



Selly Park

# What do I do now?

**A guide to help with practical and emotional  
issues around death**



We would like to express our sympathy to you and your family in your bereavement.

The death of someone close can be one of the most distressing experiences anyone has to face. Decisions and arrangements have to be made at a time when you may be experiencing confusing thoughts, feelings and emotions.

We hope that the practical and emotional advice and information in this booklet will help you at this difficult time.

Our staff will be able to advise you about the information in this booklet and the timescales that need to be considered.

Our patients are at the heart of everything we do, and have been throughout our history dating back over a century. From caring for those in our Inpatient Units to providing vital day services in our Living Well Centres and supporting families with personalised bereavement counselling, we take care of our community when they need us most.

This year, we estimate it could cost **£19 million** to run Birmingham Hospice; 42% of our costs need to be covered through voluntary income such as fundraising activity, income from our shops and voluntary donations. With the help of generous supporters, our charity's services remain free of charge to everyone that uses them, including patients, family members, carers and loved ones.

The Hospice Charity Partnership is a registered charity in England and Wales. Registered Charity No: 1156964.

Registered office: 176 Raddlebarn Road, Selly Park, Birmingham, B29 7DA.

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# Part 1

## What to do first

### What to do when someone dies in the Birmingham Hospice Inpatient Units

After a death has occurred within the hospice Inpatient Units at Erdington or Selly Park, the medical team will need to refer the death to either the Medical Examiner service or the coroner.

If we need to refer the death to the coroner, we will speak to you about the reasons why. All other deaths are referred to the Medical Examiner's office. We will share your contact details, as well as some details about the patient's care and proposed cause of death.

You will then receive a phone call from the Medical Examiner's office. They will explain the proposed cause of death and ask whether you have any questions or concerns. The hospice doctors will then usually be authorised to complete a Medical Certificate of Cause of Death (MCCD). This enables you to register the death. The MCCD will be sent to the Register Office electronically. You do not need to collect it from the hospice.

The ward staff will need to know if a cremation is planned, as a special form has to be completed and sent to your funeral director by a hospice doctor.

If you have not already given your contact details (name, address, email address and phone number) to the hospice team, please contact the Inpatient Unit **after 10am the day after the death of your loved one on 0121 269 5000.**

If you require an urgent MCCD (for example, for rapid burial for faith purposes), please inform staff as soon as possible – you can do this before an expected death if necessary.

Please speak to the ward teams about attending to collect your loved one's personal effects and valuables if you have not already done so.

The hospice staff will explain what you need to do next and help with any questions you may have. They will also contact your relative's GP to inform them of the death.

### **Viewing your loved one's body**

It is completely up to you whether you would like to see the body of your loved one after death; it can be helpful to take this time, particularly for family and friends who were not able to visit before death.

Children and young people may express a wish to see the body; this can be beneficial both now and in the future in helping them to come to terms with the death. If you would like to discuss this decision, the nursing staff or Wellbeing Team will try to help.

Viewing is possible at the hospice in the immediate hours after death for a limited period of time as we do not have the same facilities as a funeral director. Please talk to the nursing staff. We ask that you let us know of your chosen funeral director, and inform us of their name, contact telephone number and address as soon as you know, so that we can arrange for your loved one to be transferred to their care.

Your funeral director will let you know about their chapel of rest arrangements while your loved one is in their care.

# **Funeral arrangements**

A funeral is an opportunity to say goodbye in a way that is right for the bereaved and for the person who died. Many people want the funeral to reflect the character, way of life, beliefs and ideals of the deceased.

## **Using a funeral director**

Many people choose to use the services of a funeral director as this can be such a confusing and distressing time. Before making any plans, it is important to check whether any specific instructions were left or if any funeral arrangements were made and paid for in advance.

You do not have to wait until the Medical Certificate of Cause of Death (MCCD) has been issued before making contact with a funeral director.

It is advisable to compare information about services and costs from at least two firms. You should not feel that you have to accept all options presented to you, particularly if you have a limited budget.

## **Independent and family-organised funerals**

You do not legally have to use the services of a funeral director to organise the funeral, burial or cremation.

Some families prefer a family-organised funeral. If this is your wish and if you have time to research and prepare, you can enquire at the cemeteries and crematorium department of your local authority. You can also contact the Natural Death Centre ([www.naturaldeath.org.uk](http://www.naturaldeath.org.uk)) for guidance.

## Paying for the funeral

Funeral costs are normally recovered from the deceased's estate, but the person organising the funeral will be responsible for paying the bill. It is advisable to check where the money will come from before you make arrangements.

Many funeral directors require payment before probate is granted, so ensure you discuss payment from an early stage. Where probate is being requested, some banks and building societies will release money to pay for the funeral before probate is granted. Further information about probate is included later in this booklet.

### Financial assistance to help with funeral arrangements

Where payment for the funeral is an issue, you may be entitled to help with the funeral costs through the Social Fund. There is now a one-stop contact number for the Department for Work and Pensions (DWP) on **0800 731 0469** which will cancel all DWP benefits as well as establish if you are eligible towards costs (a funeral grant) and advise on your eligibility for other benefits. There is a time limit for claiming these grants or benefits, so it is important to contact them as soon as possible.

In some cases where no one is able to pay for the funeral, the local authority may help, but it is important to contact them before the funeral is arranged. Your funeral director will be able to advise you, or contact Birmingham City Council's Funerals and Protection of Property Team on **0121 675 7129** or **[funerals.and.protection.of.property@birmingham.gov.uk](mailto:funerals.and.protection.of.property@birmingham.gov.uk)**.



## **Benefits, housing, finance and occupational grants**

Citizens Advice has a guide on its website:

Visit [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk) or phone 0808 278 7990

The Royal British Legion may be able to assist with grants if the deceased was in the armed services:

Visit [www.britishlegion.org.uk](http://www.britishlegion.org.uk) or call LegionLine on 0808 802 8080.

You may be entitled to a Bereavement Support Payment.

For further details visit

[www.gov.uk/bereavement-support-payment](http://www.gov.uk/bereavement-support-payment)

## **What happens if the coroner is involved?**

In some circumstances the death may by law have to be referred to the coroner. This includes when the cause of death is not clear, or where there is concern about the potential of a work-related disease being involved. In these circumstances, a doctor cannot issue a Medical Certificate of Cause of Death (MCCD) without consulting the coroner. It is the coroner's duty to ensure that there is a clear understanding around the cause of death. The staff will talk through why the referral has been made and explain the process to you.

Although a referral may have been made, after reviewing the situation the coroner may give permission for the doctor to issue the medical certificate, and there may not be any further review required.

If the cause of death is unknown, the coroner may also order a post mortem (examination of the dead body). Your consent is not required for this procedure although you will be informed of the decision.

If the coroner feels that further investigation is necessary, an inquest may be ordered. A coroner's inquest is held at the Coroner's Court and examines all the circumstances around the patient's care and death, also providing an opportunity for relatives to ask questions. The coroner's staff will support you through this process.

**A coroner's referral does not always mean there will be a post mortem or an inquest.**

Visit **[www.birmingham.gov.uk/coroner](http://www.birmingham.gov.uk/coroner)** for further information.

## **How do I register the death?**

You will be contacted by the Medical Examiner office in the next day or two. They will explain the proposed cause of death and will ask you whether you have any questions or concerns about the care your loved one received. At this point you will be given a unique reference number allowing you to go onto the Birmingham Registration Office website (see below) to book your appointment.

**[www.birmingham.gov.uk/info/20210/deaths](http://www.birmingham.gov.uk/info/20210/deaths)**

You should usually register at the register office in the area where the person has died (normally Birmingham and Solihull for hospice patients). If you need to attend another register office to register the death, you can do, but the documents will not be available on the day of registration and there might be a delay.

### **Who can register the death?**

- A relative of the deceased.
- A person present at the death.
- The occupier of the premises where the death occurred if he/she knew about it.
- The person arranging the funeral (this does not include the funeral director).

### **What will I need to take to register the death?**

You will also need the following information:

- The date and place of the death.
- Full name and surname with correct spelling and any other previous names.
- Their date and place of birth.
- Their job and whether they were retired.

- Their usual address including postcode.
- If the deceased was married, in a civil partnership or widowed, the full name and occupation of their wife, husband or civil partner.
- Whether the deceased was in receipt of a pension or allowance from public funds.

It is also helpful to take the deceased's birth and marriage/civil partnership certificates and NHS medical card.

### **What will I need from the register office?**

- A green form giving permission for the funeral to take place – your funeral director or person arranging the funeral will need this.
- A white form BD8 to send off with any benefit or pension details to the Department for Work and Pensions.
- Death Certificate (there is a charge for these). You are advised to obtain several copies of this as you will need original copies for notifying banks, insurance companies and other institutions.

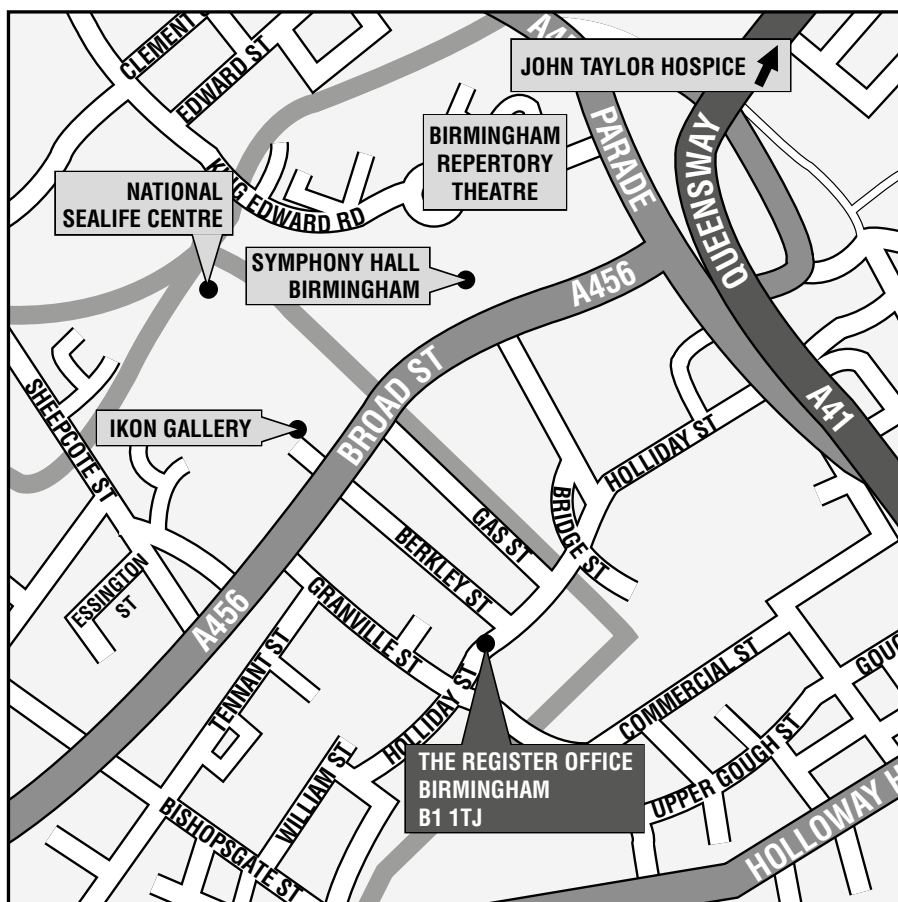
The registrar also has leaflets about bereavement benefits, funeral grants and information for surviving husbands, wives and civil partners.

**Birmingham Register Office is open Monday to Friday 9am until 4pm excluding public holidays.**

# Birmingham Register Office

Holliday Wharf  
Holliday Street  
Birmingham B1 1TJ

[www.birmingham.gov.uk/registeroffice](http://www.birmingham.gov.uk/registeroffice)



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# **Solicitors, Wills and legal matters**

## **Probate (administration of an estate)**

This is the legal process for the distribution of the estate (money, property etc.). You will need to establish if the deceased person had made a Will. This may be found at their bank, solicitor, home, or with a family or friend if registered.

The executor/s is/are legally responsible for administering the estate according to the Will. Named executors can administer the person's estate on their own (information online at [www.gov.uk](http://www.gov.uk)) or they may prefer the help of a solicitor.

When someone dies without making a Will, they are said to have died intestate and different rules apply (information online at [www.gov.uk](http://www.gov.uk)) or you can consult with a solicitor.

## People I may need to notify

The **Tell Us Once** service brings together several organisations so you do not have to notify them individually of the death:

- Department for Work and Pensions (DWP)
- HM Revenues and Customs
- Local authorities
- Driver and Vehicle Licensing Agency (DVLA)
- HM Passport Office

To use this service, the death must have been registered; the registrar will give you information about the service or find out more online at [www.gov.uk/tell-us-once](http://www.gov.uk/tell-us-once)

Unwanted post can be stopped by contacting the **Deceased Preference Service**.

[www.deceasedpreferenceservice.co.uk](http://www.deceasedpreferenceservice.co.uk) or 0800 068 4433

**The Bereavement Register** can help to remove data from marketing companies. [www.thebereavementregister.org.uk](http://www.thebereavementregister.org.uk)

## This checklist may be helpful for notifying about the death:

- ☐ Children's school/nursery

### Domestic and personal

- |  |  |
|--|--|
| <input type="checkbox"/> Cancel appointments           | <input type="checkbox"/> Clubs/associations        |
| <input type="checkbox"/> Council offices               | <input type="checkbox"/> Dentist                   |
| <input type="checkbox"/> Gas/electricity/water         | <input type="checkbox"/> Newspaper/milk deliveries |
| <input type="checkbox"/> Rental/hire purchase          | <input type="checkbox"/> Royal Mail – post         |
| <input type="checkbox"/> Telephone/mobile/internet     | <input type="checkbox"/> TV licensing              |
| <input type="checkbox"/> Vehicle licensing             | <input type="checkbox"/> Landlord                  |
| <input type="checkbox"/> Social services (cancel care) |  |

## **Employment/Pension**

- |  |                                      |
|--|--------------------------------------|
| <input type="checkbox"/> Dept for Works and Pensions | <input type="checkbox"/> Employer    |
| <input type="checkbox"/> Inland Revenue              | <input type="checkbox"/> Trade union |
| <input type="checkbox"/> Professional organisations  |                                      |

## **Legal/Financial**

- |  |                                       |
|--|---------------------------------------|
| <input type="checkbox"/> Bank/building societies | <input type="checkbox"/> Credit cards |
| <input type="checkbox"/> Insurance companies     | <input type="checkbox"/> Solicitor    |
| <input type="checkbox"/> Store cards             |                                       |

## **Items that might need returning:**

- |  |  |
|--|--|
| <input type="checkbox"/> Driving licence         | <input type="checkbox"/> National Insurance card |
| <input type="checkbox"/> Library cards           |  |
| <input type="checkbox"/> Season tickets          | <input type="checkbox"/> Passport                |
| <input type="checkbox"/> Pension/benefits books  |  |
| <input type="checkbox"/> Disabled parking permit |  |



## **Returning medical equipment**

Telephone Medequip on 0121 503 8850 to arrange collection or ask the person who ordered it to assist you with this. If the equipment was provided outside Birmingham, it should be labelled with appropriate contact details for return.

Contact Birmingham Wheelchair Service on 0121 466 3000 to return wheelchairs.

Pendant alarms/home monitoring devices – contact details for the provider should be labelled on the device, or ask the person who ordered it for you to assist you with this.

## **Returning medication and other equipment**

Medication must be returned to your local pharmacist, preferably to the place that dispensed it – they have a legal obligation to assist with unwanted medication, particularly controlled drugs.

The hospice can unfortunately not take items to re-use due to infection control and storage issues.

However unused sealed continence products can be returned to the company that issued them – contact Abena on 0800 052 1165.

The district nursing team will be able to offer advice about other issues, and returning care plans and equipment provided by nursing teams. They can be contacted via the single point of access on 0300 555 1919.

Please do not hesitate to contact the hospice if you need advice about any of the above.

## Part 2

### Grief and bereavement

#### Self-care

The experience of grief can be distressing and confusing. If possible, allow others to assist you with the pressure of the practical and legal issues. Try to avoid making any unnecessary major decisions until you feel less vulnerable.

#### Do I need someone to talk to?

Many people manage their grief with the help and support of family and friends. Others find it helpful to seek support outside these circles, to talk about their feelings and the events leading up to and around the death. This can help if your style of coping is different from those around you.

You can sometimes feel alone, even though you have people around you. You will find details of some organisations offering support in Part 3 of this booklet. You can also talk to your GP or the Wellbeing Team at the hospice.

*Don't tell me that you understand. Don't tell me that you know.  
Don't tell me that I will survive, How I will surely grow.  
Don't come at me with answers, That can only come from me.  
Don't tell me how my grief will pass,  
That I will soon be free.  
Accept me in my ups and downs. I need someone to share.  
Just hold my hand and let me cry,  
To show me that you care.*

*Anon*

## **Bereavement care from the Wellbeing Team**

The Wellbeing Team is here to provide support to anyone affected by the loss of a patient known to Birmingham Hospice.

### **Taking time for you**

Talking in confidence to one of the Wellbeing Team will give you time to express how you feel, to develop coping strategies and to explore issues that may be worrying you. If you would like to discuss support, why not contact the Wellbeing Team to arrange an appointment on 0121 269 5000.

We offer bereavement counselling, art therapy and support for adults, children, young people and families. This can be individual, family or group support at the hospice or school. Home visits are also available.

You can access this service at any time now or in the future by contacting the hospice on 0121 269 5000; the service is free of charge.

### **Spiritual care**

After a bereavement, you may find yourself reflecting on your beliefs about the meaning and purpose of life. You might find yourself in touch with a new sense of spirituality that you want to explore, or perhaps a deepening or a questioning of your existing faith.

Whatever your beliefs, if you want to explore any questions relating to spirituality or faith in a safe and non-judgemental environment, you can arrange to meet with one of our Spiritual Care volunteers, who are part of the Wellbeing Team.

# **How will grief affect me?**

## **Early days**

We will all experience the loss of someone significant during our lives. Grieving is our emotional response to this loss and it may be distressing and confusing. You may feel alone in your grief, like no-one understands. This is because everyone's grief experience is unique and we all react differently. You may have been experiencing ongoing losses and worries during the illness of your loved one; in fact the grief starts before the death of the person. Although the death may have been expected, you may be surprised at the shock it has brought.

We publicly express our grief through mourning, which may include cards, flowers, candles, wearing specific clothing, religious ceremonies and celebrations of life. The funeral is very important and allows us to say goodbye, but it is only part of the grieving process. The focus of arranging the practicalities of the funeral can feel helpful during the early days of loss.

It is important to allow yourself time to begin to adjust to a life without the person. You may find that others are unsure about how to support you; they may be grieving too. Or you may experience others avoiding you as they don't know what to say or do. At this time, take it day by day and try to take care of yourself. You will find organisations listed in Part 3 of this booklet that provide information and guidance about bereavement.

## **How might I feel?**

There are no rules about the natural process of grieving; it's a very different experience for everyone and reactions will vary. How you feel may depend on your previous relationship with the person who has died and how you felt about them, as well as your own personal experiences and present circumstances.

You may experience a wide range of feelings that it is difficult to make sense of. Grief can be an untidy and unpredictable experience which comes and goes in waves. At first, you may be too shocked to feel anything.

Many bereaved people feel only a sense of numbness and disbelief. As you begin to grasp the reality of what has happened, you may experience some of the most powerful feelings you have ever had.

### **How might this affect me emotionally?**

You may feel:

- Sad, low in mood, distressed at times, unable to enjoy life and even depressed.
- Worried, anxious, frightened and unable to relax.
- Angry towards others – such as family, friends, healthcare workers, your faith or the person who has died.
- Guilty and blame yourself.
- Lonely, even in the company of others.
- A sense of relief after the death, perhaps following a period of distress leading up to the death.
- A sense of longing and searching for the person who has died.

### **How might this affect me physically?**

You may feel:

- Tired and exhausted with no energy to perform simple tasks.
- Unable to sleep properly.
- Aches and pains such as headaches, back pain and muscular aches.
- Changes in your appetite such as loss of appetite and interest in food, or over-eating/eating for comfort.
- Nauseous, unsettled tummy and possibly changes in your bowel habit.
- Low resistance, may pick up bugs like colds more easily.

## **How might grief affect my thoughts?**

You may feel:

- Unable to concentrate and remember clearly.
- Preoccupied and have repetitive thoughts about the person who has died and the events that led up to their death.
- Helpless and without hope for the future.
- A sense of unreality and detachment from everyday events.

## **How might this affect my behaviour?**

You may be:

- Irritable, angry.
- Restless and unable to settle and relax.
- Wanting to keep busy.
- Tearful or unable to cry.
- Preferring your own company, rejecting others such as family, friends and social situations.
- Not wanting to go out/finding it difficult to stay in.

Understanding that these feelings, thoughts and behaviours can be normal grief reactions may help you to feel less isolated and reassure you at this time. No-one can know how long you will feel this way – just as your relationship with the person before they died was unique, then your feelings of grief and their intensity and duration, are also unique. Your grief will change and evolve as in time you adjust to living your life while maintaining the sense of the bond with the person who died.

## **What can I do to help myself?**

It is important not to forget your own health now. If you feel able, try to eat regular meals, even if you cannot manage very much at first. Try to keep a routine for bed and rest even if you can't sleep as well as normal. If you have been a carer before the death, it may be difficult to re-establish a normal sleep pattern. Try to take

regular exercise and to get into a daily routine including all of these things. If you are worried about how you are coping, you can phone the Wellbeing Team at the hospice or your GP.

At this highly emotional time it is advisable not to make any major decisions unless you have to. Most decisions about the future, your loved one's possessions, etc. will wait until you are better able to think things through. If you cannot avoid having to make important decisions, try to talk them over with someone you can trust who can help you to consider the various options.

### **What can others do to help me?**

Bereavement affects families in many different ways. Each family member will cope differently following a death.

There may be a recurring need to talk about the person who has died – their illness and death, the good and the bad times. Families and friends can help to listen to and share these memories, although some might find this difficult or uncomfortable at times, and sometimes people do not know what to say. It is important to reach out to them when you need them and let them know how they can help you now.

If you feel unable to share your feelings with family or friends, if you don't have anyone close to you to talk to, or if you are experiencing persistent problems in coping day-to-day, you can talk to the hospice Wellbeing Team or contact your GP.

**Please keep this booklet in a safe place to refer back to when you need it. We are here to support you whenever the time is right, and there is no time limit on this.**

# **Supporting children during grief**

As adults we might feel the need to protect our children from things that are difficult and painful. We assume that children will not understand death and bereavement or that it will be too upsetting.

Even young children experience grief in their own way, and it is important that we try to include children and young people in what is happening.

We know that children and young people can cope with loss, although we often underestimate this. Like adults, they will find it harder to cope if they are not told what is happening – what they begin to imagine can be much more scary than the reality.

Children express their emotions in many ways by drawing, playing and talking. They may experience changes in behaviour.

## **How to talk to children**

Children should be told the facts in simple words, using clear, age-appropriate language. Avoid saying someone is ‘asleep’ or ‘lost’ rather than ‘dead’ as a child may then fear going to sleep or worry that you may be ‘lost’.

Encourage children and young people to ask questions when they need to; a child will then ask for more information when they are ready. If they cannot say it, they might prefer to write it down or draw a picture.

Answer their questions as simply and honestly as possible. It is ok to say you are unsure or don’t know. It is helpful for adults to share their feelings with children, such as feelings of sadness.

By doing so they learn that it is natural to feel sad and to show it when someone dies.



## **Daily life and routines**

Ensure that their school or nursery is aware of events and maintains communication so that any concerns can be discussed promptly. They may provide bereavement support/counselling and should have a policy around this.

Try to maintain routines for your child; this is important when it may seem to the child that other parts of their life are changing. Ensure that you are punctual and reliable as your child may worry if you are late that something has happened to you. It is natural for children to become a bit 'clingy' or a bit 'babyish' and need more cuddles and reassurance.

## **Attending the funeral**

We always encourage that children and young people are given a choice about being involved or attending a funeral. It's important to help them understand what is likely to happen but if they are well prepared it can be very beneficial for them. If they are not going to attend, there are lots of ways that they can feel a part of events and say 'goodbye' in their own way. Your funeral director may be able to help in this, or one of the Wellbeing Team at the hospice will be happy to discuss.

## **Support from Birmingham Hospice**

We have a specialist Child Bereavement service which is available for children and young people up to the age of 18 and for parents just wanting information and advice. Children can be referred for this service to help them prepare for the death of someone, or to request support afterwards.

If you feel you would like to talk to us for further information or advice on any of the above issues, or you feel your child may benefit from talking to someone please contact the Wellbeing Team at the hospice.

## **Contact Us**

The Wellbeing Team can help and advise you, and provide support for children and families.

Tel: 0121 269 5000

Email:

[wellbeingerdington@birminghamhospice.org.uk](mailto:wellbeingerdington@birminghamhospice.org.uk) (Erdington site)

[wellbeingsellypark@birminghamhospice.org.uk](mailto:wellbeingsellypark@birminghamhospice.org.uk) (Selly Park site)

# **Celebrating the life of your loved one**

After receiving the support of Birmingham Hospice, many people feel they would like to give something back to the hospice as a way of celebrating the life of their loved one. There are many ways for you to support Birmingham Hospice.

## **Donations in lieu of flowers**

You can request donations to the hospice in lieu of flowers at the funeral of your loved one. Your funeral director should be able to help with this process and we can provide donation envelopes with a gift aid declaration. You may consider setting up an online tribute page to capture donations online; additional information on this can be found below.

## **MuchLoved tribute funds**

You can set up a lasting tribute page as a dedicated online space for friends and family to remember a loved one. This is a completely free service. You can create and personalise your unique page to add pictures and videos, light a virtual candle, and keep your special memories safe in one place. Tribute pages are a beautiful and simple way to remember a loved one and your special tribute can be left on our memory wall for others to see. Visit [www.muchloved.com](http://www.muchloved.com) to find out more.

## **Memory tree**

Our memory trees are a beautiful piece of art situated in the hospice receptions at our two sites. In return for a donation to our hospice, your loved one's dedication leaf will be placed on the tree for one year for you to come and see. Each leaf can be inscribed with the names of loved ones whose lives are being celebrated, with a choice of bronze, silver and gold leaves available.

## **Light up a Life**

Every December our 'Light up a Life' events are held at our hospice sites, offering you an opportunity to remember your loved ones by dedicating a star for them on our tree. Light up a Life is a non-religious event, open to everyone, and is a chance to come together with others in a service of remembrance, to celebrate the lives of those we have loved and lost, with beautiful music, readings and the chance to light a candle as well as view your star on our tree.

## **Make a lasting difference**

You may choose to make a donation or regular gift, knowing that you are helping us make a difference for other families. Or you may prefer to leave a gift to the hospice in your Will, ensuring we can help generations to come.

## **Other ways to get involved**

You may want to ask your company, sports or social group to choose Birmingham Hospice as its Charity of the Year. If you would like a fundraising pack to find out more about these opportunities, please contact our Fundraising Team.

For more information, please visit our website or contact the Fundraising Team.

Tel: 0121 465 2009 Email: [fundraise@birminghamhospice.org.uk](mailto:fundraise@birminghamhospice.org.uk)

## **Volunteering**

We are also supported by teams of volunteers who give their time, helping in a range of roles. At the hospice, volunteers help out by serving tea and coffee, staffing reception, driving patients to the hospice and hosting social days.

In the community, our volunteers are busy fundraising for the hospice, helping in our shops and picking up donations for the shops.

Our volunteers come from all walks of life, and many have experienced the care Birmingham Hospice provided for their friends and family.

For more information, please contact us on 0121 387 4444 or email [askhr@birminghamhospice.org.uk](mailto:askhr@birminghamhospice.org.uk).

### **Birmingham Hospice charity shops**

Donating goods to our charity shops is an easy way to support us. Please drop them in to the friendly teams at one of our shops in Birmingham and the surrounding area.

For more information and locations, please visit [www.birminghamhospice.org.uk/shops](http://www.birminghamhospice.org.uk/shops).

### **House clearances**

If you want a property completely or part cleared, we can send a trained member of staff to help you through the whole process, assessing the whole property for saleable, recyclable and non-saleable items.

We will give you a quote for the clearance of those items identified and make an appointment for their subsequent removal. The potential charge for this service is based on the size and location of the property, plus the amount of non-saleable items. We will endeavour to sell as many of the items as possible – to not only raise much-needed funds for the hospice, but to keep any charges as low as possible for you.

To book an assessment and an obligation free quote, please call James in our Clearance Team on 07966 165316 or send an email to [clearance@birminghamhospice.org.uk](mailto:clearance@birminghamhospice.org.uk). Please include as much detail in as possible, listing what you require, the address of the property, and your name and contact details.

## **Further information**

On our website at [www.birminghamhospice.org.uk](http://www.birminghamhospice.org.uk), we have a full programme of hospice events, details of current volunteering opportunities and charity shop information. Plus you can sign up for our newsletters which will keep you informed of news from Birmingham Hospice.

Thank you.

## **Part 3**

### **Useful contacts: emotional support**

#### **Samaritans**

Provide confidential, non-judgemental, emotional support 24 hours a day, for people who are experiencing feelings of distress or despair. Available by telephone, email or letter.

Tel: 116 123

Deaf or hard of hearing minicom: 0845 790 9192

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

#### **Samaritans (Birmingham)**

13 Bow Street, Birmingham B1 1DW.

Tel: 0121 666 6644

# **Useful contacts: practical and financial support**

## **Age Concern Birmingham**

76-78 Boldmere Road, Boldmere, Sutton Coldfield B73 5TJ

Tel: 0121 362 3650

Offers advice, information and services for the elderly and their carers.

National helpline: 0800 678 1602

[www.ageconcernbirmingham.org.uk](http://www.ageconcernbirmingham.org.uk)

## **Asian Resource Centre**

149 Lozells Road, Lozells, Birmingham B19 2TP

Tel: 0121 523 0580

[www.asianresource.org.uk](http://www.asianresource.org.uk)

## **Bereavement Advice Centre**

A national organisation offering advice on all aspects of bereavement from registering the death, finding funeral directors, probate and tax.

Tel: 0800 634 9494 (9.00am to 5.00pm Monday to Friday)

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

## **Citizens Advice Bureau**

First Floor, Wellington House, 31-34 Waterloo Street, Birmingham, B2 5JT

The Citizens Advice service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities.

Tel: 0808 278 7990 (Information Helpline)

9.30am-4.30pm Mon-Fri

Textphone number (for deaf/hard of hearing):

18001 03444 111445

[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)



## **Deceased Preference Service**

To help stop unwanted post addressed to the deceased.

Tel: 0800 068 4433

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

## **Stop Mail**

To stop unwanted post to the deceased

Tel: 0808 168 9607

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

## **Government**

Government website provides a wide range of public services information and service online.

[www.gov.uk](http://www.gov.uk)

The Pensions Service Tel: 0800 731 7898

# **Useful contacts: Bereavement – general information and services**

## **Compassionate Friends**

For bereaved parents and their families after the death of a child or children, including a siblings website.

Helpline 0345 123 2304 10am to 4pm and 7pm to 10pm  
[www.tcf.org.uk](http://www.tcf.org.uk)

## **Cruse Bereavement Care**

3rd Floor, King Edward Building, 205 Corporation Street,  
Birmingham B4 6SE

Provides counselling, support and advice for children, adults and families.

Helpline: 0808 808 1677  
Birmingham Branch: 0121 687 8010  
[www.cruse.org.uk](http://www.cruse.org.uk)

## **Dying Matters: Let's talk about it – National Council for Palliative Care**

Provide a service focusing on dying, death, charity and bereavement on their website and in leaflets.  
[www.dyingmatters.org](http://www.dyingmatters.org)

## **Jewish Bereavement Counselling Service**

Tel: 020 8951 3881  
[www.jbcs.org.uk](http://www.jbcs.org.uk)

## **Macmillan Cancer Support**

Provide practical, medical, emotional and financial support and discussion forums.

Tel: 0808 808 0000  
[www.macmillan.org.uk](http://www.macmillan.org.uk)

## **Marie Curie**

Provide information and advice about emotional and practical issues to help you through this difficult time.

Tel: 0800 090 2309

[www.mariecurie.org.uk](http://www.mariecurie.org.uk)

## **Solihull Bereavement Counselling Service**

Ullswater House, Solihull Hospital, Lode Lane B91 2JL

Provides support and counselling for the bereaved in the Solihull area.

Tel: 0121 424 5103 9.30am – 4.30pm

## **Terrence Higgins Trust**

439 Caledonian Road, London N7 9BG

Provides information and support concerning HIV and AIDS issues.

Helpline: 0808 802 1221

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

## **Way - widowed and young**

Provides a self help social network for widowed men and women under the age of 50 – online forums, and meetings and outings.

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

# **Useful contacts: funeral information and advice**

## **Natural Death Centre**

Offers advice and information on funeral arrangements, in particular inexpensive, DIY and green funerals and woodland burial grounds. Publishes The Natural Death Handbook, a comprehensive guide to DIY funerals.

Tel: 01962 712 690

[www.naturaldeath.org.uk](http://www.naturaldeath.org.uk)

## **AB Welfare and Wildlife Trust**

A national charity offering free and sound advice on the law around dying, collecting and transporting bodies, burial and cremation, green funerals, burials in private land and nature reserves. It also offers practical help with deaths within a 25-mile radius of Harrogate and can arrange burials in nature reserves near Harrogate.

Tel: 01423 530900

Email: [ab-welfare-wildlife-trust@burials.freeserve.co.uk](mailto:ab-welfare-wildlife-trust@burials.freeserve.co.uk) (not for urgent enquiries)

## **Trade associations for funeral directors:**

- National Association of Funeral Directors 0121 711 1343  
[www.nafd.org.uk](http://www.nafd.org.uk)
- The National Society of Allied and Independent Funeral Directors 0345 230 6777 [www.saif.org.uk](http://www.saif.org.uk)

## **Advice on religious or secular services:**

### **British Humanist Association**

A national organisation that can provide a representative for non-religious funerals as well as advice on organising the ceremony.

Tel: 020 7324 3060

[www.humanists.uk](http://www.humanists.uk)

## **Finding a Christian Church**

Church of England: [www.achurchnearyou.com](http://www.achurchnearyou.com)

Catholic Church: [www.catholicdirectory.org](http://www.catholicdirectory.org)

Other denominations [www.findachurch.co.uk](http://www.findachurch.co.uk)

You will also find churches of most Christian denominations on [Yell.com](http://Yell.com)

## **Interfaith Seminary**

A national organisation that can provide representatives to help plan tailor made ceremonies, with or without a spiritual element.  
[www.interfaithfoundation.org](http://www.interfaithfoundation.org)

## **The Buddhist Society**

Tel: 020 7834 5858

[www.thebuddhistsociety.org](http://www.thebuddhistsociety.org)

## **The Muslim Council of Britain**

Tel: 0845 262 6786

[www.mcb.org.uk](http://www.mcb.org.uk)

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The Hospice would like to thank RNS Publications for publishing this information and the following pages contain some features from services offering their help at this time.

Whilst the Hospice is grateful of their support it does not endorse or recommend any of the services that they provide.







*stopping mail*

# **STOPPING JUNK MAIL**

It is distressing to deal with a bereavement and unsolicited mail can be insensitive and destructive during a grieving process.

By scanning the below QR code on your phone or visiting [www.stopmail.co.uk](http://www.stopmail.co.uk), we are able to securely share this information with mailing organisations and under the Data Protection Act the information will not be used for any other purpose.

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**0333 006 8114 from a mobile**

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[www.thomasbrothers.co.uk](http://www.thomasbrothers.co.uk)  
email: [admin@thomasbrothers.co.uk](mailto:admin@thomasbrothers.co.uk)

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**0121 667 8851**

1017 Alcester Road South,  
Maypole B14 5JA  
**0121 468 1156**

1095 Chester Road,  
Pype Hayes B24 0PP  
**0121 468 8877**

155a New Road,  
Rubery B45 9JW  
**0121 756 7905**

1290 Pershore Road,  
Stirchley B30 2XU  
**0121 468 8933**

156 Weoley Castle Road,  
Weoley Castle B29 5QL  
**0121 756 0843**

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350 Alcester Road,  
Moseley B13 8LJ  
**0121 756 7278**



CentralCOOP



Do you need help with

# **Probate Matters?**

You may need help, support or advice on what to do when someone dies in relation to probate.


**Freephone: 0808 168 5181**

**Mobiles: 0333 240 0360**

We offer free guidance and advice on the legal and financial aspects of bereavement including your responsibilities and whether probate is required.

Calls are free from most land lines, some calls may be monitored for training purposes and all calls are confidential. This service is provided by the Bereavement Support Network Ltd.





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## How Do We Do It?

Being family owned and managed we are flexible and able to serve the needs of any people needing to use our services. Nothing is too much hassle and we go above and beyond to ensure your loved ones funeral is arranged how the family want it. We may have a modern approach, but we provide a traditional funeral service to all communities, cultures and religions.



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B32 4HB  
0121 478 1200

181, Stourbridge Road,  
Halesowen  
B63 3JD  
0121 289 4540

Whitmore House,  
8-11 Lower High Street,  
Cradley Heath  
B64 5AB  
01384 569569

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



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This publication has been jointly developed between ourselves and the hospice. We hope that it has been or will be of help at this time and we welcome any comments or suggestions that you may have.

Please contact us either by phone, email or by post.

RNS Publications, Trium House, Broughton Way,  
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**See our website for pricing details:** [anaturalundertaking.co.uk](http://anaturalundertaking.co.uk)  
Email: [funerals@anaturalundertaking.co.uk](mailto:funerals@anaturalundertaking.co.uk)

290 Vicarage Rd, Kings Heath, B14 7NH  
1340 Stratford Road, Hall Green, B28 9EH



[anaturalundertaking](http://anaturalundertaking.co.uk)



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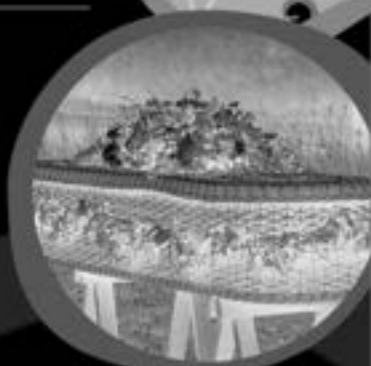
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