NORTH·LONDON
HOSPICE

Registered Charity No. 285300

www.northlondonhospice.org

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What to do after a death in North London Hospice

How to register a death

The registration of death must take place at the office covering the area in which the death occurred, within 5 days (unless the registrar says you can take longer than this).

The following people are able to register the death:

- A relative, usually the closest one
- Someone who was present at the death
- Someone who is arranging the funeral with the undertaker

In order to register the death, the registrar will need the following information about the deceased:

- Medical certificate showing cause of death
- Date and place of death
- Full name and where applicable, maiden name
- Date and place of birth
- Full name of spouse (whether deceased or living)
- Their usual address
- Occupation (of the deceased and their husband, wife or civil partner (if applicable)
- Date of birth of their surviving husband, wife or civil partner (if applicable)
- If the deceased was getting a pension or benefits from the government

It is helpful but not essential to take the deceased's

- Birth certificate
- NHS medical card
- Passport
- Marriage or civil partnership certificate (if applicable)

The registrar will charge a fee for each copy of the death certificate. You might need several copies - for the will to be carried out, any pension claims, insurance policies etc. You may want to purchase more copies of the death certificate at this time, as the price increases considerably if you need more later on.

For more information, go to **www.gov.uk/after-a-death** or if you have any queries contact the Inpatient Unit on **020 8343 6815**.

Tell Us Once

This service allows you to inform local and central government services, (such as pensions, benefits etc), of the death in one go, rather than contacting them all individually. If you want to use this service, please mention it when making your appointment to register the death.

Deaths that occur in North London Hospice should be registered with the London Borough of Barnet:

Barnet Register Office Open: Mon-Fri, 8.30am–5pm
Hendon Town Hall Sat, 9am–4pm
The Burroughs, London NW4 4BG

You must make an appointment prior to visiting by calling 020 8359 6400

For cultural reasons, if you urgently need a Certificate for Burial or Cremation (green form) on a Bank Holiday, a limited service runs between 9am-10am. In this instance, contact the out of hours team on **020 8359 2000**.

For more information see **www.barnet.gov.uk** or call **020 8359 6400**

Making Funeral Arrangements?

We know you are experiencing a very difficult time and you may be thinking about arranging the funeral. Perhaps you may like to consider having flowers from immediate family members and ask others to make a donation to support the hospice instead.

When making these arrangements, if you would like to show your support by collecting donations at a funeral or memorial service, in lieu of flowers, we can help you. We can assist you with setting up an online funeral collection, offer donation envelopes and text for an order of service, and provide your place of worship or crematorium with a notice acknowledging that donations are being given in lieu of flowers.

Please contact the Fundraising Team on 020 8446 2288 or email fundraising@northlondonhospice.co.uk if you would like some support with holding a collection.

Alternatively, we invite you to visit our website at www.northlondonhospice.org/support-us/funeral-and-memorial-service-collection/

Our bereavement care

Bereavement support is available for family and friends of people who have died in the care of North London Hospice. Grief is normal after bereavement and many people manage with the support of family and friends. Some people find it helpful to meet with others who have been bereaved or to talk to someone one-to-one, to review and reflect upon their experience of loss.

We offer:

- one-to-one support
- group meetings with others in a similar position
- Ceremony of Remembrance, to honour the person you have lost

Bereavement support is provided by trained volunteers and takes place at our Finchley or Winchmore Hill sites. All personal information is treated confidentially.

If you would like some bereavement support, please contact the Bereavement Support Service

Telephone: 020 8343 6819

E-mail: nlhbereavement@northlondonhospice.co.uk

Approximately four to six weeks after your loss, we will contact you by letter or telephone with more information. Please let us know if you change your address, phone number or email details.

If you would like a copy of our Statement of Purpose that gives a full explanation of the services we offer, it is available on request.

How can you support the Hospice

North London Hospice is a registered charity, and all our care is provided completely free of charge. It costs over £13 million a year to keep our services going and we are only 40% NHS funded. We rely on our amazing community to help us meet the cost of caring for three out of every four patients.

Here are a few ways you can support us:

- **Make a donation** – donate online at **www.northlondonhospice.org**

- **Donate to our shops and find a bargain** - Take items such as books, bric-a-brac or clothing to our charity shops and maybe find a bargain while you are there.

- **Support us In Memory** – We know how important it is to be able to remember your loved one and we invite you to fundraise in their memory. Visit our website or ask for a leaflet to learn more.

- **Join a hospice event or hold your own** – Join our special events like Light Up A Life and Big Fun Walk, or run the London Marathon. Join our Green Team today.

- **Become a volunteer at the Hospice** – Volunteers are essential to the services we provide, and we rely on hundreds of amazing people each year to provide our vital care.

Visit **www.northlondonhospice.org**, contact the **Fundraising Team** on **020 8446 2288**, or email **fundraising@northlondonhospice.co.uk**

Under legitimate interest of The General Data Protection Regulations (2018), we may write to you to tell you about our activities including our In-Memory events.

If you do not wish to receive this information, please call the **Fundraising Department** on **020 8446 2288** or email **fundraising@northlondonhospice.co.uk**

NORTH LONDON HOSPICE SHOPS

Crouch End
020 8340 3269
21 Topsfield Parade, London, N8 8TP

East Finchley
020 8883 6493
123 High Road, London, N2 8AG

Enfield Town
020 8366 1297
60 Church Street, Enfield, EN2 6AX

Finchley Central
020 8349 0290
15 Ballards Lane, London, N3 1UX

Golders Green
020 8731 7807
41 Golders Green Road, London, NW11 8EE

High Barnet
020 8441 3325
94 High Street, Barnet, EN5 5SN

High Barnet Furniture Shop
020 3137 2326
120 High Street, London, EN5 5XQ

Mill Hill
020 8959 3162
18 The Broadway, London, NW7 3LL

Muswell Hill
020 8444 8131
44 Fortis Green Road, London, N10 3HN

New Barnet
020 8440 8424
63 East Barnet Road, Barnet, EN4 8RW

North Finchley
020 8445 5148
724 High Road, London, N12 9QD

North Finchley Furniture Shop
020 8343 6814
987 High Road, London, N12 8QR

Palmers Green
020 8447 8884
377 Green Lanes, London, N13 4JG

Southgate
020 8886 4342
71 Chase Side, London, N14 5BU

Turnpike Lane
020 8889 0660
19 High Road, London, N22 6BH

Whetstone
020 8343 9888
1297 High Road, London, N20 9HX

Winchmore Hill
020 8360 5220
743 Green Lanes, London, N21 3RX

Wood Green
020 8365 8622
212 High Road, London, N22 8HH

Useful telephone numbers:

GP: _____

District Nurse: _____

North London Hospice: **020 8343 8841**

NLH out of hours number: **07957 588273**

You will hear a recorded message. When it finishes, please leave the **PATIENT's name and telephone number**. If you do not hear from us within 15 minutes, call **020 8343 8841**.

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47 Woodside Avenue,
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For all patient related enquiries tel: 020 8343 8841 (First Contact team)
All other enquiries tel: 020 8343 6806
Fax: 020 8343 7672
Email: nlh@northlondonhospice.co.uk

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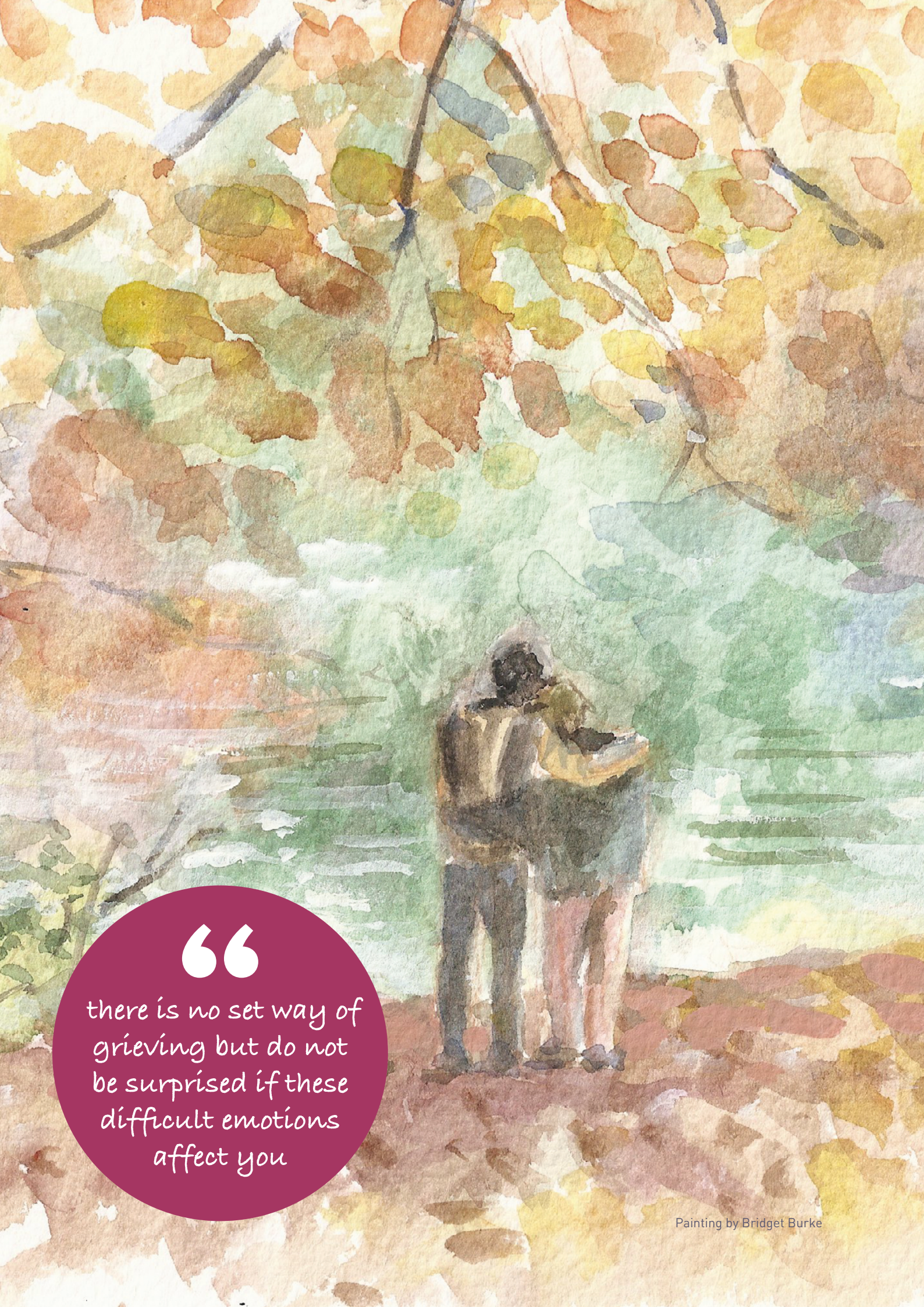
Bereavement

Finding meaning after loss



Painting by Bridget Burke

BEREAVEMENT

finding meaning after loss

The death of someone can affect people in unexpected ways. Grief is a natural and normal reaction but can affect us, both emotionally and physically.

How we respond to bereavement may vary according to our situation, background, beliefs, or a previous experience of loss. There is no 'normal' way to grieve, no expected way to feel, or a set time to start feeling more like ourselves again. We can be affected by the circumstances of the death or the relationship we had with the person who died. It is important to allow yourself to grieve in your own way.

Adapting and learning to cope when someone has died can be challenging. There will be significant days to get through such as birthdays and holidays. Relationships with other family members may change.

It might be difficult to express your thoughts and feelings with friends and family. However, sharing how you feel with someone else, or meeting others in a similar situation can be helpful.

How North London Hospice can help

Our Bereavement Service offers:

Individual Support

An opportunity to talk face-to-face with a designated trained volunteer or staff member.

Sessions usually take place at the Hospice sites in Finchley or Winchmore Hill and last for about an hour. In some circumstances we will consider home visits. Initially we will offer up to six sessions but further support can be provided if required.

- One-off sessions are also available.
- We can also offer telephone contact, if you prefer.

Group Support

We hold regular closed groups of up to eight people who meet for six sessions at our Finchley or Winchmore Hill site. These groups are facilitated by staff members and/or trained volunteers and provide an opportunity to meet others who are in a similar situation.

Walk and Talk Group

A regular, informal group enabling bereaved people to support each other whilst walking in pleasant, local surroundings.

For more information please call our Bereavement Support Team on **020 8343 8841** or visit **www.northlondonhospice.org** and other social media sites.

We regularly develop new groups and welcome any ideas you might have.

Other Support

Practical Help

After a bereavement, the thought of sorting out paperwork and belongings can seem overwhelming. We can signpost you to people who may be able to help.

Spiritual Care

Chaplains are available to discuss spiritual issues, whether you have a particular religious faith or not.

Ceremonies of Remembrance

The Hospice holds ceremonies at Finchley and Winchmore Hill, to remember and honour the lives of people close to us. For details and to book places, visit **www.northlondonhospice.org**, or email **ceremonies@northlondonhospice.co.uk**

Books & Resources

You may find it helpful to read about other people's bereavement experiences. We have a selection of books and leaflets on grief, loss and helping children and teenagers.

How can I receive Bereavement Support?

A member of the Bereavement Support Team will contact you up to eight weeks after your bereavement either by telephone or letter. If you, or any relatives or friends of the person who died would like some support, we will arrange a meeting to discuss how we can work with you to meet your needs.

Tel: **020 8343 6819**

Email: **nlhbereavement@northlondonhospice.co.uk**

47 Woodside Avenue, Finchley, N12 8TT (for sat nav use N12 8TF)

110 Barrowell Green, Winchmore Hill, N21 3AY

What people have said to us

"I keep thinking they are going to come back"

You will find a way of living without the person by your side but they will always be with you in your thoughts and memories.

"I try not to break down in front of my family and tend not to talk about things but bottle my feelings up"

It's ok to express your feelings and talk about the person who has died.

"I feel very lonely and I want to get back to normal"

When you feel ready, it is important to renew old interests and perhaps find new ones.

"I feel stressed, tired and ill"

It's not unusual to experience some physical changes. Grieving can be an exhausting process, yet you may find it difficult to sleep. Look after your own health and wellbeing and allow yourself a break from grieving.

"When is the right time to move his things?"

Whenever it feels right for you. Give yourself time to grieve rather than try to rush.

Painting by Bridget Burke

> When someone dies we lose the opportunity to mend things with them, which can be particularly upsetting.

Helping Children and Young People

Sometimes we think we should protect children from grief and are worried about saying or doing 'the wrong thing'. We wonder how to support them when someone close to them dies. Just as adults, children react to loss in different ways.

They might have questions, fears and powerful feelings. If they are left out of what is happening around them, they may feel confused and alone.

By giving children information honestly and openly in small chunks, allowing them to express their feelings and make informed choices, children can feel reassured, supported and understood.

We can provide guidance to adults who are supporting bereaved children and have resources that you can borrow. We can also signpost you to child bereavement organisations.

Other Available Resources

For Adults:

BARNET BEREAVEMENT SERVICE

Free bereavement counselling for Barnet residents

Telephone: 020 8441 3572

Email: barnetbereavement@tiscali.co.uk

ENFIELD COUNSELLING SERVICE

For Enfield residents

Telephone: 020 8367 2333

Email: ecs@onetel.com

www.enfieldcounselling.co.uk

HARINGEY BEREAVEMENT SERVICE

For adults (18+) living in the City or Hackney or registered with a City or Hackney GP. Support provided by St Joseph's Hospice in Hackney.

Telephone: First Contact Team: 0300 303 0400

Email: stjosephs.first.contact@nhs.net

CRUSE BEREAVEMENT CARE

National Bereavement charity offering support, advice and information helpline

Freephone tel: 0808 808 1677

www.cruse.org.uk

BEREAVEMENT TRUST HELPLINE

Open throughout the year from 6pm-10pm. Free, confidential and unlimited calls. Helplines available in Gujurati, Urdu, Mandarin and Cantonese.

Freephone tel: 0800 435 455

www.bereavement-trust.org.uk

ONLINE FORUMS:

Bereavement UK: www.bereavementuk.co.uk

Macmillan Online Community: www.community.macmillan.org.uk/groups

Sue Ryder Online Community: www.support.sueryder.org/community

Children and Young People:

GRIEF ENCOUNTER

Child bereavement charity supporting bereaved children and their families.

Helpline: 020 8371 8455

Email: support@griefencounter.org.uk

www.griefencounter.org.uk

HOPE AGAIN

Cruse Bereavement Care for young people

Freephone Helpline: 0808 808 1677

Email: hopeagain@cruse.org.uk

www.hopeagain.org.uk

RIPRAP

For teenagers who have a parent with cancer, including those whose parent has died.

www.riprap.org.uk

WINSTON'S WISH

Support for grieving children, young people and their families.

Freephone Helpline: 0808 8020 021

Email: info@winstonswish.org

www.winstonswish.org.uk

Winston's Wish service for young people:
www.help2makesense.org

If you have any suggestions

We are keen to work with you to develop new services and welcome your thoughts on how to improve what we offer. We also hold regular open **Feedback Groups** for you to share your thoughts about the care we provide, helping us to shape our services for the future.

We welcome your feedback, both good and bad. If you have any comments about our **Bereavement Service**, please let your Hospice contact know or contact:

Patient and Family Feedback Lead
Telephone: **020 8343 8841**
Email: **feedback@northlondonhospice.co.uk**

Or you can write to:

Declan Carroll, CEO,
North London Hospice,
47 Woodside Avenue, London N12 8TT

The Hospice is committed to providing a safe, calm, comfortable environment for patients and visitors with respectful working conditions for staff and volunteers. Bullying, harassment or threatening behaviour of any kind will not be tolerated. We will take prompt action to prevent any such conduct directed towards patients, visitors, staff or volunteers.

The Hospice has a duty to protect the privacy of all patients, staff, volunteers and visitors. Taking photos, filming or the recording of any person on the premises without permission is strictly prohibited.

Our **Statement of Purpose** gives a full explanation of the services we offer and is available on request.

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COVID-19 outbreak: Changes to registering a death

Hendon Town Hall is now closed. All deaths will be registered over the telephone.

Organising a registration, please note:

1. The Hospice will organise for the Medical Certificate of Cause of Death (MCCD) to be scanned and sent by email to **registrars@barnet.gov.uk** from the doctor who has completed the certificate.

Scans can only be accepted from Hospitals, Doctor's Surgeries and Doctors using their secure email addresses.

2. The Next of Kin then call Barnet Registrars **020 8359 6400**, option 1.
Their Contact Centre will arrange for one of their Registrars to call them back and complete the registration.

At this time, Barnet Registrars will be emailing the Next of Kin a copy of the Certificate for Burial or Cremation 'Green', which will enable the family to go ahead with the funeral.

Out of hours for same day burials and cremations

A registrar will be available Saturday and Sunday from 9am to 11am for same day burials and cremations only. Please call 020 8359 2000

What to do when someone dies

Department for Work & Pensions

A step by step guide

This guide will help you to check what you need to do after a death. It includes information about registering the death, notifying government departments and finding help to sort out financial issues.

This guide provides advice, information and support to anyone who has been bereaved.

We have many different ways we can communicate with you

If you would like braille, British Sign Language, a hearing loop, translations, large print, audio or something else please contact us for free on **0800 731 0469** (Option 2) or Textphone **0800 731 0464** for deaf or hard of hearing.

Getting help and support

The Bereavement Service at the Department for Work and Pensions will help bereaved relatives with pensions and benefit advice. To contact us for free, call **0800 731 0469** (Option 2) or Textphone **0800 731 0464** for deaf or hard of hearing.

The Cruse Bereavement Care Freephone Helpline for England and Wales is staffed by trained bereavement volunteers, who offer emotional support to anyone affected by bereavement. To contact them for free, call **0808 808 1677**.

Cruse Scotland is available in Scotland. To contact them, call **0845 600 2227**. Calls cost 5p per minute plus your phone company's access charge.

Silver Line is a free confidential helpline providing information, friendship and advice to older people, open 24 hours a day, every day of the year. To contact them for free, call **0800 470 8090**.

Age UK is a free confidential helpline providing information, open 8am - 7pm every day of the year. To contact them for free, call **0800 678 1602**.

Local councils may offer help and support. Go to **www.gov.uk/find-local-council** for information.

Citizens Advice may offer help and support. Go to **www.citizensadvice.org.uk** for information.

GOV.UK is the best place to find government services and information. This guide is only a copy of selected information taken from **www.gov.uk** The latest information is always available online. If needed, ask a friend or a family member to help you. For the full information go to **www.gov.uk/after-a-death**

DWP28 V1 03/2020

The boxes are here to help you, if needed. You can tick them when the step is completed. ☑

Step 1

Register the death within 5 days in England and Wales, 8 days in Scotland

This includes weekends and bank holidays. Go to **www.gov.uk/register-a-death** for information.

To stop or change benefit payments, tell us about the death straight away. Call the Bereavement Service for free on **0800 731 0469** (option 2) or Textphone **0800 731 0464** for deaf or hard of hearing.

Step 2

Arrange the funeral

If you are arranging a funeral and get certain benefits, you may be able to get help with funeral costs. This is Funeral Expense Payment if you live in England or Wales or Funeral Support Payment if you live in Scotland.

Go to **www.gov.uk/funeral-payments** for information.

There are many low cost options available when arranging a funeral. Using the internet may help you to find a funeral package that meets your needs.

Step 3

Tell government departments and organisations about the death

The Tell Us Once service lets you report a death to most government departments in one call. Call Tell Us Once for free on **0800 085 7308** or Textphone **0800 141 2218** for deaf or hard of hearing.
Go to
www.gov.uk/after-a-death/organisations-you-need-to-contact-and-tell-us-once for information.
You may also need to tell banks, insurance companies, utility companies and landlords yourself.

Step 4

Check if you can get bereavement benefits

You may be able to get financial help:

- Bereavement Support Payment if your spouse or civil partner has died. Go to **www.gov.uk/bereavement-support-payment** for information
- Guardian's Allowance if you are bringing up a child whose parents have died. Go to **www.gov.uk/guardians-allowance** for information

Deal with your own benefits, pension and taxes

Your tax, benefit claims and pension might change depending on your relationship with the person who died. Go to **www.gov.uk/death-spouse-benefits-tax-pension** for information.

Check if you need to apply to stay in the UK

If your right to live in the UK depends on your relationship with someone who died you might need to apply for a new visa. Go to **www.gov.uk/visas-partner-dies** for information.

Step 5

Deal with their estate

You may need to apply for the right to deal with the estate of the person who has died (also called probate). Go to **www.gov.uk/probate-estate** for information.

NORTH·LONDON
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North London Hospice Bereavement Café on zoom

What?
An informal opportunity to meet others in a similar situation in a friendly and confidential space.

When?
Tuesday evenings 6pm—7pm and
Thursday mornings 10.30-11.30am

How?
Contact Sarah Pitcher (Administrator)
on **0208 343 6819** for zoom link

What participants have said:

'It was such a relief to 'meet' with others who have felt the same as I do'

'It's good to share experiences and realise that I am not alone'

'I knew if I didn't like it I could leave at any point'

'There was absolutely no pressure on me to say anything'

'It surprised me how much it's helped'

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