Bereavement Book

Information for Bereaved Relatives

For you in your loss

Furness and South Cumbria Bereavement Book
Probate Matters

You may need help, support or advice on what to do when someone dies in relation to probate.

Freephone: 0808 168 5181
Mobiles: 0333 240 0360

We offer free guidance and advice on the legal and financial aspects of bereavement including your responsibilities and whether probate is required.

Calls are free from most land lines, some calls may be monitored for training purposes and all calls are confidential.
Dear relative, carer or friend. The staff of Bay Health & Care Partners would like to express their sympathy to you and your family at this difficult time.

The first week of bereavement can be a time of grief and sorrow but it is also a period in which a number of matters must be dealt with.

We hope this booklet will help guide you at this difficult time.
Contents

What do I do next? ................................................................................................................................. 1

Tissue donation........................................................................................................................................ 3

Can I visit the body of my deceased relative? ..................................................................................... 5

The Multi-faith Chaplaincy Team........................................................................................................... 5

The Coroner, sudden deaths and post-mortems .................................................................................. 6

How do I register the death? .................................................................................................................. 8

Bereavement Office location.................................................................................................................. 8

Tell Us Once service............................................................................................................................... 12

Stopping Junk Mail to the recently deceased ..................................................................................... 14

Funeral arrangements............................................................................................................................. 15

Remembrance Services.......................................................................................................................... 18

Other practical matters........................................................................................................................... 19

What is bereavement?............................................................................................................................. 22

Talking with children............................................................................................................................. 24

Making a charitable donation................................................................................................................ 25

Useful contacts and websites................................................................................................................. 25

Closing social media accounts.............................................................................................................. 29
What do I do next – for deaths occurring at home, or a care home in south Cumbria?

When an expected death occurs at home or care home, the GP surgery that has been treating the deceased should be contacted, followed by a Funeral Director of your choice (they are available 24 hours a day every day of the year) and your faith leader (if required). It would be helpful to indicate whether arrangements are to be for cremation or burial.

The GP practice will contact you when a Medical Certificate of the Cause of Death is available for collection. At which point you will be advised to make an appointment with the Registrars (see pages 8 and 9).
What do I do next - for deaths occurring in hospitals in south Cumbria?

Contact the Bereavement Office at Furness General Hospital between 8.30am – 4.30pm Monday to Friday. The bereavement staff will guide you through the process.

Telephone: 01229 403587

It would be helpful to indicate whether funeral arrangements are to be for cremation or burial.

The bereavement officer will contact you when a Medical Certificate of Cause of Death is available for collection. At which point you will be advised to make an appointment with the Registrars (see pages 8 and 9).

In the event of the Coroner being involved including any death that occurs outside the hospital, the Coroner’s officer will contact you about the necessary documentation (please refer to pages 6 and 7).

The hospital’s Bereavement Nurses can be contacted on tel: 01229 406770. They work Monday - Friday 9am - 5pm and can help with grief, and any concerns you may have.

Bereavement Office location

The Bereavement Office is located in the outpatient section of the Furness General Hospital on the floor above the Main Reception. If you are unsure of the location please enquire at the Main Reception Desk.
Tissue donation

Most people are aware that hundreds of lives are saved every year by donated organs, such as hearts and kidneys. Many people do not realise that donated tissues such as skin, bone, and heart valves can dramatically improve the quality of life for others, and even save them. As many as 50 people can be helped from the donation of one person.

Which tissues can be donated?

**Eyes:** Eyes can help restore sight to people with cornea problems (the clear part of the eye). This may be a result of damage caused by eye disease or injury, or defects from birth, and the white part of the eye (the sclera) can be used in operations to rebuild the eye.

**Heart Valves:** Heart valves can be transplanted to save the lives of children born with heart defects, and adults with damaged heart valves.

**Skin:** Skin can be used as a natural dressing, helping to treat people with serious burns. This can save lives by stopping infections, can help to reduce scarring and reduces pain.

**Bone:** Bone is important for people receiving artificial joint replacements, or replacing bone that has been removed due to illness or injury. It helps reduce pain and improve mobility.

**Tendons:** Tendons, the elastic-like cords that attach bones and muscles to each other, can be donated to help rebuild damaged joints, which helps people move more easily.

Can we choose which tissues to donate?

Yes. Only those tissues for which you have given permission will be donated.
Is there an age limit to tissue donation?

Age restrictions may apply, the specialist nurse taking consent will discuss these with you.

Can anyone become a tissue donor?

Almost anyone can be considered for tissue donation, however, there are some rare exemptions. To ensure that all donated tissues are safe, the donor’s medical and life style history is assessed similar to blood donors, to protect the person receiving the tissue from infection.

How long after death can tissue be donated?

The best time is within 24 hours after someone has died. However, sometimes it is possible to donate up to 48 hours after death.

Will donation delay the funeral?

Donation will not delay the funeral.

Will I be able to tell the donation has taken place if I visit my relative?

Your loved one’s body will be sensitively reconstructed and will look the same following donation.

For further information and advice, please contact Tissue Services Direct on 0800 432 0559.
Can I visit the body of my deceased relative?

When a patient dies in hospital they will be taken to the mortuary where they will remain until they are collected by the Funeral Director. Mortuary Opening times: Monday to Friday 8.30am - 4pm for a visit by appointment only by fully trained experienced mortuary staff. Contact the Bereavement Office on 01229 403587 or the Mortuary direct on 01229 404395. The Trust’s Bereavement Specialist Nurse may be available for support during the visit. Outside these hours contact the ward involved or switchboard on 01229 870870 to speak to the Clinical Site Manager to arrange a visit.

You can also visit your relative/friend at the funeral directors by prior appointment.

The Multi-faith Hospital Chaplaincy Team: Providing spiritual and religious support

The Chaplaincy team are professional Chaplains and Volunteers from various faiths and denominations, who are appointed by the hospital to offer emotional support to people of all faiths and none. Chaplains can also offer religious guidance and advice after a patient has died. If you are feeling distressed and think it would help for a Chaplain to be alongside you, please let a member of staff know, or contact the hospital switch on 01229 870870. You may also ask your own chaplain to attend the Mortuary.
The Coroner, sudden deaths and post-mortems

The role of the Coroner

In certain situations the doctor cannot issue the Medical Certificate of Cause of Death, but has to refer the death to the Coroner.

The Coroner is a lawyer (sometimes a doctor) responsible for investigating deaths in any of the following circumstances:

• An accident or injury

• An industrial disease

• If a patient dies during surgery or before recovering from an anaesthetic

• If the cause of death is unknown

• If death was unnatural or unexplained

In many of these cases the Coroner may be the only person who can certify the cause of death. Often the Coroner will need examinations to be carried out on the body to explain the cause of death. This may include a post-mortem examination. The Coroner’s decisions are legally binding, which means that the doctor has to comply fully.

The Coroner’s Officers will make direct contact with the next-of-kin to answer questions and provide guidance. The Coroner’s Office will also issue all of the paperwork.

The Cumbria Coroner Ms Kally Cheema can be contacted at: Fairfield, Station Road, Cockermouth, Cumbria CA13 9PT Telephone 0300 303 3180
Sudden deaths in the A&E department

Often, when patients die in the Accident & Emergency Department (A&E), their death is unexpected. In most cases, the hospital has to inform the Coroner. The doctor referring the death will seek guidance as to whether or not they can issue a Medical Certificate of Cause of Death. If not, the Coroner may ask the GP (family doctor) to complete the certificate, or they may wish to investigate the death further. Please read the section on “The role of the Coroner”, page 6 and the chapter on “Post-mortem examinations”, as below.

Post–mortem examinations (also known as autopsies)
Coroner’s post-mortem

A Coroner’s post-mortem examination is performed by an independent pathologist, who has been instructed by the Coroner to establish the cause of death. This type of post-mortem is a legal requirement and will not need the bereaved family’s consent. The next-of-kin cannot prevent a Coroner’s post-mortem, even if it conflicts with the family’s faith-tradition.

Hospital post-mortem

Post-mortems are sometimes requested by hospital doctors to provide more information about an illness or the cause of death, or to further medical research.

Sometimes, the partner or relative of the deceased person will request a hospital post-mortem to find out more about the cause of death.

Hospital post-mortems can only be carried out with consent. Sometimes, a person may have given their consent before they died. If this is not the case, a person who is close to the deceased can give their consent for a post-mortem to take place.
How do I register the death?

Registering the Death

The death should be registered within five days with the Registrar of births, marriages and deaths for the area where the death occurred.

Registration by appointment only

<table>
<thead>
<tr>
<th>Barrow Registration Office</th>
<th>Opening times:</th>
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<tr>
<td>The Nan Tait Centre</td>
<td>Monday to Friday</td>
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<tr>
<td>Abbey Road</td>
<td>9am to 12 noon,</td>
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<tr>
<td>Barrow-in Furness</td>
<td>1pm to 4.30pm</td>
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<tr>
<td>LA14 1LG</td>
<td>Tel: 0300 303 2472</td>
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© RNS Publications 2019
Kendal Registration Office
County Offices
Kendal
LA9 4RQ

Tel: 0300 303 2472

Opening times:
Mon – Fri
9am - 4.30pm
You can also make an appointment online through the Cumbria County Council website:

www.cumbria.gov.uk/registrationservice/deaths/death_registration.asp

You can go to any register office but if you use the one in the area where the person has died you’ll be given the documents you’ll need on the day. If you use a different register office the documents will be sent to the office in the area where the person has died before they’re issued to you. This means you’ll usually wait a few days.

**Documents you will receive from the Register Office**

- A Certificate of Registration of Death will be provided; **Form BD8 (white form)**. This is different from a Death Certificate. Please read the information on the back of the form, fill it in and send it to the local social security office. The address of your local security office can be obtained by ringing Department of Work and Pensions on 0800 731 0469.

- You will receive a Certificate of Burial or Cremation, which needs to be given to the Funeral Director so that the funeral can take place. It is known as the **Form 14 (green form)**.
The Death Certificate

• The Death Certificate is an official copy of the entry in the Death Register.

• There is a fee for every copy of the Death Certificate (You can pay the registrar by cash or card.) Additional certificates can be obtained at a later date.

• Copies of the Death Certificate might be needed for:

  Notification for DWP
  Pension claims
  Payment books
  Insurance companies
  Premium bonds
  Private pensions
  Banks/Building societies
  Housing associations
Tell Us Once service

The Registration Service provides assistance with the National ‘Tell Us Once’ service when you register a death within Barrow-in-Furness. They can start the process by notifying the Dept for Work and Pensions (DWP) with an entry to the database. The Registrar will then provide you with a document containing a reference number unique to the deceased person and the direct telephone number for the bereavement section of the DWP.

When you call the DWP, have the deceased’s National Insurance number to quote along with the unique reference number and the DWP representative will notify all central and local government and council departments that need to be informed of the death.

Which organisations will be notified?

If you decide to use the ‘Tell Us Once’ service, the following departments and organisations will be notified.

Council services

• Council housing
• Housing and Council Tax Benefit
• Council Tax
• Libraries
• Blue badges
• Adult social care (including attendance allowance)
• Collection of payments for council services
• Electoral services

Government organisations

• Department for Work and Pensions
• HM Revenue and Customs (HMRC)
• Identity and Passport Service
• Driver and Vehicle Licensing Agency (DVLA)
• Ministry of Defence, Service Personnel and Veterans Agency
There is no charge for using the Tell Us Once service.

The information that is given will be treated securely and confidentially. The organisations that are contacted will use the information to update records, to end services, benefits and credits provided, as appropriate, or to start up services. They may use the information in other ways, but only as the law allows.

Visit www.gov.uk/tell-us-once
or
Telephone the DWP on: 0800 085 7308 for more information
Stopping Junk Mail to the recently deceased

If someone you know has died, the amount of unwanted marketing post being sent to them can be greatly reduced which helps to stop painful daily reminders.

By registering with the free service www.stopmail.co.uk the names and addresses of the deceased are removed from mailing lists, stopping most advertising mail within as little as six weeks. If you cannot access the internet you can call 0808 168 9607, where you will be asked for very simple information that will take only a few minutes to complete. Alternatively, ask the bereavement team for a leaflet that can be returned in the post.

This free of charge service provided by the Bereavement Support Network will actively reduce the unwanted marketing mail but also can help reduce the likelihood of identity theft following the death of someone close. The information is not used for any other purpose and you only have to complete this once. Additionally to Stop Mail a comparable service can also be accessed from the Bereavement Register or Deceased Preference Service if you would prefer to use them.
Funeral arrangements

Arranging the Funeral

Funeral Directors are employed to make all of the arrangements for the funeral, on the instruction of the family.

It is not essential to employ a Funeral Director. Some families choose to arrange the funeral themselves, however, please be aware there are strict guidelines which must be followed.

You can start making the funeral arrangements, as soon as you feel able to. If you choose to appoint a Funeral Director, they will:

• help you make all necessary arrangements and liaise between the various organisations, such as the cemetery/crematorium and hospital.

• ensure all the correct paperwork is issued, so that the funeral can be held.

• discuss the funeral service with you. They will map out your options and choices and associated costs.

• help you appoint a faith-leader or non-religious celebrant to lead the service.
Paying for the funeral

The cost of a funeral can vary a lot. Before making any arrangements you should check how the funeral will be paid for. The deceased may have contributed to a scheme or policy. They may have savings, a prepaid funeral plan or life insurance policies.

It is a good idea to contact more than one Funeral Director to get an idea of the cost of a funeral. Do not be afraid to discuss with the Funeral Director ways of reducing costs.

You may be able to get help towards the cost of the funeral if:
• you have made arrangements for the funeral, and
• you claim within the time limits, and
• you fall into one of the groups of people who are eligible to claim.

You can only get help towards the cost of a funeral if:
• you or your partner are getting one of the following qualifying benefits or entitlements:
  – Universal Credit
  – Income Support
  – income-based Jobseeker’s Allowance
  – income-related Employment and Support Allowance
  – Pension Credit
  – Housing Benefit
  – Working Tax Credit which includes a disability or severe disability element
  – Child Tax Credit at a rate higher than the family element.

You will need the form “SF200 – Help when someone dies”.

16
Bereavement Payment
You may qualify for a bereavement payment, please check this link for eligibility: www.gov.uk/bereavement-payment/eligibility

Quakers Social Action - Down to Earth provides practical support for those on low incomes struggling to afford a funeral. If you need help, email downtoearth@qsa.org.uk, call 020 8983 5055 open (10am - 4pm weekdays) or visit www.quakersocialaction.org.uk/Pages/Category/down-to-earth for more information.

Cremations
The Bereavement Officer may ask you, if you are planning a burial or cremation service. If a cremation is chosen, then Cremation Papers need to be issued. The Bereavement Officer will arrange for the hospital’s medical staff to complete the necessary forms.

If you are appointing a Funeral Director to organise the funeral, they will arrange to collect these from the hospital. The fees for cremation papers will be included in the funeral bill.

Repatriation
If you wish to repatriate the body (move the body to another country), it is vital that you discuss this with the Registrar, and also a Funeral Director, as various additional papers have to be issued. Most commonly, a “Free from Infection” (FFI) document has to be issued by the hospital, for which there is a fee, and an “Out of England” Order must be issued by the Coroner. The “Out of England” Order can take up to 4 working days to be produced by the Coroner.
Remembrance Services

The Chaplaincy department of the Furness General Hospital organises a regular remembrance service for families and friends whose loved ones have died at the hospital.

The services take place twice a year (usually the last weekend in April/October) in the Hospital Chapel at 3pm on a Sunday afternoon. The Purpose of the remembrance service is to recognise that grief does not end with the funeral, that grief can bring with it a host of emotions and thoughts, some comforting, some even unnerving and this is natural. At the same time there can be profound spiritual and religious questions or a simple need to be with people who also recognise that the journey of grief can be a long one.

The service is designed in such a way that whilst it has a traditional Christian pattern it allows for moments of silence and reflection for those who may only have an inkling of faith, no faith at all or come from a different faith tradition.

In order to ensure that as many people as possible can attend this service the named next of kin for anyone who dies in hospital will be sent a letter from the Bereavement department on behalf of chaplaincy giving the time and details of the service to which they are invited.

Please note that invitations to the service will be sent out a number of weeks after the death of a loved one so that it is not too close to the funeral.

Whether you decide to attend this service or not, please accept the condolences of all of us at the chaplaincy team in what is a difficult time.
Other practical matters

Letting people know

- **Medical**: GP, Hospital clinics, NHS equipment, Dentist
- **Employers**: including any trades union and voluntary work
- **Local authority**: Council Tax, Social Services, Disabled Parking permit
- **Government agencies**: HM Revenue and Customs, JobCentre Plus or The Pension Service (for the Dept. of Work and Pensions)
- **Utilities**: Gas, Electricity, Water, Telephone, Mobile phone, Internet suppliers, TV licence
- **Finance**: Banks, Credit cards, Building societies, Insurance
- **Car: Insurance**: - if you are insured to drive the car in the person’s name, you may not be legally covered; DVLA
- **Passport office**: to cancel the passport, and return it if requested. Tel: 0300 222 0000 www.passport.gov.uk
- **Library, clubs and associations**
- **To help prevent unwanted mail continuing**: www.stopmail.co.uk or ask for a copy leaflet when visiting the Bereavement Office. A free of charge service provided by Bereavement Support.
Most banks now have a team dedicated to help you through this time.

You may find it helpful to have the following information about the person to hand to complete the various forms:

- Full name
- Date and place of birth
- National insurance number
- Address
- Date and place of death
- NHS number

You may also find it helpful to write a standard letter you can copy.

**Disposing of your deceased relative’s medications that are in the home**

Take any medications that were prescribed to the deceased back to the pharmacy that dispensed them. Please do not dispose of medications by flushing them down the toilet or putting them in household waste.

**The Will**

Ideally a Will should have been made and you will know where it is. Often a copy is left with their solicitor or bank and you should contact them for it.

If a person dies without making a Will, this is called ‘intestate’, and a solicitor will need to follow certain procedures. This is explained on p49 in ‘What to do after a death’ from Dept. of Work and Pensions; also at [www.direct.gov.uk/en/Governmentcitizensandrights/Death/index.htm](http://www.direct.gov.uk/en/Governmentcitizensandrights/Death/index.htm)

If the person who dies left a Will, they will usually have asked an ‘executor’ to deal with their ‘estate’ (money, belongings, property). If the person did not name an executor the court will appoint someone (usually someone named in the Will) to administer the Will.
**Probate**

If you are an executor and entitled to deal with someone’s estate, you will probably then have to apply for legal permission (called ‘probate’) from the Probate Registry to do so. This may also involve sorting out any Inheritance Tax due.

**Contact:**  
**Probate and Inheritance Tax helpline**  
Tel: 0300 123 1072  
www.hmrc.gov.uk

**Probate information:** www.theprobateservice.gov.uk

You may choose to sort out probate yourself if the estate is relatively straightforward, or you can use a solicitor to help you.

Should you find it helpful to take advice from a solicitor, you can have a short consultation, for a fee you should agree in advance. You can then decide if you will need their help. Telephone the solicitor to find out what their fee would be for providing an initial consultation and subsequent charges.

The whole process of going through Probate may take weeks. For Cumbria, the Probate Office is in Newcastle (0191 211 2170). You will then be given a ‘Grant of Representation’ form to give to financial and other organisations to release the ‘estate’ to you.

The Probate Office for Lancaster area is Liverpool (0151 236 8264). To complete probate an interview is needed; these interviews are run daily in Liverpool, or you can choose to have the interview in Lancaster but this is only done one day a month so may take much longer.
What is bereavement?

The death of someone close to you can be an emotionally traumatic experience. There may be intense emotions that are not easy to cope with. Most bereaved people come through grief with the help of family and friends. For some people, extra support can be helpful. Bottling up difficult feelings can have damaging psychological, emotional, and physical consequences. Grief is not an illness. It is not a weakness. It is a healthy and necessary response and experience.

Remember, grieving is a normal and natural process. It may involve you needing to express your deepest feelings and eventually come to live with the reality that your relative, loved one, or friend has died, and also find ways to adapt to your changed circumstances and life.

Grief is sometimes described in terms of a journey. There are some feelings that are frequently experienced by many people who are bereaved, although not everyone experiences all of them.

The journey of grief can take many different forms, and different lengths of time for different people. Some people experience deep emotions, and others work through their grief in more practical ways.

You may experience:

- Shock, disbelief, denial
- Sadness and depression
- Anger and guilt
- Acceptance
Living with grief

**Emotional responses can include:**
Sadness, anger, guilt, relief

**Physical responses can include:**
Fatigue, headaches, change in appetite, disturbed sleep patterns

It’s a good idea to speak with your GP about any physical symptoms you may have.

**Mental / cognitive responses can include:**
Memory loss, poor concentration, indecision

**Social responses can include:**
Feeling withdrawn, loneliness, difficulty mixing with others

**Spiritual responses can include:**
Loss of faith, unable to ‘make sense’ of things

As time goes on, your experience of grief may change. Grief may come over you ‘in waves’, with some days feeling better than others.

There are no time scales to grief.

Don’t be rushed by the expectations of others. There are no rules.

DO try to look after yourself. Try spending a little time with others.

DO talk about the person who has died to people who understand.

**For more information:**
www.nhs.uk/livewell/bereavement/pages/bereavement.aspx
Talking to children about death and grief

Many people find they naturally want to protect children from things they, and we, may find difficult. It is easy to presume that children will not understand death and bereavement, or that it will be too upsetting for them.

However, we can all too easily underestimate a child’s ability to cope. Like adults, they too find it hard to understand and cope if they are not told what is happening. When information is kept from children, sometimes their imagination can make the situation far more frightening as they seek to make sense of what is happening around them. It can lead to them feeling isolated and excluded.

Some simple things to do:

• DO use simple, unambiguous language e.g. ‘died’ instead of ‘fallen asleep’ or ‘lost’
• DO give them plenty of time to ask questions
• DO give them plenty of love and reassurance
• DO share your own emotions too – by doing this children learn that it is good and healthy to express emotions
• DO give children space and opportunity to draw, write stories, and creatively express themselves in order to say goodbye to the person who has died
• DO offer children the opportunity to participate in the funeral if they wish to do so
Making a charitable donation

The hospital bereavement service is free, but if you’d like to make a charitable donation please send it to:
Bay Hospitals Charity
Furness General Hospital
Dalton Lane
Barrow in Furness LA14 4LF

Useful contacts and websites

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<th><strong>General</strong></th>
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<tr>
<td><strong>Age UK</strong></td>
<td>Formerly Age Concern and Help the Aged, wide range of advice.</td>
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<tr>
<td>Tel: 0800 169 6565</td>
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<tr>
<td><a href="http://www.ageuk.org.uk">www.ageuk.org.uk</a></td>
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<tr>
<td><strong>Armchair Advice</strong></td>
<td>Website with general bereavement information including legal advice</td>
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<tr>
<td><a href="http://www.armchairadvice.co.uk/bereavement">www.armchairadvice.co.uk/bereavement</a></td>
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<tr>
<td><strong>Citizens Advice Bureau (CAB)</strong></td>
<td>Advice on benefits, tax and money management</td>
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<tr>
<td>Lancaster 03444 889622</td>
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<td><a href="http://www.northlancashirecab.org.uk">www.northlancashirecab.org.uk</a></td>
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<tr>
<td>Morecambe 03444 889622</td>
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<td><a href="http://www.morecambecab.org.uk">www.morecambecab.org.uk</a></td>
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<tr>
<td>Kendal 03444 111444</td>
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<td><a href="http://www.cabsouthlakeland.org.uk">www.cabsouthlakeland.org.uk</a></td>
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<td>Barrow 03444 889624</td>
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<td><a href="http://www.barrowcitizensadvice.org.uk">www.barrowcitizensadvice.org.uk</a></td>
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<td><a href="http://www.citzensadvice.org.uk">www.citzensadvice.org.uk</a></td>
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<tr>
<td><strong>Carers UK</strong></td>
<td>Advice and support for carers, including in bereavement</td>
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<tr>
<td>Tel: Advice Line 020 7378 4999</td>
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<tr>
<td><a href="http://www.carersuk.org">www.carersuk.org</a></td>
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| **Direct Gov website**  
www.direct.gov.uk | Government website for all information about public services, including tax, benefit, probate |
| --- | --- |
| **Macmillan Cancer Support**  
Tel: 020 7840 7840  
www.macmillan.org.uk | Support and information for those in bereavement from cancer |
| **Samaritans**  
Tel: 116 123  
Email: jo@samaritans.org  
www.samaritans.org | Confidential support for any person in despair or feeling suicidal, 24 hours a day support |

| **Bereavement support** |
| --- | --- |
| **Bereaved Parents Network**  
Tel: 0292 081 0800  
www.careforthefamily.org.uk | Help and support to those who have lost a child of any age |
| **Bereaved Through Alcohol and Drugs**  
www.beadproject.org.uk | Our aim is to be a source of information, support and hope for anyone whose loved one has died as a result of drug or alcohol use. |
| **Bereavement Support Network**  
Tel: 0808 168 9607  
www.bereavementadvice.co.uk | To remove the name and address of someone who has died from databases and mailing lists. |
| **Cancer Care**  
Tel: 01524 381820 (Sylnessdales), 01539 735800 (Lakes Centre, Kendal) 01229 384084 (Barrow)  
www.cancercare.org.uk | A range of support for those bereaved by cancer |
<table>
<thead>
<tr>
<th>Organization</th>
<th>Support Provided</th>
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<tbody>
<tr>
<td>Child Bereavement UK</td>
<td>Support on the death of a child, or when a child has been bereaved</td>
</tr>
<tr>
<td>Tel: 01494 568 900</td>
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<td><a href="http://www.childbereavement.uk.org">www.childbereavement.uk.org</a></td>
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<tr>
<td>Child Death Helpline</td>
<td>Support for anyone affected by the death of a child</td>
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<tr>
<td>Tel: 0800 282 986</td>
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<td><a href="http://www.childdeathhelpline.org.uk">www.childdeathhelpline.org.uk</a></td>
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<tr>
<td>The Compassionate Friends</td>
<td>Help to parents whose children or grandchildren have died. Help to people whose brother or sister has died</td>
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<tr>
<td>Help to parents whose children or grandchildren have died Helpline: 0345 123 2304</td>
<td>Help to parents whose children or grandchildren have died. Help to people whose brother or sister has died <a href="http://www.tcfsiblingsupport.org.uk">www.tcfsiblingsupport.org.uk</a></td>
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<td><a href="http://www.tcf.org.uk">www.tcf.org.uk</a></td>
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<tr>
<td>Cruse Bereavement Care</td>
<td>Information, advice and support to all bereaved people</td>
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<tr>
<td>Helpline: 0808 808 1677</td>
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<td><a href="http://www.cruse.org.uk">www.cruse.org.uk</a></td>
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<tr>
<td>London Friend LGBT Bereavement Helpline</td>
<td>Support and practical information to lesbian, gay, bisexual, transgender people who have been bereaved or facing bereavement</td>
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<td>Helpline: 020 7837 3337</td>
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<tr>
<td><a href="http://www.londonfriend.org.uk/">www.londonfriend.org.uk/</a></td>
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<tr>
<td>bereavementhelpline</td>
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<td>Merry Widow</td>
<td>Online resource for anyone who has lost a partner</td>
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<td><a href="http://www.merrywidow.me.uk">www.merrywidow.me.uk</a></td>
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<td>Millom Hope and Cope</td>
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<td>Baptist Church, Church St, Millom</td>
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<tr>
<td>Linda Johns Tel 01229 773855</td>
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<tr>
<td>St Mary’s Hospice, Ulverston</td>
<td>Family and Bereavement Support</td>
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<tr>
<td>Tel: 01229 580305</td>
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<tr>
<td>Survivors of Bereavement by Suicide (SOBS)</td>
<td>Suicide bereavement support</td>
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<td><a href="http://www.uksobs.org">www.uksobs.org</a></td>
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<tr>
<td>Tel: 0300 111 5065</td>
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<td>Cumbria &amp; surrounding area</td>
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<tr>
<td>Mob: 07961968993</td>
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<tr>
<td>Email: <a href="mailto:hello@sbs.org.uk">hello@sbs.org.uk</a></td>
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<td><strong>Support for young people</strong></td>
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<td><strong>Bluebell Foundation</strong></td>
<td>Support for children and young people up to the age of 18 who are grieving through the death of someone important to them.</td>
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<td>Tel: 07516 556 081 or 07849 400 315 <a href="http://www.bluebell.org.uk">www.bluebell.org.uk</a></td>
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<tr>
<td><strong>Cruse Bereavement Care for children and young people</strong></td>
<td>Website support designed by young people for young people.</td>
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<tr>
<td>Tel: 0808 808 1677 <a href="http://www.hopeagain.org.uk">www.hopeagain.org.uk</a></td>
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<tr>
<td><strong>Child Bereavement UK</strong></td>
<td>Information, support and guidance for bereaved children and young people</td>
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<tr>
<td>Tel: 0800 02 888 40 <a href="http://www.childbereavementuk.org">www.childbereavementuk.org</a></td>
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<tr>
<td><strong>Kooth.com</strong></td>
<td>Free, safe, anonymous online support for young people</td>
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<td><strong>Riprap</strong></td>
<td>Support for young people aged 12-18 whose parents have cancer</td>
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<td><a href="http://www.riprap.org.uk">www.riprap.org.uk</a></td>
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<tr>
<td><strong>Winston’s Wish</strong></td>
<td>For bereaved children, young people and their families</td>
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<td>Helpline: 08088 020 021 <a href="http://www.winstonswish.org.uk">www.winstonswish.org.uk</a></td>
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Help with closing social media accounts, after someone you know has died.

It would be fair to assume that a loved one's accounts would be closed automatically after a period of inactivity, but sadly this isn't always the case. For example, Facebook will keep the account active until they are instructed otherwise, however Twitter will automatically close the account after it hasn't been used for six months. Given the number of social media accounts that a person may have, if you are having to close them, it's important to understand the procedures and requirements, as it's slightly different from one provider to another. This simple overview is designed to help you with the next steps.

If you have access to their login details, it will make the process simpler, but they are not essential to close or alter them. Often a copy of the death certificate and a few other documents are required for these companies to action your requests, but please note this may change in time.

**Twitter**

> Whilst Twitter automatically closes after six months of inactivity, it could be re-activated if someone were to gain access at a later date. Twitter provides the options of official deactivation or the deletion of the account.

For more information, visit [www.twitter.com](http://www.twitter.com). Scroll to the bottom and click “Help Centre”. This will bring a search bar up and using the search term “deceased”, it will guide you from here.

**Facebook**

> There are two options for Facebook. The account can either be closed permanently or you could choose to have the page memorialised. Memorialised accounts are a place for friends and family to gather and share memories after a person has passed away. Whereas once the account is deleted, it can no longer be viewed.

Some users of Facebook may have already nominated a “Legacy contact” to administer their account in the event of a death, however some may have not.

For more information, visit [www.facebook.com](http://www.facebook.com). Scroll to the bottom and click “Help”. This will bring a search bar up and using the search term “deceased”, it will guide you from here.

This information has kindly been sponsored by Trust Inheritance, who on behalf of Bereavement Support Network can provide you with free of charge advice when dealing with a loved one’s estate.

**0808 168 9607**

*TRUST INHERITANCE  working in conjunction with the*
Instagram
As per Facebook, Instagram also offers the option of both Memorialisation and closing the account.

For more information, visit www.instagram.com. Scroll to the bottom and click “Support”. This will bring a search bar up and using the search term “deceased”, it will guide you from here.

Linked In
There are two types of accounts with LinkedIn, Basic and Premium users. The only difference in closing the accounts, is that a premium account would need to be downgraded first to Basic and then it can be closed.

For more information, visit www.linkedin.com. Scroll to the bottom and click “Help Centre”. This will bring a search bar up and using the search term “deceased”, it will guide you from here.

Pinterest
Unlike other forms of social media, Pinterest does not delete inactive users. Therefore it’s vital you make contact with them, to close and protect the account of your loved one. This will not destroy the account, but it will deactivate it to reduce the likelihood of someone hacking into it at a later date.

For more information, visit www.pinterest.co.uk. Scroll to the bottom and click “Help”. This will bring a search bar up and using the search term “deceased”, it will guide you from here.

Gmail
For more information, visit www.google.com/gmail. Scroll to the bottom and click “Help”. This will bring a search bar up and using the search term “deceased”, it will guide you from here.

On average most people that use the internet have over 5 accounts, so the above are just a few electronic platforms that your loved one may have used. These are big social media companies, however there could be smaller interest groups such as sports and hobbies, that may need looking into.

Other larger social media accounts may include:
I-Tunes, Microsoft Outlook, Flickr, Tumbler, You Tube, WhatsApp, Skype, Snapchat.
Other formats
If you would like to receive this information in an alternative format, then please contact: 01539 795497

Travelling to our hospitals
For the best way to plan your journey visit our website: www.uhmb.nhs.uk or contact Patient Advice and Liaison Service (PALS): 01539 795497

Useful Contact Details
NHS Direct (24 hour health advice): 111

Your Information:
If you would like to know how we use, share, disclose and secure your information and your rights of access to the information we hold about you, visit the Trust’s website: www.uhmb.nhs.uk or contact Patient Advice and Liaison Service (PALS) 01539 795497

References
Details of the references used in writing this leaflet are available on request from: Patient Information Officer 01524 512476

Feedback
We appreciate and encourage feedback. If you need advice or are concerned about any aspect of care or treatment, please speak to a member of staff or contact PALS: 01539 795497

SMOKEFREE
UHMBT is a no smoking Trust. Smoking is not permitted on any of the hospital sites. Giving up smoking is the best thing you can do for your health.

Contact your local NHS stop smoking service:
NHS North Lancashire: 01524 845145
NHS Cumbria: 01900 324222

A great place to be cared for; a great place to work

Approved by: Carole Palmer
Date of Publication: September 2019
Reference Number: PILL/059
Author: Carole Palmer
Review Date: September 2021
Remember someone special with Mind's Memory Space

Memory Space is a place where you can keep photos and share stories about a loved one, while raising money for Mind in their memory.

One in four of us will experience a mental health problem every year. We believe that no one should have to cope with a mental health problem alone. The money you raise in your loved one’s memory will help us continue to provide advice and support, as well as campaign to improve services, raise awareness and promote understanding.

For more information:
Visit mind.org.uk/memory
Call 020 8215 2243
Email inmemory@mind.org.uk

If you or someone you care about is struggling, call our Infoline on 0300 123 3393, email info@mind.org.uk or text 86463 for mental health information and support.

Registered Charity Number 219830
Mind
for better mental health
FUNERAL TEAS
AT FORD PARK
ULVERSTON

Ford Park is a beautiful setting to celebrate and reflect on the life of a loved one. With tranquil gardens, private function room with separate entrance and disabled access, and roof terrace offering stunning views over Morecambe Bay, it is the perfect place for your time of remembrance.

Our supportive, professional and dedicated team will take care of everything on the day, with the utmost sensitivity.

Serving exceptional food and as a licensed venue, we can tailor a bespoke catering package to suit every budget, from afternoons teas, buffets and sit down meals.

For more information, please speak to Joely or Diane on 01229 581666 or email functions@ford-park.org.uk.
Ford Park, Ulverston, LA12 7JP

coach house
café & bistro

Captain French Lane
KENDAL LA9 4HS
TEL NO.
(01539) 720105
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However, the hospital does not endorse any of the products or services they provide.

STOPPING JUNK MAIL

It is distressing to deal with a bereavement and unsolicited mail can be insensitive and destructive during a grieving process.

By visiting www.stopmail.co.uk on your mobile, tablet or computer, we are able to securely share this information with mailing organisations and under the Data Protection Act the information will not be used for any other purpose.

Other benefits reduce the possibility of identity fraud, such as assumed identity and you will only have to supply the information once.

www.stopmail.co.uk
0808 168 9607 from a landline
0333 006 8114 from a mobile
Please support your local hospice

Donate your pre-loved goods

St Mary’s Hospice has 8 shops situated in and around the area we serve. If you would like to donate your pre-loved, good quality items to our shops:

Please call 01229 580305 or visit our website www.stmaryshospice.org.uk

If you have furniture or a number of bags and are unable to transport them yourself, we can offer a collection service. Please telephone 01229 824830 (furniture) or 07541 359881 (general donations).
We have sensitively served our local community for three generations

Little & Caine are one of the few family run, independent funeral directors in the area. We understand better than anybody that the loss of a loved one is a deeply painful event and we work hard to provide the comfort and support that is so important during this difficult time. As our client, you will benefit from three generations of experience and a genuinely caring service. Our highly trained sensitive staff offer compassionate funeral services, acting as an emotional support, as well as ensuring everything is in place so that you can concentrate on coming to terms with your loss.

Call us on 01229 462564
or visit our website www.littleandcaine.co.uk
– we like to think of it as ‘Our Family, Looking After Your Family’.