

FIRST STEPS & ADVICE

A guide to the first steps you need
to take when a loved one dies



“A funeral is a chance to pay a lasting tribute to your loved one. It is an honour to support you at this time and help you bring your vision to fruition.”

– Simon and Rebecca Welham

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“Thank you so much for all your assistance with my mum's funeral. You have been so kind and helpful with everything and made a difficult job so much easier... and helped the day go smoothly. My mum would have been so pleased.”

- (family C)

WHY CHOOSE US?

For three generations, Welham Jones Funeral Directors have been committed to serving our local community, extending the familial values we hold dear and that run throughout our business to our customers.

Responsive to the needs of families in their time of bereavement, we offer all the resources of a large company, while maintaining the personalised, bespoke service that comes from being a family-run, local business adhering to the highest industry standards.

- **Independent**

Run by a father and daughter, we are not members of a larger corporate group trading under a family name.

- **Family values**

Our family ethos runs through all we do and extends throughout our team.

- **Highest standards**

We combine modern technology and traditional methods with meticulous attention to detail.

- **Bespoke**

We work with you to shape a service that truly reflects your loved one.

- **Dedicated**

We always go beyond what is required of us, while keeping a respectful distance where necessary.

- **Honest prices**

Competitive prices to suit all budgets.

WHAT TO DO WHEN SOMEONE DIES

There's a lot to do when a loved one dies, which means having to go through processes that will be new to you at a time of emotional stress. But you are not alone – our funeral arrangers are on hand to guide you at every step.

VERIFYING THE CAUSE OF DEATH

Before the medical cause of death certificate can be issued, a medical professional must verify the cause of death, which will allow you to register the death. You have 10 working days to do this.

VERIFYING THE DEATH IF EXPECTED:

At home	During the day call the deceased's GP or senior nurse to come in person to verify the death. At night, call NHS 111 to ask for an on-call GP or nurse.
In a hospice or care home	Hospice or care home staff, if qualified, will certify the death or contact the deceased's GP during the day or, at night, they will call 111.
In hospital	A doctor or nurse will verify that the person has died.

VERIFYING THE DEATH IF WAS UNEXPECTED:

At home or in a hospice or care home	Emergency services must be called. They will notify the coroner, who will arrange for the deceased to be taken into their care. The coroner will investigate the cause of death and issue the necessary paperwork, or refer the death to the medical examiner.
In hospital	The coroner will be contacted to determine the cause of death. If no investigation is needed, they will provide the necessary paperwork for registration and for the funeral to proceed. If an investigation is required then please ask for guidance.
Post-mortem examination	A post-mortem examination may be necessary to determine the medical cause of death. Both the funeral director and the coroner's office will keep you informed and provide advice and assistance.

NEXT STEPS

With only 10 working days in which to register the death in the UK, unless the coroner is investigating the cause of death, you will need to make some key decisions. These are the steps you need to take:

CONTACT YOUR FUNERAL DIRECTOR

If you choose Welham Jones Funeral Directors, we will take the deceased into our care and contact you to offer advice, answer questions and begin the funeral arrangement process. Before paying for the funeral, check if the deceased had a funeral plan or an over 50's life insurance policy.

OBTAIN A MEDICAL CERTIFICATE CAUSE OF DEATH (MCCD)

This is issued shortly after death and will be issued by the doctor's surgery or the hospital bereavement department at the behest of the Medical Examiner who will have scrutinised the deceased medical records to establish the cause death. This form is emailed directly to the local registrar.

REGISTER THE DEATH

In England and Wales, you must register the death of a person within 10 working days at a Registrar's Office in the district in which they died. While the medical cause of death certificate is emailed directly to the Registrar, you will still need to make an appointment with the Registrar. We can make the appointment for those needing assistance.

If the death was referred to the coroner, the coroner will send the paperwork direct to the registrar enabling you to then make an appointment to register the death.

TAKE THE NECESSARY PAPERWORK TO REGISTER THE DEATH

Provide as many of the following details and documents as possible when registering the death of a loved one:

- Spouse's name and occupation
- Date and place of birth
- Birth certificate
- Their address
- Their occupation
- Passport
- Marriage certificate
- Blue Badge

COLLECT OFFICIAL DOCUMENTS FROM THE REGISTRAR

The Registrar will provide a Certificate of Registration of Death (BD8 form or 'white form') to be sent to the Department of Work and Pensions. They will also issue a Certificate for Burial or Cremation (Form 9 or 'green form') authorising cremation or burial; which will be emailed to your funeral director.

TELL US ONCE

This is a service that lets you report a death to most government organisations in one go. The registrar can either help you complete the service or give you a unique reference number so you can use the service yourself either on the phone or online. If the coroner is involved you will be issued with an interim death certificate and can then ask the registrar for a unique reference code.

NOTIFY THE DEPARTMENT OF WORK AND PENSIONS (DWP)

Simply call 0845 606 0265 or send the form BD8 that will be given to you.

ARRANGE THE FUNERAL

Book a meeting with your funeral director to choose the type of funeral you'd like for your loved one. They will provide you with an estimated cost and both parties will need to sign terms and conditions of business.

REGISTRAR OFFICES IN KENT AND SOUTH EAST LONDON

To register a death, you will need to make an appointment and visit the Registrar. Some Local Authorities have a telephone booking line or an online booking system.

Kent County Council

 03000 41 51 51

 www.kent.gov.uk

London Borough of Bexley

 03000 41 52 52

 www.kent.gov.uk

London Borough of Bromley

 0300 303 8667 (extn 1209)

 www.bromley.gov.uk

Medway Council

 01634 338 899

 www.medway.gov.uk

Royal Borough of Greenwich

 020 8921 5015

 www.royalgreenwich.gov.uk

“A huge thank you on behalf of myself and my family, to all your staff for making my dad’s funeral a special day. We were so overwhelmed by the kindness and consideration shown by everyone and you made a very difficult day run smoothly. We are all eternally grateful to you.”

- Anon

GET IN TOUCH

Contact your local funeral arranger at your nearest Welham Jones branch to discuss how you would like to commemorate your loved one

BOROUGH GREEN

43 Western Road, TN15 8AL - 01732 780600

ORPINGTON & CHELSFIELD

6 Windsor Drive, BR6 6EY - 01689 452525

CHISLEHURST & BROMLEY

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

SEVENOAKS

156 London Road, TN13 1DJ - 01732 742400

SWANLEY

31 Station Road, BR8 8ES - 01322 619100

TONBRIDGE

164 High Street, TN9 1BB - 01732 617171

TUNBRIDGE WELLS

39 Crescent Road, TN1 2LZ - 01892 300330

Or send us a message by scanning the QR code



or visiting www.welhamjones.co.uk



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