



Fred Stevens Funeral Directors



Information for the newly bereaved

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INFORMATION FOR THE NEWLY BEREAVED:

This booklet is intended solely to provide guidance about the immediate tasks that need to be accomplished following a death. There may be many matters that need your attention and we are here to ensure that you get the help you need.

FIRST STEPS AFTER A DEATH: If the death has occurred in a hospital you may well have been given a 'Bereavement Brochure' by hospital staff detailing much of what is contained here. If however, the death has occurred at a private residence or care home, then usually the first act is to remove the deceased to one of our funeral homes at either Nailsworth or Bussage.

Inevitably there will be a great many things to think about after a death, but there is no need to rush into any decision-making or activity. However, the two primary tasks that you will need to be considered at this stage are **registering the death** and of course **arranging the funeral**.

Registering the death (Section 1)

Arranging the funeral (Section 2)

Care of the deceased (Section 3)

Further help and assistance (Section 4)

About us (Section 5)

Note: Deaths reported to H.M. Coroner: *When someone has died suddenly and unexpectedly and the deceased's Doctor is unable to issue a 'Medical Certificate Of Cause of Death', or if the death occurred in unnatural or suspicious circumstances, then the Coroner is informed. In such cases, a post mortem examination may be ordered and the body will have to be removed to the County Mortuary, located at The Gloucestershire Coroner's Court Complex, Corinium Avenue, Barnwood, Gloucester. The Coroner's involvement will likely have an effect on the timescale for the funeral anyway and some procedures – particularly registering the death – may occur in a slightly different way, so you will be advised by our funeral directors of exactly what to do.*

Section 1: REGISTERING THE DEATH:

Although you can proceed with making arrangements, the funeral itself cannot take place until the death has been registered. You must first contact the doctor/surgery who attended the deceased during the final stages of their illness and ascertain when the "Medical Cause Of Death Certificate" will be emailed to the Registration Service.

You must then make contact with the Gloucestershire Registration Service (Registrars For Births, Deaths & Marriages) to book an appointment to register the death. Your appointment can take place at whichever Register Office in the county is most convenient for you visit.

You can book your appointment by calling the Registration Service on (01452) 425060; or you can book it online by going to www.gloucestershire.gov.uk/registration

INFORMATION REQUIRED TO REGISTER A DEATH:

1. "Medical Certificate of Cause of Death" (emailed directly to the Registration Service by the deceased's doctor, or by the hospital)
2. Date and place of death.
3. Usual address.
4. Full names and surname
5. Maiden name.
6. Date and place of birth.
7. Occupation.
8. Husband's occupation.
9. Whether the deceased was in receipt of any DWP benefit.
10. Age of surviving spouse.
11. Deceased's Medical Card. (If it can be found. It is not essential for Registration of a death).
12. If the deceased was in receipt of any "Government Pension" e.g. Armed Services, Police, Fire, Civil Service etc, the Registrar will need to know the registration number of the pension so that he/she may notify the appropriate department for them to make the appropriate adjustments for the widow/widower as speedily as possible.

CERTIFICATES THE REGISTRAR WILL ISSUE:-

1) Registrar's Certificate for Burial or Cremation. (a.k.a. the 'green form')

This is a small green certificate which must be given to Fred Stevens Funeral Directors as soon as possible as it must be passed onto the burial/cremation authority in order for the funeral to proceed.

2) Certified Copies of an Entry (in the death register).

The Registrar will give you the opportunity to purchase - for a nominal fee - copies of the entry in the official death register. These "certified copies" constitute death certificates, and are used to administer the deceased's estate. You are advised to buy at least two copies, regardless of the size or complexity of the deceased's affairs.

3) Tell Us Once

This form is used to inform the various government and local government departments of the death.

Please note: these certificates and their purpose will all be explained to you by the Registrar at the time of issue.

Section 2: ARRANGING THE FUNERAL:

At the time of first contact with you, your funeral director will ask about making an appointment to meet with you, either at one of our offices or at your home, to discuss the funeral arrangements. There is no hurry to meet and make arrangements - you may prefer to contact us again at a later stage to arrange an appointment, when you and maybe other relatives have had a chance to gather your thoughts. However, to help prepare for when you do meet with the funeral director, a guide to the principal points to be considered is provided below:

Venue for the funeral service: Church / Chapel, Crematorium Chapel or other venue?

Which of the following types of funeral service / ceremony would be most appropriate in your particular circumstances?

- a) A religious service (in which case, do you know which denomination the deceased belonged to?)
- b) A Non-religious (Humanist) funeral ceremony
- c) A Civil Ceremony (usually a combination of religious & humanist elements to reflect individual personal beliefs)

Hymns / music: do you have any specific chosen hymns, or would a spoken service be more appropriate. Either way, is recorded music (of your choice) also to be incorporated?

When burial is chosen: which Churchyard or Cemetery? New grave (single or double-depth) or re-opening of existing / pre-purchased plot?

When cremation is chosen: ashes to be scattered in Crematorium Garden Of Remembrance / interred in Churchyard/Cemetery / returned to family for private scattering?

Transport: family mourners using own transport or is/are limousine(s) required? Is the cortege to start from a specific address or is everyone to meet at the Church / Crematorium?

Choice of coffin: conventional wood range, eco-friendly natural materials range or an individual, bespoke style (e.g. bespoke design, in printed finish)?

Will you wish to see the deceased in our Chapel Of Rest? Would you prefer the deceased to be dressed in their own clothes or would you like us to provide a simple gown?

Jewellery: if deceased was wearing any jewellery is this to be removed or remain in situ?

Newspaper notices: are these required? To be placed in local or national papers?

Donations in lieu of flowers? If so, which charity is to be your chosen recipient?

Family flowers: us to order on your behalf or you to approach florist yourselves?

Are printed order of service sheets required, or do you wish to use the hymn books provided by the Church / Crematorium?

This list is not exhaustive and there may be many other small but vital details to be discussed according to each individual situation. The important thing to remember however, is that our role is to ensure that all aspects of the arrangements are discussed with you and to ensure that the arrangements best reflect individual clients' wishes and circumstances. Obviously, funeral expenses are an important consideration, and throughout the arrangement process you will be kept fully informed of costs. Copies of our company price list are freely available, and an individual itemised estimate of expenses will be submitted to you when the funeral arrangements have been made.

Section 3: CARE OF THE DECEASED

In the case of deaths occurring in care homes or private residences the deceased will be removed directly to the private mortuaries at either our Nailsworth or Bussage funeral homes, where they will be cared for in a hygienic and dignified manner. Persons who have died in hospital can only be removed once the relevant documentation (cause of death certificate and medical cremation documents if applicable) have been completed.

Please be assured that once the deceased has been removed to our funeral home, there will be plenty of opportunity to see the person again in our Chapel Of Rest should you wish. Indeed this is one of the questions that you will be asked when making the arrangements with your funeral director. However, it's important to note that once the deceased is in our care, presentation of the body for viewing is really only practical AFTER arrangements have been made. This is because there will be matters affecting presentation - e.g. choice of coffin, dressing in own clothes or a shroud/gown, etc. - things which will all be discussed during the process of making funeral arrangements.

Section 4: FURTHER HELP AND ASSISTANCE

As a company, we do not feel that our duty of care necessarily ends once the funeral is over and the account has been paid. Please feel free to contact us at any time if you require further advice or support with any matter arising from your bereavement. Regardless of the nature of your query, we will almost certainly be able to direct you towards the appropriate source of information or help.

Section 5: ABOUT US:

Nailsworth – main funeral home

Fred Stevens established his building company in Nailsworth during the early 20th Century. Funerals were carried out as a small sideline. By 1960 the company was in second generation hands, and in 1986 began trading solely as funeral directors.

The company now occupies a purpose-built funeral home in Newmarket Road, Nailsworth. This peaceful location looks straight out onto the heart of the picturesque Newmarket valley and offers ample parking on-site, a comfortable lounge area for clients wishing to make funeral arrangements and privacy for visitors to our Chapels Of Rest.

Bussage and Chalford Hill – branch funeral home

In 2014 we were given the opportunity to redevelop the former Bussage Garage - the home of Beavis Coaches for over 60 years. This enabled us to fulfil our vision of a suitably located, properly equipped branch office right in the heart of the Bussage & Chalford Hill areas. 'Old Bussage Garage' opened in June 2015 and just like our existing Nailsworth funeral home it offers privacy and seclusion for visitors, a private Chapel Of Rest and on-site parking.

Fred Stevens Funeral Directors remains an independent and privately-owned company.

