



Lincolnshire



Taking care
of your loved one

Step

1

*Things
to think
about next*

We're with
*you, every step
of the way*

When someone dies, there can be many practical matters to consider at a time when you may feel least prepared to manage them. Our role is to guide and support you, taking care of the necessary arrangements so that you and your family have as little additional worry as possible.

From the moment we are contacted, we assume responsibility for the practical details with sensitivity, professionalism and respect, allowing you the space to focus on what matters most.

We work to the highest *professional standards*

When someone you love dies, it is important to know they are being cared for with dignity and respect.

Our colleagues are trained, experienced and compassionate, and the care of your loved one is always our priority.

We will bring your loved one into our care, whether the death occurred at home, in hospital or elsewhere. From that moment on, we take responsibility for the practical arrangements and ensure they are looked after with the utmost care and respect.

Alongside the high standards we set ourselves, we are also members of the **National Association of Funeral Directors (NAFD)**. This means we follow their Code of Practice and are regularly inspected to ensure those standards are maintained. The NAFD Code of Practice provides reassurance that both you and your loved one are receiving the highest level of care.

As a co-operative owned by our members, we are part of the communities we serve. Our funeral homes are run by local people, supporting families across Lincolnshire and Nottinghamshire when it matters most.

You can read more about the NAFD Code of Practice at:
www.nafd.org.uk/funeral-director-code/



What *happens next?*

After a death occurs in England & Wales, there are several steps that need to take place before funeral arrangements can move forward. While this process may seem unfamiliar, many of these stages happen automatically behind the scenes.

Medical Examiner process

If the Coroner is not involved, the doctor will pass the relevant medical information to the Medical Examiner service.

The Medical Examiner will:

1. Independently review the medical records and circumstances surrounding the death.
2. Contact the next of kin to explain the cause of death and provide an opportunity to ask questions or raise any concerns.
3. Send the Medical Certificate of Cause of Death (MCCD) directly to the Registrar once satisfied with the information provided.

This notification begins the five-day period in which the death should normally be registered.

At the same time, the person responsible for registering the death (known as the informant) will be notified so they can contact the Registry Office to arrange an appointment.

Registering *the death*

In England and Wales, a death usually needs to be registered within five days. Once the doctor or Medical Examiner has completed the necessary paperwork, you will be able to make an appointment with the local Registry Office. Many people choose to take a family member or friend with them for support.

During the appointment, the registrar will ask for some information about the person who has died, such as their full name, date and place of birth, last address and occupation. They may also ask for details of a surviving spouse or civil partner, if applicable.

It can be helpful to take documents such as a birth certificate, NHS number, National Insurance number and proof of address. However, do not worry if you do not have all of these available, as the death can still be registered.

Once the death has been registered, the registrar will provide:

- The Certificate for Burial or Cremation (often called the green form), which allows the funeral or cremation to take place. This is usually sent directly to your funeral director.
- A Certificate of Registration or Notification of Death (BD8), which may be required when dealing with certain benefits.
- Certified copies of the death certificate, which can be purchased from the registrar. These are often needed when dealing with banks, insurance companies and other organisations while administering the estate.

When the Coroner is involved

In some circumstances, a death must be referred to the Coroner. This may happen if the death was:

- sudden or unexplained
- of unknown cause
- not attended by a medical practitioner during the final illness
- without a medical certificate available

While enquiries are ongoing, the Registrar cannot register the death and funeral arrangements may need to wait. The Coroner may instruct for your loved one to be cared for locally until the investigations are complete, in case any further examinations are required.

The Coroner may decide:

- that no further action is required, allowing registration to proceed
- to carry out a post-mortem examination
- to open an inquest

We understand that this period of uncertainty can feel difficult. We will keep you informed and support you throughout the process.

Making the *funeral arrangements*

Once you have notified us of the death, we will invite you to arrange a meeting with one of our funeral directors or arrangers.

This meeting can take place at one of our funeral homes, in your own home, over the phone or via video call, whichever feels most comfortable for you.

The appointment usually lasts around two hours. During this time, your dedicated funeral professional will gently guide you through the arrangements, asking questions that help us understand your wishes and ensure the funeral reflects your loved one's life.

If you shared your email address with us, we will send an email containing information to help you start thinking about the funeral arrangements before your appointment, this will give you some helpful information to look through. There is no expectation to decide anything in advance as our team will guide you through everything during your appointment and remain on hand up to and after the funeral.



Supporting *vulnerable clients*

We operate safeguarding procedures designed to protect individuals who may feel vulnerable or disadvantaged due to personal circumstances.

In some situations, we may suggest that a trusted family member or friend is present during arrangements.

Our intention is always to ensure we give you the information you need to make a fully informed decision.

Preparing for *the arrangement meeting*

You may wish to bring the following items with you, if available:

- clothing you would like your loved one to wear
- personal items or jewellery you would like to remain with them
- the Registrar's Certificate for Burial or Cremation (if already issued)
- a Funeral Plan certificate, if applicable

Please do not worry if you do not yet have these items. Arrangements can still begin, and we can advise you on what is needed and when.

Probate and *estate administration*

After someone dies, you may be wondering how to begin dealing with their estate, will and finances. For many people, this is unfamiliar and can feel overwhelming.

We understand how difficult this can be, and we are here to help.

If you would like us to, our Bereavement Support Team will contact you to offer free guidance. They can help you understand what needs to be done, talk you through the next steps, and answer any questions you may have.

For more information visit www.lincolnshire.coop/probate



Bereavement *support*

Grief can affect everyone differently, and there is no set time or way to process the loss of someone you love. While family and friends often provide comfort, some people also find it helpful to speak with trained counsellors or support organisations who understand the challenges of bereavement.

There are a number of services available nationally and locally that offer confidential advice, listening support and counselling. These organisations can provide guidance, a safe space to talk, or simply someone who understands what you may be going through.

You may wish to consider the following support services:

- **Lincoln Centre for Grief and Loss** – local bereavement counselling and support services for individuals and families Helpline: 01522 546 168 | www.lcgl.org.uk
- **Cruse Bereavement Support** – national charity offering bereavement support and counselling Helpline: 0808 808 1677 | www.cruse.org.uk
- **Samaritans** – confidential emotional support available 24 hours a day Helpline: 116 123 | www.samaritans.org
- **NHS Talking Therapies** – free local mental health support available through your GP or self-referral www.nhs.uk
- **Survivors of Bereavement by Suicide (SoBS)** - national charity supporting people bereaved by suicide through peer support, groups and resources. Helpline: 0300 111 5065 | www.uksobs.com
- **Sands** – national charity offering support for anyone affected by the death of a baby, including bereavement support, helplines and local groups. Helpline: 0808 164 3332 | www.sands.org.uk

If you feel you would benefit from additional support, our team will be happy to help point you towards services that may be helpful. You do not have to face bereavement alone.

Our website has a resource library of free help and support.

Find out more at lincolnshire.coop/funeral

Useful Contacts

Hospitals

You may need to contact a doctor at the hospital to give you a MCCD that states the cause of death of your loved one.

Bassetlaw District General Hospital

Worksop, Nottinghamshire
T: 01909 500 990

Diana, Princess of Wales Hospital

Grimsby, North East Lincolnshire
T: 01472 874 111

Doncaster Royal Infirmary

Doncaster, South Yorkshire
T: 01302 366 666

Grantham and District Hospital

Grantham, Lincolnshire
T: 01476 565 232

Hull Royal Infirmary

Hull, East Riding of Yorkshire
T: 01482 875 875

John Coupland Hospital

Gainsborough, Lincolnshire
T: 01427 816 500

Johnson Community Hospital

Spalding, Lincolnshire
T: 01775 652 000

King's Mill Hospital

Sutton-in-Ashfield, Nottinghamshire
T: 01623 622 515

Leicester Royal Infirmary

Leicester, Leicestershire
T: 0300 303 1573

Lincoln County Hospital

Lincoln, Lincolnshire
T: 01522 512 512

Louth County Hospital

Louth, Lincolnshire
T: 01507 600 100

Newark General Hospital

Newark-on-Trent, Nottinghamshire
T: 01636 681 681

Nottingham City Hospital

Nottingham, Nottinghamshire
T: 0115 969 1169

Peterborough City Hospital

Peterborough, Cambridgeshire
T: 01733 678 000

Pilgrim Hospital

Boston, Lincolnshire
T: 01205 364 801

Queen Elizabeth Hospital

King's Lynn, Norfolk
T: 01553 613 613

Queen's Medical Centre

Nottingham, Nottinghamshire
T: 0115 924 9924

Scunthorpe General Hospital

Scunthorpe, North Lincolnshire
T: 01724 282 282

Useful Contacts

Coroners

You may need to contact a Coroner to discuss the investigation into the reason your loved one died.

Greater Lincolnshire Coroner's Service

T: 01522 552 500

Monday to Friday, 9:00am – 4:00pm

<https://www.lincolnshire.gov.uk/coroners>

Nottinghamshire Coroner's Service

T: 0115 841 5553

Monday to Friday, 8:00am – 5:00pm

<https://www.nottinghamcity.gov.uk/coroners>

Registrars

You will need to contact the Registrar to register the death of your loved one once the Medical Certificate of Cause of Death (MCCD) has been issued.

Lincolnshire County Council Registration Services

T: 01522 782 244

To book an appointment online, please visit: <https://www.lincolnshire.gov.uk/deaths/register-death>

Nottinghamshire Registration Services

T: 0300 500 8080

North Lincolnshire Registration Services

T: 01724 298 555

North East Lincolnshire Registration Services

T: 01472 326 295



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Contact your *local funeral home*

- Alford Funeral Home**
39 South Street, Alford, LN13 9AJ
T: 01507 463 444
- Boston Funeral Home**
5 South Square, Boston, PE21 6HX
T: 01205 362 512
- Bracebridge Heath Funeral Arrangement Office**
22 Grantham Road, Bracebridge Heath, LN4 2LD
T: 01522 529 406
- Coningsby Funeral Home**
36 High Street, Coningsby, LN4 4RA
T: 01526 345 999
- Gainsborough Funeral Home**
North Street, Gainsborough, DN21 2HS
T: 01427 612 131
- Grimsby Funeral Home**
246 Corporation Rd, Grimsby, DN31 2QB T: 01472 242 444
- Holbeach Funeral Home**
2-8 Church Street, Holbeach, PE12 7LL
T: 01406 422 333
- Horncastle Funeral Home**
16 Bridge St, Horncastle, LN9 5HZ
T: 01507 523 385
- Lincoln Funeral Home (Proctors Road)**
11 Proctors Road, Lincoln, LN2 4LA
T: 01522 535 800
- Lincoln Funeral Home (Tritton Road)**
Tritton Road, Lincoln, LN6 7QY
T: 01522 534 971
- Long Sutton Funeral Home**
West Street, Long Sutton, PE12 9BN
T: 01406 363 648
- Louth Funeral Home**
134 Eastgate Louth, LN11 9AA
T: 01507 603 519
- Mablethorpe Funeral Home**
High Street, Mablethorpe, LN12 1AU
T: 01507 473 440
- Market Rasen Funeral Home**
1 King Street, Market Rasen, LN8 3BB
T: 01673 842 788
- Newark Funeral Home**
Roseleigh House, Beacon Hill Road, Newark, NG24 1NT
T: 01636 703 808
- Sleaford Funeral Home**
Duke Street, Sleaford, NG34 7DX
T: 01529 306 311
- Spalding Funeral Home**
St. John's Road, Spalding, PE11 1JD
T: 01775 723 199
- Spilsby Funeral Home**
15 The Terrace, Spilsby, PE23 5JR
T: 01790 752 334
- Sutton On Sea Funeral Home**
Trusthorpe Road, Sutton on Sea, LN12 2LL
T: 01507 441 271

Visit lincolnshire.coop/funeral

