

HELP & ADVICE - FIRST STEPS



“Hope smiles from the threshold
of the year to come, whispering
‘it will be happier’”

Alfred Tennyson.



WHAT TO DO WHEN SOMEONE DIES

We've put together all the relevant information you need and the procedures you must follow when someone dies. At Welham Jones, we understand how difficult this time is and we want to make things as easy and straightforward for you as possible.



HERE ARE FIVE KEY STEPS:

Where did the death occur? What to do

At home	<ul style="list-style-type: none">- If sudden or unexpected call the Police, otherwise,- Call the doctor or community nurse to certify 'life extinct'.- Call us to take the deceased in to our care.
In a hospice or nursing home	<ul style="list-style-type: none">- A member of staff will take care of the certification of death.- Nominate us and they will call us on your behalf to take the deceased in to our care.- Have you been told the Doctor won't travel? We have reciprocal arrangements with many other funeral directors so just ask the nursing home to call us.
In hospital	<ul style="list-style-type: none">- Arrange to see the hospital bereavement department.- Let them know if the funeral will be a cremation or burial.- Contact us, or ask them to contact us, to take the deceased in to our care.



1. OBTAIN A MEDICAL CERTIFICATE OF CAUSE OF DEATH

Issued at the time of death or made available for collection shortly after, from the doctor's surgery or the Bereavement Services department of the hospital. If the doctor cannot certify the cause of death, he or she will refer the death to HM Coroner (see the Coroner below).

2. REGISTER THE DEATH

An appointment is required by law within five working days in the district where they died. The Registrar of Births, Marriages and Deaths will require a number of documents, or information about the deceased, including:

- Place and date of birth and death
- Full name - including maiden name
- Home address
- Marital status - and if a married woman, their spouse's full name and occupation
- Occupation

The Registrar will then give you the 'Certificate for Burial or Cremation', the "green", which is a green coloured form and which you should pass to us as soon as possible. This allows us to bring the deceased into our care (if we haven't already) and continue the process of arranging the funeral and preparing them.

3. NOTIFY THE DEPARTMENT OF WORK AND PENSIONS (DWP)

The DWP has a 'Tell us once' service that ensures any benefit entitlements are dealt with once you register the death. Simply tell the Registrar, call 0845 606 0265, or send back the form BD8 that will be given to you.

4. DECIDE WHETHER TO CREMATE OR BURY

Because of religious or other beliefs burial is the only option for many. However, around 70% of us will be cremated and the cost is usually lower than a burial unless your churchyard is open, or you already own a suitable grave.

5. CONTACT YOUR FUNERAL DIRECTOR

Once we have taken the deceased into our care, we will contact you to offer advice, answer any questions and begin the process of arranging the funeral.

Note: Some nursing homes insist on calling a funeral director they know because they get pressure from GPs who won't travel any distance to see the deceased. Whilst this is true and Doctors won't travel, it is not always necessary for the GP to see the deceased



after death and, if it is, funeral directors like us offer reciprocal use of our facilities, something the nursing home may not know. So just ask the nursing home to call us and we will make any necessary arrangements for the Doctors.

THE CORONER

When HM Coroner becomes involved - what you need to know:

- There are a number of reasons for HM Coroner to become involved in a death. If this happens to you, don't panic. The procedures will be fully explained by the Coroner's officer.
- A contracted firm of funeral directors will take the deceased to the Coroner's mortuary. **You do not have to use this firm for the funeral.**
- If the death was expected the Coroner's involvement may be for technical reasons and it will be discussed with, and may be referred back to, the GP, in which case normal registration procedures will apply.
- The Coroner is likely to perform a post-mortem to establish the cause of death, before allowing the release of the body for the funeral.
- With a verdict of natural causes and circumstances, the Coroner will issue Form 100 (the 'pink') to the Registrar, to enable you to register the death.
- If the death was violent or unnatural, occurred in prison, was due to an industrial disease, or where there is any doubt the Coroner will order an investigation to determine whether an inquest is required. If it is it will be opened and immediately adjourned. It will reconvene later and will determine the nature and circumstances of the death. If it is not required normal registration procedures will apply.
- Because the inquest will delay registration the Coroner will issue an Interim Certificate of the Fact of Death to enable probate. This will also allow you to notify the death to the Department of Work and Pensions.
- Where there is to be a cremation, the Coroner will issue a Form 6 to the funeral director instead of the "green" Certificate for Burial or Cremation' issued by the Registrar.
- Where there is to be a burial, the Coroner will issue a 'Coroner's Burial Order' directly to the funeral director.
- Whenever an inquest is held the Coroner will afterward register the death for you. You may request certified copies of the entry of death from the Registrar a little while later.



LOCAL REGISTER OFFICES

To register a death you will need to make an appointment and see the registrar. Some Local Authorities have a telephone booking line, some online as well. For deaths in Kent registration takes place at your local library. Other authorities require you to attend the registrar's office at the address given below. Deaths in Darent Valley Hospital may be registered in either Bexley or Kent.

Royal Borough of Greenwich

020 8921 5015

The Register Office, Town Hall, Wellington Street, Woolwich, London SE18 6PW

Kent County Council including deaths at Darent Valley Hospital

This service is provided through Kent Libraries

03000 415151

or online (with Bexley) at <https://secure.kent.zipporah.co.uk/CeremonyPlanner.Kent.Live/default.aspx>

London Borough of Bexley including deaths at Darent Valley Hospital

03000 415252

or online (with Kent County Council) at <https://secure.kent.zipporah.co.uk/CeremonyPlanner.Kent.Live/default.aspx>

The Bexley Register Office, Danson House, Danson Park, Bexleyheath, Kent DA6 8HL

London Borough of Bromley

0300 303 8667 (extn 1209)

The Civic Centre, Stockwell Close, Bromley BR1 3UH

Medway Council

01634 338899

Medway Register Office, Northgate, Rochester, Kent ME1 1LS



Welham Jones has been serving the communities of west Kent and south east London for over 25 years and has extensive knowledge of local customs and traditions.

Managed by the individuals and family members who own it, familial values carry through to our customers. These values underpin the business and everything we do making the relationship between the Welham Jones family and the families we serve extremely important.

Offering all the resources of a large company, whilst maintaining that small company feel, we are not members of a larger corporate group trading under a family name long gone.

At Welham Jones, we are genuinely committed to the community we serve. Responsive to you and your needs we take pride in the service we provide, putting our customers first at all times. Go on-line and read the biographies of our staff to see just how much we care.



BOROUGH GREEN

43 Western Road TN15 8AL Tel: 01732 780600

CHISLEHURST

4 Belmont Parade, Green Lane BR7 6AN Tel: 020 8467 2222

CHELSEFIELD

9 Windsor Drive BR6 6EY Tel: 01689 452525

SEVENOAKS

156 London Road TN13 1DJ Tel: 01732 742400

SWANLEY

31 Station Road BR8 8ES Tel: 01322 619100

TONBRIDGE

164 High Street TN9 1BB Tel: 01732 617171

TUNBRIDGE WELLS

39 Crescent Road TN1 2LZ Tel: 01892 300330

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