

# When someone dies

## Information for families and carers following a recent bereavement

If you are reading this leaflet you may have had a recent bereavement. If that is the case please accept our sincere condolences at this difficult time.

This leaflet provides what we hope is helpful information, particularly in the first few days and weeks after someone has died.

You will find information about practical matters as well as the different ways grief can affect you and some useful contact numbers.

### What happens next?

After your relative or friend has died this will need to be confirmed by a doctor or healthcare professional. If not present at the time this will be arranged as soon as possible and within a few hours. At this time you will need to decide which funeral director you want to use. Once you have chosen a **funeral director** they will visit to collect your relative or friend at a time convenient to you. They can also talk through what happens next and offer help with funeral arrangements, if needed.

A **Medical Certificate of Cause of Death** (MCCD) is required to register a death. A GP from your relative or friend's surgery will be able to sign this. Sometimes the GP will need to speak to a Coroner before they can sign this certificate. If this is the case the GP or healthcare professional involved can explain the reasons for this. Once the MCCD is completed the GP practice will give instructions on how to register the death of your relative or friend.

You will need to register the death of your relative or friend in person and by appointment. The GP will email the Medical Certificate of Cause of Death (MCCD) to the registrar. Once received the registrar will aim to contact you within two days by text message, email, or phone to let you know you can book an appointment. More information about how to register a death in Leeds can be found here [Register a death \(leeds.gov.uk\)](https://www.leeds.gov.uk/register-a-death).

If equipment was provided to help staff care for your relative or friend at home the Neighbourhood Team will arrange for this to be collected.

### Bereavement support

At a time of bereavement, many people find they have all the support they need from those around them. The team providing care for your relative or friend may also like to offer support.

Bereavement support can vary depending on what you want. Those who have been involved in care can provide information or support and may offer to contact you in the first few weeks. This may include:

- Information leaflets; or
- information about other support, such as the hospice bereavement service.

You may feel you need more than this. We can talk to you about what further support is available, including bereavement services with more expertise in providing support after someone has died. Any help or support will only be arranged with your agreement.

## Feelings of grief

Grieving is a natural reaction following the death of someone close and most people are deeply affected by this experience. However, people can react and feel very differently, and at times this may make it difficult to talk about your feelings.

Many people feel sadness, distress and also more unexpected feelings such as disbelief, anger, guilt and panic. This is a normal part of the grieving process; the feeling may come and go without warning, and at times can be difficult to understand.

It may help to talk about these feelings and healthcare professionals are very happy to offer this support if it would be helpful.

It is also common to have less appetite than normal and difficulty sleeping, which can make you feel very tired.

## Who to inform

After someone dies you may need to (or wish to) notify several different organisations and a death notification form provides some guidance.

<https://leedspalliativecare.org.uk/helping-you/what-to-do-after-someone-dies/>

You may also want to inform relatives, friends, employer or where children are affected, their school.

## Finance

Many people think about their finances before their death and your relative or friend may have written a will and planned for funeral costs. For example, they may have insurance cover or a prepaid funeral plan. Information about this and any personal wishes about their funeral may be in a will, if this exists. If there is no provision for funeral costs it may be possible to get financial support if the person organising the funeral receives certain benefits.

### Useful contacts

**Leeds Bereavement Forum** - directory of available services: [www.lbforum.org.uk](http://www.lbforum.org.uk)  
0113 225 3975

**Carers Leeds** - <https://www.carersleeds.org.uk/>  
0113 380 4300

**WY&H Grief and Loss Support**  
<https://www.wyhpartnership.co.uk/our-priorities/mental-health/grief-and-loss-support-service> Call: 0808 196 3833  
Online chat: [griefandlosswyh.co.uk](http://griefandlosswyh.co.uk)

**Registering a death in Leeds**  
<https://www.leeds.gov.uk/residents/births-deaths-and-marriages/death/register-a-death-by-phone>

**Leeds Palliative Care Network**  
<https://leedspalliativecare.org.uk/helping-you/what-to-do-after-someone-dies/>

**Leeds Community Equipment Service**  
<https://www.leeds.gov.uk/adult-social-care/help-at-home/equipment-to-help-you-live-at-home> or call 0113 378 3282

## Contact us

If involved, your Neighbourhood Team will provide their contact details during the day 7am-5pm and out of hours 5-9.30pm.

Neighbourhood Night service: 9.30pm-7am,  
**0300 003 0045**

GP surgery: .....

Out of hours GP: **111**

Care home: .....

St Gemma's Hospice: **0113 218 5540**

Wheatfields Hospice: **0113 278 7249**

Other: .....

## Help us get it right

If you have a complaint, concern, comment or compliment you can share your feedback using the contact details below:

**Leeds Community Healthcare Trust**  
Tel: 0113 220 8585 Email: [lch.pet@nhs.net](mailto:lch.pet@nhs.net)

### GP Practice

You can contact the Practice Manager or contact NHS England on:  
Tel: 0300 3 11 22 33  
Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

### Care Home

You can contact the Care Home Manager or Leeds City Council if the care home is funded by them.  
Tel: 0113 222 4405  
Email: [complaints@leeds.gov.uk](mailto:complaints@leeds.gov.uk)

[www.leedscommunityhealthcare.nhs.uk](http://www.leedscommunityhealthcare.nhs.uk)