

When Someone Dies

*A practical guide for relatives and
carers*



A guide to the days ahead

This booklet is designed to help you cope, providing you with the practical steps you will need to take when someone close to you dies. It also looks at the emotional adjustments that you will have to face over the coming months, with information on sources of further help and support available to you.

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Introduction

Losing someone close to you may seem very unreal. You may feel numb with shock, or perhaps begin grieving straight away. Either response is quite normal.

The most important first step to think about is whether there are people you might contact to support you, or even be with you, over the first few days.

Find support

In the first few days after death it is often the responsibility of the person who is most distressed to make the necessary practical arrangements. So, it can be helpful to have a friend or relative to help you with these arrangements.

The guidelines listed in this booklet are designed to help you and your friend or relative cope with the practical steps you will need to take.

The staff of Hospiscare are committed to doing all they can to help you through the painful experience you are presently facing. Our sincere condolences go out to you.

Steps you will need to take

When someone dies on the ward at Searle House

When someone dies on the ward at Searle House, nursing staff will talk you through what happens next. We will have this discussion with you at an appropriate time and it will include choosing a funeral director of your choice and talking about whether the person who has died is for cremation or burial.

The Hospiscare doctor will usually issue the next of kin with a Medical Certificate of Cause of Death.

It is very helpful to know as soon as possible if the person who has died will be cremated. This is to help the doctors request a second certificate to be issued to the crematorium.

In some cases, before issuing the certificate the Hospiscare doctor will need to speak with the coroner, but nursing staff will explain this, if necessary.

We will ask you to ring the ward at Searle House on 01392 688044 at 11.00am on the following day to arrange collection of the Medical Certificate of Cause of Death.

When someone dies at home

When death occurs at home it needs to be verified. You will need to alert your GP practice, or if out of hours, Devon Doctors on Call - telephone 0845 504 9113. A doctor or a nurse trained to verify expected death will visit as soon as is practicable. Once an expected death is verified you will be able to call the funeral director of your choice. Check to see if your loved one has already made their wishes known. Funeral directors are on call 24 hours a day and will guide you further.

Obtaining the Medical Certificate of Cause of Death

The Medical Certificate of Cause of Death is usually issued by the GP for the deceased, or by a doctor from the same practice who has met the person who has died. They will try to ensure this is available within 48 hours so that death may be registered. Please ring the GP surgery to arrange a time for collection of the certificate. In some situations the coronor's office will need to be informed, but if this is necessary the GP will explain why and what will happen next. The coronor will then give you the documents you need. For further information please visit www.gov.uk/after-a-death/when-a-death-is-reported-to-a-coroner.

Burial or cremation

It is very helpful to know as soon as possible if the person who has died will be cremated. This is to help the doctors request a second certificate to be issued to the crematorium. You do not have to let them know immediately but as soon as possible.

Care providers you may need to inform

Professional	Contact Number (for you to complete)
General Practitioner	
Funeral Director	
Devon Doctors on Call	0845 504 9113
Community Nurses	
Hospiscare Nurses	
Millbrook Equipment Agency	0330 124 4491
Care Direct	0345 155 1007
Rapid Intervention	

Unused Medication and equipment

Please return all unused medications to your local pharmacy for safe disposal.

Any equipment supplied by Millbrook Equipment Agency should be collected by them, please phone 0330 124 4491 to arrange.

Please talk with your Hospiscare or other Community Nursing Team regarding any other items they may have loaned.

Registering the death

A relative should register the death. If a relative can't register the death, you can do it if you:

- were present at the death
- are in charge of making the funeral arrangement (this does not mean the funeral director).

You should register the death within 5 days.

You can go to any register office (<https://www.gov.uk/register-offices>) but if you use the one in the area where the person died you will be given the documents you need on the day.

If you use a different register office the documents will be sent to the office in the area where the person died before they're issued to you. This means you will usually wait a few days.

Registering the death will take about 30 minutes - you must make an appointment. Please see page 10 for local contact details.

You must take the Medical Certificate of Cause of Death (signed by a doctor).

If available (but don't worry if not), also take the person's:

- birth certificate
- Council Tax bill
- driving licence
- marriage or civil partnership certificate
- NHS medical card
- passport
- proof of address (e.g. utility bill).

A registrar will talk to you in private about the person who has died. You will need to know the following information:

- the person's full name at the time of death
- any names previously used, e.g. maiden name
- the person's date and place of birth
- their last address
- their occupation
- whether they were getting a State Pension or any other benefits
- the full name, date of birth and occupation of a surviving or late spouse or civil partner

You should also take supporting documents that show your name and address (e.g. a utility bill) but you can still register a death without them.

The registrar's office also operates a **"Tell Us Once"** service, which alerts other government agencies to a death. When you register the death (<https://www.gov.uk/after-a-death/register-the-death>) the registrar will:

- let you know if the **Tell Us Once** service is available in your area
- give you the phone number
- give you a unique reference number to use the **Tell Us Once** service online (<https://death-tellusonce.direct.gov.uk/Death/Enrich/Recover>) or by phone.

Before you use **Tell Us Once**, you will need the following details of the person who died:

- date of birth
- National Insurance number
- driving licence number
- vehicle registration number
- passport number
- details of any benefits or entitlements they were getting, e.g. State Pension
- details of any local council services they were getting, e.g. Blue Badge
- the name and address of their next of kin
- the name and address of any surviving spouse or civil partner
- the name, address and contact details of the person or company dealing with their estate (property, belongings and money), known as their ‘executor’ or ‘administrator’
- details of any public sector or armed forces pension schemes they were getting or paying into.

You need permission from the next of kin, the executor, the administrator or anyone who was claiming joint benefits or entitlements with the person who died, before you give their details. For a comprehensive list of all agencies covered, visit gov.uk/tellusonce.

The registrar will give you two forms:

- A certificate for burial or cremation (green form). This is for your funeral director and allows the body to be released for burial or cremation.
- A certificate of registration of death (form BD8). This is for the Department of Health & Social Care. Fill it in and send it in the prepaid envelope provided with the form.

Death certificate

The death certificate is a copy of the entry made by the registrar in the death register. This certificate is needed to deal with money or property left by the person who has died, including dealing with the Will. You may need several copies of the certificate, which you can get from the registrar, for which there will be a charge.

The people you may need to notify include the following:

- | | | | | | |
|-------------------------------|--------------------------|-------------|--------------------------|-------------------|--------------------------|
| Bank, Building Society | <input type="checkbox"/> | Solicitor | <input type="checkbox"/> | Insurance Company | <input type="checkbox"/> |
| Credit Card Company | <input type="checkbox"/> | DVLA | <input type="checkbox"/> | Council Offices | <input type="checkbox"/> |
| Utility Companies | <input type="checkbox"/> | Care Direct | <input type="checkbox"/> | Inland Revenue | <input type="checkbox"/> |
| Royal Mail deliveries | <input type="checkbox"/> | Employer | <input type="checkbox"/> | | |
| Department of Work & Pensions | <input type="checkbox"/> | | | | |

Contacting your local registrar:

There is an appointment system in place – please telephone 0345 155 1002 to contact registrars for all areas.

**Axminster, Budleigh Salterton,
Honiton, Ottery St Mary,
Seaton and Sidmouth:**

East Devon Registration Office
East Devon Business Centre
Heathpark Way
Honiton EX14 1SF
Tel: 0345 155 1002

**Crediton, Cullompton
and Tiverton:**

Mid Devon Registration Office
Old Heathcoat School
Community Centre
King Street
Tiverton EX16 5JJ
Tel: 0345 155 1002

Exeter:

Larkbeare House
Topsham Road
Exeter EX2 4NG
Tel: 0345 155 1002

Exmouth:

Town Hall
St Andrew's Road
Exmouth EX8 1AW
Tel: 0345 155 1002

Okehampton:

Okehampton Town Council Offices
Fore Street
Okehampton, EX20 1AA
Tel: 0345 155 1002

Tavistock:

West Devon Borough Council Offices
Kilworthy Park
Tavistock PL19 0BZ
Tel: 0345 155 1002

Arranging a funeral

When to begin?

Do not make final funeral arrangements until you know that the death does not have to be reported to the coroner, since this may affect the date on which the funeral is held.

Find out if there is a Will or a statement of wishes, since this may contain requests about funeral arrangements.

Deciding on a burial or cremation

It is up to the executor of the Will or the nearest relative to decide whether the body is to be cremated or buried. Check whether your relative left any indication of their wishes.

Finding a funeral director

- Most funerals are arranged by a funeral director, so you will need to choose which one to use, unless the person who has died has already made their wishes known.
- The Hospiscare staff can give you a list of local funeral directors and it is wise to obtain at least two written estimates. Funeral directors who are members of the National Association of Funeral Directors (NAFD), or the Society of Allied and Independent Funeral Directors (SAIF) must give you price lists when you contact them and these prices will not be exceeded without permission.
- A basic funeral does not include the costs of things like the church or crematorium fees, flowers or notices in the local paper. However, the funeral director will be able to advise you about these.

The funeral director will need the certificate of Burial or Cremation (Green form), which the registrar will have given you.

Or, if it's a coroner's case, the coroner will have given the relevant paperwork for burial or cremation, whichever is applicable, to the funeral director.

If you are not happy about the service you receive from the funeral director, your complaint can be dealt with by:

The National Association of Funeral Directors

618 Warwick Road, Solihull, West Midlands B91 1AA
Tel: 0121 711 1343 Website: nafd.org.uk

Society of Allied and Independent Funeral Directors

SAIF Business Centre, 3 Bullfields, Sawbridgeworth CM21 9DB
Tel: 01279 726777 or 0345 2306777 Website: saif.org.uk

Arranging the funeral service

If there is to be a service or ceremony, contact the appropriate person to conduct it. This may be a minister of the deceased's religion. The funeral director will advise you of other people who can conduct a funeral service. Choose the place of the funeral and decide on a time. You may want to announce the details in the local paper.

Once a time and place have been agreed, decide who may be able to help you invite others to the funeral. Decide if you wish to have flowers for the funeral, or perhaps donations to a named charity. The funeral director will work very closely with you in making these arrangements.

Burials

Find out if your relative had already reserved grave space in a churchyard or cemetery by checking their Will and looking through their papers. The Church of England has set fees for burial and a funeral service. The organist, choir, church heating and the erection of a headstone will cost extra.

Most cemeteries are non-denominational so you can have the service or ceremony which is appropriate to the faith (if any) of your relative.

If you wish to know about woodland burials, green funerals or other ways of conducting funerals, please contact your funeral director and they will be pleased to discuss this further with you.

Cremation

Someone can only be cremated if the cause of death is definitely known. Your funeral director will arrange for the completion of the following four forms:

- An application form (form A) signed by the next of kin or executor.
- Two cremation certificates (forms B and C) each signed by a different doctor. These are paid for out of the funeral costs. If the death is referred to the coroner, these two certificates are not needed. Instead, the coroner will give the funeral director a certificate for cremation (form E).

- A certificate (form F) signed by the medical referee at the crematorium. The medical referee has the power to refuse cremation and either decide that a post-mortem is required or refer the matter to the coroner.

Funeral costs

Funeral costs can include:

- funeral director fees
- items the funeral director pays for on your behalf (called ‘disbursements’ or ‘third-party costs’), e.g. crematorium or cemetery fees, or a newspaper announcement about the death
- local authority burial or cremation fees.

Funeral directors may list all these costs in the quote.

Paying for a funeral

Choose a funeral director who is a member of either:

- National Association of Funeral Directors (<http://www.nafd.org.uk/funeral-advice/funeral-arrangements/choose-a-funeral-director.aspx>)
- The National Society of Allied and Independent Funeral Directors (SAIF) (<http://www.saif.org.uk/members-search>).

The funeral can be paid for:

- from a financial scheme the person had, for example a pre-paid funeral plan or insurance policy
- by you, or other family members or friends
- with money from the person’s estate, e.g. from savings. Getting access to this is called applying for a ‘grant of representation’, sometimes called ‘applying for probate’ (<https://www.gov.uk/wills-probate-inheritance/applying-for-a-grant-of-representation>).

Financial help

You can apply for a Funeral Expenses Payment (<https://www.gov.uk/funeral-payments>) if you have difficulty paying for the funeral.

For further information call the Bereavement Service helpline on 0800 731 0469.

Arranging the funeral yourself

You do not have to use a funeral director. Contact the cemeteries and crematorium department of your local council to arrange a funeral yourself. For ideas on funeral planning, here are some useful websites:

- www.funeralmap.co.uk
- www.citizensadvice.org.uk
- www.mariecurie.org.uk
- www.ageuk.org.uk
- www.funeralzone.co.uk

Emotional aspects of grief

The death of a loved one is an experience that we all face at some time in our lives. Death is a part of life's cycle and to mourn deeply for someone we have loved is entirely normal.

However, some people may find it uncomfortable to talk about death and in many ways we are even discouraged from thinking about it. This can make it difficult for us to turn to others for support, even though what we most need is someone to talk to and express our feelings.

Each of us experiences grief in our own particular way and no two people are alike. People from different cultural backgrounds will have different ways of mourning and different ways of supporting each other. However, there are several experiences in grief which appear to be common to everyone, and this section will describe some of these experiences in order to help you through the whole process.

There is a need to mourn

The reason that every culture has some form of funeral ritual is that the ritual itself provides a focus for our grief. At the funeral, if we have not begun already, we have the opportunity to mourn openly for our loved one, and say goodbye.

Mourning is essential. We must experience whatever feelings emerge

within us and try to express them out loud, preferably to someone else. It is necessarily a painful process and there are no short cuts. It is rather like having a piece of work to do. It may take months, or even years, to begin to feel like your old self again, so give yourself lots of time to complete the work of grief.

What can I expect to feel?

No two people experience grief in the same way. However, the feelings described below are a sample of the many that occur. It is rare to move smoothly from one stage to the next, or even experience all the feelings below. Rather, you may have setbacks and sometimes feel as if you are having to start your grief all over again. Don't be disheartened by this. As long as you are allowing yourself to feel whatever you feel, you are doing the work of grief.

Shock

To feel shocked at the news of the death of someone close to you is natural. You may feel numb and unable to believe that it's true. Some people are unable to feel much for some time; some become quiet and withdrawn; others quickly become agitated and anxious. Whatever you are feeling try to bring it to the surface and express it. Don't put on a brave face in order to protect yourself and others from embarrassment.

Anxiety

It is quite common to feel anxiety in the early stages of grief as you may face an unclear or unknown future. If you notice persistent physical sensations of anxiety (such as a pounding heartbeat, muscle tension, increased perspiration and increased breathing), or if you worry a lot it may be helpful to learn how to relax.

Learning to relax is a useful skill which many people can teach you these days. If your anxiety symptoms persist, contact your GP and ask to be referred to someone who will be able to help you.

Anger

Life can feel unjust when someone close to us dies, so it is natural to feel some anger in grief. For some people however, feeling angry is the only way they know how to grieve.

You may feel angry at the unfairness of the fact that your relative is dead. Or you may feel that medical services could have done more or should have reacted differently.

If you have concerns about the service you have received, ask for a discussion with a senior member of staff involved in the care of your relative.

Mostly we feel anger about the death itself and our feelings of helplessness. A part of you may be angry with the person who has died (for example, ‘How could they leave me like this?’ or ‘Why didn’t they look after themselves properly when they were alive?’) and you may feel awkward about sharing these feelings. Again, try to talk about them with someone you trust and who is a good listener. If you bottle up your feelings they will only catch up with you later.

Guilt

Another universal feeling in grief is guilt, which is simply anger turned in on oneself. You may think that there was more that you could have done, that you could have reacted more quickly to signs that the person was in distress. You may have been, or felt yourself to have been, responsible for your relative who has died and now that they are gone you blame yourself for not having taken better care of them. It is worth remembering that for every action we take in life there are always many other actions we could have taken. We often simply take the action which seems to be the right one at the time.

If you were caring for your relative for a long time before they died, your feelings of loss may be complicated by some milder feelings of relief, for example, if both you and the deceased are released from a long painful

illness, or if the relationship with the deceased had been difficult at times. This is quite understandable and does not make you a bad person for feeling it. It helps if you can talk through these feelings with someone else so that you can let go of your guilt.

If the death was more sudden it may have left you feeling guilty about things left unsaid. There is often a great deal of unfinished emotional business. Perhaps you did not say how much you cared or you did not say you were sorry about things you may have said or done in the past, or perhaps you did not say thank you for the happiness that he or she brought you, or maybe you did not say goodbye.

It is worth remembering the good things that you were able to give them when they were alive; if you think of what they would be feeling about you right now, if you had died and they had lived, you may have a clearer idea of what you meant to them.

It is important to express these painful thoughts and feelings in both tears and words since it is only through expressing our grief that we are able to get through it effectively.

Depression

Acute anxiety and anger often gradually give way to more constant feelings of depression and apathy (the feeling that you don't want to do anything). This happens as you finally come to realise at a deeper level that your loved one will never return. The fight and anger against this realisation and the feeling that somehow none of this is real dissolves into a well of despair.

Unfortunately, these feelings of hopelessness often coincide with the time when all the immediate friends and family who were available for support at the funeral seem to be scarce. Friends are often embarrassed at not knowing what to say and, sometimes without realising it themselves, they stay away.

Similarly, you may worry that you will become a burden on others and consequently avoid contacting the very people you would find it easy to

talk to. Try to remember that if a friend had turned to you for support in their grief, there is a good chance you would feel honoured that you had been asked to help them.

If you are feeling particularly low, you may wish to contact one of the bereavement counselling organisations listed at the back of this booklet. Also, you may wish to talk things through with your GP, who will be able to advise and possibly prescribe medication. Drugs such as anti-depressants cannot take away the feeling of grief but your doctor may feel that they have a role to play.

Expressing your grief

Grief raises many emotions and it is important to allow yourself to feel whatever you feel. In the early months of grief you will probably feel moments of sharp intense grief interspersed with a more constant sense of dull loss.

You may feel lost in the world and simple daily chores may involve painful recollections of tasks previously done together. Going to bed at night or waking in the morning may feel particularly lonely and upsetting. People sometimes have difficulty falling asleep. Because grief is such an exhausting variety of emotions, you may feel tired a lot of the time.

Taking care of yourself

The work of grief is exhausting and places great physical demands on the body, as well as the more obvious emotional ones. You may feel physically exhausted a lot of the time and consequently have more colds and flu than normal. If any symptom persists, be sure to tell your doctor.

Try to look after yourself. Eat well and regularly, even if you are not particularly hungry. Get plenty of rest, and sleep if you can. If you have persistent or continuing sleep problems, speak to someone who can help. Your doctor may be able to refer you to someone who can train you to relax naturally and therefore sleep more easily.

Give yourself lots of time. Don't rush back to work if you are not feeling up to it, but keep your workplace informed. If necessary, get a letter from your doctor to give to your boss in order to protect your job.

Try to plan things in the future to work towards and look forward to, but don't make any major life decisions, such as moving house. So often decisions made in grief are regretted later on. It may help to involve your friends and family in your planning and listen to their views as well as your own. Many people find that a gentle routine helps.

Recovery

Grief is such a universal human experience that to talk of recovery is perhaps inaccurate. However, time really is a great healer when it comes to grief. When you are newly bereaved, it is hard to imagine that eventually you will find a way to live without your loved one. It may be hard to imagine that you will ever be able to laugh or enjoy yourself again. But somehow, with time, you will be able to take up the threads of your life and begin to weave a new future. It may be a different future from what you expected but it will not necessarily be any less positive than the past. There will almost certainly be good things waiting for you in the future.

There may be new hurdles to face, things to learn and challenges to meet. In facing these challenges, friends and relatives are an important means of support. Therefore, do your best to maintain your contact with people who have been important to you in the past.

Overcoming grief is not a smooth process. There are many ups and downs. Pangs of grief can sometimes occur years after a death, when you thought you had recovered from it. This is to be expected as you will never forget the person you have lost. Their life, however long or brief it was, will have changed the course of your own forever.

You may find it comforting to realise that, even though someone dear to you has died, their influence on you and others lives on.

The person you are today is probably different from what you would have been had you never known the person who has died. In some ways, therefore, you were influenced by them and so they live on through you.

In time you may find you have not thought about your grief for a few minutes, and later this may stretch to hours at a time. At first you may

feel guilt that you are not actively grieving, particularly if you have managed to enjoy yourself for a change. Gradually you will feel more comfortable about enjoying the company of other people and new relationships. But, whatever happens, you need not fear that you will ever forget what your loved one meant to you.

The do's and don'ts of grief

- Do express your feelings as much as possible.
- Do talk through what has happened and what you are feeling with someone you trust (your family, a close friend or an appropriate support group).
- Do contact Hospiscare or one of the voluntary organisations listed in this booklet if you would like someone to talk to. They are there to help you.
- Do take care of yourself - get lots of rest, eat well and give yourself plenty of time to grieve.
- Do begin to make longer-term plans for the future so you always have something to look forward to. But remember, don't rush into any big life changes.
- Do choose a funeral director you like and trust.
- Do contact your doctor if you feel unwell or would like the doctor to refer you to someone to talk to.
- Do keep in touch with friends and family. Remember that most people feel honoured to be asked to help. However, some people may feel awkward and embarrassed about offering their help, so it may be left up to you to ask for it, even though this can be difficult.
- Don't hide your feelings. Try to bring out into the open whatever you are feeling. This is central to the work of grief.
- Don't rush into having the funeral right away unless it is the practice of your culture and don't be persuaded to have an expensive funeral

unless you really want it.

- Don't make any major life changes while you are still grieving. Give yourself lots of time to think about changes you may wish to make and discuss these plans with others.
- Don't enter into any financial or legal arrangements unless you fully understand them.
- Don't hurry yourself to overcome your grief. There is no fixed time that it takes to get over your loss.
- Don't let others rush you into anything before you are ready. But remember that sometimes you may not know whether you are ready for something unless you give it a try.
- Don't turn to drugs, smoking or alcohol to stop yourself feeling the pain or grief. If you find yourself going down this path, talk to your GP sooner rather than later.

Sources of further help and support

Further information on the practical aspects of death can be found on the Gov.UK internet site: www.gov.uk/after-a-death. It is a useful source of more detailed information.

Many people manage to get through their grief with the help of their friends and family, and without any professional help. However, sometimes it can be helpful to talk through your feelings with someone who is caring and interested but not directly involved with your life.

Sometimes it is only clear that you need professional help some weeks or months after a bereavement. If you are worried that you are having problems with your grief, you might find it reassuring to talk to the Hospiscare Bereavement Service.

Hospiscare Bereavement Service

This service is there to support you when someone dies. Led by the Supportive Care Team Leader, the service consists of trained bereavement volunteers who may support you with contact by phone or within various group settings.

Referral to the service is initially made by one of our nursing or medical staff and you will then be contacted by a bereavement volunteer after the funeral has happened.

Some people feel well supported by those close to them and may initially decline ongoing support. Others may feel they need the support further along and are welcome to contact us when ready.

You can contact Supportive Care for more information on 01392 688008 where we will be pleased to offer you support at this difficult time.

In addition, your contact details will be shared so that we can provide you with support and information. Please let us know if you would not want this by contacting 01392 688008.

Further support Hospiscare offers...

Every Day Matters Café – Searle House, Exeter

Our pop-up café is held every Tuesday from 10.00am – 12.30pm, welcoming Hospiscare's extended family.

Evening Film Club – Searle House, Exeter

Held every second Tuesday of the month - doors open at 6.30pm, film starts at 6.45pm. Join us for a movie and popcorn.

Drop-in Tea for People Who Are Bereaved – Searle House, Exeter

Pop in for a cup of tea and to talk. Held on the third Wednesday of every month from 4.00pm – 5.30pm.

Kings House Café, Honiton

Join us every Wednesday from 10.00am – 12.30pm for tea, coffee and cake.

Drop-in tea for People Who Are Bereaved – Pine Lodge, Tiverton

We are here to welcome you on the second Tuesday of every month from 4.00pm – 5.30pm.

Exmouth and Budleigh Salterton Hospiscare Group for the Newly Bereaved - Exmouth and Budleigh Salterton Hospiscare

Held at Exmouth and Budleigh Salterton Hospiscare, Highview Gardens, Exmouth EX8 2JR on the third Tuesday of every month at 2.00pm

HEAL Group

A group of people who have all lost someone special. They meet in a relaxed environment to offer support to one another.

Meeting venue: The Cat & Fiddle, Clyst St Mary

Meeting time: First Monday of every month. Meal at 6:30pm and/or join for drinks and a chat at 7:30pm

Carers Groups

Groups that support carers are available throughout the areas that Hospiscare covers.

For further information about Supportive Care Services call 01392 688008 or visit www.hospiscare.co.uk/caring-for-your-friends-family, or contact your local Hospiscare community nurse:

Axminster:	01297 32408
Budleigh Salterton:	01395 443629
Crediton:	01363 771067
Exeter:	01392 688016
Exmouth:	01395 224089
Honiton:	01404 549166
Okehampton:	01837 658077
Ottery St Mary:	01404 549166
Seaton:	01297 626800
Sidmouth:	01395 578706
Tiverton:	01884 242777

Children and young people may have particular needs in coming to terms with the death of someone special to them. If it would be helpful to talk about their needs, please telephone the Supportive Care team on 01392 688008.

Lesbian and Gay Helpline

Tel: 0345 3303030

www.lgbt.foundation

Samaritans

Tel: 01392 116 123

www.samaritans.org

Balloons - children's bereavement support

Tel: 01392 826065

www.balloonscharity.co.uk

FORCE

Tel: 01392 406151

www.forcecancercharity.co.uk

Winston's Wish - support for grieving children

Tel: 08088 020021

www.winstonswish.org

Hospiscare is grateful for all donations given, whether they are monetary or flowers from a funeral. All of these kind donations will be acknowledged with a letter; this can sometimes take several weeks as the funeral directors will hold on to all monetary gifts for about six weeks giving others time to send their cheques.

Hospiscare provides a house clearance service:

We can collect items that you are unable to take to a Hospiscare shop, like electricals or unwanted furniture that you may wish to donate. You can contact our House Clearance team on 01392 453057, or email clearance@hospiscare.co.uk.

Notes:

Notes:

Hospiscare is a charity

If you live in Exeter, Mid or East Devon, Hospiscare is your local adult hospice charity. Should you or a loved one need care for any type of terminal illness, our professional team of doctors and nurses are here to help. If you would like to make a contribution towards the charity, please visit the website to donate www.hospiscare.co.uk or contact us on 01392 688020. A gift to Hospiscare in your Will helps to ensure the future of the charity in Devon for years to come.

Tell us about your experience of Hospiscare

Hospiscare welcomes feedback, compliments and complaints and we use them to develop our staff and services.

We know the majority of people have a positive experience, but encourage all your feedback, positive or negative. We investigate complaints thoroughly and treat them as an opportunity to learn and improve our practice.

To tell us about your experience of Hospiscare, please contact:

Director of Care

Hospiscare, Searle House, Dryden Road, Exeter EX2 5JJ

Phone: 01392 688000

Should you make a complaint, we will send you a letter or email with details of any investigation with an expected timescale where possible. If you wish to see a copy of Hospiscare's Complaints Policy, please ask. If you are dissatisfied with our response you can contact:

The Parliamentary and Health Service Ombudsman

Millbank Tower, Millbank, London SW1P 4QP

Email: phso.enquiries@ombudsman.org.uk

Customer Helpline Tel: 0345 015 4033

Let us know if you would like the information in this leaflet in a different format; for example in large print or spoken word.

Hospiscare is registered by: Care Quality Commission, 151 Buckingham Palace Road, LONDON SW1W 9SZ www.cqc.org.uk

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Hospiscare, Searle House, Dryden Road, Exeter, EX2 5JJ

Telephone: 01392 688000 Fax: 01392 495981

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Registered charity no. 297798

