews when a significant concern is raised with us about the care we provided to a patient. We consider a 'significant concern' to mean:

- (a) any concerns raised by the family that cannot be answered at the time; or
- (b) anything that is not answered to the family's satisfaction or which does not reassure them.

This may happen when a death is sudden, unexpected, untoward or accidental. When a significant concern has been raised, we will undertake a case record review for your loved one and share our findings with you.

Aside from case note reviews, there are specific processes and procedures that trusts need to follow if your loved one had a learning disability; is a child; died in a maternity setting; or as a result of a mental health related homicide. If this is the case, we will provide you with the relevant details on these processes.

## Investigations

In a small percentage of cases, there may be concerns that the death could be or is related to a patient safety incident. A patient safety incident is any unintended or unexpected incident, which could have, or did, lead to harm for one or more patients receiving healthcare. Where there is a concern that a patient safety incident may have contributed to a patient's death, a safety investigation should be undertaken. The purpose of a safety investigation is to find out what happened and why. This is to identify any potential learning and to reduce the risk of something similar happening to any other patients in the future. If an investigation is to be held, we will inform you and explain the process to you.

## Providing feedback, raising concerns and/or making a complaint

**Providing feedback:** We want to hear your thoughts about your loved one's care. Receiving feedback from families helps us to understand (i) the things we are doing right and need to continue; and (ii) the things we need to improve. The bereavement officer will give you a link to the online feedback form (VOICES) or a hard copy if required.

**Raising concerns:** It is very important to us that you feel able to ask any questions or raise any concerns regarding the care your loved one received. In the first instance, the team that cared for your loved one should be able to respond to these. However, if you would prefer to speak to someone who was not directly involved in your loved one's care, our Patient Advice and liaison Service (PALS) team will be able to help and can be contacted on 01922 656463 or [patientrelations@walsallhealthcare.nhs.uk](mailto:patientrelations@walsallhealthcare.nhs.uk)

**Making a complaint:** We will do our best to respond to any questions or concerns that you have. Additionally you can raise concerns as a complaint, at any point. If you do this we will ensure that we respond, in an accessible format (followed by a response in writing where appropriate to your needs), to the issues you have raised. Our Patient Advice and Liaison Service (PALS) team will be advise of our complaints procedure and can be contacted on 01922 656463 or [patientrelations@walsallhealthcare.nhs.uk](mailto:patientrelations@walsallhealthcare.nhs.uk)

## Support Organisations

### Age UK

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

0800 1696565

Local contact: 01922 638825

[www.ageuk.org.uk](http://www.ageuk.org.uk)

### Bereavement Advice Centre

Advises people on what they need to do after a death.

0800 6349494

[www.bereavementadvice.org](http://www.bereavementadvice.org)

### Bereavement Service for Cancer & Palliative Care

Walsall Healthcare NHS Trust  
Individual support is provided to those bereaved by way of cancer or other palliative conditions.

Pre-grief work is undertaken.

Walsall Palliative Care Centre

Goscote Lane, Walsall WS3 1SJ

01922 602570

### Bereavement Trust

**A national helpline for bereaved persons.**

General helpline: 0800 435455

Support available

6pm - 10pm every evening

[www.bereavement-trust.org.uk](http://www.bereavement-trust.org.uk)

### Chaplaincy Services - Manor Hospital

Chaplains are available to offer listening and pastoral care and can give advice on funeral arrangements.

01922 656216

### Child Death Helpline

Telephone support by bereaved parents for bereaved parents.

0800 282986

Email: [contact@childdeathhelpline.org](mailto:contact@childdeathhelpline.org)

[childdeathhelpline.org](http://childdeathhelpline.org)

[www.childdeathhelpline.org.uk](http://www.childdeathhelpline.org.uk)

### Childhood Bereavement Network

Provides access to information, guidance and support services for bereaved children and carers.

020 78436309

[www.childhoodbereavementnetwork.org.uk](http://www.childhoodbereavementnetwork.org.uk)

### Compassionate Friends

An organisation of bereaved parents and their families.

0345 1232304

[www.tcf.org.uk](http://www.tcf.org.uk)

### Cruse

Cruse Bereavement Care Sandwell offers free and confidential support to people who live in Sandwell after the death of someone close. If someone you know has died and you would like to talk we can offer the following services:-

- face-to-face, one-on-one support at our centre in Smethwick
- support over the phone  
0121 5581798  
[sandwell@cruse.org.uk](mailto:sandwell@cruse.org.uk)

**CRY**

(Cardiac Risk in the Young)

Offers support to families who have lost an apparent healthy young person to sudden cardiac death.

01737 363222

[www.c.r.y.org.uk](http://www.c.r.y.org.uk)

**Epilepsy Bereaved**

PO Box 112, Wantage,  
Oxfordshire OX12 8XT

01235 772852

[www.sudep.org](http://www.sudep.org)

**Lesbian and Gay Bereavement Project**

A helpline that offers a listening ear to lesbians and gay men who have been bereaved or are preparing for bereavement as well as to family and friends, colleagues and carers.

Counselling Department,  
Lighthouse, West London  
111-117 Lancaster Road, London  
W11 1QT  
020 74035969

**Miscarriage Association**

Provides information, help and support for those suffering pregnancy loss.

17 Wentworth Terrace, Wakefield,  
West Yorkshire WF1 3QW  
01924 200799

Helpline Monday - Friday  
9am - 4pm

Email:

[info@miscarriageassociation.org.uk](mailto:info@miscarriageassociation.org.uk)

[www.miscarriageassociation.org.uk](http://www.miscarriageassociation.org.uk)

**National Association of Widows**

Offers support, friendship and understanding to women who have lost their partners.

National Office, 48 Queens Road,  
Coventry CV1 3EH

0845 8382261

[www.nawidows.org.uk](http://www.nawidows.org.uk)

**Road Peace**

Provides support and information and local contact for those bereaved or injured in a road crash.

0845 4500355

[www.roadpeace.org](http://www.roadpeace.org)

**Samaritans**

The service is available 24 hours a day for people who are experiencing feelings of distress or despair, including those which may lead to suicide.

24 hour service

116 123 or 0330 094 5717

[www.samaritans.org](http://www.samaritans.org)

**SAMM (Support After Murder and Manslaughter)**

SAMM provides a confidential telephone helpline where you can talk to someone who has experienced the devastating effects of murder/manslaughter. Kings Norton Police Station,  
20 Wharf Road, Kings Norton  
B30 3LT

0845 8723440 or 0121 4722912

Email:

[samm.national@gmail.com](mailto:samm.national@gmail.com)

[www.samm.org.uk](http://www.samm.org.uk)

**SANDS (Stillbirth and Neonatal Death Society)**

SANDS offer support to bereaved parents whose baby is stillborn or dies during or soon after their birth.

11 Belgrave Road, London

SW1V 1RB

0808 1643332

Email: [helpline@sands.org.uk](mailto:helpline@sands.org.uk)

[www.sands.org.uk](http://www.sands.org.uk)

Local contacts are available throughout the area.

**Survivors of Bereavement by Suicide (SOBS)**

Self help group which offers support to families and friends of those who have been bereaved by suicide.

0300 1115065

9am - 9pm daily

Local contact: 01922 724841

[www.uk-sobs.org.uk](http://www.uk-sobs.org.uk)

**The Union of Muslim Organisations - Walsall**

Confidential counselling service is available.

01922 628111

[www.umo-walsall.org.uk](http://www.umo-walsall.org.uk)

**Walsall Bereavement Help Point**

Rushall Community Centre

10 Springfields

Walsall

WS4 1JT

For more information:

Call Manor Farm Community

Association: 01922 614316

Call St Giles Hospice Supportive

Care: 01543 434536

## **For Children and Young People**

### **Bereavement Service for Cancer and Palliative Care**

Walsall Healthcare NHS Trust  
Walsall Palliative Care Centre,  
Goscote Lane, Walsall WS3 1SJ  
01922 602570

### **Childline**

Childline is a confidential resource for children and young people where they can discuss anything - no problem is too big or too small.  
0800 1111

### **Cruse Young Persons Helpline**

Specifically for young people.  
Helpline and internet site which includes lads only forum.  
0808 808 1677  
Email: [hopeagain@cruse.org.uk](mailto:hopeagain@cruse.org.uk)  
[www.hopeagain.org.uk](http://www.hopeagain.org.uk)

### **Edward's Trust Sunrise**

Support and counselling for children of school age who are bereaved of a parent, significant carer, sibling or friend.  
3 Vicarage Road,  
Edgbaston B15 3ES  
0121 4541705  
[www.edwardstrust.org.uk](http://www.edwardstrust.org.uk)

### **Grief Encounter**

The grief encounter project aims to help bereaved children and young people rebuild their lives after a family death. The project aims to improve resources available to bereaved children and their families. It is designed to be used in conjunction with the grief encounters workbook.  
The Lodge, 17 Eastend Road,  
London N3 3QE  
020 83718455  
[www.griefencounter.org.uk](http://www.griefencounter.org.uk)

### **Swing Project Walsall**

**Bereavement Support Service**  
Globe House, 3 Bradford Place,  
Walsall WS1 1PL  
01922 645035  
[www.wbss.org.uk](http://www.wbss.org.uk)

### **Winston's Wish**

Winston's Wish helps support bereaved children and young people. They offer practical support and guidance to families', professionals and anyone helping to support a child affected by death. Excellent source for resources and information, the interactive website for children and young people is also very useful.  
0808 8020021  
[www.winstonswish.org](http://www.winstonswish.org)

# Probate Matters

Probate can seem like a daunting process, we hope that by putting together this guide you will gain a better understanding of what is involved and how it can help.

## When is Probate required?

Probate is required in the following situations:

- When property is held in the sole name of the deceased or as tenants in common
- When the deceased held assets typically worth £5,000\* or more with financial institutions
- When the financial institutions holding assets in the sole name of the deceased require a Grant of Probate for the funds to be released\*
- When the deceased benefited from a trust during their lifetime

\*Banks and other financial institutions may use a higher threshold than £5,000 before they require evidence of the Grant of Probate to release the funds, so it is worth checking with these organisations exactly what they require.

## How do I know if Probate is required?



Determining whether Probate is required may not be straightforward. To help you answer any questions you may have regarding probate and legal advice following a bereavement please call our free helpline on 0808 168 5212.

## Walsall Bereavement Support Service

The Service offers support to residents of all ages who live in the Walsall Borough, irrespective of their relationship to the deceased person, the cause of death or the time that has elapsed since death. Globe House, 3 Bradford Place, Walsall WS1 1PL  
01922 724841 [www.wbss.org.uk](http://www.wbss.org.uk)





Raising funds for a healthy Walsall

### **What we do**

Well Wishers is Walsall Healthcare's charity that works with patients, their families, volunteers, local businesses and groups to make a difference for the people who use our services in the Manor Hospital and the community. Fundraising helps by raising money for things over and above what the NHS is able to provide.

### **What can we raise money for**

Our fundraising appeals come in all shapes and sizes, raising money for specific services, specialised equipment or simply something that makes our patients' lives easier and enhances their experience with us. We rely on your goodwill, the support of our community, fundraising volunteers and our staff who between them help us raise funds in lots of ways including raffles, cake sales, sponsored walks, runs and events. We also receive legacies and donations from people who appreciate the care we have given them and want to give something back - this is especially true for our patients with life-limiting conditions who use the services of Fair Oaks Day Hospice within Walsall Palliative Care Centre or are supported by Palliative Care staff in their homes.



## **What we've bought**

Here's some of the ways your support has helped us so far:

- A new sensory room for children with complex disabilities who use our Child Development Centre in Sheffield.
- Specialised active birthing beds for mums-to-be.
- Raise and Recline motorised armchairs which have posture and pressure management so that our patients undergoing palliative care can relax in comfort.
- A medical tattooing service for patients who have had breast reconstruction due to a Mastectomy. This is in the form of Areola pigmentation.
- Comfortable seating for the Bereavement Room located in Walsall Manor Hospital.
- Providing memory boxes for patients attending Fair Oaks Day Hospice to save keepsakes for their families and carers.
- Supporting wards when the preferred wish for the patient is to get married quickly.

## **Future projects:**

With your help we can provide key comfort measures for families and carers when visiting their loved ones, some who are imminently dying at Walsall Manor Hospital, refurbish out-dated spaces within the Trust, provide the latest specialised equipment, furnishings for 'private room facility' required for having difficult conversations at Walsall Manor Hospital, provide patients with that little something extra.

## **How to help**

Ways you can help:

- Make a donation
- Organise your own events to raise money
- Take part in a sponsored event representing Well Wishers
- Volunteer to support the Fundraising Team
- Legacy giving
- Share giving
- Tell family and friends about the charity

## **Contact us**

See our dedicated charity website for fundraising ideas and support, upcoming events and how to make a donation at [www.walsallhealthcare.nhs.uk/charity](http://www.walsallhealthcare.nhs.uk/charity)

Call the fundraising team on 01922 656643 or email [fundraising@walsallhealthcare.nhs.uk](mailto:fundraising@walsallhealthcare.nhs.uk)

To make a donation visit [www.walsallhealthcare.nhs.uk/charity](http://www.walsallhealthcare.nhs.uk/charity) or call the fundraising team on 01922 656643 @WellWishersWHC

**Reference: Manor Hospital Bereavement Book**

**Review Date: May 2022**

**Publication Date: May 2020**

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Penkridge  
ST19 5AL  
**01785 715840**

**[www.ajsellman.co.uk](http://www.ajsellman.co.uk)**

**[sellmans@ajsellman.com](mailto:sellmans@ajsellman.com)**



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|--|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|--|
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| DRESSING AND PREPARATION   | INCLUDED                              | INCLUDED                              | INCLUDED                              | INCLUDED                              | INCLUDED                                 |
| COFFIN   | STANDARD<br>COFFIN<br>INCLUDED        | STANDARD<br>COFFIN<br>INCLUDED        | CHOICE OF 4<br>TRADITIONAL<br>COFFINS | CHOICE OF 5<br>PRESTIGE<br>COFFINS    | CHOICE OF 4<br>TRADITIONAL<br>COFFINS    |
| USE OF A PRIVATE CHAPEL OF REST  | INCLUDED                              |                                       | INCLUDED                              | INCLUDED                              | INCLUDED                                 |
| PALLBEARERS  | INCLUDED                              |                                       | INCLUDED                              | INCLUDED                              | INCLUDED                                 |
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| CREMATORIUM FEE  | INCLUDED                              | INCLUDED                              | INCLUDED                              | INCLUDED                              | INCLUDED                                 |
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| MINISTER OR CELEBRANT  |                                       | INCLUDED                              | INCLUDED                              | INCLUDED                              | INCLUDED                                 |
| SCATTER TUBE   | INCLUDED                              | INCLUDED                              | INCLUDED                              | INCLUDED                              | INCLUDED                                 |
| FLORAL SPRAY   |                                       |                                       | 3FT SPRAY                             | 5FT SPRAY                             | 3FT SPRAY                                |
| ORDER OF SERVICE   |                                       |                                       | 50 COPIES                             | 100 COPIES                            | 50 COPIES                                |
| LARGE CANVAS PRINT   |                                       |                                       |                                       | INCLUDED                              |  |
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[www.headstones-direct.com](http://www.headstones-direct.com)



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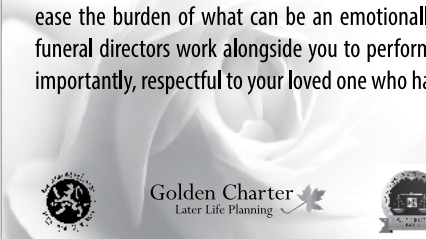


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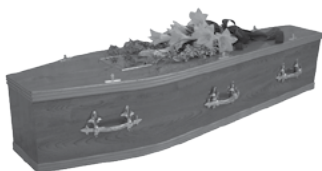
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Service Sheets  
3ft 'Coffin Spray' floral tribute.*

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Horse-drawn hearse, Limousine  
Choice of Coffin,  
Service sheets  
3ft 'Coffin Spray' floral tribute.*

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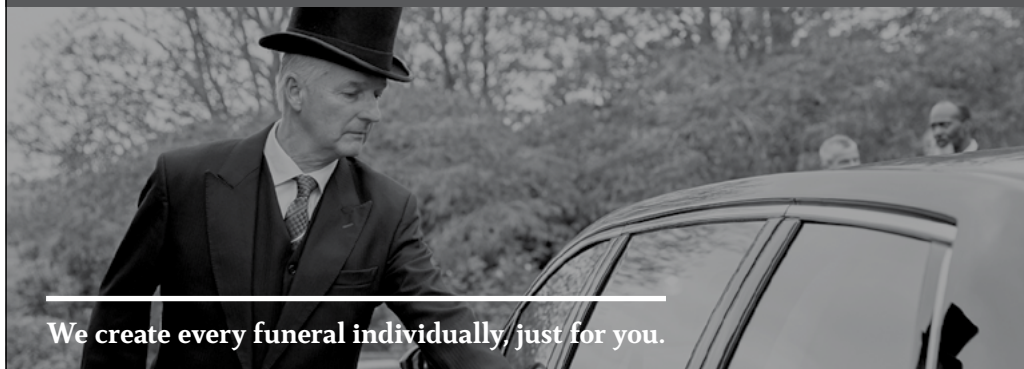


# Roy Quinton Funeral Director

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