

Bereavement



Helping you to deal
with the death of
someone close to you

Marie Curie Cancer Care provides high quality nursing, totally free, to give terminally ill people the choice of dying at home supported by their families.



Introduction

Sooner or later most of us will suffer the loss of a relative or someone close to us.

This booklet aims to provide both emotional and practical advice to help you through what can be a very distressing time. It discusses some of the feelings associated with bereavement and offers some practical suggestions on what to do and when. In addition, the booklet details support that is available.

The booklet is not intended to be a comprehensive guide but instead aims to provide an overview of issues that may arise following a bereavement.

Every effort has been made to ensure the contents of this booklet are complete and up to date. It is based on our understanding of the law at the time of preparation (September 2003). Neither Marie Curie Cancer Care nor any of its employees can be held responsible for any errors, omissions or changes that have occurred since that date. Readers are advised to check with the relevant organisations before acting on any advice contained herein.

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What will happen immediately after the death

What will happen immediately after the death

If the patient dies at home

If a Marie Curie Nurse (or other healthcare professional) is present at the time of death, s/he will check the patient's care plan to see when the GP needs to be called. Any local arrangements between the GP, district nurse and family will be respected by the Marie Curie Nurse.

Some Marie Curie Nurses are able to verify death in a patient's home if this has been locally agreed. If the Marie Curie Nurse is unable to verify death, they will take advice from the GP, the GP's deputising service or the district nursing service if no guidance is offered in the care plan.

If there is no Marie Curie Nurse (or other healthcare professional) present at the death, you should call your GP's surgery. A GP or their deputising service will give advice, and will visit to confirm death unless other arrangements are made with you on the phone or have been made previously. For instance, in the case of an expected death, and if the GP has seen the patient within the previous two weeks, it may have been agreed that a GP will not attend when the death occurs and that the family can go ahead and call a funeral director. However, even if a GP does not have to confirm the death, they should attend if the carer needs their

What will happen immediately after the death

support, so if you change your mind when the time comes, do let the GP know.

After the GP has visited to confirm (and if appropriate certify) the death – or after it has been agreed that the GP does not need to do so – the next stage is to contact a funeral director (please see later section *Selecting a funeral director*).

Once you have called a funeral director, who will set all the procedures in motion in accordance with your wishes, they will generally come within the hour. The family and carers may decide that they would like a little more time with the deceased. If so, tell the funeral director on the phone what your wishes are and when you would like them to take away the deceased. The funeral director may advise you on a suitable timeframe so that they can provide the appropriate quality of care.

The death certificate

A death certificate is needed in order to register the death and arrange the funeral. If the GP did not certify the death when they visited (for instance, a GP cannot certify a death if they are not the patient's regular GP, but can only verify that the patient has died) or if a GP was not required to visit, they will need to certify the death by signing a medical certificate confirming the cause of death at the funeral director's as soon as practicable.

What will happen immediately after the death

(On occasion the GP may refer the death to the Coroner – or Procurator Fiscal in Scotland – instead of signing the medical certificate. This can happen for a number of reasons and is often just a formality – for instance, even if a death was expected, it will be necessary to report the death if a GP has not seen the patient during the previous two weeks – so try not to worry if this happens.)

The funeral director is there to help you and will guide you through this process.

If the patient dies in a Marie Curie or other local hospice, or hospital

Hospices and hospitals will have their own local arrangements and policies regarding confirmation and certification of the death, and will issue the death certificate. They will provide you with support, and offer advice on what arrangements need to be made, including contacting the funeral director.

Registering the death

Registering the death

It is a legal requirement to register a death with the Registrar for Births, Deaths and Marriages:

- within five days in England and Wales
- within eight days in Scotland
- as soon as possible but no later than five days from the date of death in Northern Ireland

Unless the Registrar agrees to extend this period or when the death has been referred to the Coroner (Procurator Fiscal in Scotland).

- In Scotland and Northern Ireland the death can be registered in the district where the person died or where they lived.
- In England and Wales, the death must be registered in the district where the person died. If it is not convenient for the person registering the death to visit this district, registration can be arranged through any register office within England and Wales but it may take a day or two longer to issue the document which allows the funeral to proceed, so you are advised to discuss with the funeral director and the registrar before registering the death via another office.

Registering the death

The death can be registered by any of the following (this list is not comprehensive but covers most situations):

- a relative of the deceased who was present at the death or during the final illness
- a relative who lives in the district where the death occurred
- somebody unrelated but who was present at the time of death
- the occupier of the building where the death occurred eg matron of a nursing home
- the person responsible for arranging the funeral (not the funeral director, who is not allowed to register the death).

Before registering the death, you should discuss your intention to do so with anyone who has the right and who is likely to want to do so, to make sure that your efforts are coordinated.

You will find the address of the Registrar's Office in the Yellow Pages directory (under local government). Some registrars' offices operate an appointments system, and opening hours vary between offices, so it is advisable to phone and check before you visit.

Registering the death

You should take with you the following documents about the deceased:

- Medical certificate issued by the doctor (essential)
- National Health Service medical card (if available)
- Birth certificate (if available)
- Marriage certificate (if appropriate)

The Registrar will want to know:

- Date and place of death
- The deceased's first names and surname (plus maiden name if applicable) and last usual address
- The deceased's date and place of birth, and occupation

The Registrar will provide:

In England, Wales and Northern Ireland

- A Certificate for Burial or Cremation (known as the green form) for you to give to the funeral director.
- A Certificate of Registration of Death BD8 (white form), for you to take or send to the local Benefits Agency along with any pension, income support or other benefit books.

Registering the death

In Scotland

- ❑ A Form 14 (white form) for you to give to the funeral director.
- ❑ A Certificate of Registration of Death (green form 3345i), for you to take or send to the local Benefits Agency along with any pension, income support or other benefit books.

There is no charge to register the death. However, certified copies of the death certificate will be needed to administer the estate. There is a charge for these, which is less if you request copies when you register the death rather than later, so you may want to request a number of copies at this time.

England and Wales

£3.50 per copy if requested when registering the death, usually £7 per copy if requested at a later date.

Scotland

£8.50 per copy if requested when registering the death or within the calendar year (ie up till and including 31 December of the year in which the death was registered), £13.50 per copy if requested after this.

Registering the death

Northern Ireland

£5 per copy if requested at the time of registering the death or within four weeks. After this, if multiple copies are requested at the same time, the charge is £9 for the first copy and £5 for each subsequent copy. If single copies are requested on separate occasions, the charge is £9 for each.

Some companies holding assets (such as bank accounts, insurance policies, shares etc.) will accept a photocopy of the death certificate if certified by a solicitor as a true copy, but many now insist on an official certified copy from the Registrar. If you want to deal with several assets simultaneously in order to speed up the administration of the estate, you may want to request a higher number of official certified copies.

Recommended Reading

The Benefits Agency produces a very good comprehensive guide to practical issues:

- What to do after a death in England and Wales
- What to do after a death in Scotland
- Registration of death in Northern Ireland.

When you register the death, the Registrar will probably give you a copy of this guide when they give you the form for the Benefits Agency. If not, do ask for one.

The funeral

The Funeral

Selecting a funeral director

- You may wish to choose a firm that has been recommended by family or friends or one that you know locally.
- You could ask a local minister or religious leader for recommendations.
- See *Useful Organisations: Associations of Funeral Directors* for details of professional associations of funeral directors which each have their own code of practice and which can provide you with details of local member firms.
- If you received this booklet from one of our Marie Curie hospices, the information in the back pocket of the booklet may include details of local funeral directors.

Choose a firm of funeral directors with which you feel comfortable – you do not have to choose the first one you approach (although your choice may be limited if, for instance, the funeral will take place in a remote area). However, if the person died at home you will need to contact and choose a funeral director promptly so that the deceased can be moved (although once this has been organised, you should be able to take your time making other decisions about the funeral). Because of

The funeral

this time consideration, when a death is expected you may wish to consider beforehand which firm to use.

Do feel free to ask for a written estimate of costs and a price list, so you can compare costs between firms. While many of the costs will be fixed, you can ask the funeral director what they charge for their services – these can vary considerably. A breakdown of the costs can also help you decide which items and services to choose, which can make a considerable difference to the final cost. Don't feel embarrassed about asking for a simpler or cheaper option, and don't feel pressured to make choices that are beyond your means.

If the Will does not specifically provide for catering after the funeral or for a gravestone, unless you are paying for these items yourself you should ensure that **all** the residuary beneficiaries of the Will agree to the expenses.

Your funeral director will:

- help you to decide where the body should stay until the funeral;
- make all the arrangements for the burial or cremation;
- obtain the necessary documentation and pay any set fees on your behalf (which will then be added to the bill);
- provide advice on organising a religious or secular service.

The funeral

Arranging a funeral without the help of a funeral director

You may be able to make the funeral arrangements directly with the crematorium or cemetery and minister of religion or officiant if desired, or you may wish to make alternative arrangements such as burial in woodlands. If you are making the arrangements yourself for reasons of cost, some funeral directors may still be prepared to supply a simple coffin and deal with documentation. Also see *Useful Organisations* section.

Wishes of the deceased

Did the person who has died express any wishes about their funeral, such as a preference for burial or cremation, or for favourite hymns or music? If you do not know what their wishes were, you may find guidance in their Will or amongst their papers. If you do not know where the Will is, it may be in a home safe, at their bank, held by their solicitor (especially if the solicitor drew up the Will and/or is an executor) or kept by a relative.

The person who has died may have owned a burial plot or made their own funeral arrangements or paid in advance for the funeral. Pre-paid plans are increasingly common, but check with the funeral director to see what is covered. If you want services that are not included, these will cost extra.

Whatever preferences may have been expressed by the deceased, it is the executor named in the Will, or

The funeral

otherwise the person with primary responsibility for arranging the funeral, who ultimately has to make the decisions about the funeral, including whether any requests made by the deceased are practical or affordable.

Death notice

You may wish to put an announcement about the death in the national or local newspapers. If you do so, remember to include details of the date, time and place of the funeral as well as the deceased's or your wishes about flowers or donations in memory to charity. For security reasons, it may be advisable not to include your address. You may also wish to arrange for somebody to housesit during the funeral if the property would otherwise be empty.

Paying for the funeral

The funeral costs are paid out of the estate before all other debts and bequests (unless the funeral has been pre-paid), but if there is not enough money in the estate to cover the costs, the person(s) organising the funeral will be obliged to meet the additional costs themselves.

The funeral director's bill is usually sent fairly soon after the funeral. Generally you cannot access funds from a person's estate until probate is granted, but all the major banks should be prepared to release funds from the deceased's accounts for payment of the funeral bill.

The funeral

It **may** be possible to obtain a Social Fund Funeral Payment towards the cost of the funeral if there is not sufficient money to cover the costs **and** if you or your partner are in receipt of a benefit issued by Social Security such as income support, family credits, housing benefits or council tax rebates. The person claiming **must** be the person arranging the funeral and taking responsibility for the payment. Form SF 200 and guidance on eligibility are available from your local Social Security office. However, it should be noted that the maximum payment available is not generally sufficient to cover the cost of even a basic funeral.

If you are not eligible for help from the Social Fund and there are insufficient funds to pay for a funeral, the local council has a legal duty to arrange for burial or cremation of the deceased. This can be arranged through the local council environmental services department.

Burial

It is important to check whether a graveyard space has already been arranged in a churchyard or cemetery. If so, there should be a title deed for the plot or a 'deed of grave grant' amongst the deceased's papers. The funeral director will need a copy of any such documentation.

Most churchyards are no longer open for burial because there is no more space. Most cemeteries are non-denominational, so you will be able to hold most types of service in their grounds.

The funeral

Cremation

Most crematoria are run by local authorities and the costs usually include the use of the chapel. Ashes can be scattered in the garden of remembrance at the crematorium. You may instead arrange to have ashes scattered or interred (buried) in a churchyard or family plot in a cemetery, or a favourite spot that was special to the deceased, or you may wish to keep them in a casket or urn. Your funeral director can make arrangements for you.

Flowers and donations in memory

You will need to decide whether mourners can send or bring flowers for the funeral or whether you prefer to specify family flowers only, with other mourners instead sending donations in memory to charity (the funeral director may be willing to forward cheques to the relevant charity(ies)). If you are planning a cremation, you may need to decide what should be done with any flowers after the funeral.

The service

If you require a religious ceremony, you may need to seek advice from a minister of that religion. If you are not a member of, or do not regularly attend, a place of worship, the funeral director should be able to suggest a local contact. In addition, contact details for a number

The funeral

of religious organisations can be found in the *Useful Organisations* section.

If you require a non-religious ceremony, the funeral director should be able to help with a local contact, or the British Humanist Association can provide advice (contact details in *Useful Organisations* section).

It is not necessary to have a formal service at the funeral if the person who died did not wish to have one, or if the relatives prefer not to. Some suitable music (many people now specify what music they would like at their funeral) and a few carefully chosen words from you, another relative or a friend can be just as appropriate.

See *Useful Organisations* section for further sources of information for both conventional and more alternative styles of funeral.

This is a time to pay tribute to the person who has died. It is a time to share your grief with others who are close to you. Don't be afraid to cry; but don't worry if you don't feel able to show your emotions this way.

It can be helpful to include children or young people in the arrangements for the funeral, giving them time to make choices about attending the funeral and how they want to be involved, and explaining what will happen at the service. Remember that you will be there to support them, and that it's ok for them to see you upset.

Coping with your grief

Coping with your grief

Bereavement is something which most people experience at some time in their lives and dealing with loss can be distressing. Grieving is a natural process that can take place after any kind of loss. Grief is not an illness and you need not be alarmed by the feelings and symptoms that you have.

No one can tell you how to grieve

People react in their own way when they are grieving the loss of someone who is very close to them. Each person and relationship is special and unique so no one can tell you what you should be feeling or how you should behave. The important thing is to allow yourself to feel and do what is right for you in your own time.

Take your time to make choices

The first reaction can include disbelief and confusion. Sometimes you may find it impossible to take in what has happened. Even if you were expecting the death, the moment of death may have come as a shock, leaving you feeling unprepared and anxious.

There will be some practical things to attend to and decisions to make. Some things do have to be done quickly, but don't feel you have to rush into decisions if there is no need. Think about what you really want and

Coping with your grief

take your time. You may find it helpful to talk to someone about practical issues. Don't enter into any financial or legal agreements unless you fully understand them and don't let others rush you into anything before you are ready.

Intense feelings are part of grieving

People often find that the first two or three months after someone has died are quite busy with practical things to attend to. It can be after this period that the full impact of your loss may be felt and you may be surprised by the intensity of your feelings and feel as if you are 'going mad'. You may become forgetful and find it hard to concentrate. You may experience a whole range of feelings including physical pain and great sadness, isolation, helplessness, anxiety and anger that the person has died.

You may blame yourself because you wish that you had done things differently and now feel that you have no opportunity to put things right and be forgiven. It is not uncommon to have feelings of relief that the person has died and that the pain and suffering is over and then feel guilty about having these feelings. These are caring feelings and you are only human; it is hard to get everything right.

Don't hide your feelings. Do express them as much as possible and talk to someone you trust. You may find you need to talk through your feelings repeatedly.

Coping with your grief

Grieving within a family

Your family and friends will also be experiencing grief which will be unique to them. It can be upsetting if one family member feels very angry while another feels intense sadness and needs to cry, or if one person needs to talk about their feelings while another wants to say very little. Try to acknowledge these differences. Sharing your thoughts and feelings can lessen the loneliness and bring you closer together.

Include children

Generally, children do not understand the meaning of death until they are three or four years old. Children experience the passage of time differently from adults and can therefore appear to overcome grief quite quickly. However, children in their early school years may need reassuring that they are not responsible for the death of a close friend or relative as they often blame themselves for one reason or another.

If you are caring for grieving children then it is important to share your grief together. Even very young children experience grief and need to be given the opportunity to express their feelings. You may want to protect your child from the pain of grief but, as one mother said, "It isn't a choice of whether she will hurt or not but whether I will know about it".

Children often know more than adults realise and they need honest information to help them make sense of what

Coping with your grief

has happened. If you are unsure about how to support your child then it may be helpful to talk to your GP, health visitor or practice nurse.

Some Marie Curie hospices have Children and Young People's Counsellors who may be able to offer advice and provide the following leaflets about helping children:

- Talking to children when someone close is very ill*
- Helping children when someone close dies*
- Questions children may want to ask when someone close to them has died*
- Teenage grief – things you might want to know*
- Books and cassettes for children, teenagers and adults about bereavement*

If you are not in contact with a Marie Curie hospice, the leaflets are available as a set from Marie Curie Cancer Care. See *Useful Organisations and Information* section for ordering details.

Coping with your grief

Identify who will be supportive to you

During the coming weeks and months you will need help and support from others because it can be very hard to manage bereavement alone. This is not a sign of weakness and it takes courage and strength to ask for help. Many people find that their close family and friends are a tremendous help so do make sure you keep in touch with them. Even if they themselves are grieving, they may want to be close to you to support and care for you.

Don't forget to look after yourself physically. Try to eat well and get plenty of rest.

If you are worried about your feelings, it may help to talk it through and get some support. You could contact someone outside the family whom you trust, a minister of religion, or a bereavement support organisation (see *Useful Organisations* section). Your GP or practice nurse should be able to recommend a local bereavement support group or counsellor.

If the person who has died was cared for by a Marie Curie (or other local) hospice, try contacting the hospice. Most Marie Curie hospices have social workers, chaplains or bereavement support services for advice and information.

Don't ignore your grief or try to move on before you feel ready. There is no right or wrong amount of time to grieve. Recovery is not a constant process – sometimes

Coping with your grief

you will feel worse rather than better, but this is normal. You may also find that birthdays, holidays and anniversaries are difficult times, even when you thought you had moved on.

You may find it helpful to make some longer term plans so that you have something to look forward to in the future.

In summary

- Everyone grieves in their own way and at their own pace. Do what is right for you and don't let people tell you how you should grieve.
- Don't hide your feelings. Talk about them as much and as often as you need, to someone you trust.
- Keep in touch with friends and family.
- Look after yourself.
- Do ask family/friends and/or professionals for support and assistance if you need it. Don't struggle on alone.

Administration of the estate

Administration of the estate

The person who is named as the executor in the Will (this may be yourself, a relative or friend, and/or a solicitor – more than one executor may be named) is responsible for administering the estate - for instance, settling debts and paying out legacies. If you are an executor, you may want to do this yourself, or instruct a solicitor to do so instead (there will be a charge for this). Instead you may want to deal with certain matters yourself and leave others to the solicitor (for instance, you might sort out the deceased's possessions and deal with simple paperwork while a solicitor draws up estate accounts).

Administering an estate does not have to be complicated, and it is entirely possible for a lay executor to administer a straightforward estate if they wish. Guides to help executors with the administration of an estate are available from bookshops.

Pensions, tax and benefits

Yourself

You may qualify for a Bereavement Payment, Widowed Parents Allowance or Bereavement Allowance. Your local Benefits Agency should be able to advise you on eligibility and procedures for these. They should also be able to provide advice about any changes to your benefits or pension situation.

Administration of the estate

A leaflet is available from Marie Curie Cancer Care called Bereavement Benefits. Please see *Useful Organisations: Financial and Practical Advice* section.

The deceased

Either you (if you are the surviving spouse of the person who has died) or the executor(s) will deal with the following.

If the deceased received any state or private pension or benefit, you will need to complete and send to the local Social Security office the Certificate of Registration of Death (form BD8 in England, Wales or Northern Ireland; form 3345i in Scotland) which was given to you when registering the death, together with any order books, payable orders or giro cheques (you may want to photocopy or take a note of any Social Security or pension numbers before you return the paperwork). You should not cash any of the deceased's pensions or benefits after death. Any money due will be sent out to the next of kin after the Social Security office has received and processed the Certificate of Registration of Death.

You will need to notify the local Inland Revenue office about your change in circumstances. For details of how to obtain their leaflet *What to do about tax when someone dies*, see *Useful Organisations: Financial and Practical Advice* section.

Administration of the estate

People or organisations to inform

(This list is not exhaustive.)

- GP (unless they already know)
- District nurse if applicable, to cancel nursing care and any other services being provided
- Local social services department if services such as meals on wheels or home helps were being provided
- NHS or Red Cross if equipment had been loaned
- Any hospital the deceased had been attending
- employer
- bank
- utilities suppliers (eg gas and electricity) if bills were in deceased's name
- other creditors (people to whom deceased owed money such as credit card companies)
- Royal Mail to redirect mail if appropriate
- local council housing department if deceased was living in a council house, or landlord if private tenancy (if you shared a home with the deceased you are advised not to move out without getting legal advice first)
- local council re housing benefit and Council Tax/Council Tax Benefit
- the teacher, college or employer of a child or young person if a parent, family member or close friend has died.

Administration of the estate

If appropriate, either you (if you are the surviving spouse) or the executor(s) will need to:

- return driving licence to DVLA
- return car registration documents to DVLA (for change of ownership to be recorded)
- contact the car insurance company. Anyone who drives a car that is insured in the deceased's name is not legally insured unless their own insurance covers them for driving any vehicle. (If the policy cannot be suitably amended or if nobody else will drive the car, you may be able to claim a partial refund of the premium.)

and return the following documents with a cover note detailing the date of death:

- passport
- season ticket (you may be able to claim a partial refund)
- library books/videos and library ticket
- membership cards of clubs, associations, trade union etc. (you may be able to claim a partial refund of fees).

Although not part of the administration of the estate, you may need to review your own will in light of your loss.

Useful organisations

Useful organisations

Below are details of a number of national organisations, some of which will be able to provide you with details of local contacts where appropriate. If you received this booklet through a Marie Curie hospice, you will also find information on local contacts inserted at the back of this booklet.

Associations of funeral directors

National Association of Funeral Directors

618 Warwick Road, Solihull
West Midlands B91 1AA

Tel: 0121 711 1343

Website: www.nafd.org.uk

Email: info@nafed.org.uk

The National Society of Allied and Independent Funeral Directors

SAIF Business Centre, 3 Bullfields
Sawbridgeworth, Hertfordshire CM21 9DB

Tel: 01279 726777

Website: www.saif.org.uk

Email: info@saif.org.uk

The Funeral Standards Council

30 North Road, Cardiff CF10 3DY

Tel: 02920 382046

Website: www.funeral-standards-council.co.uk

Email: fsckate@aol.com

Useful organisations

British Institute of Funeral Directors
140 Leamington Road, Coventry CV3 6JY

Tel: 024 7669 7160
Website: www.bifd.org.uk
Email: enquiries@bifd.org.uk

Organisations offering advice on funerals

Natural Death Centre
6 Blackstock Mews
Blackstock Road, London N4 2BT

Telephone: 020 8391
Website: www.naturaldeath.org.uk
Email: ndc@albertyfoundation.org

A national organisation that aims to support those dying at home and their carers. Offers advice and information on funeral arrangements, in particular inexpensive, DIY and green funerals and woodland burial grounds.

AB Welfare & Wildlife Trust
Tel: 01423 530900 or 01423 868121
Website: www.greenburials.org
Email:
ab-welfare-wildlife-trust@burials.freemove.co.uk

A national charity offering free and sound advice on law around dying, collecting and transporting bodies, burial and cremation, green funerals, burials in private land and nature reserves. Offers practical help with deaths

Useful organisations

within a 25 mile radius of Harrogate and can arrange burials in nature reserves near Harrogate.

Funerals UK
Website: www.funeralsuk.com

Provides practical advice on wills and funerals, and information on companies which can provide a wide range of services (such as funeral directors, florists, and unusual funeral services or ceremonies) for both conventional and more alternative funerals.

For advice on religious or secular services

Christian: you will find churches of all major Christian denominations in the yellow pages directory.

United Synagogue
Adler House, 735 High Road
North Finchley, London N12 0US
Telephone: 020 8343 8989
Website: www.unitedsynagogue.org.uk
Email: info.general@unitedsynagogue.org.uk

**London Central Mosque Trust
& Islamic Cultural Centre**
146 Park Road, London NW8 7RG

Tel: 020 7724 3363
Website: www.islamicculturalcentre.co.uk
Email: islamic200@aol.com

Useful organisations

The Buddhist Society

58 Eccleston Square, London SW1V 1PH

Tel: 020 7834 5858

Website: www.thebuddhistsociety.org.uk

Email: info@thebuddhistsociety.org.uk

British Humanist Association

47 Theobalds Road, London WC1X 8SP

Tel: 020 7430 0908

Website: www.humanism.org.uk

Email: info@humanism.org.uk

A national organisation that can provide an officiant for non-religious funerals as well as advice on organising the ceremony.

Bereavement Organisations and Information

Your GP or practice nurse should be able to recommend a local bereavement support group.

CRUSE Bereavement Care

Cruse House, 126 Sheen Road, Richmond
Surrey TW9 1UR

National Helpline:

0870 167 1677 (9.30am-5.30pm M-F)

Counselling Line: 08457 585 565

(afternoons and evenings, 7 days a week)

Useful organisations

Website: www.crusebereavementcare.org.uk

Email: info@crusebereavementcare.org.uk

A national charity with branches throughout the UK, offering help to all those who have been bereaved, through counselling, social contact and advice on practical matters. For details of your local branch phone 01738 444 178 for Scotland and 020 8939 9530 for the rest of the UK.

The Compassionate Friends

National Office, 53 North Street, Bristol BS3 1EN

National Helpline: 0117 953 9639

Website: www.tcf.org.uk

Email: info@tcf.org.uk

An international organisation of bereaved parents offering friendship, support and understanding to other bereaved parents. Includes parents of adult children who have died.

Child Bereavement Network

Huntington House, 278-290 Huntington Street
Nottingham NG1 3LY

Tel: 0115 911 8070

Website: www.ncb.org.uk

Email: cbn@ncb.org.uk

A national organisation aimed at improving the quality and range of bereavement support for children, young people, their families and other caregivers. Offers information about support services.

Useful organisations

Marie Curie Cancer Care

Marie Curie hospices offer the following leaflets about helping bereaved children:

- Talking to children when someone close is very ill*
- Helping children when someone close dies*
- Questions children may want to ask when someone close to them has died*
- Teenage grief – things you might want to know*
- Books and cassettes for children, teenagers and adults about bereavement*

If you are not in contact with a Marie Curie hospice, the leaflets are available as a set from Marie Curie Cancer Care. There is a cost of £2.50 to cover postage and packing.

Please call 01793 582 500 to pay by credit card or send a cheque to the address below;

Attn: Lynne Cuss

Marie Curie Cancer Care, Unit 1, Enterprise House, Cheney Manor Industrial Estate, Cheney Manor Swindon SN2 2YZ

Please make all cheques payable to Marie Curie Cancer Care.

Your order will be despatched within 7 working days.

Useful organisations

Counselling

Your GP or practice nurse should be able to recommend a counselling service.

BACP (British Association for Counselling and Psychotherapy)

1 Regent Place, Rugby, Warwickshire CV21 2PJ

Tel: 0870 443 5252

Website: www.bacp.co.uk

Email: bacp@bacp.co.uk

Provides a factsheet about choosing a counsellor and can provide details of local counsellors, including those who have specialised training around bereavement and those who may be able to provide free or low cost counselling or offer concessions.

Financial and practical advice

Your local Benefits Agency should be able to provide you with information about bereavement benefits and any changes to your benefits or pension. For contact details look for the Benefits Agency display advert in the business section of the phone book.

Your local JobCentre or JobCentre Plus office should be able to provide you with information about bereavement benefits or other benefits. For contact details look for Employment Service in the business section of the phone book.

Useful organisations

The **Department for Work and Pensions** has a Public Enquiry Line and can answer questions on benefits or pensions, or suggest where else to call. Their phone number is 020 7712 2171 (9-5 Mon-Fri).

A **Marie Curie Cancer Care** leaflet called *Bereavement Benefits* is available from Alice Leckie, Principal Social Worker, Marie Curie Centre Fairmile, Frogston Road West, Edinburgh EH10 7DR.

National Association of Citizens Advice Bureaux
Myddelton House, 115-123 Pentonville Road London N1 9LZ
Tel: 020 7833 2181
Website: www.nacab.org.uk

Trained counsellors will give advice on problems and contacts of other local groups who will help. Look in the telephone directory for local offices.

The **Inland Revenue** has a leaflet IR45 *What to do about tax when someone dies* – available from any tax office or by calling the Inland Revenue Orderline on 08459 000404.

Interpreters: Social Services should be able to advise you on the availability of interpreters.

Help the Aged offers a summary sheet *Guide to Estate Administration* (available from the Legacies Department on 020 7239 1965) and its freephone advice line **SeniorLine** can help with advice on benefits and entitlements. Phone 0808 800 6565 (0808 808 7575 in Northern Ireland) 9am-4pm Mon-Fri.

Can you help?

Can you help?

Marie Curie Cancer Care is a charity. All our services are free of charge to patients and their carers.

Every year, Marie Curie needs to raise more than £50m from supporters to fund our work.

You can help us in many ways, from making a donation or volunteering, to remembering a loved one who has died through a Marie Curie Daffodil Fund, to running an event or leaving us a gift in your will.

If you would like to help, please call Supporter Services on 0800 716 146 quoting reference 2003BPCK. We can then send you more information or put you in touch with your nearest Marie Curie Cancer Care fundraising office.

About Marie Curie Cancer Care

Marie Curie Cancer Care

We welcome suggestions and complaints since these help us to improve our service. If you have any comments on this booklet or our service, please write to:

Mrs Gail Sharp
Caring Services Director
Marie Curie Cancer Care
89 Albert Embankment
London SE1 7TP

who will ensure that your feedback is passed to the appropriate person in the Charity.

Further information

If you received this booklet from one of our hospices, you will find information on local contacts in this back pocket. Please also see *Useful Organisations* section for further information on other organisations.

Do not stand at my grave and weep

Do not stand at my grave and weep
I am not there, I do not sleep.
I am a thousand winds that blow.
I am the diamond glints on snow.
I am the sunlight on ripened grain.
I am the gentle autumn rain.

When you awaken
In the mornings hush,
I am the swift uplifting rush
Of quiet birds in circled flight.
I am the soft stars that shine at night.
Do not stand at my grave and cry,
I am not there, I did not die.

This booklet has been provided by Marie Curie Cancer Care, free of charge

Charity Reg. no. 207994