

# 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 can complete this if they have seen the person in their lifetime. From September 2024, all deaths in any health setting that are not investigated by a coroner will be reviewed by a medical examiner. **Medical Examiners** are senior doctors who independently review the care provided to the deceased. They ensure that the Medical Certificate of Cause of Death is completed as accurately as possible.

They also provide the bereaved with an opportunity to ask questions, seek clarification or raise concerns regarding the care their loved one received. This will usually be through a telephone call, or sometimes a meeting.

You will need to register the death of your relative or friend in person and by appointment. The Medical Examiner will email the Medical Certificate of Cause of Death (MCCD) to the **registrar**. Once received the registrar will contact you by text message, email or phone to let you know you can book an appointment.

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

Bereavement support can vary depending on what you want. Many people find they have all the support they need from those around them. We can provide further information about available support.

A range of local and national bereavement support information can be found in the useful information section. You may feel you need more than this. You can talk to a healthcare professional about your individual needs.

### 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.

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. The registrar can provide more information about this.

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 information

### Registering a death in Leeds

<https://www.leeds.gov.uk/births-deaths-and-marriages/death/register-a-death>

Tel: 0113 222 4408

Email: [register.headoffice@leeds.gov.uk](mailto:register.headoffice@leeds.gov.uk)

### Leeds Palliative Care Network

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

<https://www.leedspalliativecare.org.uk/helping-you/bereavement-support/>

### Carers Leeds

<https://www.carersleeds.org.uk/>

Tel: 0113 380 4300

### Leeds Medical Examiner Service

<https://www.england.nhs.uk/establishing-medical-examiner-system-nhs/>

Tel: 0113 206 8691 or 0113 206 5029

**Cruse Bereavement Care** has specialist bereavement experts who have experience in all types of loss and can offer support. [www.cruse.org.uk](http://www.cruse.org.uk) Tel: 0808 808 1677 Email: [helpline@cruse.org.uk](mailto:helpline@cruse.org.uk)

### Macmillan

<https://www.macmillan.org.uk/cancer-information-and-support/supporting-someone-coping-with-bereavement/support-with-grief>

Tel: 0808 808 00 00

### 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. Core hours are 07:00 - 22:00.

North Hub: **0300 300 2999**

South Hub: **0300 300 3050**

West Hub: **0300 300 0940**

Neighbourhood Night service: 21.30 - 07:00,  
Tel: **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 311 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 on tel: 0113 222 4405  
Email: [complaints@leeds.gov.uk](mailto:complaints@leeds.gov.uk)

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