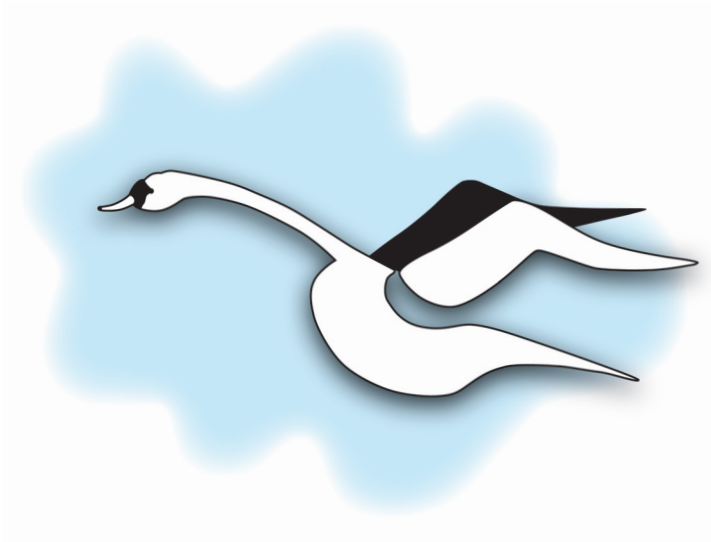


Helpful information after a death

Bereavement Services

Information for families and friends



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Bereavement Services

Leicester's Hospitals extend our sincere sympathy to you and your family at this sad time.

The aim of this booklet is to give you useful help and advice to help you during the early days of your bereavement. Please do not hesitate to ask if you are not clear about anything. Our staff will always be pleased to help you.

Leicester's Hospitals seek to meet the needs of all members of our community when someone close to them has died. If you have any religious, cultural or other needs, please tell us. This includes requests for urgent certification where there are specific religious or cultural requirements. During normal office hours you can tell the Bereavement Services Office staff when you phone them. At other times please tell the nursing staff.

Please do not come to the Bereavement Office.

Please contact us. We will explain the process for death registration.

Please contact the appropriate Bereavement Services Office:

Leicester Royal Infirmary

0116 258 5194 or 5196 Monday to Friday, 9:00am to 4:00pm

Leicester General Hospital

0116 258 4235

The office is staffed part-time, but phones are answered:
Monday to Friday, 9:00am to 4:00pm

Glenfield Hospital

0116 258 3401 or 3417 Monday to Friday, 9:00am to 4:00pm

Section 1 - Practical issues

Practical advice - what to do first

After the death of a relative or friend in hospital there are certain things which need to be done. Please contact the hospital Bereavement Services Office. They will be able to support you. We will explain the process about the Medical Certificate of Cause of Death. See page 2 for contact details and opening hours.

The person organising the funeral will need to contact a funeral director. You do not have to wait until you have the Death Certificate. You should not set a firm date for the funeral until you have the Death Certificate. This is because sometimes a Coroner needs to be involved.

Before arranging the funeral, you should find out if the deceased person made a Will and find it or talk to the solicitors who hold it. Check if the Will says what the deceased person's wishes were for their funeral. A Will also gives the names of the "executors". The executors, are the people legally entitled to deal with the deceased person's estate. A firm of solicitors can help you with the administration of the estate. They can also help with any questions about tax issues that may arise.

Paperwork needed after a death

The law says when someone dies in hospital certain paperwork must be filled out. We are here to help you with the paperwork. The Bereavement Office works with various people to make sure these forms are filled out as quickly as possible. We rely on doctors being available who can do the paperwork. Sometimes this can take longer than we would like.

All deaths need to be registered with the Registrar of Births, Deaths and Marriages. Once the Medical Certificate of Cause of Death is done it will be emailed to the Register Office. The Registrar will tell you how to get a Certified Copy of the Death Certificate (usually called the Death Certificate).

You will also be given a Certificate for Burial or Cremation. This is known as the green form. You should give this to your chosen funeral director. A Form 9 part D (white form) will be issued by the Registrar, following the issue of the MCCD. This is for burial or cremations happening within England or Wales.

You will also get a call from the Medical Examiners Office (see "The Medical Examiner" on page 5).

When the paperwork is done, Bereavement Services will inform the Mortuary who will liaise with your chosen funeral director and arrange for the deceased person to be taken into their care.

The Council needs the paperwork at least 72 hours before the funeral is due to take place. It is suggested, that you have at least **10 clear working days** from the date of the death of your loved one to the cremation. This will avoid the risk of the funeral not being able to go ahead.

The Medical Certificate of Cause of Death

The Medical Certificate of Cause of Death will be prepared and emailed to the Registrar once the Medical Examiner scrutiny has been completed (see Page 5).

Tissue donation

Many people do not realise that most people who die can donate tissue for transplantation after death . Our hospital supports eye donation. Donated eyes, can dramatically improve the quality of life by restoring sight to people with cornea problems (the clear part of the eye).

One of our Bereavement team may contact you to ask if eye donation is what your loved one would have wanted and if you would be able to take a call from the National Organ and Donation team

Calling the Bereavement Services Office

The contact details and opening hours are on page 2. When you call, the Bereavement Services Officer will need to know:

- The full name of the deceased person.
- The name and contact details of the next of kin
- Your relationship to the deceased person and your contact details, if you are not the next of kin.

We aim to have everything done as quickly as possible. But sometimes there are delays that we cannot control.

The Medical Examiner

All deaths in our hospitals are discussed with one of our Medical Examiners (ME). They agree the cause of death with a doctor who has cared for the deceased whilst in hospital. They will also decide if a death needs to be referred to the Coroner. Where a death has not been referred to the Coroner, someone from the ME Office will contact the Next of Kin to explain the cause of death. They will answer any questions they may have.

To make sure that the hospitals learn from patients and families' experiences of care, a Medical Examiner will also look at (screen) the recent medical records of the deceased. They will ask about the care your loved one received, good or bad. In some cases, this will lead to a fuller review of the care or an investigation so that lessons can be learned. The views of the bereaved are an important part of this process. The **Bereavement Support Nurses** or **Patient Safety Team** can share the results from a review or investigation with the next of kin (or their chosen person) (see Reviews after deaths).

You may be contacted by the Medical Examiner Service. But if you have further questions or worries about your loved one's End of Life Care, please contact one of our **Bereavement Support Nurses** (see page 15).

Mortuary Services

What happens when someone dies in our hospitals

When someone dies in one of our hospitals, they are taken to the mortuary at that hospital. Sometimes, to make sure we can care for all patients who have died, including those needing a post mortem examination, we may need to move them to a mortuary at one of our other hospitals. They will stay there till the Funeral Director you choose comes to collect them. All moves between mortuaries are done by our dedicated Funeral Director. We take great care of your loved one at all times. When Funeral Directors call the mortuary to arrange collection, they are told where the person is resting.

Visiting the mortuary

Our mortuary service does have visiting rooms, but these are not Chapels of Rest. They are mostly used by the Police. Families can ask to visit, but space is limited. We will try to help, but cannot always guarantee a visit

We aim to release your loved one to the a Funeral Director as soon as possible, so you can spend time with them at their special premises.

If you do visit the mortuary, a Bereavement Nurse or Midwife will be there to support you. In some cases, babies can be taken back to the maternity department or even home, so parents can spend time with them there.

Working together with care

Our Mortuary and Bereavement teams work closely to make sure every person who has died, and their families, are treated with respect, kindness, and care.

How to register a death

All deaths must be registered in the “registration district” where the death happened. Leicester’s hospitals are in the Leicester City registration district. Registration should take place within 5 days of the register office receiving the Medical Certificate Cause of Death (MCCD). If the MCCD is received after 4pm on a Friday or over the weekend, it will be treated as received on the next working day (Monday). If the death has been referred to the Coroner, the procedure is slightly different and we will tell you about this if needed.

The Bereavement Services Office will email the name and contact details of the patient's family member to the Leicester City Registrar. The Registrar's Office will then phone the family member. They will book an appointment for you to attend to register the death

Who can register a death

Rules state that only certain people can register a death with the Registrar of Births, Deaths and Marriages. Guidance and support will be offered by the person who calls you.

Your appointment at the register office

Before your appointment, we recommend that you fill out the answers to the questions on the next page. Take this list with you when you go to the Register Office.

<p>What was the deceased person's full name? Include any other names that they used during their life.</p>	
<p>What was the date of death?</p>	
<p>What was the place of death?</p>	
<p>What was their date of birth?</p>	
<p>What was their place (town) of birth?</p>	
<p>What was their most recent job (occupation)?</p>	
<p>What was their most recent usual address?</p>	
<p>Were they receiving a pension or benefits?</p>	
<p>If they were married, or a widower, what was the full name, date of birth and occupation of their husband or wife (spouse)?</p>	
<p>If the deceased person was married what is the date of birth of the surviving partner?</p>	
<p>If you have it, the Medical Card or a hospital letter of the deceased person can be useful. The Registrar will take a note of the NHS number.</p>	
<p>It is helpful if you have any ID documentation for the deceased person to hand (passport, driving license, birth/marriage certificate etc).</p>	

The Registrar will produce:

"A Certificate for Burial or Cremation" This is also known as the 'Green Form'. You will not get this form if there is a Coroner's Inquest.

You will be able to buy a **Certified Copy of An Entry Certificate**. This is often called the 'Death Certificate'. It is needed for any private pension claims, insurance policies and financial matters; normally 2 or 3 copies would be enough.

A Certificate of Registration of Death. This is also known as the 'White Form'. This is for Social Security purposes only.

"Form 9 Part D" (White form) - this form contains information on medical devices, such as pacemakers, this must be given to your funeral director.

Tell Us Once

The Registrar will explain how you can use the "Tell Us Once" service. This will let you tell central and local government departments about a death. This service will save you having to write or phone each service individually. The Registrar will advise you which Government departments can be notified.

The Coroner

There are 4 main reasons why a case is referred to the Coroner:

- A death has been sudden and unexpected and cause unknown.
- Treatment provided (medical or surgical) has contributed to the death (for example complication of surgery or side effect of medication)
- A person has been ill but the doctor confirming the death is not certain why it happened at that particular time.
- A death has been caused as a result of an accident or unusual circumstances.

The Coroner will look at the case and decide what happens next. They may order an examination called a post-mortem. This aims to find out the exact cause of death. The Coroner will decide if an inquest is needed. An inquest is a 'fact finding' exercise. It aims to find out the reasons for someone's death.

If the Coroner is involved, the Coroner will give the Registrar a certificate to register the cause of death.

Where the death is reported to the Coroner, particularly when the GP has not been involved, for example, unexpected deaths in the hospital Emergency Department, then the Police may visit you. The reason for this is that Police Officers also act as Coroner's Officers. They would be visiting you to find out more about the deceased person, next of kin etc. They will pass this on to the Coroner.

The staff at the Coroner's Office are very helpful. They will answer any questions you may have. You will need to contact them as soon as possible to discuss details about your relative or friend. The address is:

The Coroner's Office,
The Town Hall,
Town Hall Square Leicester
LE1 9BG
0116 454 1030
Coroner's Office opening hours:
Monday to Thursday 9:00am to 4:00pm
Friday 9:00am to 3:30pm
Weekends and Bank Holidays - Closed

Hospital Post-Mortem

Sometimes a hospital doctor will ask for a further examination of a deceased person's body. This is to find out why someone has died. For this to happen, the next of kin must give permission. For some families, having more information can be helpful. For others it may feel that consenting to more investigations is difficult. Our team will help you learn the reasons why. They will support you in making a choice. You do not have to agree if you do not want to. The next of kin can also ask for a post-mortem examination. Again, a consent form must be completed before this can take place.

If a post-mortem goes ahead, you can ask for a lay copy of the post-mortem report, it will explain medical terms in plain English.

It is helpful to let your funeral director know if a post-mortem is taking place.

Where a hospital post mortem is being undertaken, the doctor will still give a Medical Certificate of Cause of Death to let you register the death. They will indicate on the MCCD that more information may become available about the cause of death after Post Mortem.

Choosing a funeral director

The choice of a funeral director is important. You should feel comfortable and confident with them. The hospital does not recommend or endorse any of the firms who have advertised in this booklet.

You can ask any funeral director for an estimate of cost before making your choice. Many people ask at least 2 firms for a quote. Charges can vary a lot. The National Association of Funeral Directors can also give advice (see page 21).

- Before choosing your Funeral Director, check how soon they can take the deceased into their care after the MCCD has been sent to the Registrar.
- Also check if they can arrange a visit once the deceased is in their care, if this is something you would like.

Cremation

A deceased person can be cremated at any crematorium with no penalty for not living in that area. The local authority set the cost of the cremation fee.

Ashes can be scattered in a garden of remembrance or in a favourite place. You will need permission from the landlord or person responsible for the land before doing this. Ashes can be buried in a churchyard or cemetery, or they can be kept. Your funeral director can organise this for you.

Burial

The cost of a grave space can vary. The costs will normally be higher for the burial of someone who lives outside the Council or Parish boundary for the chosen cemetery. If a grave space has been paid for in a cemetery, there will be a Deed of Grant. Your funeral director can advise you of the fees for a burial.

Financial help

If the next of kin gets benefits such as Universal Credit, they can apply to the government for a Funeral Expenses Payment to help pay for the costs of the funeral. You can download the form here: www.gov.uk/funeral-payments/eligibility or call 0800 731 0469.

There are many other possible sources of financial help. Information about charitable grants can be found online. For example you can search the following sites:

www.funeralguide.co.uk

www.turn2us.org.uk

People to tell

There are various people and organisations that need to be told about the death. **Tell Us Once** is a service that lets you report a death to most government organisations in one go. See: www.gov.uk/after-a-death/organisations-you-need-to-contact-and-tell-us-once. You will be invited to register this by the Register Office.

Other people you should tell include:

- Solicitor. If there are any problems with legal issues or questions about the estate you may contact a solicitor or the Citizen's Advice Bureau.
- Local social services - if they offer services such as home care, meals or transport to day centres
- Suppliers of equipment or mobility aids, whether NHS or another organisation such as the British Red Cross. These may need returning.
- GP and any other hospitals.
- Banks and Building Society. If it is a joint account the partner can continue to draw cash. The Probate Office will advise if you need to get Probate or Letters of Administration (see the "Advice and Support").
- A child's or young person's teacher, employer or college should be told if a parent, brother, sister, grandparent or other close relative or friend has died.
- Car insurance company. The policy held by the person that has died is no longer valid. Other people driving under this policy are not legally insured.
- Home insurance company if applicable.
- Any clubs or subscriptions this person had.
- Gas, electricity, phone and internet companies, local newsagent and milk deliveries (if applicable).
- If living in rented accommodation the council or private landlord should be told.

Section 2 - Help and support

What grief may feel like

Grief is a very personal experience. There are no rules or a right way to grieve. There are some feelings that many people have. These notes do not give a full list. You may not feel every one of these emotions.

Grief can be a very frightening experience. You may have periods of confusion and/or forgetfulness. Some people feel numb or that they have low energy. They do not feel like doing normal daily activities.

Please be kind to yourself. You may need to reduce the number or size of the tasks which you expect of yourself. Give yourself a little more time to finish jobs. Make sure you look after yourself. It is good to eat regularly. Take some gentle exercise.

You may feel **anger**. You may be angry at the person who has died for leaving you. You may be angry at others, such as family members, health care professionals or God, for not being able to stop the person from dying. Some people feel relief that their loved one is no longer struggling in pain. Others have difficulty accepting the loss. They may have a sense of denial at the events around the illness and/or death.

There are often feelings of **guilt** for many different things said, done or left undone. Many people report that they feel an intense feeling of injustice and unfairness at their loss.

There is also no particular order to these feelings. You may not have them all. It is important to know that there is no set time-frame for feelings of grief, nor a time-limit.

The deep feelings of missing your loved one may keep on for a very long time. Some people say that they 'see' or 'hear' the one they have lost for a long time. You can have vivid dreams, which can be upsetting.

It can feel like the world has moved on and forgotten you in your grief. It might give comfort to recall happy memories and to talk to others who knew the person who died. It may be wise not to make important decisions whilst your grief still feels strong.

If you are struggling with your grief and you would like someone to talk to, there are a number of organisations which may be able to give support. Some may offer counselling, others information and a few provide support groups. You can also talk to our Bereavement Support Nurses or your GP.

Advice and support

It can sometimes be easier to talk to a stranger about things that you are going through than it is to talk to a person who is close to you.

The Bereavement Support Nurses are here to talk confidentially with any member of your family about their bereavement. They are not a counselling service. They can give you details of organisations that are.

They will normally contact the next of kin or chosen person in 6 to 8 weeks after the death. But any family member can make contact with them at any time.

If your family would like to give feedback about their experience or have any questions or concerns about the End of Life care your loved one had, the Bereavement Support Nurses can help to find the answers. They can arrange for you to meet one of the doctors or nurses. Next of kin consent will be needed to share any information. Their contact details are:

uhl-tr.bereavementsupportservicemailbox@nhs.net

Phone: 0116 258 7742 or 0116 258 6776

Phone: 07977 371 331 or 07811 024 811

The Hospital Chaplains are also available. They offer a 'Listening Ear'. They come from a variety of religious religions and beliefs, including non-religious chaplains. Their contact details are:

uhl-tr.chaplaincymailbox@nhs.net

Leicester Royal Infirmary Chaplaincy: 0116 258 5487

Leicester General Hospital Chaplaincy: 0116 258 4243

Glenfield Hospital Chaplaincy: 0116 258 3413

The Patient Advice and Liaison Service (PALS) is a service run by the hospitals. It offers advice and help. You can also contact them if you wish to raise a concern or make a formal complaint about the care your loved one received. Their contact details are:

Phone: 0808 1788 337

Email: uhl-tr.pals@nhs.net

or you can write to them at:

Patient Advice and Liaison Service
The Balmoral Building
Leicester Royal Infirmary
Infirmary Square
Leicester
LE1 5WW

The NHS Complaints Regulations state a complaint must be made within 12 months of the incident happening or within 12 months of you realising you have something to complain about. If you have a reason for not complaining to the hospital sooner, they will review your complaint and decide whether it would still be possible to fairly and reasonably investigate. If you are not satisfied with the response to a complaint, you can contact the **Parliamentary and Health Service Ombudsman (PHSO)**:

www.ombudsman.org.uk/publications/my-expectations-raising-concerns-and-complaints

The Bereavement Services Office has many different types of leaflets from organisations which deal with bereavement or bereavement related issues. Please ask at the Bereavement Services Office.

Listed below are a number of organisations that can offer bereavement support.

Useful contacts

AGE UK Leicestershire and Rutland

Offers information and advice and support available within the local community to older people and their carers.

Phone: 0116 299 2233

National helpline: 0800 009966

Website: www.ageuk.org.uk

AL-ANON family groups UK AND EIRE

Offers help and support for families and friends of those who have died of alcohol related illness.

Phone: 020 7403 0888

Website: www.al-anonuk.org.uk

Bereavement Advice Centre

Offers support and advice on the practical issues when someone dies.

Phone: 0800 634 9494.

Website: www.bereavementadvice.org

Cardiac risk in the young (CRY)

Supports young people (up to 35 years) diagnosed with life-threatening heart conditions and offers bereavement support to families

Phone: 01737 363222

Email: cry@c-r-y.org.uk

Child Bereavement UK

Supports for parents who have lost a child (of any age, including adults) and also for children and young people who are bereaved, their family and carers who are supporting the child.

Phone 01494 568 900

Free phone 0800 02 888 40

Website: www.childbereavementuk.org

Email: enquiries@childbereavementuk.org

Child Bereavement Network

A list of services in the UK. It offers support to bereaved children and young people as well as other information and resources.

Phone: 0207 843 6054

Website: www.childhoodbereavementnetwork.org.uk

Compassionate Friends

A network of bereaved parents. They provide support for other parents and siblings after the death of a child (of any age, including adults).

Helpline: 0345 123 2304

Sue Young Cancer Support

Offers counselling, befriending services, disease specific support groups and complementary therapies to anyone affected by cancer within Leicester, Leicestershire and Rutland. They also run a solicitor's surgery for those struggling with any legal issues or would like some advice. You may refer yourself, a friend or ask your GP to make a referral.

Phone: 0116 223 0055

Website: www.sueyoungcancersupport.org.uk/

The Counselling Directory

Helps people to find a private counsellor.

Website: www.counselling-directory.org.uk

Crisis Helpline

Offers people easier access to support and guidance if experience a mental health crisis.

Phone: 0808 800 3302 Free 24 hour line

Cruse Bereavement Care

Acts as a listening service for those or someone they know who has been affected by a death. They provide information on practical and financial matters and details of support groups and counseling.

Phone: 0116 288 4119

National Helpline: 0808 808 1677

Website: www.cruse.org.uk

The Good Grief Trust

Provides practical help and advice to the newly bereaved and links to bereavement support organisations.

Website: www.thegoodgrieftrust.org

Hope Again: Young people living after loss

Is a website run by Cruse for young people to share stories and receive support.

Website: www.hopeagain.org.uk

The Laura Centre

Offers counselling for parents and carers of children (of any age) who have died as well as offering counselling to children who have lost a parent. Their website also gives information relating to needs which may be specific to bereaved children and teenagers.

Phone: 0116 254 4341

Website: www.thelauracentre.org.uk

Leicestershire AIDS and Support Service (LASS)

Offers a free and confidential service. It includes bereavement support for people affected by HIV/AIDS in Leicester, Leicestershire and Rutland.

Phone: 0116 255 9995

Leicester Counselling Centre.

A charity that aims to provide affordable, high quality, professional counselling to the communities of Leicester, Leicestershire & Rutland.

Phone: 0116 255 8801

Website: www.leicestercounsellingcentre.co.uk

Vita Health (previously Let's talk)

Provides psychological care (cognitive behavioural therapy (CBT) and counselling through the NHS).

Phone: 0330 094 5595

Website: www.vitahealthgroup.co.uk

LOROS

Offers a counselling service. Please ask your GP to refer you.

Website: www.loros.co.uk

Macmillan Cancer support.

Offers physical, financial and emotional support and information. Also has an online support community.

Website: www.macmillan.org.uk

National Association of Funeral Directors

Supports its members in arranging meaningful funerals, and caring for bereaved people, providing advice, advocacy & support.

Website: www.nafd.org.uk

The Samaritans.

Available 24 hours a day to provide confidential emotional support for people who are experiencing feelings of distress or despair, including those that may lead to suicide.

National helpline: 116 123 (free to call)

Website: www.samaritans.org

Shama Women's Centre

Offers free bereavement counselling support to men, women and children with special emphasis on minority ethnic communities.

They have multi-lingual staff.

Phone: 0116 251 4747

Website: www.shamawomenscentre.co.uk

Silverline

A 24/7 call line for those in need of someone to talk to and offers information, friendship and advice for older people 50+. 'There is no need to be alone'. Confidential and free.

Phone: 0800 4 70 80 90.

Website: www.thesilverline.org.uk

Survivors of bereavement by suicide

A self-help group that offers support to families and friends of those who have committed suicide.

National helpline: 0300 111 5065

Website: www.uksobs.org

The Tomorrow Project Team

Supports those bereaved by suicide. Within 72 hours they will contact you to provide information and a named support worker.

Phone: 0115 880 0280

Website: www.tomorrowproject.org.uk

Email: bereavement.leics@tomorrowproject.org.uk

The Victim Support Group

Offers emotional and practical support to those who have been bereaved due to a crime that has been committed.

Phone: 0116 249 3328

Website: www.victimsupport.org.uk

WAY - Widowed and Young

Offers a peer-to-peer support network for anyone who's lost a partner before their 51st birthday - married or not, with or without children, whatever their sexual orientation.

Website: www.widowedandyoung.org.uk

WAYUP

Available for those aged 51+

Website: www.way-up.co.uk

Winston's Wish

A childhood bereavement charity in the UK. It offers practical support and guidance to bereaved children, their families and professionals. The Winston's website has a lot of resources for parents, carers and schools as well as many areas for children and young people.

Phone: 01242 515 157 (General Enquiries).

Helpline: 0845 203 0405

Website: www.winstonswish.org/

Email: info@winstonswish.org.uk

Remember, people want to help. If you need to know how and where to find help, our hospital staff will be pleased to help you.

Section 3 - Some terms explained

Burial - the placing of a body in a grave.

Coroner - an independent official person. They investigate the cause of death if it has been sudden, unexpected or if the death might not be due to natural causes.

Cremation - to reduce the body to ashes by burning.

Death certificate - an official document issued by the Registrar of Births, Deaths and Marriages when the death is registered at the Register Office.

Funeral Director (also called undertaker) - someone whose business is preparing the body for burial or cremation and arranging and managing funerals.

GP - stands for General Practitioner, the family doctor.

Green form - the certificate which authorises the funeral director to carry out the burial or cremation.

White form - Medical device form for the funeral director.

Medical Certificate of Cause of Death - an official document issued by a doctor, stating the date, place and cause of a person's death. This document is taken to the Register Office to register the death and to obtain the Death Certificate.

Medical Examiner - a senior doctor (consultant) who looks at the medical notes and talks to the deceased person's family to see if any lessons can be learnt from the patient's care.

Post Mortem Examination - an examination of the body after death to try to find the cause of death.

Registrar of Births, Deaths and Marriages - an official recorder of births, deaths and marriages.

Will - a legal declaration of someone's wishes for what should happen after their death.

Section 4 - A lasting way to celebrate a life



**Leicester
Hospitals
Charity**

Official Charity Partner of University
Hospitals of Leicester NHS Trust



Remembering a loved one through in-memory giving

Giving in memory of a loved one is a meaningful way to honour their life while supporting Leicester's Hospitals and helping others.

Leicester Hospitals Charity supports patients, their carers, and the NHS staff in Leicester, Leicestershire, Rutland and beyond.

Your support makes a real difference. A gift to the area of greatest need makes sure help goes to where it is needed most.

You can choose to leave a gift to the area that is closest to your heart.

No matter where you choose to direct your gift, it will help offer the very best care for patients, staff and the wider communities of Leicester, Leicestershire, Rutland and beyond.

We offer several in-memory services:

Funeral Collections

Instead of sending flowers, you can collect donations in honour of your loved one. This can be arranged through the Funeral Director or by setting up an online funeral collection page.

Forget-Me-Not Garden

Our virtual garden is a special place to publicly share a photo and a message in memory of someone close to your heart, while also supporting Leicester's Hospitals.

Leaves of Love

Create a lasting tribute with a locally crafted leaf displayed in the Secret Garden at Glenfield Hospital. This tribute also supports hospital care.

In-Memory Fundraising

Family and friends can come together to celebrate a loved one's life through fundraising. Whether it's a walk, run, or something personal, it's a beautiful way to keep their memory alive and raise vital funds.

Online Tribute Page

Create a tribute page to honour your loved one and raise funds for Leicester's Hospitals. It's a lasting space to share memories, photos, videos, and even music with family and friends.

You can find more information about these services on our website on the next page.

You can also make a donation in-memory by card, cheque or cash – visit our website for more information.

Contact Us:

Leicester Hospitals Charity

Belgrave House

Leicester General Hospital

Gwendolen Road

Leicester

LE5 4PW

Phone: 0116 258 8709

Email: uhl-tr.lhcharitymailbox@nhs.net

Website: www.leicesterhospitalscharity.org.uk/in-memory

Registered Charity No. 1056804

Section 5 - Improving the care we give:

Reviews after deaths

Where questions or a concern is raised about the experience of care, you can ask for a review. This request could be made by anyone involved, including family.

As part of the national **Learning from Deaths** process, **Structured Judgement Reviews** (SJRs) are carried out. They are done by a senior doctor who was not directly involved in the patient's care. We will explain how this takes place, should you wish us to do so.

Sometimes these are done when a patient:

- has had a waiting list (elective) procedure,
- was known to have a severe mental health illness,
- had learning disability.

Part of the **Bereavement Support Nurses'** role is to feedback to families (if requested) the results of any reviews done.

In a small number of cases the findings from the SJR may lead to a **Patient Safety Investigation**. There are a number of reasons for this. We will be happy to discuss in more detail, should this be needed. The aim of the investigation is to find out what happened and why and to find any potential learning.

Investigations may be carried out internally or by external investigators. It depends on the situation.

The next of kin's comments should be taken into account, in the report. We will be happy to discuss the report with you if you wish.

You may find it helpful to get independent advice about taking part in investigations and other options open to you, please see later in the leaflet for organisations. You are welcome to bring a friend, relative or advocate with them to any meetings.

If a patient dies after an unexpected or unintended incident that led to harm, staff must follow the **Duty of Candour Regulation/ Policy**. The charity AvMA (Action Against Medical Accidents) has produced information for families on Duty of Candour. It is supported by the Care Quality Commission.

Please note, families do not have to wait until an investigation is complete if they wish to make a complaint. Both processes can be done at the same time.

If you would like to ask for access to your loved one's medical records, please call the Access to Health Records department on 0300 303 1563 or you can go onto our website and download the application form:
<https://www.uhleicester.nhs.uk/patients-visitors/commitment/health-records>

Independent information, advice and advocacy

If you raise any concerns about the treatment we gave your loved one, we will give you information and support. We will do our best to answer the questions you have. We understand that it can be very helpful for you to have independent advice. We have included details below of some of the organisations where you can find independent specialist advice to support an investigation into your concerns. These organisations can also help make sure that medical or legal terms are explained to you.

Local/regional organisations

POhWER: offers general advocacy services in the south and midlands and independent health complaints advocacy to support people to complain about NHS services.

Phone: 03004562370

Website: www.pohwer.net

National organisations

National organisations

Action Against Medical Accidents (AvMA) is an independent national charity. It specialises in advising people who have been affected by lapses in patient safety ("medical accidents"). It offers free advice on NHS investigations; complaints; inquests; health professional regulation and legal action regarding clinical negligence. Please note that there is a 3 year limitation period for taking legal action Most advice is given by its helpline or in writing. Individual advocacy may also be arranged. It can also refer to other specialist sources of advice, support and advocacy or specialist solicitors where appropriate.

Phone: 0845 123 23 45

Website: www.avma.org.uk

Advocacy after fatal domestic abuse specialises in guiding families through inquiries. This includes domestic homicide reviews and mental health reviews. It helps with and represents on inquests, Independent Police Complaints Commission (IPCC) inquiries and other reviews.

Phone: 07768 386 922

Website: www.aafda.org.uk

Child Death Helpline: offer a freephone helpline for anyone affected by a child's death. This can be from pre-birth to the death of an adult child, however recently or long ago and whatever the circumstances of the death. It uses a translation service to support those for whom English is not a first language. Volunteers who staff the helpline are all bereaved parents, supported and trained by professionals.

Phone: 0800 282 986 or 0808 800 6017

Website: www.childdeathhelpline.org.uk

Hundred Families: Offers support, information and practical advice for families bereaved by people with mental health problems, including information on health service investigations.

Website: www.hundredfamilies.org

INQUEST: Provides free and independent advice to bereaved families on investigations, inquests and other legal processes after a death in custody and detention. This includes deaths in mental health settings. More information is available on its website including a link to "The INQUEST Handbook: A Guide For Bereaved Families, Friends and Advisors".

Phone: 020 726 3111 option 1

Website: www.inquest.org.uk

National Survivor User Network: is developing a network of mental health service users and survivors to strengthen user voice and campaign for improvements. It also has a useful page of links to user groups and organisations that offer counselling and support.

Website: www.nsun.org.uk

Patients Association: Offers advice, support and guidance to family members with a national helpline providing specialist information, advice and signposting. This does not include medical or legal advice. It can also help you make a complaint to the CQC. Phone: 0800 345 7115

Website: www.patients-association.org.uk

RESPOND: Supports people with learning disabilities and their families and supporters to lessen the effect of trauma and abuse, through psychotherapy, advocacy and campaigning.

Website: www.respond.org.uk

Support After Suicide Partnership: Has helpful resources for those bereaved by suicide and signposting to local support groups and organisations.

Website: www.supportaftersuicide.org.uk

Acknowledgement

The information in this section takes information from the Information for families following a bereavement booklet and with "Learning from Deaths - Guidance for NHS Trusts on working with bereaved families and carers", which can found at:

www.england.nhs.uk/patient-safety/patient-safety-insight/learning-from-deaths-in-the-nhs/

The Trust makes every effort to ensure that the information in this booklet is accurate and up to date, but cannot guarantee that it is so.

We wish to thank the sponsors and advertisers who helped fund this booklet. However, the Trust cannot endorse any of the products or services they provide.

**Health information and support is available at www.nhs.uk
or call 111 for non-emergency medical advice**



Leicester's Hospitals is a research active trust so you may find research is happening on your ward or in your clinic

To find out more about the benefits of research and become involved yourself, speak to your clinician or nurse, call 0116 258 8351 or visit www.uhleicester.nhs.uk/research/patients-public/be-part-of-our-research/

**For maps and information about visiting
Leicester's Hospitals visit
www.uhleicester.nhs.uk**

**If you would like this information in another language or
format such as EasyRead or Braille, please telephone the
number below or email uhl-tr.equalitymailbox@nhs.net**

اگر آپ کو یہ معلومات کسی اور زبان میں درکار ہیں، تو براہ کرم مندرجہ ذیل نمبر پر ٹیلی فون کریں۔

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿੱਚ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਨੰਬਰ 'ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ।

إذا كنت ترغب في الحصول على هذه المعلومات بلغة أخرى، الرجاء الاتصال على رقم الهاتف الذي يظهر في الأسفل

Aby uzyskać informacje w innym języku, proszę zadzwonić pod podany niżej numer telefonu

જો તમને અન્ય ભાષામાં આ માહિતી જોઈતી હોય, તો નીચે આપેલ નંબર પર કૃપા કરી ટેલિફોન કરો.

0116 250 2959

To give feedback on this leaflet contact
uhl-tr.informationforpatientsmailbox@nhs.net

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