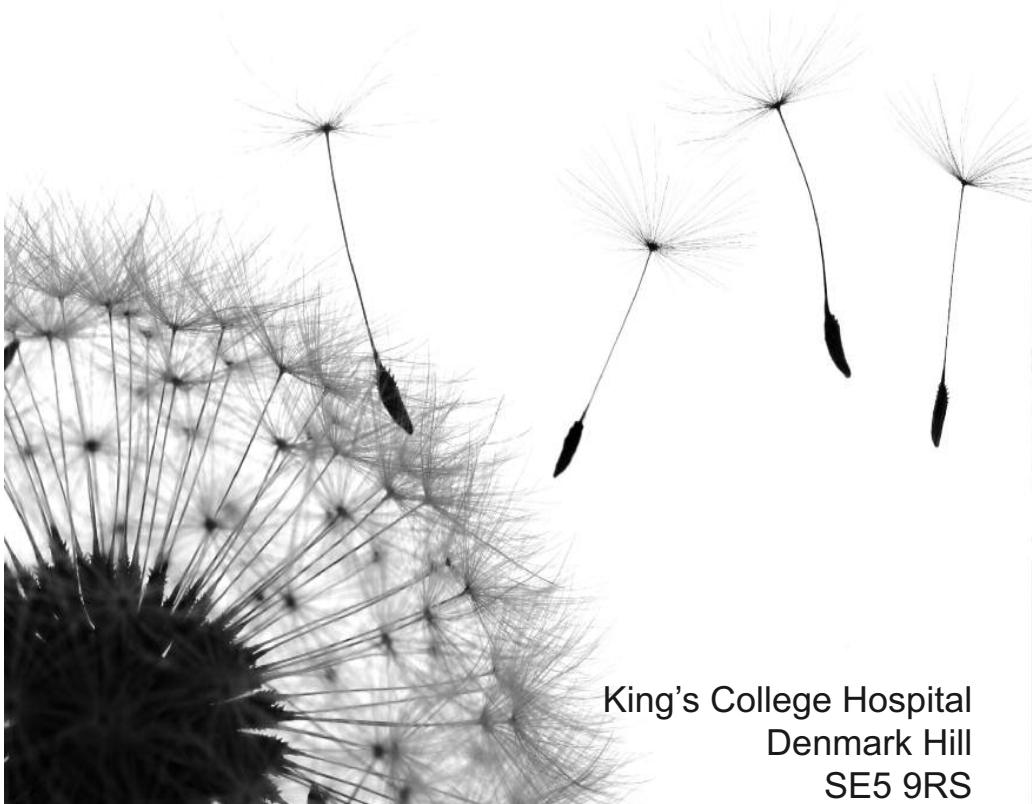




King's College Hospital
NHS Foundation Trust

Bereavement support

Information for families and friends



King's College Hospital
Denmark Hill
SE5 9RS

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King's College Hospital Bereavement Service

King's College Hospital Bereavement Service is near the Help Desk at the main entrance of Hambleden Wing on Bessemer Road. The office is open 8.30am – 4.30pm, Monday to Friday (not bank holidays).

There is no need to visit the bereavement office, as a member of the bereavement team will contact you the next working day after the death, or you can phone the office during the above opening times. They will explain the following process:

- Medical Certificate of Cause of Death (MCCD), is sent directly to the register office, this is needed to register the death
- register the death
- arrange the funeral.

The MCCD can sometimes take several days to complete. This is because doctors need to follow legal procedures to ensure the certificate accurately reflects the cause of death. They may also need to speak to other medical staff in the hospital or the coroner's office.

If you have not collected personal belongings from the ward where your relative was cared for please call the bereavement team to arrange collection.

King's College Hospital Bereavement Services
Telephone: 020 3299 3426
Email: kch-tr.kchbereavementservices@nhs.net

The Medical Examiner

Medical examiners are senior medical doctors who are trained in the legal and clinical elements of death certification processes. For more information please visit www.england.nhs.uk/patient-safety/medical-examiners

The Medical examiner team will review and scrutinise all deaths to provide an independent review as well as offer support to the Trust, clinical teams and liaise with the Coroner. On weekdays there will be a Medical examiner and Medical examiner officer on site. They work closely with both the bereavement and clinical teams and will contact the nominated next of kin to discuss the causes of death noted on the death certificate (MCCD) and give bereaved families an opportunity to ask any questions, and to feedback any concerns or compliments they may wish to.

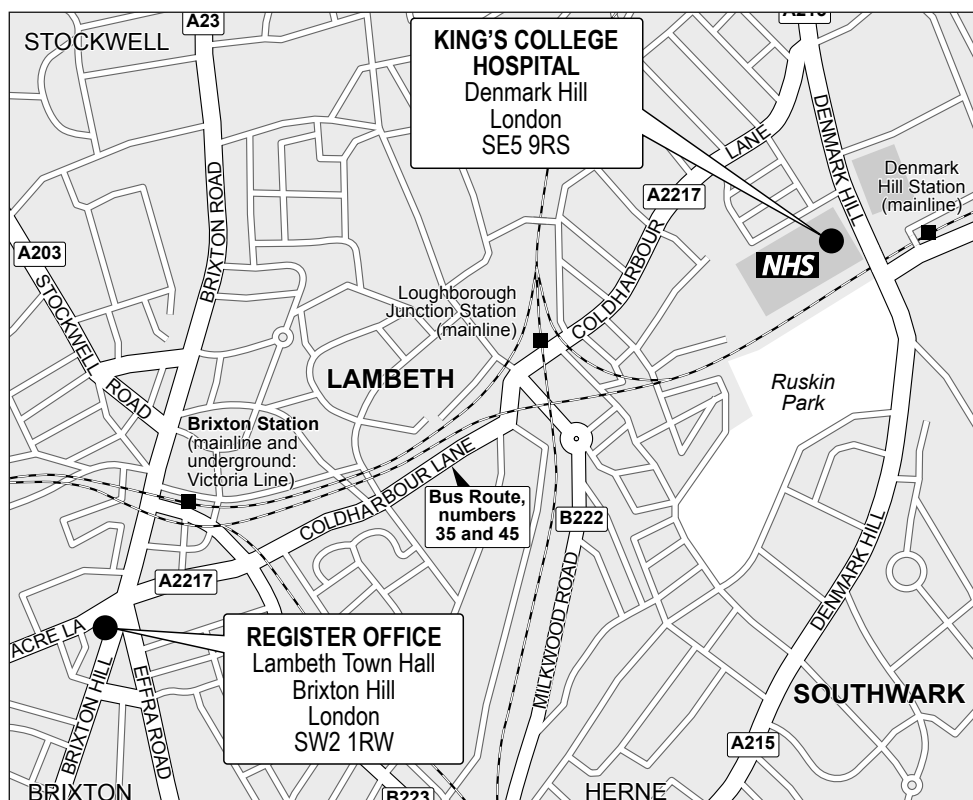
The Bereavement Officer will inform you if the death will be looked at by the Medical examiner in the first call.

King's College Hospital Medical Examiner Office
Telephone: 020 3299 8438 or 020 3299 8439
Email: kch-tr.meoffice@nhs.net

Registering the death

If the cause of death is clear and is due to a natural cause, the MCCD will be issued.

A death must be registered with the Registrar of Births, Deaths and Marriages in the borough in which it has occurred. King's College Hospital is in the borough of Lambeth. To make an appointment to register the death, go to www.lambeth.gov.uk.



What documents/information do I need to register the death?

Please note: if you do not have all the information listed below, check with the Registrar what information is acceptable.

The Registrar needs the following details:

- the date and place the person died
- their usual address
- their full name - first and middle names and surname (maiden name/name before marriage, if this applies)
- their date and place of birth, including town, county and country
- their occupation and the name and occupation of their husband, wife or civil partner (if the person was married or in a civil partnership)
- if they received a government pension or other benefit
- the date of birth of their surviving husband, wife or civil partner.

The Registrar will issue the death certificate and any additional copies to you at your appointment. It is possible to order more of these at a later date but the time scale for this is significant.

Death certificates cost £12.50 each. You may need several copies as proof of death for the will, for any insurance claims and for banks and building societies. Photocopies/scans are not normally accepted for legal, financial and insurance companies. The Register Office does not accept cash payment for death certificates.

Tell Us Once service

You can also use the Tell Us Once service when you register the death. This enables you to tell most government organisations – such as the Passport Office, the DVLA, the local council and the Department for Work and Pensions – about the death, all in one go. Go to www.gov.uk for more information.

The Coroner

If the medical team does not know the cause of death, the Coroner will be appointed to investigate.

A coroner is a special judge who investigates unnatural or violent deaths, where the cause of death is unknown, or because the death took place in prison, police custody or another type of state detention, such as a mental health hospital. The Coroner's role is to find out who died and how, when, and where they died. For more information please visit A Guide to Coroner Services for Bereaved People (www.gov.uk)

London Inner South Coroner
1 Tennis Street SE1 1YD
Tel: 020 7525 4200 (Option 1)
Open 8am-12 noon and 1pm-3pm
Monday to Friday (excluding bank holidays)
www.innersouthlondoncoroner.org.uk

Arranging a funeral

It is important to choose a funeral director who you feel comfortable with and who you are confident will arrange the funeral according to your wishes and those of the person who has died.

You may want to ask questions such as:

- Can I arrange a visit at the funeral parlour?
- What will the funeral cost?

Costs for the same services can vary a lot from one funeral director to another, so you might want to get more than one quote.

Help with costs

To make a claim for funeral costs – a Funeral Expenses Payment – you need to fill in form SF200 within six months of the funeral and either call the Bereavement Service helpline on 0800 151 2012 or download a copy from www.gov.uk and send it to the address given on the form. You can also take it to your local Jobcentre Plus.

Funeral Expenses Payment enquiries and claims
0800 151 2012
www.gov.uk/funeral-payments/how-to-claim

Contact the funeral director you have decided to use as soon as you can to discuss arrangements. You do not need to wait until you have received the death certificate or spoken to the Coroner.

The person who has died cannot be collected from the hospital until the 'green form' (Certificate for Burial or Cremation) has been issued or the release form has been issued by the Coroner.

If you decide to make your own arrangements rather than using a funeral director, please contact the hospital mortuary to discuss collection.

King's College Hospital Mortuary
Tel: 020 3299 3504
Email: kch-tr.mortuary@nhs.net

Repatriation

If the funeral is taking place outside England and Wales, the Coroner will need to issue an 'Out of England' form. After you have registered the death, your funeral director will apply to the Coroner on your behalf.

Visiting arrangements - appointments only

If you would like to visit your relative or friend at the hospital, please phone the Mortuary. We offer three viewing appointments a day, Monday to Friday, between 8am and 4pm. Viewing is not possible outside of these hours.

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|---|
| <p>King's College Hospital Mortuary Tel: 020 3299 3504 Email: kch-tr.mortuary@nhs.net</p> |
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Chaplaincy

King's chaplains are available for support and spiritual care, whatever your beliefs or faith. If you would like to see a member of the chaplaincy team, please ask the bereavement team.

King's College Hospital has a chapel – Saint Luke's – which is on the first floor of Cheyne wing, close to the lift. It is open 7am – 10pm every day. We also have The Sanctuary, next to Saint Luke's Chapel, which is available for quiet reflection.

We hold a number of events at which we remember patients who have died. The services include a mixture of non-religious and religious readings.

Our service to remember adults is held each year on the first Saturday in November. For babies and children, it is the first Saturday in December.

King's College Hospital Chaplaincy Service

Tel: 020 3299 3522

Email: kch-tr.chaplains@nhs.net

Who can I contact if I have queries or concerns?

If you have any queries or concerns, please contact the Bereavement Office. A member of our team will always be pleased to help.

King's College Hospital Bereavement Services

Tel: 020 3299 3426

Email: kch-tr.kchbereavementservices@nhs.net

Bereavement service follow up

Once a period of time has passed, if you feel you are in need of additional support, please contact bereavement services.

During this call we will also consider whether you or any member of your family may benefit from being signposted to helpful community support services. This call is entirely voluntary.

On the following pages we have included a sample of additional support services, which you may also find useful.

King's College Hospital Charity

Many people find that making a gift to King's College Hospital Charity in memory of a loved one is a comforting way to remember and celebrate their life.

People choose to honour their loved ones in all kinds of very special ways. Whether you would like to make a one-off gift, hold a funeral collection, or set up an online tribute fund, your support will help King's College Hospital Charity provide world class care for our staff, patients, and their families.

Here are some of the ways you can donate in memory of someone;

Make a one-off donation – Pay tribute to the memory of someone special by donating today.

Set up an Online Tribute Page – A tribute fund is a special place online where family, friends and colleagues can share memories of your loved one and raise money.

Funeral or memorial collections – Asking friends and family to donate in lieu of flowers at the funeral or memorial service is a meaningful way to remember your loved one.

We're here to help. If you'd like to talk to someone about the best way to remember your loved one, please don't hesitate to get in touch with the charity.

King's College Hospital Charity

(registered charity number 1165593)

Website: supportkings.org.uk/memory

Email: info@supportkings.org.uk

Tel: 020 4526 8050

Other Support

At a Loss

Signposting the bereaved to support

W: www.ataloss.org

Age UK

Offers advice and support to older people, including financial and legal, health and well-being, hobbies and community support.

T: 0800 678 1602

W: www.ageuk.org.uk

British Association for Counselling and Psychotherapy (BACP)

Help with finding counsellors and therapists.

W: www.bacp.co.uk

Candle Child Bereavement Service

Based at St Christopher's Hospice, this is available for children up to the age of 18 who live in Lewisham, Southwark, Lambeth, Croydon or Bromley.

T: 020 8768 4500

W: www.stchristophers.org.uk

Citizens Advice Bureau

W: www.citizensadvice.org.uk

Cruse Bereavement Care

Free support service to the bereaved.

T: 0808 808 1677

W: www.cruse.org.uk

Respond

Supports people with learning disabilities and their families and supporters who have experienced trauma in their lives.

W: www.respond.org.uk

RoadPeace

Information and support for people bereaved or seriously injured in road crashes.

T: 0800 160 1069

W: www.roadpeace.org

Samaritans

If you're having a difficult time, you can talk to someone 24 hours a day, seven days a week.

T: 116 123

W: www.samaritans.org

Sands

Stillbirth and neonatal death charity.

T: 0808 164 3332

W: www.sands.org.uk

Southwark Carers

Support service for carers who live in Southwark, including bereavement counselling.

T: 020 7708 4497

W: www.southwarkcarers.org.uk

St. Christopher's Hospice

Offers a community bereavement support service and Bereavement Help Point Sessions.

T: 020 8768 4500

W: www.stchristophers.org.uk

Support after Suicide Partnership

Resources for those bereaved by suicide and signposting to local support groups and organisations.

W: www.supportaftersuicide.org.uk

Terrence Higgins Trust

Practical support, help and advice for those affected by HIV and AIDS.

T: 0808 802 1221

W: www.tht.org.uk

The Compassionate Friends

Support for all family members after the death of a child of any age and from any cause.

T: 0345 123 2304

W: www.tcf.org.uk

The Good Grief Trust

Support and resources for the bereaved.

W: www.thegoodgrieftrust.org

Winston's Wish

Charity for bereaved children.

T: 0808 802 0021

W: www.winstonswish.org

PALS

The Patient Advice and Liaison Service (PALS) is a service that offers support, information and assistance to patients, relatives and visitors. They can also provide help and advice if you have a concern or complaint that staff have not been able to resolve for you. They can pass on praise or thanks to our teams. The PALS office is in the main hospital foyer at PRUH and they would be happy to advise.

PALS at King's College Hospital, Denmark Hill, London SE5 9RS

Tel: 020 3299 4618

Email: kings.pals@nhs.net

If you would like the information in this leaflet in a different language or format, please contact our Interpreting and Accessible Communication Support on 020 3299 4618 or email kings.access@nhs.net.

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