

Taking care of your loved one



We're with you
every step of
the way...

The first step



We'll be there every step of the way to guide you.

Firstly, please accept our condolences on your bereavement. We provide a complete, sensitive and sympathetic service to bereaved relatives and executors when a death occurs. When called upon to arrange a funeral, we take complete responsibility for all the details, so relatives have no more to worry about at this difficult time than is absolutely necessary.

Care of the deceased

Because the care and dignity of your loved one is so important to you, we ensure our team members are trained in delivering the very highest standards of care for the deceased. We take this responsibility very seriously, right from the moment we are informed of the death.

What do I do next?

When someone dies there are a number of steps to take as soon as possible.

These include:

1. If the coroner is not involved the Doctor will pass all of the relevant information to the Medical Examiners service (ME). The ME will independently scrutinise the details including reviewing all relevant medical documents relating to the deceased.
2. The ME will contact the NOK for all such cases and give them an opportunity to ask questions and raise concerns.

3. Once the ME is satisfied with the details gathered they will send the Medical Certificate of Cause of Death (MCCD) to the registrar's office; this notification will also start the 5-day target to register the death.
4. The registration informant, who is the person who provides the information regarding the deceased person, other than the cause of death, to the registrar, is simultaneously notified so that they can contact the register office in order to register the death.

When registering the death it is advisable to take the following:

- NHS card
- Birth certificate
- Driving licence
- Council tax bill
- Marriage/civil partnership certificate
- National insurance number of deceased and surviving spouse/civil partner
- Passport
- Proof of address
- (e.g. utility bill)

The registrar will issue you with:

- A Certificate of Registration or Notification of Death (BD8) will also be issued. This authorises the claiming of benefits if applicable.

Certified copies of entry can also be obtained for a charge. These will be required for administering the deceased's estate.

Coroner

The Coroner is appointed to investigate when the circumstances surrounding a death are:

- unknown
- sudden and unexplained
- the person who died was not visited by a medical practitioner during their final illness
- a medical certificate is not available

Once a death has been reported to the Coroner, the Registrars are not able to register the death until the investigation is complete. The Coroner's enquiries may take time, so it can mean the date of the funeral cannot be arranged.

The Coroner could decide:

- no action is necessary. The Registrar will be informed by the Coroner and the death can be registered
- to hold a post mortem examination
- to hold an inquest

Making the funeral arrangements

Once you notify us of the death of your loved one, we'll ask you if you would like to make an appointment to discuss the funeral arrangements.

This can be carried out in our funeral home, via telephone or at a home address, whichever is more comfortable and convenient for you.

The meeting can take approximately two hours and during the appointment, your dedicated funeral director/arranger will ask you questions to ensure that we can provide a professional and personalised funeral service to honour your loved one.

Please note that we operate a safeguarding and vulnerable persons procedure to protect the interests of those who may be susceptible to detriment or disadvantage due to certain personal circumstances. In such cases we may request the presence of an additional family member or friend, or if this is not possible, we may provide a nominated individual to assist, advise and support.

What you may need to bring to the funeral arrangement appointment:

- Clothing that you may like your loved one to be dressed in
- Personal effects or jewellery that you may like to rest with your loved one
- Registrars Certificate of Burial or Cremation (if you have it)
- If applicable, a copy of the Funeral Plan Certificate

Notes _____

Numbers you may find useful

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.

Diana, Princess of Wales Hospital
T: 01472 874 111

Grantham and District Hospital
T: 01476 565 232

Hull Royal Infirmary
T: 01482 875 875

John Coupland Hospital
T: 01427 816 500

Leicester Royal Infirmary
T: 0300 303 1573

Lincoln County Hospital
T: 01522 512 512

Louth County Hospital
T: 01507 600 100

Queen Elizabeth Hospital
T: 01553 613 613

Queen's Medical Centre
T: 01159 249 924

Pilgrim Hospital
T: 01205 364 801

Scunthorpe General Hospital
T: 01724 282 282

Peterborough City Hospital
T: 01733 678 000

Bassetlaw District General Hospital
T: 01909 500 990

Doncaster Royal Infirmary
T: 01302 366 666

King's Mill Hospital (Mansfield)
T: 01623 622 515

Nottingham City Hospital
T: 0115 969 1169

Newark General Hospital
T: 01636 681 681

Johnson Community Hospital (Spalding)
T: 01775 652 000

Registrars – to register the death of your loved one.

**Lincolnshire County Council
Registration Services**
T: 01522 782 244

To book an appointment, 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

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

Lincolnshire Coroner
Covering Central and Southern Lincolnshire
Open Mon to Fri 9am – 4pm
T: 01522 552 500

North Lincolnshire Coroner
Open Mon – Thu 8.30am–4.30pm
& Friday 8.30am – 4pm
T: 01472 324 005

North East Lincolnshire Coroner
Open Mon to Fri 9am–5pm
T: 01472 324 020

Nottinghamshire Coroner
Open Mon to Fri 8am–5pm
T: 01158 415 553

Complaints procedure

Lincolnshire Co-operative Funeral Services is committed to providing “A Valued Service from Caring Professionals”, through working in an open and accountable way. One of the ways in which we can continue to improve our services is by listening to and responding positively to the views of our clients and other stakeholders, including their concerns and complaints about our services or invoicing. This also includes complaints made about the services of a third-party sub-contractor operating on our behalf.

Stage 1

In the first instance, if your complaint has not been resolved to your satisfaction informally, you should write to the member of staff who dealt with you, or their supervisor, so that he or she has a chance to put things right. In your letter you should set out the details of your complaint, the consequences for you as a result and the remedy you are seeking. Your complaint should be acknowledged within 4 working days of receipt. You should then get a full response and explanation within 15 working days. Our aim is to resolve all matters as quickly as possible. However, some issues will be more complex and therefore may require longer to be fully investigated. Consequently, timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter and when a full reply can be expected and from whom. Our contact details can be found on the Society's website www.lincolnshire.coop/funeral or by enquiring at any of our funeral homes.

Stage 2

If you are not satisfied with the initial response to the complaint you have made, then you have the option of writing to the Society's Head of Funeral Services, who will either review the complaint personally or nominate an appropriate member of the Society's Leadership Team to do this on their behalf. The Head of Funeral Services is located at Lincolnshire Co-operative Funeral Services, Tritton Road, Lincoln LN6 7QY, tel. (01522) 534 971, or e-mail: funeralservices@lincolnshire.coop

Final Stage

Where all reasonable efforts to resolve the complaint have been exhausted, or in extreme cases where either the complainant or Lincolnshire Co-op consider the matter to be more appropriately handled externally; the complaint may be referred to the National Association of Funeral Directors (NAFD) - www.nafd.org.uk

Lincolnshire Co-operative Funeral Services is bound by the ruling of the NAFD as a condition of its membership with them.

Lincolnshire Co-op funeral home contact details



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|---|---|
| <input type="checkbox"/> Alford Funeral Home
39 South Street, Alford, LN13 9AJ
T: 01507 463 444 | <input type="checkbox"/> Louth Funeral Home
134 Eastgate, Louth, LN11 9AA
T: 01507 603 519 |
| <input type="checkbox"/> Boston Funeral Home
5 South Square, Boston, PE21 6HX
T: 01205 362 512 | <input type="checkbox"/> Mablethorpe Funeral Home
High Street, Mablethorpe, LN12 1AU
T: 01507 473 440 |
| <input type="checkbox"/> Bracebridge Heath Funeral Arrangement Office
22 Grantham Road,
Bracebridge Heath, LN4 2LD
T: 01522 529 406 | <input type="checkbox"/> Market Rasen Funeral Home
1 King Street, Market Rasen, LN8 3BB
T: 01673 842 788 |
| <input type="checkbox"/> Coningsby Funeral Home
36 High Street, Coningsby, LN4 4RA
T: 01526 345 999 | <input type="checkbox"/> Newark Funeral Home
Roseleigh House, Beacon Hill Road,
Newark, NG24 1NT
T: 01636 703 808 |
| <input type="checkbox"/> Gainsborough Funeral Home
North Street, Gainsborough, DN21 2HS
T: 01427 612 131 | <input type="checkbox"/> Retford Funeral Home
18 Moorgate, Retford, DN22 6RH
T: 01777 701 601 |
| <input type="checkbox"/> Grimsby Funeral Home
246 Corporation Rd, Grimsby, DN31 2QB
T: 01472 242 444 | <input type="checkbox"/> Scunthorpe Funeral Home
55/57 Oswald Road,
Scunthorpe, DN15 7PE
T: 01724 890 000 |
| <input type="checkbox"/> Holbeach Funeral Home
2-8 Church Street, Holbeach, PE12 7LL
T: 01406 422 333 | <input type="checkbox"/> Sleaford Funeral Home
Duke Street, Sleaford, NG34 7DX
T: 01529 306 311 |
| <input type="checkbox"/> Horncastle Funeral Home
2 Market Place, Horncastle, LN9 5HD
T: 01507 523 385 | <input type="checkbox"/> Spalding Funeral Home
St. John's Road, Spalding, PE11 1JD
T: 01775 723 199 |
| <input type="checkbox"/> Lincoln Funeral Home (Proctors Road)
11 Proctors Road, Lincoln, LN2 4LA
T: 01522 535 800 | <input type="checkbox"/> Spilsby Funeral Home
15 The Terrace, Spilsby, PE23 5JR
T: 01790 752 334 |
| <input type="checkbox"/> Lincoln Funeral Home (Tritton Road)
Tritton Road, Lincoln, LN6 7QY
T: 01522 534 971 | <input type="checkbox"/> Sutton On Sea Funeral Home
Trusthorpe Road,
Sutton on Sea, LN12 2LL
T: 01507 441 271 |
| <input type="checkbox"/> Long Sutton Funeral Home
West Street, Long Sutton, PE12 9BN
T: 01406 363 648 | |