

# Bereavement Support in West Cheshire

A booklet for relatives and friends after  
the death of their loved one



**Phone number to arrange for  
collection of certificates**  
(and belongings, if appropriate)

**Please ensure that the person handing you this booklet fills out below the names and direct dial phone numbers of the senior staff who were responsible for the care of your relative. This will enable you, if desired, to arrange to obtain answers to any questions, if they arise later.**

**Senior Doctor**  
(Consultant or GP)

**Name**

**Direct Dial Phone No.**

**Senior Nurse**  
(Ward manager, Nursing  
home manager, District  
nurse team leader, etc)

---

# **Bereavement Support in West Cheshire**

A booklet for relatives and friends after  
the death of their loved one

This booklet is part of a service which aims to ensure that bereavement support is available for anyone who may need it in West Cheshire, regardless of the place or cause of death.

For all of the service partners see the detail on the back cover.

---

On behalf of all the partners in the delivery of this booklet, we would like to offer our sympathy to you, your family and your friends at this very difficult time.

**We hope that you will find this booklet helpful. We are extremely keen to receive your comments and suggestions so that we can try to improve future editions. If you feel able to do so, please let us have your views by filling in the details on the Feedback page, near the back of this booklet, and returning it to us.**

The booklet is divided into two main sections, Part A and Part B.

### **Part A - The Practicalities**

This first section aims to provide you with the immediate practical advice regarding the arrangements that will need to be made **over the next few days**. It gives answers to questions such as:

- How and where do I get the necessary medical certificates?
- How and where do I collect belongings and valuables?
- What about post-mortems, organ donation and the Coroner?
- How do I arrange a funeral?
- How do I register a death?

### **Part B - Coping with Bereavement and Grief**

The second section aims to give some ideas for help and emotional support that many people may need **over the weeks and months to come**. It may help you to understand some of the emotions which are normal for people to feel whilst grieving and coping with bereavement.

**If English is not your first language, you may find it helpful to take someone with you to help with translation when you attend the various appointments over the next few days**

---

## Contents

### Part A The Practicalities

1.	<b>What needs to be done?</b> .....	Page 1
2.	<b>Dealing with the immediate practicalities</b> .....	Page 2
	2.1 Countess of Chester Hospital & Ellesmere Port Hospital.....	Page 2
	2.2 Hospice of the Good Shepherd .....	Page 4
	2.3 Nursing Home .....	Page 4
	2.4 At Home .....	Page 4
3.	<b>Medical Examiners</b> .....	Page 5
4.	<b>Deaths Involving the Coroner</b> .....	Page 8
5.	<b>Organ, Tissue and Corneal Donation</b> .....	Page 12
6.	<b>Post-mortem examinations</b> .....	Page 13
7.	<b>Registering the death</b> .....	Page 14
8.	<b>Choosing a Funeral Director and arranging a funeral</b> .....	Page 16
9.	<b>Wills</b> .....	Page 20
10.	<b>Who else needs to be told?</b> .....	Page 20
11.	<b>Hospital, Hospice &amp; Community Chaplains &amp; Ministers</b> .....	Page 21
12.	<b>Example letter</b> .....	Page 20

### Part B Coping with Bereavement and Grief

1.	<b>Understanding grief</b> .....	Page 24
2.	<b>Taking care of yourself</b> .....	Page 26
3.	<b>Supporting children and young people</b> .....	Page 27
4.	<b>When to seek further help</b> .....	Page 28
5.	<b>Useful booklets and leaflets</b> .....	Page 29
6.	<b>Support organisations</b> .....	Page 29
7.	<b>Where can I get support at a later date?</b> .....	Page 37

<b>Feedback Form for Comments &amp; Suggestions</b> .....	Page 38
---	---------

## Part A

### The Practicalities

#### 1. What needs to be done?

##### Following every death

- ▶ The next working day contact the place where your loved one died (or the GP if they died at home) to notify them who will be acting as the family contact and arranging the funeral. You will need to speak with them to find out how to arrange for a Medical Certificate of Cause of Death to be prepared, and how to collect any belongings or valuables, if necessary;
- ▶ As soon as possible (within 5 days) register the death at the Register Office
- ▶ Arrange a funeral, usually via a Funeral Director

##### Other things you should consider

- ▶ Whether or not you wish to arrange to view your relative
- ▶ Whether you want a burial or cremation to be arranged
- ▶ Talking to someone, e.g. Hospital Chaplain, bereavement staff, etc
- ▶ Contacting various authorities
- ▶ Informing others about the death

Other useful information can be found in the Department of Work and Pensions publication called 'What to do after someone dies' from the Registrar of Births, Marriages and Deaths or via the Website on [www.gov.uk](http://www.gov.uk)

---

## 2. Dealing with the immediate practicalities

### 2.1 Countess of Chester Hospital and Ellesmere Port Hospital

On the first working day following the death of your relative, please contact the Bereavement Office to provide them with your contact details, so you can be notified when a Medical Certificate of Cause of Death is ready.

#### **Countess of Chester – Bereavement Office**

- Contact details: 01244 365110
- Email: [patient.servicesofficer@nhs.net](mailto:patient.servicesofficer@nhs.net)
- Opening hours: Monday to Friday, 10am to 4pm

#### **Ellesmere Port Hospital – General Office**

- Contact details: 01244 362928 or 01244 362986
- Opening hours: Monday to Friday, 10am to 4pm

▶ During the telephone call the bereavement service staff will take details from you and if you have any questions they will be pleased to assist you. The information required by the bereavement office will be as follows:

- Contact details for you as next of kin
- Whether there will be a burial or cremation
- The name of the funeral director you are planning to use (if known)
- The occupation or former occupation of the deceased

▶ We are aware that for some religious communities funerals must take place within specified timescales. Please do speak to a member of our team if there are reasons of urgency regarding the issuing of the death certificate in these circumstances.

---

## Can I visit my deceased relative?

Please telephone the Anatomical Pathology Technicians on 01244 365360 to arrange an appointment to view your loved one in the viewing suite.

Please leave a brief message and your call will be returned as soon as possible, this may be after 1pm.

The appointment will usually be arranged in the afternoons: Monday to Friday between 1pm and 3.30pm.

The staff will do their best to accommodate you but there may be times when a viewing request cannot be fulfilled, due to whole Hospital visiting restrictions (as imposed during the Covid-19 pandemic) or appointment availability.

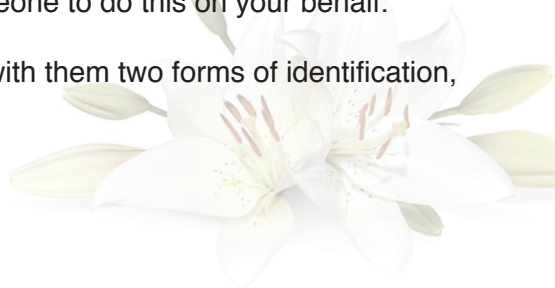
## Personal Belongings

You will need to contact the ward where your relative passed away to arrange to collect their property/belongings.

If you need to attend the Bereavement Office to collect the property/belongings of your loved one, we ask that you bring along a form of personal identification with you.

If, as the next of kin, you wish a different person to collect the property/belongings then the Bereavement Support Officer will require a letter stating that you are nominating someone to do this on your behalf.

That person will also need to bring with them two forms of identification, e.g. passport and driving licence.



---

## 2.2 Hospice of the Good Shepherd

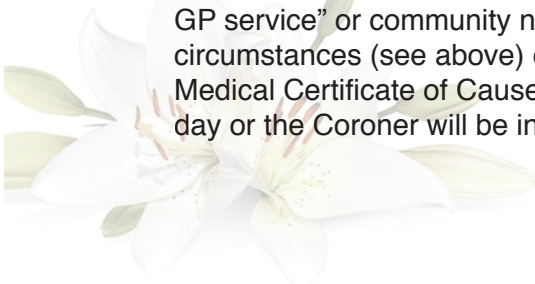
- ▶ Phone the Hospice on 01244 851091, if advice on the procedure has not already been provided or in the unlikely event the death has been reported to the Coroner.
- ▶ An appointment will be made for you to collect any personal possessions.

## 2.3 Nursing Home

- ▶ Phone the nursing home on the number you have been given if advice on procedure has not already been provided.
- ▶ An appointment will be made to collect any personal possessions.

## 2.4 At home

- ▶ **Expected death and seen by a GP in the last 14 days**  
Verification of death may be performed by a GP or sometimes by a community nurse. The Medical Certificate of Cause of Death will be issued by a GP
- ▶ **Unexpected death or not seen by a GP in the last 14 days**  
It is not possible for a GP to issue a Medical Certificate of Cause of Death in these circumstances and the Coroner will need to be informed to deal with the case. See the later section dealing with “Deaths referred to the coroner”
- ▶ **Death in evenings, in the night and at weekends**  
Death can usually be verified by contacting the “Out of Hours GP service” or community nurse. Depending on the circumstances (see above) either the usual GP will issue a Medical Certificate of Cause of Death on the following working day or the Coroner will be informed to deal with the case.





You may wish to use the chart below for your appointments.

Appointment Information	Page	Date of Appointment	Time	Done
Collect Personal Possessions				
Arrange to view your friend or relative				
Register Office				
Funeral Director				

### 3. Medical Examiners

As of 2022 it is a legal requirement for all Medical Certificates of Cause of Death to be reviewed by an independent Medical Examiner before they can be used to legally register a death.

Medical Examiners are all senior doctors, acting independently of the place where your loved one died. They will not have been involved in their care at any time. Their job is to look at the circumstances of a person's death and review the relevant medical records, and will also discuss the causes of death with the doctor who is preparing the Medical Certificate of Cause of Death.

Medical Examiners and their Officers will contact you once the Medical Certificate of Cause of Death has been prepared by the doctor and scrutinised by the Medical Examiner. This call will give you an opportunity to ask questions or raise any concerns about the

---

causes of death, or about the care the person received before their death. They can also explain what medical language means, and make it easier to understand.

### **What is the difference between a Medical Examiner and a Coroner?**

Coroners have a legal duty to investigate certain deaths, including where the cause of death remains unknown (see section 4).

When the Coroner starts an investigation into a death, the Coroner and not the Medical Examiner will investigate the death (though the Medical Examiner may still provide expert medical advice to the Coroner).

### **What questions will I be asked?**

The Medical Examiner will explain what is written on the Medical Certificate of Cause of Death and why and check if you have any questions or concerns. They will also discuss the Medical Examiner's review and ask if there are any concerns or questions you have about the care the person received before their death. This is the best time for you to ask any questions you have about the death and to speak about anything that concerns you.

### **Why am I being asked if I have any concerns?**

A discussion with a Medical Examiner or Medical Examiner Officer provides you with an opportunity to have an open and honest conversation with someone who was not involved in providing care to the person who died, and ask anything about the care that you are not clear about or you have concerns about. It could be as simple as helping you to understand more about the treatment and causes of death or to understand the medical language used, or there may be something about the care which did not feel right or ideal.

This is an opportunity to ask questions and raise concerns.

The Medical Examiner will provide an independent view of the causes of death and the care provided. Medical Examiners and their Officers will discuss your thoughts, questions and concerns, and if they find issues with care that need further investigation,

---

Medical Examiners will refer these to someone who can do this. As well as answering your questions, this can help to improve care for patients, families and carers in future.

**Can I ask the Medical Examiner to talk to someone else if it's too difficult for me to speak with them?**

Yes of course. You can inform the Medical Examiner if you would like them to speak to another member of your family or a friend instead.

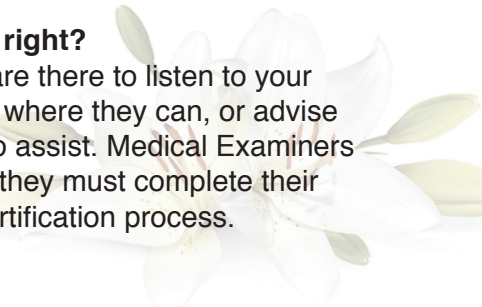
**What if I don't want to speak to the Medical Examiner, or I don't want to tell them about my concerns?**

We understand this is likely to be a difficult time for many people and speaking to someone from the Medical Examiners Office is completely your choice. If you are not sure, you can contact the Medical Examiner or their Officers on 01244 365110 or by emailing [coch.medicalexaminersoffice@nhs.net](mailto:coch.medicalexaminersoffice@nhs.net). Please feel free to ask the team for more information before deciding if you want to go ahead – they are trained to help people during these difficult family times and will be very understanding.

Medical Examiners and Officers are independent and we would encourage you to speak to them if you feel able to. They will help to explain things to you and are specially trained to answer your questions. If Medical Examiners find any potential issues, they will be able to raise these with people responsible for the care of the person who died, or refer the issues to someone who can investigate further. Speaking with the Medical Examiners and Officers can also help improve the care provided by the NHS and by carers to other people in future.

**What will happen if something was not right?**

The Medical Examiner and their Officers are there to listen to your questions and concerns, provide answers where they can, or advise you on who to contact if they are unable to assist. Medical Examiners will not investigate further themselves, as they must complete their work within set time limits for the death certification process.



---

### **Will funeral plans or release of the body take longer?**

Medical Examiners will make every effort to avoid any delays and work with families and carers of the person who died to meet the legal requirements for registering deaths. Medical Examiners and their Officers will try to be as flexible as possible, for example where relatives need access to the body, or release of the body quickly for religious requirements.

### **How can I contact the Medical Examiners Office?**

The Medical Examiners for Cheshire West and Chester are based at the Countess of Chester Hospital and work alongside the Bereavement Services Team. They can be contacted via the Bereavement Office as follows:

**Telephone** 01244 365110

**Address** Countess of Chester Hospital NHS Foundation Trust  
Liverpool Road, Chester, CH2 1UL

**Email** [coch.medicalexaminersoffice@nhs.net](mailto:coch.medicalexaminersoffice@nhs.net)

**Opening hours** Monday to Friday, 10am to 4pm

## **4. Deaths involving the Coroner**

In some instances there is a legal requirement for the doctor to refer a death to the Coroner. This may result in a post-mortem examination. If you have any questions about a death being referred to the Coroner, the clinical team or Bereavement Officer involved will discuss and explain the procedure in detail.

### **Who are Coroners?**

From July 2013, all newly-appointed Coroners must be lawyers. However a few existing coroners are doctors. Coroners are independent judicial officers – this means that no-one else can tell them or direct them as to what they should do but they must follow the laws and regulations which apply. Coroners are helped by their officers who are investigators typically employed by the police.

---

These officers receive the reports of deaths and make enquiries on behalf of the Coroner. In the event that the death has occurred suddenly and unexpectedly in the community, it will often be a police officer who will have attended. However, unless the death has been deemed to be suspicious, the police officer will have attended on behalf of the Coroner.

### **What does the Coroner do?**

A Coroner enquires into those deaths reported to them. It is their duty to find out the medical cause of death, if it is not known, and to enquire about the cause of death if it was due to violence, or industrial disease or was otherwise unnatural.

### **How are deaths reported to the Coroner?**

Deaths are usually reported to the Coroner by the police or by the doctor who has been treating the deceased. A doctor will also report an unexpected death to the Coroner.

### **When is a death reported to the Coroner?**

The death will be reported to the Coroner if it resulted from or occurred in any of these, and sometimes other, circumstances:

- The cause of death is unknown
- The deceased was not seen by the certifying doctor either after death or within 14 days before death
- The death was violent or suspicious
- The death was unnatural
- The death may be due to an accident (whenever it occurred)
- The death may be due to self-neglect or neglect by others
- The death may be due to an industrial disease or related to the deceased's employment
- The death may be due to an abortion
- The death occurred during an operation or before recovery from the effects of an anaesthetic
- The death may be a suicide
- The death occurred during or shortly after detention in police or prison custody

- The death occurred while the deceased was subject to compulsory detention under the Mental Health Act
- For any other concerning feature

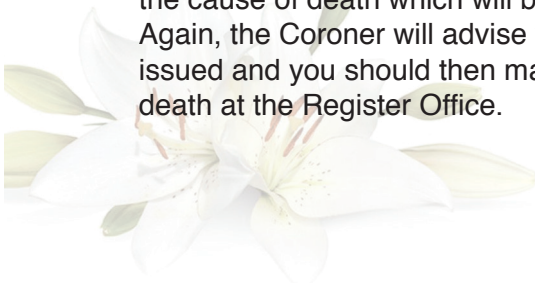
The Coroner may be the only person who can certify the cause of death.

### **What will the Coroner do?**

The Coroner may decide that the death was quite natural and will allow a doctor to issue a Medical Certificate of Cause of Death. If not, the Coroner may ask a pathologist to examine the body by means of a post-mortem examination. If the result of the post-mortem examination shows the death to have been due to natural causes, the Coroner will issue the Medical Certificate of Cause of Death and this will be sent to the Register Office directly. The Coroner's Officer will advise you once this certificate has been issued and you may then make an appointment to register the death at the Register Office.

However, if after the post-mortem examination the Coroner decides that further investigations are necessary before deciding whether or not the death was naturally occurring, the Coroner will open a formal investigation. At this stage the Coroner will issue a burial or cremation order so that the funeral can take place. Because there will be a delay before a full death certificate is available, the Coroner will issue an interim death certificate which is accepted by most banks and building societies and will provide the necessary paperwork to allow the funeral to go ahead.

If, having opened an investigation, the Coroner decides that the death was due to natural causes, the Coroner will discontinue the investigation. At that stage the Coroner will issue a certificate as to the cause of death which will be sent to the Register Office direct. Again, the Coroner will advise you once this certificate has been issued and you should then make an appointment to register the death at the Register Office.



---

## What if the death was not due to natural causes?

The Coroner will hold an inquest. The Coroner will formally open the inquest and then adjourn the proceedings for a full hearing which will take place at a later date.

If the Coroner has not opened an investigation as a preliminary, the Coroner will on opening the inquest issue a burial or cremation order; in no circumstances will the funeral be delayed until after the inquest has been completed.

An inquest is an inquiry to find out exactly who has died and how, when and where they died, together with information needed by the Registrar of Deaths, so that the death can be registered.

For further information regarding Coroner's procedures you can contact the Coroner's office:

### Cheshire Coroner's Office

The Coroner's Office is open Monday to Friday 8.00am - 4.00pm and is located at The East Annexe, Town Hall, Sankey Street, Warrington WA1 1UH Tel: 01606 363393

Email: [coroners@cheshire.pnn.police.uk](mailto:coroners@cheshire.pnn.police.uk)

For further information regarding Coroners go to [www.homeoffice.gov.uk](http://www.homeoffice.gov.uk)



---

## 5. Organ, Tissue and Corneal Donation

Some people may wish to help others in the event of their death through the gift of donating organs and/or tissues for transplant. By doing this they can help to save and transform the lives of others through this amazing gift. Many people have registered their wishes about this on the National Organ Donor Register, or they may have discussed this with their friends and family instead. Even if your loved one's wishes are unknown to you, but you feel that this is something they would have wanted to do, if it is medically possible, then you as the next of kin can give your permission for it to take place. **No organs or tissues would ever be removed without your express consent** to proceed and without a full discussion with a specialist in this field.

### ▶ Organ donation

The donation of organs such as liver, heart, lungs, kidneys and pancreas is only possible from a small number of patients who have died in hospital. This is usually only possible from patients who have been on a ventilator prior to their death in Intensive Care Units or Emergency Departments. The consultant looking after the patient and/or the Specialist Nurse in Organ Donation will have discussed this with you at the time of your loved one's death if this was an option for your relative.

### ▶ Tissue & corneal donation

People who have died at home, in a hospice or in hospital from any ward or department area, may be able to donate tissues & corneas up to 24-48 hours after their death.

The majority of adults and children can donate tissues & corneas. There is no age limit for some tissues, though there are some medical contraindications to donation, which can be discussed with you and assessed for suitability.

Many families find the donation of tissues, such as corneas, skin, bone, tendons and heart valves a source of comfort, as



---

something positive that can result from something very sad. Tissue & corneal donation can transform and rebuild the lives of adults and children with a range of medical conditions such as severe burns or heart defects. Corneal donation can give two people back the gift of sight. One tissue donor may help up to 50 people. Great care and respect will be taken with your relative and the donation, and you can still view your relative as normal post-donation. Tissue & corneal donation will not delay funeral arrangements.

If this is something you would like to discuss further and have more information on please call the **National Referral Centre for Tissue Services**, to speak to one of their Specialist Nurses on: **0800 432 0559**. This is a 24 hour pager service, please leave your name and number and someone will get back to you.

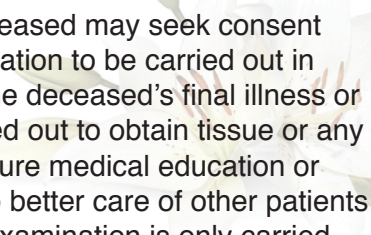
## 6. Post-mortem examinations

### Coroner's post-mortems

Tissue cannot be taken from the body for any purpose except to establish the cause of death. Sometimes small pieces of tissue (similar to a biopsy with a live patient) are taken for examination under the microscope in order to establish the cause of death. You will be consulted if this is the case. Rarely, it is necessary to retain a whole organ for a limited period of time but this will not happen without you being consulted. The consultation process will include taking your instructions as to whether the organ in question is to be returned to the body or otherwise disposed of.

### Hospital Post-mortems

Occasionally the doctor treating the deceased may seek consent from relatives for a post-mortem examination to be carried out in order to gain a fuller understanding of the deceased's final illness or the cause of death. It may also be carried out to obtain tissue or any part from the body for the purpose of future medical education or research, which will help to contribute to better care of other patients in the future. This kind of post-mortem examination is only carried



---

out with the full consent of the deceased's next-of-kin. It is however not a legal requirement. Where a hospital post-mortem is carried out the Medical Certificate of Cause of Death will still be issued by the hospital.

## 7. Registering the death

### Where to register the death

You will need to telephone the Registry Office to make an appointment to register the death once you have spoken with the Medical Examiner and you have been advised that the Medical Certificate of Cause of Death is ready. It must be done within five days (unless it has been reported to the Coroner) and usually in the district Register Office where the death has occurred.

#### **Chester Register Office**

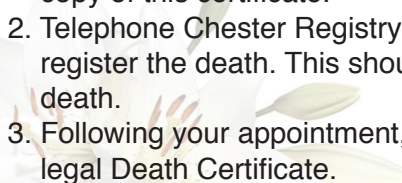
Goldsmith House, Goss Street, Chester, CH1 2BG

Telephone: 01244 972938

Opening hours: Monday to Friday 8.45am to 5pm,  
excluding bank holidays.

Website: [www.cheshirewestandchester.gov.uk/registration](http://www.cheshirewestandchester.gov.uk/registration)

### How to register the death

1. Once the Medical Examiners Office have confirmed that the certificate has been approved, it will be sent electronically to Chester Registry Office. You do not need to arrange to collect a copy of this certificate.
  2. Telephone Chester Registry Office to make an appointment to register the death. This should be done within five days of the death.
  3. Following your appointment, you should receive your copies of the legal Death Certificate.
- 

## Who can register the death

- A relative of the deceased
- Someone present at the death
- The person making the funeral arrangements

Please note if English is not your first language you may prefer to take someone with you to help.

## What needs to be taken to register the death

- The deceased's medical card, if available.
- The deceased's birth certificate, if available.
- The deceased's marriage or civil partnership certificate, if appropriate and available.
- It may also be helpful to take a document showing your own name and address, such as a passport or driving licence and a utility bill.

## What the registrar will need to know

Tick when you have the following information.

The date and place of death.	
The deceased's last usual address.	
The deceased's full names and surname (and maiden name where appropriate).	
The deceased's date and place of birth (town and county if born in the U.K., and country if born abroad).	
The deceased's occupation (or last occupation if retired), and the name and occupation of their spouse or civil partner if applicable.	
Whether the deceased was receiving a pension or allowance from public funds.	
If the deceased was married, the full name and date of birth of the surviving widow, widower or civil partner.	

---

### The registrar will give you:

- **A certificate of burial or cremation:** this certificate is green in colour and should be given to your Funeral Director as early as possible.
- **A certificate of Registration of Death (Form BD8):** this may need to be sent to the Social Security Office and is provided free of charge. Read the information on the back of the certificate and if any of it applies, fill in the certificate and post or take it to your Social Security office.
- **The death certificate (or death entry):** this is a copy of the entry in the Death Register and is available for a small fee - so remember to take a payment method with you. You may need more than one death certificate, depending on the Will and whether there are pension claims or insurance policies etc. Further copies can be obtained at a later date if required.

Other useful information can be found in the Department of Work and Pensions publication called 'What to do after someone dies' or by accessing the website on [www.gov.uk](http://www.gov.uk)

## 8. Choosing a Funeral Director and arranging a funeral

You do not have to wait until you have registered the death before contacting a Funeral Director. Funeral Directors are available 24 hours a day, 7 days a week and the earlier the Funeral Director becomes involved, the sooner they will be able to act on your behalf. However the final arrangements for the funeral should not be made until you are sure the death does not have to be referred to the Coroner. If the death has been referred to the Coroner his office will advise you what to do. Your Funeral Director will liaise with the Coroner for you.

---

If there is to be a post-mortem examination the date when the funeral can be held may be affected.

The deceased may have left instructions regarding their wishes for funeral arrangements.

Funeral Directors' addresses and telephone numbers can be obtained from your local telephone directory, Yellow Pages, Thompson's Local Directory, or the internet.

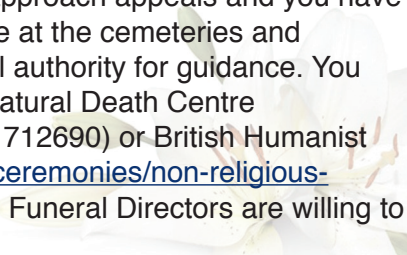
### **Rights and options**

The main requirements in England and Wales are that the death is certified by a Doctor or Coroner, that it is registered with a Registrar of Births, Marriages and Deaths and that the body is either buried or cremated.

- You do not have to have a funeral ceremony
- You do not have to have a religious minister
- You do not have to use a Funeral Director
- A ceremony does not have to take place in a crematorium or place of worship

### **Alternatives to traditional funerals**

There are more options concerning the content of a funeral ceremony and its duration than many people realise. The majority of people choose to make their arrangements through a Funeral Director. But some people see "do-it-yourself" funerals as more personal and less expensive. If this approach appeals and you have time to research and prepare, enquire at the cemeteries and crematorium department of your local authority for guidance. You could also get information from the Natural Death Centre ([www.naturaldeath.org.uk](http://www.naturaldeath.org.uk) Tel: 01962 712690) or British Humanist Association ([www.humanism.org.uk/ceremonies/non-religious-funerals/](http://www.humanism.org.uk/ceremonies/non-religious-funerals/) Tel: 020 7324 3060). Some Funeral Directors are willing to help with such funerals.



---

## Repatriation

Sending bodies abroad requires permission from the Coroner at least four days before the body is to be moved. The paperwork that is required and the regulations are dependent on the country of destination and need to be checked with the relevant Embassy or Consulate. Some Funeral Directors have experience with repatriation and can give advice.

## Choosing a Funeral Director

Funeral Directors will manage funeral arrangements and give advice and support. Check if the Funeral Director you choose belongs to a trade association. This requires them to provide full information about their services and prices. These factors may influence your choice:

- Location of the firm's premises
- Range of services provided
- The way you are treated by the staff
- Cost
- Recommendation of those who have used the service
- Ownership (small family business or large firm)

## A simple funeral

Most people would probably require the Funeral Director to provide the following services as a minimum:

- Make all the necessary arrangements
- Provide appropriate staff
- Provide a suitable coffin
- Transfer the deceased from the place of death to the Funeral Director's premises
- Care for the deceased prior to the funeral
- Provide a hearse to the nearest cemetery or crematorium
- Arrange for burial or cremation as appropriate

Embalming, viewing of the deceased, or providing a limousine for mourners are optional extras.

---

## Funeral costs

Costs for the same services may vary considerably from one Funeral Director to another. You may wish to get more than one quote to compare costs. “Disbursements” are fees paid to others, e.g. for cremation, minister, doctor’s certificates, newspaper announcements, flowers, etc. Assets are generally frozen after a death, but the deceased’s bank will honour the funeral cost (provided there are enough funds in the bank account). Remember the cheapest or most expensive service is not necessarily the best value.

## Paying for a funeral

If you arrange a funeral, you are responsible for paying the bill, so please check where the money will be coming from and if there is enough.

If you are finding it difficult to pay for a funeral that you have to arrange, you maybe entitled to receive help via a Funeral Payment from the Department for Work and Pensions, providing you or your partner are in receipt of certain benefits and meet the rules on your relationship with the deceased. More information on how to claim can be found at [www.gov.uk/funeral-payments](http://www.gov.uk/funeral-payments).

Please note there may still be a fee which has to be paid immediately, even if you are entitled to receive a Funeral Payment. Please discuss this with your Funeral Director.

You may also be eligible for bereavement benefits and more information can be found at [www.gov.uk/browse/benefits/bereavement](http://www.gov.uk/browse/benefits/bereavement) or by phoning the Pension Service Bereavement Service helpline on 0345 606 0265 (Welsh language helpline: 0345 606 0275).

Your local Citizens Advice Bureau can help with all legal and practical matters following a death. The telephone numbers are listed in Part B, Section 6.

Age UK provides advice and information to anyone over the age of 50 about funeral arrangements and welfare benefits etc. See Part B, Section 6.

---

## 9. Wills

If you have any queries about the deceased person's will or regarding the absence of a will you can contact:

Liverpool District Probate Registry  
Tel: 0151 236 8264

HMRC Probate and Inheritance Helpline: 0300 123 1072

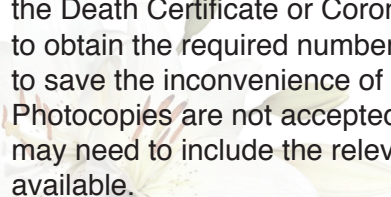
## 10. Who else needs to be told?

You will probably want to let family, friends and neighbours know of the death right away. There are several other people who may also need to know and the table below may be helpful to you.

The Department of Work and Pensions offers a service called 'Tell Us Once' which you may find useful, as one call should notify several government departments of the death of your relative. Your registrar will give you a unique reference number to access the service.

The deceased may have been living alone so you will need to ensure that their home is secure and remove all signs that indicate no-one is there. You may wish to collect spare keys from other relatives, friends and neighbours.

Please note if you are writing to a solicitor, bank, building society or insurance company etc you will need to include an official copy of the Death Certificate or Coroner's Interim Death Certificate, so do try to obtain the required number of copies when at the Register Office to save the inconvenience of having to get extra copies later. Photocopies are not accepted for insurance or legal reasons. You may need to include the relevant account and policy numbers if available.





	Done
The Priest, Vicar or Minister of Other Faiths	
Family Doctor	
The Benefits Agency (pensions, benefits)	
The Bank, Giro, Credit Cards, Building Society	
Social Services (home help, home care)	
Schools, Colleges or Universities attended	
Place of Work (occupational pension)	
Executors of the Estate (wills)	
Solicitor	
Insurance Companies	
Library Service	
HM Revenue, and Customs (Inland Revenue / Tax Office)	
Residential or Nursing Home	
Landlord, Housing Department	
Electricity, Gas, Telephone, Water Companies	
Post Office (redirect mail)	
D.V.L.A. Swansea	
Careline	
Cancel existing appointments i.e. hospital	

## 11. Hospital, Hospice and Community Chaplains and Ministers

The Chaplaincy team and spiritual care team are available to offer spiritual, religious and pastoral care for bereaved people as part of a wider 'multi-faith' Chaplaincy provision. The Chaplaincy team also have up-to-date contact details for the leaders of other local Faith Communities and the Humanist Society. Alternatively, for friends and families who have died in the community you may want to contact your own ministers or spiritual care leaders. To speak to a Chaplain from the Countess of Chester Hospital or the Hospice see telephone numbers below:

Countess of Chester Hospital: 01244 364543  
 Hospice of the Good Shepherd: 01244 851091

## 11. Example letter

Here is an example of a letter that you may find useful when informing people about the death.

[Your Name]  
[Your Address]  
[Your Postal Code]  
[Your Telephone Number]

Date  
[Address to whom you are writing]  
[Name]  
[Department]  
[Company]  
[Road]  
[City]  
[Postal Code]

Dear Sir/Madam,

I wish to inform you of the death of [name of the deceased and date of birth].

Please find enclosed with this letter the documentation/papers that need to be returned to you.

[Name of deceased] died in or at [hospital name or home address] on [date].

If you require any further information please contact me at the above address.

Yours faithfully

[Your Name]

---

## Part B

### Coping with Bereavement and Grief

The death of someone close can be devastating. There is no 'right' or 'wrong' way to grieve and your experience of grief will be different from other people's. Your reactions may be influenced by a number of things including your previous experiences of bereavement, your age and personality, your religious and spiritual beliefs, cultural background, your actual life circumstances and how you cope with loss.

The following information aims to help you understand some of the emotions which you may face during your bereavement and to make some practical suggestions to help you through this difficult time. At the back of this booklet there are some addresses and telephone numbers of organisations which may be helpful to you.

### Impact of Covid -19

Coping with loss during the **COVID-19** pandemic may have added additional stress for you and your family. Restrictions may have been in place if your loved one was in hospital and you may not have been able to visit or be with them when they died. New guidance on procedures that must be in place following a death may have restricted your normal ways of grieving, or prevented you from being with others who would support you. Self-isolation and social distancing may have resulted in you feeling increased loneliness and abandonment, or may have prevented others from offering practical help.

Alternatively, being at home isolating as a family may have prevented you from having the space you needed to deal with your own emotions, whilst trying to support others. The global impact of COVID-19 also meant that it was hard to avoid information about loss and the losses that others have experienced

---

and that may have been overwhelming.

Grief at any time is difficult and painful and whilst COVID-19 may present additional challenges to the process, you will also experience all of the normal pain of loss and separation.

## 1. Understanding grief

Every person's experience of grief is different but when someone close dies you may initially feel **shocked, numb, angry, guilty and scared**. These feelings can change to feelings of **sadness, pining, loneliness** - thinking about how you will cope in the future may frighten you.

These are some of the common feelings that many people share and over time you may find that these feelings lessen. Whilst every person's experience of grief is unique there are some common reactions to bereavement.

### **'Is it normal to have physical reactions to my loss?'**

Physical reactions to a death are very common. You may find you don't want to eat, you feel exhausted and frequently people find that they are unable to sleep. Poor sleep patterns can leave you unable to think clearly and feeling drained. Other physical symptoms can include feeling empty inside, headaches, stomach aches and generally feeling run down. Whilst these reactions should pass in time, if they persist you may want to consult your GP.

### **'Am I going mad? I keep on hearing their voice'**

You may have what you feel are some odd experiences. It is not unusual to see or hear the person who has died. Many people talk to the person as if they were still there. This can happen when you are not expecting it, almost as if your mind has 'forgotten' for a moment that they have died.

### **'Why can't I stop going over and over every detail of his last few days?'**

It is a common reaction to keep on repeatedly thinking about what happened particularly if the death was sudden and traumatic or

---

occurred in traumatic circumstances. It seems to be the mind's way of processing what has happened and this tends to reduce over time. Talking with the health care professionals involved at the time of death may help – see the contact details on the front cover.

### **‘I feel like there’s no point in going on’**

It is not unusual for people coping with bereavement to think about their own death and ending their own life as a way out of the pain. It is really important to share these thoughts with people you can trust. It is very common to feel hopeless and despairing after the death of someone close but if these feelings continue and you feel overwhelmed, please see the section on **When to seek further help** on page 26.

### **‘I just feel so guilty’**

A lot of people wonder whether they could have done anything differently which might have helped or prevented the death; they may feel guilt at somehow having let the person down or think constantly ‘if only I had...’. It is also common to feel relief at someone’s death following a long and painful illness and then to feel guilty for feeling like this. It can be extremely painful to live with these emotions but ultimately feeling guilty will not help. If you can, try and focus on the good times and avoid focusing on events in the past which you cannot change.

If you find you cannot move past these feelings of guilt, you may choose to seek support to talk about them further (see page 34).

### **‘Why do I feel so angry?’**

Unfortunately the death of someone close can bring changes in terms of financial and family responsibilities that you may feel you can’t cope with. You may feel really angry that you are being left on your own to handle all these things. Or perhaps you feel angry with someone you consider to be responsible for the death. Anger is a healthy and normal part of grief. It is a reaction to feeling out of control and abandoned. If you do have any questions about the final illness of your loved one, then it may well be helpful to make contact with the doctors or nurses who looked after them - see the contact details on the front page of this booklet.

---

---

**‘Why have people stopped caring?’**

‘They don’t come around any more or ring me like they used to’. Sometimes people avoid the bereaved person because they don’t know what to say or are scared of upsetting you. Sometimes people just do not realise how long it takes to recover from a death and expect you to be feeling better very quickly. You may need to tell friends and family that it helps to talk about the person who has died.

**‘I can’t concentrate and I am worried about how I will cope at work’**

People find it hard to concentrate after a death; you may find it really difficult to read a book or watch television; it’s quite normal to feel like this and to forget where things are or what you are meant to be doing. However this can be worrying and can cause problems at work. It is a good idea to talk to your manager to explain this. It may even be worthwhile exploring whether there is a possibility of altering your working hours or other ways of working to help you through this difficult period.

**‘When am I going to start to feel better?’**

It takes time to heal from grief and each of us responds differently. Coming to terms with a death is a very gradual process which can take a long time. In the initial days after a bereavement family and friends often pull together and support you but frequently the reality of the death takes time to sink in and it is often when family and friends think you should be ‘getting better’ and pull back a little that you feel at your most lonely and sad.

Over time people usually find that they are able to get on with their lives whilst continuing to remember their loved ones. Generally people start to feel like this within one or two years of the death. If you are beginning to start rebuilding your life try not to feel guilty. It is normal to begin to recover and to start to rebuild your life – it does not in any way mean you are being disloyal to the person who has died.

**2. Taking care of yourself - do’s and don’ts**

It is generally agreed that the following may be helpful at this difficult time.

---

- 
- **Do** express your emotions.
  - **Do** remember that you need time to rest, think and sleep.
  - **Do** be gentle with yourself. If you have a bad day, put it behind you and have another go.
  - **Don't** stifle your feelings.
  - **Don't** avoid talking about what has happened.

### 3. Supporting children and young people

Adults try to protect children, often afraid they will make the situation worse for the children, believing they are too young to understand. Adults also try to shield children, believing that not talking will protect them from feelings of sadness and pain. However, this can leave children feeling **excluded, afraid, and alone**, unable to ask questions relating to illness and death. Like adults, children will feel a range of emotions such as: **sadness, anger, confusion, fear, loneliness, guilt, and disbelief.**

#### **Behaviours you might see in a child who is bereaved:**

- Children may become clingy.
- They may show distress at separation from family members.
- Children may worry about their health and that of those around them.
- Children may have difficulties concentrating and become distracted.
- Children can become the compliant child or naughty child.
- They might have difficulties eating or sleeping.

Dealing with these behaviours can seem overwhelming and you may feel you need support.

#### **What children need:**

- An opportunity to make sense of what has happened, and tell their own story.
- Clear, age-appropriate information about what has happened, and what is happening now, and to be included.

- 
- Reassurance about their own health and that of those around them.
  - Reassurance that it is not their fault.
  - Adults who will answer questions and share their feelings.
  - An opportunity to remember the person who has died.
  - An opportunity to attend the funeral, and contribute to the way the service is run. Further information on children and funerals can be found at [www.stchristophers.org.uk/leaflet/candle-children-and-funerals](http://www.stchristophers.org.uk/leaflet/candle-children-and-funerals)

Talking reduces both isolation and anxiety. It enables children to understand their own experience of bereavement and that of others. It fosters an ability to cope, and empowers them with a more positive outlook.

#### 4. When to seek further help

The following is a list of symptoms and feelings often associated with grief. Whilst these can be a normal part of grieving, if they persist and make it difficult to manage day-to-day tasks you may wish to seek professional help if you:

- Are always feeling exhausted, anxious, suicidal, depressed, helpless, experiencing uncontrollable anger, sleeplessness or feeling stressed.
- Are becoming withdrawn and unable to speak or spend time with family and friends, or are finding it difficult to cope at work, school etc.
- Are becoming dependent on drugs or alcohol.
- Have little desire to get involved in activities you once enjoyed.

Your family doctor may be able to help particularly if you are worried about your own health. You can also contact the West Cheshire Bereavement Service hosted by the Hospice of the Good Shepherd on 01244 853193 to discuss whether there may be other avenues of support that you could explore to help you through this difficult time.



---

Remember, this may be in the first few weeks, many months or years after someone has died (refer to the section on page 35 ‘where can I get support at a later date?’).

## 5. Useful booklets and leaflets

- What to do after someone dies  
[www.gov.uk/after-a-death/overview](http://www.gov.uk/after-a-death/overview)
- Funeral Payment form (SF200 10/14)
- How to obtain Probate (PA2)
- Reading for adults on bereavement see the following website or ask your local library  
[www.stchristophers.co.uk/library](http://www.stchristophers.co.uk/library)
- Reading for children and young adults on bereavement see the website below, if you do not have access to the internet, your local library will be able to help you.  
[www.stchristophers.org.uk/candle](http://www.stchristophers.org.uk/candle)

## 6. Support organisations

### Local organisations that may be able to offer help

#### General

##### **West Cheshire Bereavement Service**

Hospice of the Good Shepherd, Gordon Lane, Backford, Chester, CH2 4DG

Tel: 01244 853193

Email: [bereavement@hospicegs.com](mailto:bereavement@hospicegs.com)

Website: [www.hospiceofthegoodshepherd.com](http://www.hospiceofthegoodshepherd.com)

Service offering bereavement support through counselling or befriending for all bereaved people throughout West Cheshire, irrespective of cause or place of death. The service also offers pre-bereavement support.

Information on coping with bereavement, including a section on talking to someone who is bereaved, is available on the Bereavement Service section of the website.

---

### **Bereavement Help Points in Cheshire.**

Bereavement Help Points are a friendly space open to anyone who is bereaved or is supporting someone who is bereaved. Drop in and collect information on bereavement and support.

- Chat with one of our trained volunteers or with other bereaved people
- A fantastic opportunity for the community to support each other and for those grieving the loss of a loved one to be reassured they are not alone.

Bereavement Help Points run in Chester, Elton, Sealand, Blacon, Ellesmere Port and there is also an online group. Please email [bereavement@hospicegcs.com](mailto:bereavement@hospicegcs.com) for more information.

### **Citizens Advice Bureau - Chester**

The Bluecoat, Northgate Street, Chester, CH1 4EE

Tel: 0344 57 66 111

Website: [www.cwcab.org.uk](http://www.cwcab.org.uk)

### **Citizens Advice Bureau - Ellesmere Port**

1 Whitby Road, Ellesmere Port, CH65 8AA

Tel: 0344 57 66 111

Website: [www.cwcab.org.uk](http://www.cwcab.org.uk)

The Citizens Advice service helps people resolve their legal, money and other problems by providing free, independent and confidential advice.

### **Cruse Bereavement Care - Wirral**

Tel: 0151 645 6604

Website: [www.cruse.org.uk/wirral-area](http://www.cruse.org.uk/wirral-area)

Offers counselling, support and advice for people living on the Wirral.

### **Cruse Bereavement Care - North Wales**

Tel: 01492 536577

Website: [www.crusenorthwalesarea.btck.co.uk](http://www.crusenorthwalesarea.btck.co.uk)

Offers counselling, support and advice for people living in North Wales.

### **Parabl Talking Therapies**

Tel: 0300 777 2257

Website: [www.parabl.org.uk](http://www.parabl.org.uk)

For people in North Wales Parabl Talking Therapies provides short-term therapeutic interventions for individuals facing common mental health difficulties or challenging life events which may be impacting on their emotional wellbeing.

---

### **Macmillan Community Support Service**

To self-refer for emotional support:

[Macmillan Telephone Buddies - Macmillan Cancer Support](#).

This is a UK-wide scheme and you will be allocated to services within your region.

For any other queries for emotional and practical support:

[vsnorth@macmillan.org.uk](mailto:vsnorth@macmillan.org.uk) – for signposting to what support is available.

### **Macmillan Support & Information Manager**

Countess of Chester Hospital, Liverpool Road, Chester, CH2 1UL

Tel: 01244 364948

Email: [Cancer.support@nhs.net](mailto:Cancer.support@nhs.net)

This service is to support patients or family members or anyone who is or has been affected by cancer. This can include bereavement support, particularly when there are waiting times to access other services.

Face-to-face appointments are available.

### **The Samaritans - Chester**

36 Upper Northgate St, Chester, CH1 4EF

Tel: 01244 377999 (local charges apply)  
or 116 123 (free and anonymous)

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

24-hour telephone emotional and practical support, and face-to-face befriending during the day at local branches.

### **Widowed Friends - Chester**

Email: [widowedfriends@outlook.com](mailto:widowedfriends@outlook.com)

Chester-based friendship and social group for widows, widowers and people bereaved of their partner, however long ago.

### **Widows and Widowers of Cheshire**

Website: [www.meetup.com/widows-and-widowers-of-cheshire/](http://www.meetup.com/widows-and-widowers-of-cheshire/)

Chester-based group for people who have lost a partner. No restriction on membership location – if you are willing to travel, you are welcome. Not a support group or bereavement group as such, and definitely not a dating site, just a group of people getting on with life and having a lot of fun and laughter together.

---

## Family & Child Bereavement

### Elsie Ever After

Website: [www.twitter.com/ElsieEverAfter](https://www.twitter.com/ElsieEverAfter)  
[www.facebook.com/ElsieEverAfter](https://www.facebook.com/ElsieEverAfter)

Email: [elsieeverafter@hotmail.com](mailto:elsieeverafter@hotmail.com)

Cheshire-based organisation supporting bereaved families.

### The Sunstone Centre at Hope House Children's Hospice

Tel: 01244 340 759

Website: [www.hopehouse.org.uk/care/counselling](http://www.hopehouse.org.uk/care/counselling)

Counselling services and support for local families bereaved of a child.

### Reflect Children's and Young People's Counselling Service

Hospice of the Good Shepherd, Gordon Lane, Backford, Chester, CH2 4DG

Tel: 01244 851104

Email: [reflect@hospicegs.com](mailto:reflect@hospicegs.com)

Website: [www.hospiceofthegoodshepherd.com](http://www.hospiceofthegoodshepherd.com)

Reflect offers information, support, sign posting and one-to-one counselling for children, young people and their families who are bereaved or have a family member with a life-threatening or life-changing diagnosis. Covers Chester, rural Chester, Deeside and Ellesmere Port.

## National Organisations That May Be Able to Offer Help

### General

#### Age UK

Tel: 0800 169 8787

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

Provides information and advice to people over 50 on a variety of topics.

#### Bereavement Advice Centre

Tel: 0800 634 9494

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

Offer practical information and advice on the issues and procedures facing us after a death.

#### Bereavement Trust

Tel: 0800 435 455

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

Support for anyone who has been bereaved.

---

### **The Bereavement Register**

Tel: 020 7089 6403 or 0800 082 1230  
(24hr automated registration service)

Website: [www.the-bereavement-register.org.uk](http://www.the-bereavement-register.org.uk)

Service specifically designed to remove the names and addresses of people who have died from databases and mailing files.

### **Cruse Bereavement Care**

Tel: 0808 808 1677

Website: [www.cruse.org.uk](http://www.cruse.org.uk)

Offers counselling, support and advice. A newsletter and extensive list of books and leaflets are published.

### **Lesbian and Gay support from London Friend**

Tel: 020 7833 1674

Website: [www.londonfriend.org.uk](http://www.londonfriend.org.uk)

Charity offering advice and emotional support to people bereaved by the death of a same sex partner.

### **NHS Live Well**

Website: [www.nhs.uk/livewell/bereavement/pages/coping-with-bereavement.aspx](http://www.nhs.uk/livewell/bereavement/pages/coping-with-bereavement.aspx)

NHS page with information on bereavement.

### **Roadpeace**

Tel: 0845 4500 355

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

Practical and emotional support service to those bereaved and injured through road traffic accidents.

### **SAMM (Support after Murder and Manslaughter)**

Tel: 0845 872 3440

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

Help for people who have suffered the loss of a child, relative or friend of any age as the result of murder or manslaughter. Secure telephone helpline, online forum, and non-religious weekend retreats.



---

**Silverline**

Tel: 0800 4 70 80 90

Website: [www.thesilverline.org.uk](http://www.thesilverline.org.uk)

The Silver Line is the only free confidential telephone helpline offering information, friendship and advice to older people in the United Kingdom that's available 24 hours a day.

**Support Line**

Tel: 01708 765200

Email: [info@supportline.org.uk](mailto:info@supportline.org.uk)

Provides emotional support and details of agencies, support groups, helplines and counsellors.

**Tenovus Cancer Care**

Tel: 0808 808 1010

Website: [www.tenovuscancercare.org.uk](http://www.tenovuscancercare.org.uk)

Charity offering telephone support or online support plus monthly bereavement support group based in Wrexham

**Terrence Higgins Trust**

Tel: 0808 802 1221 (Monday-Friday, 10am-8pm)

Website: [www.tht.org.uk](http://www.tht.org.uk)

Practical and emotional support to anyone who has lost someone to HIV/AIDS

**Widowed and Young**

Website: [www.widowedandyoung.org.uk](http://www.widowedandyoung.org.uk)

WAY is a peer-to-peer support group for men and women aged 50 or under when their partner died.

**Family & Child Bereavement****Care for the Family**

Tel: 029 2081 0800

Website: [www.careforthefamily.org.uk/family-life/bereavement-support](http://www.careforthefamily.org.uk/family-life/bereavement-support)

Organisation promoting family life, offers bereavement support to those widowed young and those bereaved of a child, as well as support and advice for those who are currently supporting a bereaved person.

**Child Bereavement Charity**

Tel: 0800 028 8840 (helpline - free from landlines)  
or 01928 577 164 (Cheshire)

Website: [www.childbereavementuk.org](http://www.childbereavementuk.org)

Offering support to those who have been bereaved of a child, or to children facing bereavement.

---

### **Child Death Helpline**

Tel: 0800 282 986 (free from landline) or 0808 800 6019 (free from mobile)

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

Helpline for anyone affected by the death of a child, in any circumstances, no matter how recently.

### **Childhood Bereavement Network**

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

Online directory of open access services for bereaved children.

### **Childline**

Tel: 0800 1111

Website: [www.childline.org.uk](http://www.childline.org.uk)

Confidential help and support for children and young people.

### **Hope Again**

Tel: 0808 808 1677 freephone helpline

Website: [www.hopeagain.org.uk](http://www.hopeagain.org.uk)

Cruse's website for children and young people.

### **Reuben's Retreat**

Website: [www.reubensretreat.org](http://www.reubensretreat.org)

Charity in the process of developing a retreat for bereaved families. Other breaks are available through partner organisations while the retreat is being completed.

### **SANDS (Stillbirth and Neonatal Death Charity)**

Tel: 020 7436 5881

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

Organisation supporting anyone affected by the death of a baby, either before, during or shortly after birth. Includes sections for fathers and those long-ago bereaved.

### **Tamba (Twins and Multiple Births Association)**

Website: [www.tamba.org.uk/bereavement](http://www.tamba.org.uk/bereavement)

Charity supporting parents of multiple births, including Facebook bereavement support page.

### **The Compassionate Friends**

Tel: 0345 123 2304

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

Organisation of bereaved parents offering support and understanding after the death of a child of any age.

---

### **The Lullaby Trust**

Tel: 0808 802 6868 (Mon-Fri 10am-5pm, Sat/Sun/Bank Hols 6pm-10pm)

Website: [www.lullabytrust.org.uk](http://www.lullabytrust.org.uk)

Specialist support for bereaved families and anyone affected by a sudden infant death.

### **Winston's Wish**

Tel: 08088 020 021

Website: [www.winstonswish.org.uk](http://www.winstonswish.org.uk)

Practical support and guidance to families and anyone concerned about a grieving child.

## **Meningitis**

### **Meningitis Now**

Tel: 0808 80 10 388

Website: [www.meningitisnow.org](http://www.meningitisnow.org)

Charity offering information and support about Meningitis.

## **Motor Neurone Disease (MND)**

### **Motor Neurone Disease Association**

Tel: 01604 250505

Website: [www.mndassociation.org](http://www.mndassociation.org)

Organisation supporting those affected by MND.

## **Suicide**

### **CALM (Campaign Against Living Miserably)**

Tel: 0800 585858

Website: [www.thecalmzone.net](http://www.thecalmzone.net)

Organisation dedicated to preventing male suicide

### **Papyrus**

Tel: 0800 068 4141

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

Charity dedicated to the prevention of young suicide.

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

Tel: 0300 111 5065 (9am - 9pm daily)

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

Exists to meet the needs and break the isolation of those bereaved by the suicide of a close relative or friend.



---

## 7. Where can I get support at a later date

We hope this booklet has helped you understand some of the ways losing a loved one can impact on you practically, emotionally and physically. If you feel you are struggling, or you are worried about a friend or relative, you may wish to contact your GP or one of the organisations in the booklet. Or you may wish to receive more one-to-one support via counselling or befriending, in which case please contact the West Cheshire Bereavement Service hosted by the Hospice of the Good Shepherd on 01244 853193, by emailing [bereavement@hospicegs.com](mailto:bereavement@hospicegs.com) or visiting our website at [www.hospiceofthegoodshepherd.com](http://www.hospiceofthegoodshepherd.com).

Alternatively, return this page by post and the service will contact you to discuss your requirements.

Name: .....

Address: .....

.....

.....

Postcode: .....

Phone number: .....

**Please return to:**

West Cheshire Bereavement Service  
Hospice of the Good Shepherd  
Gordon Lane  
Backford  
CH2 4DG



---

### Feedback Form for Comments and Suggestions

Your feedback is invaluable to us and we would appreciate it if you would complete this form to give us your views on the contents of this booklet, how helpful you found it and how it could be improved for future editions.

1. Did you find this booklet useful? **Yes / No**

2. Was there one aspect of the booklet which was most useful to you?

.....

3. Was there one aspect of the booklet which was least useful to you?

.....

4. Was there anything you would have liked to find in the booklet which was not included?

**Yes / No** If Yes, please give detail .....

.....

5. Where did you receive the booklet from? **GP / Hospital / Friend or relative /**

**Other** .....

6. Any other comments? .....

.....

Name: .....

Address: .....

.....

..... Postcode: .....

Telephone: .....

Email: .....

We might wish to contact you to clarify your comments or to request further feedback in the future. If you would prefer not to be contacted please tick here [  ].

Thank you for the time taken to offer us your comments. Please return completed form to:

Feedback, West Cheshire Bereavement Service, Hospice of the Good Shepherd,  
Gordon Lane, Backford, Chester, CH2 4DG.

Or feed back by email to [bereavement@hospicegs.com](mailto:bereavement@hospicegs.com)

Or by visiting [www.hospiceofthegoodshepherd.com](http://www.hospiceofthegoodshepherd.com)

---

## Notes



HELPING YOU EVERY STEP OF THE WAY

# The highest standards of service and care

The loss of a loved one is one of the most painful and difficult experiences of our lives. At that sad and difficult time, your choice of funeral director is one of the most important decisions you will make.

Dignity is a member of the National Association of Funeral Directors. This trade association demands high professional standards, so in order to be accepted as members, funeral directors have to meet a strict criteria and abide by a Code of Conduct.

## BLACON

J C CLARKE & SON

Tel: 01244 370 660

## BUCKLEY

R D DAVIES

Tel: 01244 550 957

## CONNAH'S QUAY

ALEX McDONALD

Tel: 01244 812552

## FLINT

CLIFF TIERNEY

Tel: 01352 732145

## FRODSHAM

J C CLARKE & SON

Tel: 01928 735752

## HAWARDEN

O W ELLIS

Tel: 01244 532218

## HELSEBY

J C CLARKE & SON

Tel: 01928 722059

## HOOLE

J C CLARKE & SON

Tel: 01244 318411

## LITTLE SUTTON

W. WILLIAMS & SON

Tel: 01513 392129

## SHOTTON

O W ELLIS

Tel: 01244 814817

## TARPORLEY

T H LIGHTFOOT

Tel: 01829 733808

## WHITBY

W. WILLIAMS & SON

Tel: 01513 556128

For further information please visit:  
[www.dignityfunerals.co.uk/local](http://www.dignityfunerals.co.uk/local)



Part of Dignity plc. A British company.





**Jacqueline Wilson**  
**Independent Funeral Services Limited**

**Over 20 years local experience**

**NAFD Qualified**

**24 hours a day Personal Service**

**Private Chapel of Rest**

**Pre-paid Funeral Plans**

**Memorial Masonry**

**HILL VIEW,  
HIGH STREET,  
CLOTTON,  
TARPORLEY,  
CHESHIRE.  
CW6 0EG**

**TEL: 01829 781572**

**52 HIGH STREET,  
TARVIN,  
CHESTER,  
CHESHIRE.  
CH3 8EE**

**TEL: 01829 740002**

**WWW.JWIFS.CO.UK**

**EMAIL: jackie@jwifs.co.uk**



**Golden Charter**   
Funeral Plans





**Are you struggling to find an affordable funeral director?**  
Though all NFFD approved funeral directors are committed to providing outstanding value for money, make sure you also look for the Fair Price Charter logo.

## *Laurence Jones Funeral Directors*

***Proudly Serving the Whole of Chester and Surrounding Areas***

***Beautiful Funeral Home with Private Chapels of Rest***

***Religious and Non Religious Services Arranged***

***Home Visits Always Available***

***Conveniently Located Just Minutes from  
The Hospice & The Countess Of Chester***

**FULLY INCLUSIVE CREMATION SERVICE  
AT CHESTER CREMATORIUM  
FROM ONLY £2000.00**

***Please Ring for a Free No Obligation Quote***

***24 Hour Personal Service 365 Days a Year***

***Cresswell House Funeral Home  
Ince Lane, Elton, Chester, CH2 4LU  
(3 Minutes from Helsby and Cheshire Oaks)***

***also at:***

***Castle House Funeral Home, 86 Teehey Lane,  
Higher Bebington, Wirral CH63 8QU***

***01928 72 63 64 or 0151 608 8503***





# Dutton & Hallmark

## FUNERAL SERVICES

CHESTER'S OLDEST ESTABLISHED  
FAMILY RUN INDEPENDENT FUNERAL SERVICES

*Helping families to say goodbye to their loved ones  
from generation to generation*

PRIVATE CHAPELS OF REST

*Call our professional team - Stephen, Simon or Ann  
for peace of mind and a caring, round the clock service*

**01244 310966**

LARGEST FLEET OF FUNERAL VEHICLES IN THE AREA  
PREPAID FUNERAL PLANS AVAILABLE

**Golden Charter**  
Funeral Plans 



**80 FAULKNER STREET, HOOLE, CHESTER CH2 3BQ**

# Stephen & Son Funeral Directors *Johnstone*

Bespoke Funeral Services in Chester,  
Ellesmere Port & Surrounding Areas  
Experienced & Sympathetic Funeral Directors

Available 24 Hours A Day 7 Days A Week

Professional Guidance & Personal Support Given

## TRADITIONAL FUNERAL £2700

Includes Hearse 1 Limousine, Cremation Charge,  
Doctors Fees, Minister, 1 Spray Of Flowers  
& 30 Service Sheets

With Over 30 Years Of Experience  
Prices May Vary For A Particular Service



3 Chester Street,  
Saltney Chester  
CH4 8BJ

01244 292 835



1 Enfield Road,  
Ellesmere Port  
CH65 8DA

0151 345 6940

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





# Anderson

Family Run Funeral Directors

Covering Ellesmere Port, Chester, Wirral and surrounding areas; Andersons are Ellesmere Port's only fully qualified, licensed and family run funeral directors.

Based in the heart of Whitby Village, Andersons is the areas trusted family funeral directors offering a truly bespoke service. Andersons boast a wealth of experience, an array of qualifications and countless glowing testimonials, all supported by a wealth of local knowledge.



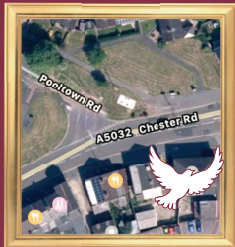
0151 357 2671 24 hr service



*"First class, dignified, exceptional funeral directors. They care, respect, and show absolute professionalism in all they are and do. Highly recommended. You can entrust your loved one to them." - Rev'd J. Bellfield.*

**Our family strives to provide the best for your family.**

At Andersons we understand that a difficult time can be made more so by financial struggle. We promise to honour any written like-for-like quotation from other local reputable funeral directors, to help the best we can.



**Anderson Family Run Funeral Directors**  
11 Chester Road (Beside Vale Court Care Home)  
Whitby Village, Ellesmere Port, CH65 9BD

[www.anderson-funeral-directors.co.uk](http://www.anderson-funeral-directors.co.uk)  
[catherine@anderson-funeral-directors.co.uk](mailto:catherine@anderson-funeral-directors.co.uk)

Your private family firm...



## J. E. Davies & Son

(Proprietor: Edward Davies, DipFD)

**Funeral Directors**



**Full Monumental Services at Delyn Memorials**

50 High Street,  
**CONNAHS QUAY**  
Tel: (01244) 831774

163 Mold Road,  
**BUCKLEY**  
Tel: (01244) 548197

Ffynnon y Cyff,  
**LIXWM**  
Tel: (01352) 741265

Wrexham Street,  
**MOLD**  
Tel: (01352) 700155

High Street,  
**BAGILLT**  
Tel: (01352) 732146

1 - 3 Halkyn Street,  
**FLINT**  
Tel: (01352) 733833

2 Halkyn Street,  
**HOLYWELL**  
Tel: (01352) 712203

*Sympathy & Understanding In Your Hour of Need*

## *Gerald Wright & Son Funeral Directors*

- ❖ Private Family Business est.1965
  - ❖ Chapels of Rest
  - ❖ 24 Hour Personal Service
  - ❖ Members of NAFD. SAIF.
- ❖ Provider of Golden Charter & Avalon Funeral Plans
  - ❖ Beyond Funeral Finance available
  - ❖ Basic Funerals from £2,150.00

106 Hawarden Way  
Mancot  
01244 520632

14 High Street  
Saltney  
01244 683770

6 Chester Road West  
Queensferry  
01244 831994

Wright House  
Chester Rd, Sandycroft  
01244 536601

Email: [gwrightfunerals@gmail.com](mailto:gwrightfunerals@gmail.com)



Golden Charter  
Funeral Plans



# *Funerals from the Heart*

Family owned and run Independent Funeral Directors

“Let our family take care of your family”



Free Probate help; Free Will reading service.

Free help sourcing funds to pay towards the funeral.

We have truly excellent reviews & are surprisingly inexpensive

Janette Lever LLB (Bachelor of Laws)  
119 Brook Street, Chester CH1 3DX  
01244 329173  
[www.funeralsfromtheheart.co.uk](http://www.funeralsfromtheheart.co.uk)  
[info@funeralsfromtheheart.co.uk](mailto:info@funeralsfromtheheart.co.uk)



Warm & Friendly Comforting Staff Available 24/7



# G & M Goold



Chester's Most qualified  
Independent Funeral Directors



Geoff , Mandy  
& Sons are a  
true family  
run funeral  
directors with  
over 40 years'  
experience.

We offer a personal and caring service,  
with a woman's touch.

Chester Small Business Award Winners  
Free Advice on Funeral Planning

Telephone: 01244 319595  
70 Green Lane, Vicars Cross  
Chester CH3 5LB  
[www.gmgooldfunerals.co.uk](http://www.gmgooldfunerals.co.uk)

Golden Charter   
Funeral Plans



HELPING YOU EVERY STEP OF THE WAY



# Practical guidance on planning a funeral

Dignity is one of the UK's leading providers of prepaid funeral plans and funeral services, helping more than 824,000 people prepare for their funeral in advance.

Dignity also has over 800 funeral homes in towns and cities across the UK, and we are the UK's largest private Crematoria operator.

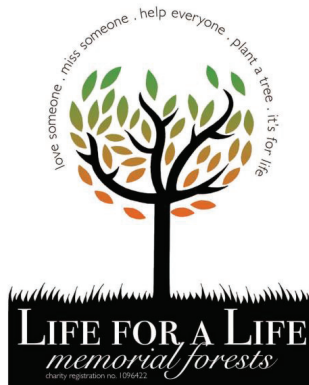
- ✓ Immediate help available now from one of our experienced funeral directors
- ✓ Pre Paid Funeral Plans providing a simple and secure way to arrange and pay for your funeral in advance
- ✓ Access to FREE expert legal advice (e.g. on probate and estate planning)

The Solace Direct Cremation Plan	The Pegasus Plan	The Orion Plan	The Apollo Plan
Provides a straightforward, unattended funeral	Provides all the essential services for a more traditional funeral	Traditional funeral service, and offers a range of additional options	A funeral plan designed to give a celebration of your life

Call Dignity now on 0800 008 6348 quoting SOL1ND for a quotation and our support and advice with all aspects of planning and arranging a funeral.

Dignity Pre Arrangement Limited. A company registered in England No. 1862158. VAT Reg No. 486 6081 14. Registered office: 4 King Edwards Court, King Edwards Square, Sutton Coldfield, West Midlands B73 6AP. Tel. 0121 354 1557 Fax. 0121 355 8081. Part of Dignity plc. A British company.

All information correct at time of going to print August 2018. All calls to 0800 numbers are free whether made from a landline or mobile. Calls may be recorded for monitoring and training purposes.

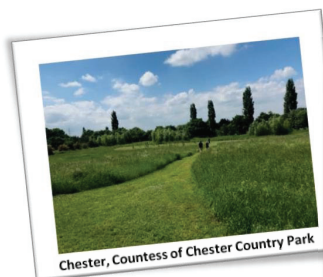


**Life for a Life Memorial Forests** is a charity that offers you the chance to celebrate or commemorate your loved ones by planting memorial trees in one of many beautiful woodland locations across the United Kingdom. Over time, these trees will develop into beautiful managed forests that everyone can enjoy.

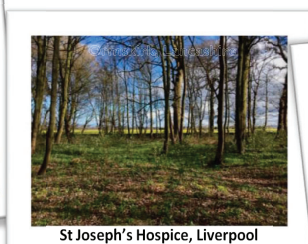
Life for a Life Memorial Forests is a not for profit, non-denominational and non-political registered Charity, who makes regular donations to hospices, hospitals and health care related organisations throughout the nation.

To find out more information about planting a tree in one of our many memorial forests get in touch to receive your free fully comprehensive brochure.

**Call:** 0161 624 2299, **Email:** [info@lifeforlife.org.uk](mailto:info@lifeforlife.org.uk) or **Visit:** [www.lifeforlife.org.uk](http://www.lifeforlife.org.uk)



Chester, Countess of Chester Country Park



St Joseph's Hospice, Liverpool



Ormskirk, Lancashire



Charity Reg No. 1096422



Providing *MORE* for our patients  
Registered Charity: 1050015

## In Memory Donations

Making a donation in memory of a loved one is a way of celebrating the life of someone special and allows the hospital to provide more for our patients.

Donations can be made to any ward or area of care.

Donation envelopes are available from our office in the main reception of the Countess and we are open Monday—Friday 9am –5pm.

Call 01244 366240 for more information

## Thank you

## A Gift in Memory

*A gift in memory no matter the size will make a big difference*

A gift in memory is a way of honouring the life of someone special while making a difference to the lives of others. A lasting tribute, your gift will help us to continue providing vital care and support to local people with a diagnosis of a non-curable, life limiting illness.

Our specialist services are provided free of charge to local people and their families from Chester, West Cheshire & Deeside. Each year it costs over £4 million to provide our care services, so every gift in memory is a valued contribution.

### *Give in Lieu of flowers*

Families often ask for donations to be made to the Hospice in lieu of flowers

### *Hospice Rose Garden*

You can purchase a rose or engraved stone to be placed within our Rose Garden situated at the Hospice

### *Make a gift in your Will*

Many people choose to leave a gift in their Will to the Hospice as a way of remembering their loved one

### *Take part in one of our events*

Take part in one of our events throughout the year and ask for sponsorship from your friends and family

### *Set up a JustGiving in Memory Page*

A JustGiving memory page is a simple way to honour the memory of someone special. You can create a page in their memory in a few minutes and add your own photos and their story

*For more information please contact our fundraising team*

*On 01244 851811 or email [fundraising@hospicegcs.com](mailto:fundraising@hospicegcs.com)*



**HOSPICE**  
OF THE GOOD SHEPHERD  
Registered Charity Number 515516

***Bereavement Support in West Cheshire:  
A service hosted by The Hospice of the Good Shepherd***

The main funding for the current service has been provided by NHS West Cheshire Clinical Commissioning Group and the Hospice of the Good Shepherd. Other partners include Countess of Chester Hospital NHS Foundation Trust, Cheshire and Wirral Partnership NHS Foundation Trust, End of Life Partnership (Cheshire) and Macmillan Cancer Support.

**We are very keen to receive your  
comments on this booklet.  
Please see the tear off form near the back  
for details of how to do this.  
Many thanks!**

Part A of this booklet, “The Practicalities”, has been adapted from the Countess of Chester Hospital booklet “Bereavement Support for relatives and friends after the death of their loved one”.

Part B, “Coping with Bereavement and Grief”, was developed by Macmillan Cancer Support and the Hospice of the Good Shepherd.

