

A step by step guide of what to do when someone dies.

1.

Firstly, **take a moment**.
Be with your loved one.
Take your time, there's
no rush.

2.

When you're ready,
ring **Hospice Line** on
03301 272161 to
let us know.

3.

The death will need to be **formally verified**.

We'll arrange for someone to verify the death, normally
a District Nurse, or other healthcare professional.

4.

You might need to **wait
a few hours** before the
verification can be done.
**Keep all the paperwork
and medicines in the house.**
It might be a good idea to
contact family and friends
while you're waiting.

5.

Once the verification
has happened, you can
**contact your chosen
funeral directors**.
They will come to the
house to collect your
loved one.

Please turn over for the next steps.

6.

If you'd prefer, you can **ask a family member or friend** to receive contact from professionals.

The Medical Examiner Service will be the first to **contact you**, or your nominated person, after receiving notes from the GP, **to share the suggested cause of death**. This will be between the hours of 9am to 5pm.

They'll also **check if you have any questions** or concerns, before approving the Medical Certificate of Cause of Death.

If you have any issues, or need to talk anything through, call Hospice Line on **03301 272161**.

There are useful resources on our website for guidance on arranging a funeral and coping with grief. Visit **stmichaelshospice.com/carers** or scan the QR code.

7.

Once the cause of death has been approved, the **Medical Examiner will send the Medical Certificate of Cause of Death to the local Registry Office**.

The office will then contact you, or your nominated person, to **make an appointment to register the death**.

Steps 6 and 7 can be very quick if speed is needed for religious reasons.

If there are any complexities, the GP will help with the next steps.

