



A lifetime of specialist care

Royal Brompton & Harefield 
NHS Foundation Trust

Bereavement support





Table of contents

Spending time with your loved one	3
Practical information	4
Planning a funeral	5
Grief and bereavement	6
Support contacts at our hospitals	7
Support from your GP	8
Bereavement support organisations	8
Organisations offering support to bereaved children	10

We would like to express our deepest sympathy to you and your family following the death of your loved one.

We hope that the information in this leaflet will help you at this difficult time, particularly with some of the practical and legal matters that you need to deal with.

This leaflet explains the practical issues and also some of the feelings that you may experience over the coming months. It does not tell you how you should feel at any point. Everyone experiences grief in different ways.

Spending time with your loved one

After your loved one has died, and until the funeral director has the certificate for burial or cremation, his/her body will remain at the hospital, unless you are told otherwise. You may visit, bring family and spend time with your loved one privately in our viewing rooms.

To arrange this, please contact the nurse in charge of the ward where your loved one has died. You can also contact the patient support co-ordinator between 9am and 4pm, Monday to Friday. The contact numbers are on page 7 of this leaflet.

Practical information

Registration of a death

It is a legal requirement for a death to be registered within five working days of the date of death. This must be done in the district where the person has died and happen before a funeral can be arranged. Any relative or other person nominated by the family can register the death. If you live far away and find it difficult to make arrangements for the registration, we may be able to help. Please discuss this with our patient support co-ordinator.

Deaths at Royal Brompton Hospital must be registered by making an appointment at:

The Registrar of Births and Deaths Office
Chelsea Old Town Hall
Kings Road
London
SW3 5EE

Tel: **020 7361 4100**
Web: www.rbkc.gov.uk

Deaths at Harefield Hospital must be registered by making an appointment at:

The Registrar of Births and Deaths Office
Civic Centre
High Street
Uxbridge
UB8 1UW

Tel: **01895 250 418**
Web: www.hillingdon.gov.uk

To register a death you will need:

- The medical certificate of cause of death – completed by one of our doctors shortly after the death of your loved one.
- Your loved one's full name, home address, date and place of birth, and occupation.
- The full name, home address and occupation of the person registering the death.
- The date of birth of the surviving spouse or civil partner (if applicable).

The registrar's office will issue:

- A green certificate for burial or cremation. You will need to give this to the funeral director who can then make the funeral arrangements.
- Form BD8 (revised), also called the 'Certificate of registration of death'. This is for Department for Work and Pensions (DWP) purposes only.

Please read the information on the back of this certificate. If it applies to you, fill in the certificate and send it to your DWP office.

- A death certificate (certified copy of the medical certificate of the cause of death).

You may need multiple copies of the death certificate. These are available from the registrar's office for a small fee.

Planning a funeral

It is important to take time to think about what is going to be right for you, your family and your loved one. Funeral directors can help you plan the funeral. You can discuss the arrangements with them and choose the type of service that is personal to you and your family.

You may find it useful to talk to different funeral directors before making a final decision. Your local church minister or religious leader may be able to advise on local funeral directors. You do not need to

have a religious service. You can plan the funeral you want, which will allow you to remember your loved one in a way that has a special meaning for you. Your funeral director will contact the hospital to make all the necessary arrangements.

You can get more information from the DWP booklet, 'What to do after a death in England and Wales'. There should be a copy of this booklet in our information pack. You can also ask for a copy from the registrar's office.



Grief and bereavement

Every person's experience of grief is unique, but most people experience a range of feelings.

Physical reactions to a death are very common. You may have trouble sleeping, feel tired all the time or experience a loss of appetite. These are normal reactions to grief and should go away over time. If you continue to experience physical problems, please talk to your GP.

Some people do not experience any specific emotions and feel as if they can carry on as if nothing has happened. This is a common reaction to pain and loss.

It may feel that you are alone in your grief and that people are avoiding you. This is often because they do not know what to say or how to react around you. Bereavement support organisations can help family members and friends to support one another.

Some people find their emotions difficult to deal with and experience hopelessness. If this happens to you, it may be helpful to talk to someone experienced in bereavement

support or counselling. Your GP can help you get the right support. There is also a list of support organisations on page 8 of this leaflet.

Some people may feel angry with another person who they feel is responsible in some way for the death. Anger can be a normal part of grieving.

You may also find it helpful to talk to the doctors who looked after your loved one to understand the cause of death better. Support groups often say that people talk to them about feelings of guilt following the death of a loved one, for not being able to have prevented the death, or for letting them down in some way. You may find it helpful to concentrate on all the good memories you have shared.

Some people dealing with grief after the death of a loved one find it helpful if they talk about the person who has died. Everyone is different and it is up to you who you decide to talk to. It may be your family, friends, a faith/spiritual adviser, your GP or a support group.

Support contacts at our hospitals

Bereavement support service

The bereavement service at our hospitals is provided by patient support co-ordinators. They are available Monday to Friday, 9am-4pm, at the numbers below, or you can leave a message so they can return your call.

Royal Brompton Hospital

020 7352 8121 and key in extension **2268** or

020 7352 8121 and ask for the operator, then for **bleep 7701**.

Harefield Hospital

01895 828 638 (direct line) or

01895 823 737 and ask for the operator, then for **bleep 6179**.

Chaplaincy support

Chaplaincy support is available at Royal Brompton and Harefield hospitals. The chaplaincy service can give spiritual, pastoral and religious support to relatives and carers. Support is available for people of any or no faith. Simply contact the chaplaincy service at the relevant hospital.

Royal Brompton Hospital chaplaincy

020 7352 8121 and key in extension **4736**, or

020 7352 8121 and ask to be connected to the chaplain's mobile number.

Harefield Hospital chaplaincy

01895 826 533 (direct line)

Patient advice and liaison service (PALS)

PALS is an impartial and confidential service. We provide support to patients, their family and friends. You can talk to us if you have any concerns about your experience in hospital and do not wish to speak to staff on the wards or the medical/surgical team.

Royal Brompton Hospital

020 7349 7715

Harefield Hospital

01895 828 638



Support from your GP

It is important that you and your family get the right support for your mental and physical wellbeing. It is a good idea to let your GP know about your loss and to keep him/her up to date on how you are coping. Your GP can offer you the ongoing support that you may need.

Bereavement support organisations

Cruse Bereavement Care

Trained volunteers offer free emotional support, counselling and information through 180 branches nationwide.

Helpline: **0808 808 1677**
(Monday to Friday, 9.30am-5pm, and in the evening on Tuesday, Wednesday and Friday, 5-8pm)

Email: **helpline@cruse.org.uk**

Web: **www.cruse.org.uk**

Samaritans

The Samaritans provide 24-hour confidential, emotional support over the phone and in person at local centres during the day.

Helpline: **116 123** (on any phone network)

Email: **jo@samaritans.org**

Web: **www.samaritans.org**

The Compassionate Friends

Provides support and friendship for bereaved parents and their families.

Helpline: **0345 123 2304** (open every day of the year 10am-4pm and 7pm to 10pm)

Email: **info@tcf.org.uk**

Web: **www.tcf.org.uk**

Switchboard LGBT+helpline

Offering support and advice to lesbian, gay, bisexual and transgender (LGBT) people.

Helpline: **0330 330 6630** (everyday 10am-11pm)

Email: **chris@switchboard.lgbt**

Web: **www.switchboard.lgbt**

Jewish Bereavement Counselling Service

Telephone: **020 8951 3881**

Email: **enquiries@jbcs.org.uk**

The WAY Foundation

Support charity with networking groups and social events for those bereaved under the age of 50.

Web: **www.wayfoundation.org.uk**

Asian Family Counselling Service (AFCS)

Offers bereavement support and counselling to people of all ages affected by bereavement.

Telephone: **020 8571 3933** or **020 8813 9714**

Email: **afcs@btconnect.com**



Organisations offering support to bereaved children

Child Bereavement Network

Provides details of organisations all over the country that support bereaved children.

Web: www.childhoodbereavementnetwork.org.uk

Child Bereavement UK

Supports families and educates professionals when a baby or child of any age dies or is dying, or when a child is facing bereavement.

Helpline: **0800 02 888 40** (Monday to Friday, 9am-5pm)

Email: support@childbereavement.uk

Web: www.childbereavement.org.uk

Child Death Helpline

A helpline for anyone affected by the death of a child. It is run by parents who have experienced a loss themselves.

Helpline: **0800 282 986/0808 800 6019**
(Monday to Friday, 10am-1pm, Wednesday 1pm-4pm, and every evening 7pm-10pm)

Web: www.childdeathhelpline.org.uk

Winston's Wish

Help for grieving children and their families.

Helpline: **0845 20 30 405**
(Monday to Friday, 9am-5pm, and Wednesday evening 7-9.30pm)

General: **01242 515 157**

Email: info@winstonswish.org.uk

Web: www.winstonswish.org.uk

Childline

Free and confidential advice about a wide range of issues.

Helpline: **0800 11 11**

Web: **www.childline.org.uk**

If you have concerns about any aspect of the service you have received in hospital and feel unable to talk to those people responsible for your care, call PALS on:

- Royal Brompton Hospital – 020 7349 7715
- Harefield Hospital – 01895 826 572

You can also email pals@rbht.nhs.uk. This is a confidential service.

Royal Brompton Hospital
Sydney Street
London
SW3 6NP
tel: 020 7352 8121
textphone: (18001) 020 7352 8121

Harefield Hospital
Hill End Road
Harefield
Middlesex
UB9 6JH
tel: 01895 823 737
textphone: (18001) 01895 823 737

Website: www.rbht.nhs.uk

إذا كنت ترغب في الحصول على ترجمة فورية لمضمون هذه الوثيقة إلى اللغة العربية، يرجى منك الاتصال بأحد مستخدمينا بجناح المصلحة التي يتم فيها استشفائك. أحد موظفينا سيسعى لترتيب إجراءات الترجمة وإتمامها في الوقت المناسب لك.

Brosurteki bilginin Türkçe tercumesi için tedavi görüyor olduğunuz bölüme bas vurunuz. Bölüm personeli tercümenin gerçekleşmesini en kısa zamanda ayarlayacaktır.

