

# Dolby

FUNERAL SERVICES

*a caring choice...*



Our Funeral Guide

**All Dolby staff wish to express their sincere sympathy to you and your family during the sad loss of your loved one.**

**Dolby Funeral Services is an independent, family run funeral directors providing a personal service for the people of Worksop and the surrounding areas.**

Our aim is to relieve you of all the worry and uncertainty of organising a funeral service. We can support you through your difficult time and provide all the reassurance that you and your family need.

Lisa Dolby and her late husband Anthony have been serving bereaved families with a wealth of knowledge and experience gained over many years.

Their knowledge and experience has been passed on to their dedicated staff, Andrea, Rebecca, Kirk, Calum, Jonathan, Rob, Beth, Jade, Ethan, Del and David to ensure that from the moment of your first contact with us and throughout the whole process of arranging a funeral, you can be assured of receiving a service that will not compromise on quality.

By listening to you we will respectfully guide you, ensuring that the final act of saying goodbye is organised in a way that reflects you and your loved one.

We ask that an appointment be made to visit our office to go through any arrangements needed for your loved one's service. By making an appointment we can ensure that there is always someone to help you in your time of need.

We can help with arrangements for differing religions and ceremonies, non-religious funerals and environmentally friendly options.

We will also be able to help you with press notices in local papers, floral tributes, service stationery, fingerprints, locks of hair, catering, advice on collecting and distributing of donations, monumental masonry, pre-payment funerals and offer help with any other concerns or requests you may have.

## So, your loved one has passed away, what happens now?

If your loved one has passed away at home, or in a care/nursing home, a doctor needs to attend to certify the death. You will need to contact the GP of the deceased (if this is outside of normal surgery hours then the 'on call' doctor may attend). Once this has taken place, Dolby Funeral Services will come to collect your loved one and bring them into our care. You will then have to contact the doctors' surgery to discuss the medical cause of death certificate, but this may take several days to be finalised. You no longer need to collect the certificate from the doctors as they now email directly to the Medical Examiner who then emails this to the Registrar and inform you of when that has taken place.

If your loved one has passed away in hospital, the hospital will contact you when the medical death certificate has been emailed to the Medical Examiner who then emails this to the Registrar, but this may take a few days. Dolby Funeral Services cannot bring your loved one into our care from a hospital until you have registered the death and we have received the 'green' certificate from the Registrar. Local hospitals also require a release form along with the green certificate for us to be able to collect your loved one.

The present system of death certification in England and Wales requires certification of the cause of death by a registered medical practitioner, to the best of their knowledge and belief. Alternatively, the death must have been reported to the Coroner and the appropriate certificate provided by them. The Coroners and Justice Act 2009 provides for a system of death certification under which all deaths in England and Wales that do not require investigation by a Coroner will be subject to scrutiny by independent medical examiners. The stated purpose of the medical examiner system is to: provide greater safeguards for the public by ensuring proper scrutiny of all non-coronial deaths, ensure the appropriate direction of deaths to the Coroner, provide a better service for the bereaved and an opportunity for them to raise any concerns to a doctor not involved in the care of the deceased, improve the quality of death certification and improve the quality of mortality data.

The Medical Examiner will phone you before sending the medical cause of death certificate to the Registrars to see if you have any questions or concerns regarding the cause of death. The Registrar will ring or text you to make an appointment to register the death of your loved one at a registrar's office in the same county in which they passed away. See section 'Registration of Death'.

If the death was entirely unexpected or in other certain circumstances a doctor may not be able to issue a death certificate, the Coroner will be informed. The Coroner may feel that a post mortem is required to determine the cause of death. It is also possible that the Coroner could hold an inquest after the post mortem. The Coroner's decisions could have an impact on the registration procedures, but we can guide you accordingly, as it can take up to three weeks before they are ready to release your loved one for a funeral.

Has your loved one left any wishes for their funeral service, such as whether they want a burial or cremation? If they have not, these are the main things as a family to consider to begin with. When you visit our offices we will discuss the options available, including the type of service, where you would like it to be held, coffin choices and stationery, and can show you various brochures with extensive ranges.

## What are the Coroner's duties?

A death sometimes has to be reported to the Coroner for legal reasons which the hospital or GP will advise you if this is to happen. This is usually when a doctor is unable to issue a Medical Certificate of Cause of Death. The Coroner is appointed to investigate certain types of death.

### A death will be referred to the Coroner if:

- No precise cause can be established
- It follows an operation, or if it is possible that it could be due to a complication of surgery or anaesthetics
- It is not thought to be from natural causes
- It is due to an injury or a fall, however it happened, or if an accident or negligence is alleged

There are other cases that must be referred to the Coroner, for example, death from industrial diseases, poisoning, suicide, murder etc. The Coroner's Office will be able to help you and give you advice. If a post mortem is required, a delay may be experienced before the registration and funeral can take place.

You will have to wait to hear from the Coroner's Officer before registering the death. If there is to be a post mortem, the Coroner's Officer will explain the procedure to you and advise you when it is appropriate to register the death.

The Nottinghamshire Coroner's Office telephone number is 0115 841 5553 and they are open Monday-Friday 8.00am-5.00pm.

## Registration of a death

One of the first things you will be responsible for will be registering the death. A funeral service cannot be arranged until the death has been registered, so once the doctor (attending a home) or the doctor (at the hospital) has certified the death, they will then send the medical death certificate to the Medical Examiner before sending it to the Registrar. The Registrar will contact you to make an appointment to go and register the death at the Registrar's Office. All appointments with the Registrar are now face-to-face appointments.

In England and Wales, a death must be registered by the Registrar of Births and Deaths for the area in which the death occurred. The death must be registered within five days.

Bassetlaw Registrars:  
0300 5008080

Doncaster Registrars:  
01302 735222

Chesterfield Registrars:  
01629 533111

## When you have your appointment with the Registrar's Office

### Things to have with you:

- The medical certificate of the cause of death
- The deceased's national health medical card
- The deceased's birth certificate and marriage certificate
- Passport
- Proof of Address

### The Registrar requires the following details:

- Full name of the deceased
- Home address
- Date and place of death
- Date and place of birth
- Last occupation
- Date of birth of surviving partner
- Whether the deceased was in receipt of a pension or allowance from public funds

### If the deceased was a married woman:

- Maiden name
- Husband's full name (even if deceased)
- Husband's last occupation (even if deceased)

**Tell Us Once** is free to use and makes it easier to report a death to government departments and local council services. Your local registrar will advise you on how to use the service - this can be face-to-face, online or by phone.

When you use **Tell Us Once**, the services notified include:

- Benefits and pensions
- Personal tax
- Passport
- Driving licence
- Armed Forces Compensation Scheme
- Council Tax
- Blue Badge
- Electoral register
- Many public sector pensions

For more information go to: [www.gov.uk/when-someone-dies](http://www.gov.uk/when-someone-dies)

Once the death is registered and we have received the certificate from the registrar's or in the case of HM Coroner involvement the Coroner's certificate. We can arrange and confirm the funeral service details.

### From the informant:

- Full name of informant
- Home address

### The Registrar will email directly or give to you to pass to the Funeral Director:

- A Green certificate – which the funeral director needs so that the funeral can take place

### The Registrar will SELL you copies of the death certificate at £12.50 each and will post these out to you:

*You may need these for:*

- The will
- Pension claims
- Insurance policies
- Savings accounts
- Premium bonds

# Who is entitled to arrange a funeral

## The legal situation in England, Northern Ireland and Wales

If there is a will, the legal right lies with the Executor of the deceased's will.

- If there is no will, the legal right lies with the highest-ranking individual who constitutes the deceased's closest relative(s) (or Next of Kin) under intestacy laws in this order:  
(1) Surviving spouse or civil partner of the deceased (2) followed by children (3) parents (4) siblings
- If a person dies leaving a valid will, then the Executors of that will have the right to deal with the Executor(s)' powers derive from the will itself and not the grant of probate, meaning that the Executor(s) can deal with the funeral arrangements even if they have not yet obtained a grant of probate.
- If the deceased had no living relatives, then the householder in which the deceased died and/or the person with actual possession of the body has the right to dispose of it (usually a hospital or coroner. Otherwise in the absence of the above, Section 46 of the Public Health (Control of Disease) 1984 provides that it shall be the duty of the local authority.
- If the deceased left instructions in their will as to how their body should be disposed of, this is usually considered an expression of wishes and is not legally binding on the Executors, although they should take these wishes into account.

## When disagreements happen

In England, Wales and Northern Ireland, the deceased's personal representatives (the Executors of their will or the administrators of their estate under the intestacy rules) have the right to determine how and where a body should be disposed of- even if other members of the family object.

- If there is more than one Executor and they disagree as to how the body should be dealt with, then none of them take precedence over the other(s). If an agreement cannot be reached, then an application can be made to court so that a judge can decide. It is recommended that in situations such as these, the Executors seek independent legal advice.
- If there is more than one person with the highest right, then they are all equally entitled to deal with the body (for example 3 siblings). If an agreement cannot be reached, then an application can be made to court so that a judge can decide. It is recommended that in situations such as these, the parties seek independent legal advice.
- If there is a dispute/objection from another person or family member, then they can either take this up with the client (the person who arranged the funeral) or obtain a court order. If there is an Executor to the will, they legally must take control of funeral arrangements or delegate to another person. If there is a dispute/ objection from another person who is the Next of Kin (as outlined earlier) or Executor (if a will), then they would need to put a written objection into the funeral director.
- If there is an Executor and the funeral arrangements have been made, the funeral director should pause the arrangements and await confirmation of how to proceed from the Executor. If there is not a will then the same applies.

## Things to think about before your appointment with us

If you have decided to have a burial for your loved one, the cemetery for Worksop area is Hannah Park Cemetery, although each village often has their own cemetery for residents of that village.

If you have decided on cremation, we now have two Crematoriums in our local area, Babworth and Barnby Moor. There are also local Celebrants and Ministers to take the service for you at a Crematorium.

We can also discuss the options at the crematoriums of:

- Streaming/Webcasts. When friends and family can't make it, help them share the moment with a streaming service, Live & On Demand. It's safe and secure with a unique login detail provided for each stream. The recording will be online within two working days, where it can be watched for a further 28 days. At this time, you can save the service to a DVD or USB for you to keep. **WEBCASTS SHOULD BE ORDERED A MINIMUM OF 48HRS BEFORE THE SERVICE.**
- Single Photo. One holding photo can be displayed on screens during the service. **HOLDING PHOTO TO BE WITH DOLBY FUNERAL SERVICES A MINIMUM OF 3 WORKING DAYS BEFORE THE SERVICE.**
- Basic Slideshow. Play up to 25 photos at a chosen moment or on a rolling loop. **PHOTOS FOR THE SLIDESHOW NEED TO BE WITH DOLBY FUNERAL SERVICES A MINIMUM OF 4 WORKING DAYS BEFORE THE SERVICE.**
- Music Tribute. Play up to 25 photos, which are set perfectly to a chosen piece of music. **PHOTOS FOR THE PROFESSIONAL TRIBUTE NEED TO BE WITH DOLBY FUNERAL SERVICES A MINIMUM OF 4 WORKING DAYS BEFORE THE SERVICE.**
- Recorded music or hymns can be chosen to be played during the service. Unfortunately, due to copyright, the crematoriums cannot play anything that is on YouTube. The music needs to be officially recorded, so we suggest looking on iTunes, Spotify, Apple Music etc. **MUSIC CHOICES NEED TO BE WITH DOLBY FUNERAL SERVICES A MINIMUM OF 3 WORKING DAYS BEFORE THE SERVICE.**
- Family Tributes. If the family wishes to make their own tribute, such as a slideshow with music, the file needs to be sent as an MP4 file as no other format is accepted by the media company at the crematorium. If the family wishes to send their own music, the file needs to be sent as an MP3 file, as no other format is accepted by the media company at the crematorium. Charges still apply for family tributes but these are cheaper and can be discussed with your funeral arranger. **FAMILY TRIBUTES NEED TO BE WITH DOLBY FUNERAL SERVICES A MINIMUM OF 4 WORKING DAYS BEFORE THE SERVICE.**

We can also discuss options for funeral stationery:

- You may want to order service sheets, which include your chosen design on the front and a watermark throughout. Prices are per quantity and not per page. Prices include up to 5 photos and a maximum of 16 pages. Additional photos and images are charged separately. **PHOTOS AND DESIGN FOR THE SERVICE SHEETS NEED TO BE WITH DOLBY FUNERAL SERVICES A MINIMUM OF 5 WORKING DAYS BEFORE THE SERVICE.**
- There are also options for Keepsake cards, memory pins, memory seeds, condolence books, and framed photos, which can all be discussed with your funeral arranger.

## Choosing a coffin

We have an extensive range of brochures to help you choose a coffin, from oak veneered to solid wood, wicker or willow caskets or a bespoke printed design. We can offer advice to help with your decision.

## Limousines

Where necessary we can provide limousines to follow the hearse. Each limousine can seat up to 6 people or 7 if someone sits in the front passenger seat. Child seats for babies and infants would need to be provided by families.

Our fleet is a Mercedes Black Hearse and Limousine, however we can provide different coloured transport on request, or alternatively, a horse and carriage, should one be required. We can also provide specialist transport such as a VW Camper hearse or a motorcycle hearse, which we have arranged in the past for families.

## How do we care for your relative or friend whilst in our care?

Following death, the general appearance and condition of the person who has passed away can change considerably. There are many reasons for this such as medication, the time that has elapsed since they passed away or the environment they have been in. It is not always possible to know when or if these changes will occur, therefore with your permission, we will carry out preparation to ensure the changes that may occur are kept to a minimum. This will also assist should you wish to spend some time with your relative or friend prior to the funeral.

When we bring your relative or friend into our care they will rest in our refrigerated facilities and be prepared in our separate mortuary facility.

Before we carry out any preparation, we will always ensure we have your permission to do so. We will also check that we have all official documentation, and the death has been registered.

We will perform the following procedure unless otherwise directed by you:

- We will always ensure your relative or friend is treated with the greatest care and respect and at all times maintain their dignity.
- If your relative or friend is wearing any jewellery this will normally be removed during preparation and replaced, if it is your instruction for it to remain on. Please let us know if this is acceptable.
- Any excess clothing not worn by your loved one will be disposed of unless otherwise directed by you.
- If your relative or friend has a medical device implant such as a pacemaker and should cremation be requested, the medical device will need to be removed to adhere to cremation regulations.

Please be assured at all times we will follow your instructions and guidance. If there are any of the above procedures you do not wish us to perform, please let us know.

## What is Embalming?

Embalming is the process of preserving a body to delay the natural break down of cells, which begins when someone passes away. It temporarily helps prevent the processes that cause our bodies to decay. It's a funeral practice that's been carried out for thousands of years in one form or another. In its modern form it's been widely practiced since the early 20th century in the UK, when it was sometimes also called 'hygienic treatment'.

## Why are bodies embalmed?

People can look very different after death. The embalming process can help restore the person's appearance, giving an impression of peaceful sleep and wellness. This can be a great comfort for grieving families, especially if they lost a loved one to an illness.

Embalming can also bring closure for families who lost a loved one in traumatic circumstances and did not get the chance to say goodbye before they passed away.

## What does embalming do to a body?

Embalming temporarily delays the first stages of decomposition, which begin to break down our body tissues from the moment that we pass away. It can also seem to restore our physical appearance. The embalming process involves draining and replacing body fluids which are no longer circulating around the body, with a mixture of preserving chemicals.

Embalming solutions are commonly a mixture of chemicals including formaldehyde, glutaraldehyde, methanol, ethanol and phenol, as well as water and colourants that reduce pallor and restore the appearance of the skin.

## Compliance, regulations and documentation

On a practical side, we ensure that all the necessary liaisons and deadlines are met and all the paperwork is completed and handed in at the right place at the right time. Whilst arranging the funeral, we will advise on costs and charges to be incurred, culminating in a full written estimate, which will be given to the person responsible for the arrangements before the funeral. This shows the Funeral Director's charges and details of the fees paid on behalf of the family. Our account itself is divided into two separate parts; our charges, including the coffin or casket, and the disbursements.

Our charges include professional fees and overhead costs, which include the provision of a 24 hour a day on-call rota, our professional services in making the funeral arrangements and arranging documentation and necessary personal attendances, the conveyance of the deceased to our private chapel of rest and the use of the same until the day of the funeral.

Disbursements are essentially fees that we pay out on behalf of the family. These include crematoria/cemetery fees, parochial fees, additional limousines, newspaper announcements, stationery and floral tributes. **We ask for the disbursements and half our fees to be paid prior to the funeral service.**

On completion of cremation and doctors forms, the certificates are taken to the relevant authorities, along with other legal documents. All documentation and discussion about the funeral will be retained for future reference by the family and ourselves. All information is kept in absolute confidence, ensuring we comply with data protection regulations. If your loved one is having a cremation there are certain things that cannot go in the coffin.

Clothing should be of natural fibres or man-made fibres (no leather or rubber) or material manufactured from PVC should not be included. Body adornments manufactured from copper should be removed as should any removable prostheses or plaster casts or other material. Additional items of glass or plastic must not be placed in the coffin. Cremated remains (including Pet Ashes) must not be placed within a coffin as they can cause problems to the cremator and are at risk of being lost or diminished during the cremation process.

All communications with the clergy, church, cemetery or crematorium regarding the funeral arrangements are taken care of, as are liaisons with the police and Coroner when necessary.

If your loved one is to have an interment in a Bassetlaw Cemetery in a new grave or the grave is being transferred, the owner of the grave needs to be a Bassetlaw resident or the owner will have to pay double fees. Please ask for further information on this so we can explain the rules and regulations of the cemeteries.

## When your loved one is in our care

When visiting a loved one in our Chapel of Rest, we advise that this be over one day only and appointments be made to ensure private time with your loved one.

If you would like your loved one dressed in their own clothes, please remember to bring shoes, socks/tights and underwear, and where possible bring long sleeved items. We can also put on jewellery and glasses, fit dentures and apply make-up where necessary. You may want them to wear their favourite scent or add photos or memorabilia to go with them on their final journey.

If you do not wish to dress your loved one in their own attire, we have different coloured gowns as a nice alternative to clothing.

## On the day of the funeral

Our Funeral Director will be in attendance throughout the proceedings to ensure the smooth running of events. They will take on the role of master of ceremonies, carrying out the task of guiding, directing and overseeing the funeral. As well as the Funeral Director, other members of staff and pallbearers will be present and will be attired in smart appropriate dress and will ensure professional, dignified attendance and supervision throughout the funeral.

If you or any member of your family is unsure of what to do, tell your Funeral Director. This is what we are here for, to help and guide people through one of the hardest days of their life.

## After the funeral

You may wish to put an obituary or acknowledgement in the local paper, which we can arrange on your behalf.

Once you have paid the funeral account in full, you will be able to collect your loved one's ashes if the funeral service was a cremation.

Once you have paid the funeral account in full, where a grave was purchased on your behalf, the grave will be transferred to you and you can erect a headstone if you wish.

We use a number of masonry specialists with years of experience in providing quality memorials. They provide a wide range of memorials for both churchyards and cemeteries, and can also provide restoration work if required.

## Other useful information

The deceased's bank account and assets would usually be frozen, unless the bank account is registered as a joint account. A funeral invoice can still be paid through a frozen bank account if there are adequate funds. If you require the bank to do this you must notify them and produce a certified copy of the Death Certificate and an invoice from us as soon as possible.

Private pension schemes, insurance companies or trade unions may pay a sum on notification of the death, if the deceased was registered with any of these.

If the deceased had instructed a solicitor with regards to a will, you must contact them as soon as possible. If the deceased has made a will without contacting a solicitor, or a will cannot be found, or a solicitor is not involved, you may need to seek advice and apply for Probate. If you are unsure DO NOTHING until you have received advice.

## Probate and legal advice

If you have difficulty in dealing with the deceased's property, possessions or guardianship of their children, get advice from a solicitor or the Citizens Advice Bureau as soon as possible. If there is no will, speaking with a solicitor may be helpful. Many solicitors are prepared to offer up to half an hour of legal advice free.

Probate is a document issued by the Probate Registry confirming that an executor has the right to wind up the estate of the person who has died. The 'estate' is the house, money and savings left by someone who has died (probate may not be necessary if the estate is small). For applications and enquiries relating to probate, please call 0300 303 0648, Mon-Fri, 9am-1pm.

## Funeral Expenses Payment (FEP) Scheme

- Makes an important contribution towards the cost of a funeral arranged by someone in receipt of certain income-related benefits or tax credits.
- Covers the necessary costs of a burial or cremation in full, as set out in legislation. These costs are limited to what is reasonable when taking into consideration the range of costs of specified items and services in the local area.
- Additionally offers up to £1,000 to cover other funeral expenses (e.g. funeral director fees)
- Where the deceased had a pre-paid funeral plan, the FEP award is capped at £120 to help pay for items not covered by the plan.

## Eligibility

To qualify for a payment applicants must be in receipt of one or more of the following

### Income-related Benefits or Tax Credits:

- Income Support
- Jobseekers Allowance (income-based only)
- Employment and Support Allowance (income-related only)
- Housing Benefit
- Pension Credit
- Universal Credit
- Child Tax Credit
- Working Tax Credit (disability or severe disability element only)

To qualify for a payment, applicants must also:

- Meet rules around their **relationship with the deceased** (exclusions apply).
- Be **arranging a funeral in the UK**, or in a certain circumstances in the EU, European Economic Area (EEA) or Switzerland.

## Claim Process

In support of an FEP claim, customers must provide:

- A completed SF200 claim form
- Details of any qualifying benefits covering the date of the claim
- A detailed signed bill or contract
  - Where the bill has been paid in full, details of how this payment was made are required
  - If any other contributions towards funeral costs have been received these must be declared, including details of where the contributions have come from
  - Reasons why the funeral bill is in someone else's name, if applicable
- Details of the deceased's finances, including any occupational pensions, insurance policies and pre-paid funeral plans. Where a plan is in place, details of what it covers is required

Bereavement Service Helpline – 0800 151 2012 (Mon – Fri, 9:30am – 3:30pm)

FEP Invoice Inbox – [funeral.bills@dwp.gov.uk](mailto:funeral.bills@dwp.gov.uk)

GOV.UK – [www.gov.uk/funeral-payments](http://www.gov.uk/funeral-payments)

## Organisations to be informed of the death

- Bank and building societies
- Investment and insurance policies
- Social services/district nurses/home help
- Employer or professional association
- Local council
- Inland Revenue
- Social security
- Post Office
- Home and car insurance
- Gas, electric, water companies
- Telephone, television and cable companies
- Credit card companies
- Store cards
- Dentist
- Opticians
- DVLA
- Passport Office

## Stopping junk mail to the recently deceased

You can register with a free service, [www.stopmail.co.uk](http://www.stopmail.co.uk), or if you do not have access to the internet, call 0808 168 9607. Mail can stop within as little as six weeks.

## Property

If the deceased has a property which is now unoccupied, make sure all windows and doors are locked and secure, and if there are any cat/door flaps make sure they are also secured. In winter leave some heating on as this will prevent any pipes from freezing. Make sure that the fridge door is left ajar and that all perishable foods are disposed of. Household plants may need to be tended to. It may be advisable to let a neighbour have a key to remove any free newspapers and post to stop them building up. Blinds or curtains may be adjusted every couple of days, hence giving an appearance of the house being occupied.

## What is grief?

Grief is a natural response to loss. It's the emotional suffering you feel when something or someone you love is taken away. Often, the pain of loss can feel overwhelming. You may experience all kinds of difficult and unexpected emotions, from shock or anger to disbelief, guilt, and profound sadness. The pain of grief can also disrupt your physical health, making it difficult to sleep, eat, or even think straight. These are normal reactions to loss—and the more significant the loss, the more intense your grief will be.

## The grieving process

Grieving is a highly individual experience; there's no right or wrong way to grieve. How you grieve depends on many factors, including your personality and coping style, your life experience, your faith, and how significant the loss was to you.

Inevitably, the grieving process takes time. Healing happens gradually; it can't be forced or hurried—and there is no "normal" timetable for grieving. Some people start to feel better in weeks or months. For others, the grieving process is measured in years. Whatever your grief experience, it's important to be patient with yourself and allow the process to naturally unfold.

### Types of grief you may feel are:

Denial: "This can't be happening to me." Anger: "Why is this happening? Who is to blame?"

Depression: "I'm too sad to do anything." Acceptance: "I'm at peace with what happened."

If you are experiencing any of these emotions following a loss, it may help to know that your reaction is natural and that you'll heal in time. However, not everyone who grieves goes through all of these stages—and that's okay. Contrary to popular belief, you do not have to go through each stage to heal. Some people resolve their grief without going through any of these stages. And if you go through these grief stages, you probably won't experience them in a neat, sequential order, so don't worry about what you "should" be feeling or which stage you're supposed to be in.

## Emotional symptoms of grief

**Shock and disbelief.** Right after a loss, it can be hard to accept what happened. You may feel numb, have trouble believing that the loss really happened, or even deny the truth. If a pet or someone you love has passed away, for example, you may keep expecting them to show up, even though you know they're gone.

**Sadness.** Profound sadness is the most universally experienced symptom of grief. You may have feelings of emptiness, despair, yearning, or deep loneliness. You may also cry a lot or feel emotionally unstable.

**Guilt.** You may regret or feel guilty about things you did or didn't say or do. You may also feel guilty about certain feelings (feeling relieved when a person passes away after a long, difficult illness, for example). You may even feel guilty for not doing more to prevent your loss, even if it was completely out of your hands.

**Fear.** A significant loss can trigger a host of worries and fears. If you've lost your partner, your job, or your home, for example, you may feel anxious, helpless, or insecure about the future. You may even have panic attacks. The death of a loved one can trigger fears about your mortality, of facing life without that person, or the responsibilities you now face alone.

**Anger.** Even if the loss was nobody's fault, you may feel angry and resentful. If you lost a loved one, you may be angry with yourself, God, the doctors, or even the person who passed away for abandoning you. You may feel the need to blame someone for the injustice that was done to you.

## Physical symptoms of grief

We often think of grief as a strictly emotional process, but grief often involves physical problems, including:

- *Fatigue*
- *Nausea*
- *Lowered immunity*
- *Weight loss or weight gain*
- *Aches and pains*
- *Insomnia*

If you need help or advice with any of the above, please see the back of this brochure for support with dealing with grief and different forms of bereavement.

## Talking to children about death

As adults we feel the need to protect our children from things that we might find difficult. It is easy to assume that children will not understand death and bereavement, or that it will be too upsetting for them. However, we can often underestimate a child's ability to cope. Like adults, children find it harder to cope if they are not told what is happening and can be more frightened by their own imagination. Children should be told facts in a simple manner, using appropriate words, e.g. dead, rather than lost or asleep. Give them plenty of time to ask questions, and offer them plenty of love and reassurance. It is helpful for adults to share feelings with children, such as feelings of sadness. By doing so they learn that it is natural to feel sad when someone dies. Children often like to draw pictures or write stories as part of their way of saying goodbye.

## Further help

In certain circumstances the next of kin can receive help with the cost of the funeral from the Social Fund. (Claims must be within three months of death).

Note that your financial circumstances may now have changed and you could be eligible for various state grants.

Your local Citizens Advice Bureau can also help you.

Citizens Advice Bassetlaw, 100-102 Bridge Street, Worksop, Notts, S80 1HZ

Phone 0300 561 2800 or Email: [advice@canns.org.uk](mailto:advice@canns.org.uk) [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

If required, we can also point you or your family members in the direction of grief support, either by counselling or in forms of literature.

### Department of Work and Pensions (DWP)

0800 151 2012

## Death of an adult: Examples of specific support

Type of Death	Name of Service	Contact Details	Telephone
Illness	Marie Curie (terminal illness)	<a href="http://www.mariecurie.org.uk">www.mariecurie.org.uk</a>	0800 090 2309
	Macmillan Cancer Support	<a href="http://www.macmillan.org.uk">www.macmillan.org.uk</a>	0808 808 0000
	Loss Foundation (Cancer or Covid-19)	<a href="http://www.thelossfoundation.org">www.thelossfoundation.org</a>	0300 200 4112
Sudden Death	Sudden	<a href="http://www.sudden.org">www.sudden.org</a>	No
Suicide	Survivors of Bereavement by Suicide	<a href="http://www.uksobs.org">www.uksobs.org</a>	0300 111 5065
	Support after Suicide Partnership	<a href="http://www.supportaftersuicide.org.uk">www.supportaftersuicide.org.uk</a>	No
Addiction Related	DrugFAM	<a href="http://www.drugfam.co.uk">www.drugfam.co.uk</a>	0300 888 3853
	Alcohol Change UK	<a href="http://www.alcoholchange.org.uk">www.alcoholchange.org.uk</a>	No
Stroke	Stroke Association	<a href="http://www.stroke.org.uk">www.stroke.org.uk</a>	0303 3033 100
Road crash, cycling and pedestrian accidents	Brake	<a href="http://www.brake.org.uk">www.brake.org.uk</a>	0808 800 0401
	Road Peace	<a href="http://www.roadpeace.org">www.roadpeace.org</a>	0800 160 1069
Sudden violent death	SAMM National - Support after Murder or Manslaughter	<a href="http://www.samm.org.uk">www.samm.org.uk</a>	0121 472 2912 txt chat: 07342 888570
Domestic Abuse	AAFDA - Advocacy After Fatal Domestic Abuse	<a href="http://www.aafda.org.uk">www.aafda.org.uk</a>	07887 488 464

## Examples of support specific to who has been bereaved

Bereaved Group	Name of Service	Contact Details	Telephone
Children and young people	Grief Encounter	<a href="http://www.griefencounter.org.uk">www.griefencounter.org.uk</a>	0808 802 0111
	Winston's Wish	<a href="http://www.winstonswish.org">www.winstonswish.org</a>	08088 020 021
	Child Bereavement UK	<a href="http://www.childbereavementuk.org">www.childbereavementuk.org</a>	0800 02 888 40
Young adults	Lets Talk About Loss (18-35 yr olds)	<a href="http://www.letstalkaboutloss.org">www.letstalkaboutloss.org</a>	No
	Student Grief Network	<a href="http://www.studentgriefnetwork.co.uk">www.studentgriefnetwork.co.uk</a>	No
People widowed aged under 51	WAY - Widowed and Young (For bereaved partners, married or not)	<a href="http://www.widowedandyoung.org.uk">www.widowedandyoung.org.uk</a>	0300 201 0051
People widowed aged over 50	Way Up	<a href="http://www.way-up.co.uk">www.way-up.co.uk</a>	No
Older people	Age UK	<a href="http://www.ageuk.org.uk">www.ageuk.org.uk</a>	0800 678 1602
	Independent Age	<a href="http://www.independentage.org">www.independentage.org</a>	0800 319 6789
Adult siblings	The Compassionate Friends	<a href="http://www.tcf.org.uk">www.tcf.org.uk</a>	0345 123 2304
	Sibling Grief Club	<a href="http://www.siblinggriefclub.com">www.siblinggriefclub.com</a>	No
LGBTQ+	Switchboard - Grief Encounters	<a href="http://www.switchboard.org.uk">www.switchboard.org.uk</a>	01273 20 40 50
	The Good Grief Trust - LGBTQ Café	<a href="http://www.thegoodgrieftrust.org">www.thegoodgrieftrust.org</a>	No
	The New Normal - Queer The Good Grief	<a href="http://www.thenewnormalcharity.com">www.thenewnormalcharity.com</a>	No
Men	StrongMen - For male peer-to-peer counselling	<a href="http://www.strongmen.org.uk">www.strongmen.org.uk</a>	0800 915 0400
	Cruse Bereavement Support	<a href="http://www.cruse.org.uk">www.cruse.org.uk</a>	0808 808 1677
People with a learning disability	AtaLoss	<a href="http://www.ataloss.org">www.ataloss.org</a>	No
	Mencap	<a href="http://www.mencap.org.uk">www.mencap.org.uk</a>	0808 808 1111
Unpaid carers (pre & post bereavement)	Carers UK	<a href="http://www.carersuk.org">www.carersuk.org</a>	0808 808 7777
	Mobilise	<a href="http://www.mobiliseonline.co.uk">www.mobiliseonline.co.uk</a>	No

*Continued overleaf...*

## Cultural and faith groups

Bereaved Group	Name of Service	Contact Details	Telephone
People from ethnic minority backgrounds	The New Normal-Black and Brown Good Grief	<a href="http://www.thenewnormalcharity.com">www.thenewnormalcharity.com</a>	No
	Black Minds Matter (mental health support)	<a href="http://www.blackmindsmatteruk.com">www.blackmindsmatteruk.com</a>	No
	Black African and Asian Therapy Network (directory of therapists)	<a href="http://www.baatn.org.uk">www.baatn.org.uk</a>	No
Christian	Loss and Hope	<a href="http://www.lossandhope.org">www.lossandhope.org</a>	No
	The Bereavement Journey	<a href="http://www.thebereavementjourney.org">www.thebereavementjourney.org</a>	No
Jewish	Jewish Bereavement Counselling Service	<a href="http://www.jbcs.org.uk">www.jbcs.org.uk</a>	0208 951 3881
Muslim Women	Muslim Bereavement Support Service	<a href="http://www.mbss.org.uk">www.mbss.org.uk</a>	020 3468 7333
Sikh	Sikh Helpline	<a href="http://www.sikhhelpline.com">www.sikhhelpline.com</a>	03000 300063 07999 004363
Welsh Speaking	Marie Curie and Diverse Cymru	<a href="http://www.mariecurie.org.uk">www.mariecurie.org.uk</a>	0800 090 2309
	2Wish - Bereavement following the sudden death of a child	<a href="http://www.2wish.org.uk">www.2wish.org.uk</a>	01443 853125
	CRUSE Bereavement Support	<a href="http://www.cruse.org.uk">www.cruse.org.uk</a>	0808 808 1677

For more national and local services: [www.ataloss.org](http://www.ataloss.org) or [www.thegoodgrieftrust.org](http://www.thegoodgrieftrust.org)

For child services: [www.childhoodbereavementnetwork.org.uk](http://www.childhoodbereavementnetwork.org.uk)

Death of a pet: For specific support visit: [www.bluecross.org.uk](http://www.bluecross.org.uk) / 0800 096 6606

or [www.compassionunderstood.com](http://www.compassionunderstood.com)



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