

SUPPORTING YOU AFTER A DEATH

Practical help
and guidance



SUPPORTING YOU AFTER A DEATH

We hope the contents of this booklet will be helpful to you and your family and friends at a sad and difficult time.

It contains practical information about what to do after a death and details about the support St Christopher's can offer to you.

This booklet contains the following:

- Guidance on what to do after a death
- Advice on preparing and paying for the funeral
- Resources to help you through your bereavement
- Information on ways you can remember your relative or friend whilst supporting St Christopher's
- For inpatients at the hospice only – medical certificate of cause of death and envelope (slotted in).

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WHAT TO DO WHEN SOMEONE DIES

There are three things you must do in the first few days after someone dies:*

- Get the medical certificate. This will be given to you by the hospice, GP or hospital doctor, depending on where the death occurred. You will need this to register the death
- Register the death within five days. You'll then get the documents you need for the funeral
- Start to plan the funeral – you can use a funeral director or arrange it yourself.

*If the death needs to be reported to a coroner – see **When a death** is reported to a coroner at the end of this section.

THE MEDICAL CERTIFICATE

The medical certificate is issued by a doctor who has recently seen the deceased. It shows the cause of death. The medical certificate needs to be taken to the Register Office to register the death.

When someone dies at St Christopher's Hospice or at a hospital, the nursing staff will contact the family or named contact and arrange to give the next of kin or person registering the death the medical certificate. The deceased will usually be able to stay for a short time at the hospice (or hospital mortuary if

they die in hospital) until the funeral is arranged or the funeral director takes them to their own chapel of rest. The doctor will need to issue extra documents ready for the funeral director if the funeral is going to be a cremation.

When someone dies at home, the GP dealing with their care needs to be contacted immediately. Most GPs have arrangements for 24 hour services. The GP will provide the medical certificate to the family and cremation documents for the funeral director if relevant. You can arrange for a local funeral director to come and take the deceased to their chapel of rest where they can remain until the funeral. Most funeral directors run a 24 hour service.

REGISTERING THE DEATH – WHAT DO YOU NEED TO DO?

Who can register the death?

You can register the death if you are:

- a relative
- someone present at the death
- an administrator from the hospice/hospital
- the person making arrangements with the funeral directors.

You should register the death within five days (unless the death is reported to a coroner). You will normally need to make an appointment at the register office. Most deaths are registered at the local authority register office in the area in which the person died. For people who die at St Christopher's Hospice this is the Bromley Register Office.

You can go to any register office to register the death, but if you use a register office in another area, the documents will need to be sent to the office in the area where the person died before they are issued to you. This is likely to cause some delay.

You will need to take the medical certificate showing the cause of death (signed by a doctor) with you to the appointment.

If available, take the person's:

- birth certificate
- Council Tax bill
- driving licence
- marriage or civil partnership certificate
- NHS medical card
- passport

- proof of address (e.g. utility bill).

You will need to tell the registrar:

- the person's full name at the time of death
- any names previously used, e.g. maiden name
- the person's date and place of birth
- their last address
- their occupation
- the full name, date of birth and occupation of a surviving or late spouse or civil partner
- whether they were getting a State Pension or any other benefits.

You should also take supporting documents that show your name and address (e.g. a utility bill) but you can still register a death without them.

Most register offices have access to the Tell Us Once service which can be used to report the death to most government organisations and local government organisations.

For more information about the Tell Us Once service visit [gov.uk/after-a-death](https://www.gov.uk/after-a-death).

LOCAL REGISTER OFFICES

Bromley Register Office

Civic Centre, Stockwell Close, Bromley BR1 3UH

Telephone **0300 303 8667**

To register deaths outside of hours for urgent burial for religious reasons, call the Duty Registrar on the council's out-of-hours emergency line **0300 303 8671**

Visit bromley.gov.uk for more information.

Croydon Register Office

Ground Floor Offices, Croydon Town Hall, Fell Road, Croydon CRO 1NX

Telephone **020 8726 6300**

Email register.office@croydon.gov.uk

To book an appointment online, or for more information, visit croydon.gov.uk

Emergency service for registering deaths outside of hours for urgent burial for religious reasons **07909 893 145**

Please note that Croydon does not have access to the Tell Us Once service.

Lambeth Register Office

Contact the Customer Centre on **020 7926 9420** or book an appointment online at lambeth.gov.uk/births-deaths-ceremonies-and-citizenship/deaths-and-funerals-sub-site/register-death/make-appointment-register-death

Visit lambeth.gov.uk for more information.

Lewisham Register Office

368 Lewisham High Street, London SE13 6LQ

Telephone **020 8314 9268**

Emergency service for registering deaths outside of hours for urgent burial for religious reasons **020 8314 6000**.

Visit lewisham.gov.uk for more information.

Southwark Register Office

34 Peckham Road, London SE5 8QA

Telephone **020 7525 7669**

Visit southwark.gov.uk for more information.

WHEN A DEATH IS REPORTED TO A CORONER

A doctor may report the death to a coroner if:

- the cause of death is unknown
- the death was violent or unnatural
- the death was sudden and unexplained
- the person who died was not visited by a medical practitioner during their final illness
- the medical certificate isn't available
- the person who died wasn't seen by the doctor who signed the medical certificate within 14 days before death or after they died
- the death occurred during an operation or before the person came out of anaesthetic
- the medical certificate suggests the death may have been caused by an industrial disease or industrial poisoning.

The coroner may decide that the cause of death is clear. In this case:

- The coroner issues a certificate to the registrar stating a post-mortem isn't needed
- The doctor signs a medical certificate
- You take the medical certificate to the registrar.

POST-MORTEMS

The coroner may decide a post-mortem is needed to find out how the person died. This can be done either in a hospital or mortuary.

You can't object to a coroner's post-mortem. However, the coroner must tell you (and the person's GP) when and where the examination will take place if you have asked for that information.

After the post-mortem

The coroner will release the body for a funeral once they have completed the post-mortem examinations and no further examinations are needed. If the body is released with no inquest, the coroner will send a form ('Pink Form – form 100B') to the registrar stating the cause of death.

The coroner will also send a 'Certificate of Coroner – form Cremation 6' if the body is to be cremated.

MEDICAL EXAMINER

After the death, you may receive a telephone call from a doctor called a medical examiner. Medical examiners are senior medical doctors who have a statutory responsibility to scrutinise the cause of all deaths.

The purpose of the medical examiner system is to:

- provide greater safeguards for the public by ensuring independent scrutiny of all non-coronial deaths
- ensure the appropriate direction of deaths to the coroner
- provide a better service for the bereaved and an opportunity for them to raise any concerns to a doctor not involved in the care of the deceased
- improve the quality of death certification
- improve the quality of mortality data.

The medical examiner will discuss the cause of death with you and establish if you have questions or any concerns with the care the person received before their death

ST CHRISTOPHER'S MORTUARY

St Christopher's has its own mortuary facilities where patients who we look after on the inpatient unit can remain on a short-term basis. This is to give families and friends the time to make funeral arrangements. During this time, families and friends can request to spend time with the person who has died in our viewing room.

We do ask that families try their best to arrange for the funeral director to collect the person who has died within five working

days as we only have a small facility and need to make sure we can support all patients who die at the hospice. If you anticipate there may be difficulties in arranging for a funeral director to come during this time please do let us know, so that we can assist.

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HELP PREPARING FOR THE FUNERAL

Preparing the funeral service can be a difficult thing to face. We hope the information here will help you as you make choices and arrangements.

WHEN YOU CAN VISIT A FUNERAL DIRECTOR

You can make arrangements with a funeral director before the death is registered, but the funeral director will need to see some of the paperwork you receive from the registrar before the funeral can take place.

WHAT SORT OF FUNERAL

You can decide what you would like to include in the funeral. Poetry, prose, music, hymns, readings from religious texts and a person to talk about your family member or friend can be included. Many families do this together, often with the person who will lead the funeral.

Funerals can be religious or non-religious and everything in between.

If you have your own faith leader, this person will be the natural choice to help you with the planning of the service and will lead the funeral for you. If you do not have a person to ask, the funeral director will have a number of possible contacts. These will range from a faith leader to a non-religious celebrant.

A list of celebrants can be found at humanists.uk.

These websites can help you think about what to include:

- dignityfunerals.co.uk/arranging-a-funeral/planning-a-funeral/funeral-music
- uk-funerals.co.uk/funeral-poems.html
- naturalendings.co.uk/helpful-resources/funeral-poetry.

A funeral can be held in a place of worship, a crematorium chapel, at home, or in the open air at a natural burial ground.

Ecologically friendly funerals have become more popular. The body or ashes are buried in a woodland setting and a wicker or other sustainably sourced coffin used. You may find that the nearest green burial site is some distance away, so it could be less easy for family or friends to visit the grave site easily. The website naturaldeath.org.uk will help you to find a burial ground.

FUNERAL DIRECTORS

These websites may help you choose a funeral director if you are going to use their services:

- National Association of Funeral Directors nafd.org.uk
- Society of Allied and Independent Funeral Directors saif.org.uk.

Unless you have a particular firm that you know well, it is advisable to visit two or three and ask for written itemised quotes. This will help you to know what each aspect of the funeral might cost and to keep to your budget.

Burials are more expensive than cremations and if you wish to be buried outside your borough you could be charged for the grave.

PLANNING A FUNERAL WITHOUT A FUNERAL DIRECTOR

If a funeral director is not involved, you will need to liaise directly with the cemetery or crematorium office where the funeral is to take place. There are guidelines to help with this.

A website which will help you organise the funeral yourself is naturaldeath.org.uk.

If you would like advice or information about funeral planning our chaplain is available to assist you.

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HELP PAYING FOR THE FUNERAL

Funerals can be expensive so it is worth discussing with family and/or friends what is important and how the cost will be met before arrangements are made.

The person who registers the death will be given the Certificate for Burial or Cremation (the 'green form'). This gives permission for burial or for an application for a cremation and should be passed on to the funeral director.

The person who signs the contract with the funeral director becomes responsible for paying for the funeral. This does not have to be the same person who registers the death.

Some funeral directors will ask for a deposit to cover 'disbursements' (these are costs the funeral director will need to pay out to other parties e.g. burial or cremation costs) before they set the funeral date.

FUNERAL PLANS

It is worth checking whether a pre-paid funeral plan exists as some people prefer to make their own plans before they die. You can make additions to the plan if it does not provide all the things you want.

PAYING FOR THE FUNERAL FROM THE ESTATE

If the deceased left any money (including life assurance payments), it is expected that this will be used to pay for the

funeral. Most banks will usually agree to release money from the deceased's account(s) to pay for the funeral before any other matters are dealt with. The bank will let you know what documents you need to provide, but it is normal for them to ask for a copy of the death certificate and an invoice from the funeral director.

FUNERAL EXPENSES PAYMENT

If the person who has died has not left enough money to cover the cost of the funeral, you may be eligible for a Funeral Expenses Payment from the Department of Work and Pensions.

What you will get

The Funeral Expenses Payment is limited to cover certain costs necessary for organising the funeral including burial or cremation fees. You can also get up to £1,000 for any other funeral expenses, such as funeral director's fees, flowers or the coffin.

If the person who died had a pre-paid funeral plan, you will only get help for necessary items not covered by the plan.

Any money available at the time of their death, from the deceased's accounts (in their sole name) or given from other sources to pay for the funeral e.g. from a charity or other

family members will be deducted from the amount you are given for the Funeral Expenses Payment.

You will be expected to repay the Department of Work and Pensions if you get any money at a later date from the deceased's estate. The estate includes any money or property they had but not a house or personal things left to a widow, widower or surviving civil partner. This also includes any award from an insurance policy paid out on the deceased.

Eligibility

To get a Funeral Expenses Payment you must be responsible for the funeral and you (or your partner) must be receiving one of the following benefits:

- Universal Credit
- Pension Credit
- Income-related Employment and Support Allowance
- Housing Benefit
- The disability or severe disability element of Working Tax Credit
- One of the extra elements of Child Tax Credit
- Income-based Jobseeker's Allowance

- Income Support.

To get a funeral payment you must also be one of the following:

- the partner of the deceased when they died; or
- if there is no partner, a close relative or close friend of the deceased.

You will only qualify to get a Funeral Expenses Payment as a close relative or friend if:

- there are no other close relatives of the deceased; or
- all of them are receiving one of the qualifying benefits listed above; or
- you can demonstrate that their relationship with the person who has died had broken down.

When to claim

You must apply for a Funeral Expenses Payment within six months of the funeral, even if you are waiting for a decision on a qualifying benefit.

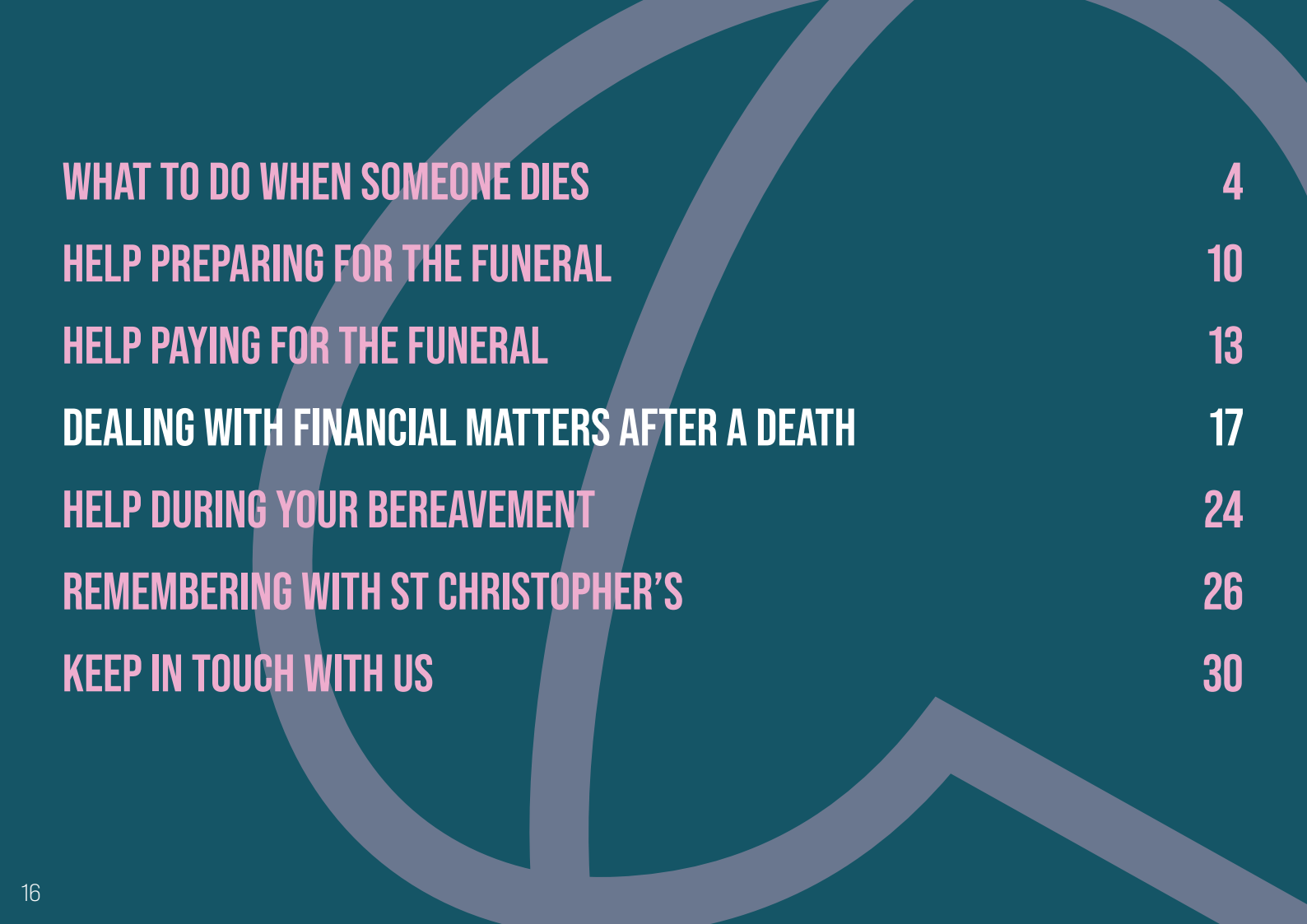
How the money is paid

If the funeral director has not been paid then the money is paid to them. If the funeral director has been paid, the money will be paid into your bank account.

How to claim

Claim by calling the Bereavement Service Helpline on **0800 151 2012**. An adviser will also help you claim any other bereavement benefits you might be entitled to.

You can also claim by post. Download the SF200 claim form at [gov.uk/government/publications/funeral-payment-claim-form](https://www.gov.uk/government/publications/funeral-payment-claim-form), fill it in and then send it to the address on the form.



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DEALING WITH FINANCIAL MATTERS AFTER A DEATH

DEATH CERTIFICATES

When registering a death the registrar will provide a certified copy of the death certificate. The certificate is official proof showing that the person has died. You may need several certified copies to send to a different range of organisations including banks or insurance companies. There is a small charge for additional copies.

WILLS

It is important to know whether there is a Will as soon as possible. The person(s) named as the Executor(s) in the Will are responsible for dealing with all financial affairs including arranging the funeral. The deceased may have included details about their funeral in the Will.

If there is no Will, the intestacy rules apply and it is usually the spouse, married/civil partner or closest relative (aged over 18) of the person who has died who has responsibility for dealing with the estate.

You can get more information about the intestacy rules at gov.uk/inherits-someone-dies-without-will.

If you are the named executor and are unable or unwilling to act, you can appoint someone to act on your behalf or you can officially withdraw through the probate procedure (for

more about probate, see later in this section). This will enable someone else to apply to act instead.

FUNERAL EXPENSES

Funeral expenses need to be covered first before the estate is distributed. If the deceased had money in a bank account, the bank will generally release funds to pay for the funeral. The bank will need to see a copy of the funeral director's invoice together with a certified copy of the death certificate.

TAX AND BENEFITS

When someone dies, you need to inform the relevant government departments such as the tax and benefit offices. You need to do this as soon as possible after the death. Most register offices offer a service as part of registering the death where they will assist you to do this (The Tell Us Once Scheme). Any outstanding benefit or tax debts will need to be met from the estate if there is one.

If your partner has died and you were claiming benefits as part of a couple, you will need to make a new claim in your own right.

BEREAVEMENT SUPPORT PAYMENTS

If your partner has died, you might be able to claim Bereavement Support Payment.

If you and your partner weren't married or in a civil partnership, you can only claim Bereavement Support Payment if:

- you look after a child who lived with you and your partner
- you get Child Benefit for this child
- you were under your State Pension age when your partner died.

Your partner must have either:

- paid National Insurance contributions for at least 25 weeks in one tax year; or
- died because of an accident at work, or a disease caused by their work.

When you apply, the DWP will check to see if your partner paid enough National Insurance contributions.

If you don't have children, you can get a lump sum payment of £2,500 and monthly payments of £100 for up to 18 months.

If you have children or you're pregnant, you can get a lump sum payment of £3,500 and monthly payments of £350 for up to 18 months. Amounts may differ due to changes in law for Bereavement Benefit Support.

You can get Bereavement Support Payments if you are working – it is not affected by the money you earn and is paid in addition to all other benefits you may be entitled to.

You should try and fill in the form within three months of your partner's death to get the full amount of money. After three months, the DWP will count your application as late. You'll lose one monthly payment for every month your application is late. To get the lump sum, your application must reach the DWP within 12 months of your partner's death.

To make a claim for Bereavement Support Payment you can apply:

- online at [gov.uk/bereavement-support-payment](https://www.gov.uk/bereavement-support-payment)

by calling the Bereavement Service Helpline on **0800 151 2012**

- by post.

To get a claim form, you can either:

- download a Bereavement Support Payment claim form at [gov.uk/government/publications/bereavement-support-payment-claim-form](https://www.gov.uk/government/publications/bereavement-support-payment-claim-form); or
- contact your nearest Jobcentre Plus to get one through the post.

STATE RETIREMENT PENSION

If your husband, wife or civil partner has died you may be able to inherit some of their State Retirement Pension. This is dependent on their National Insurance record. You should contact the Pension Service to check what you can claim.

CARER'S ALLOWANCE

If you were receiving Carer's Allowance for looking after the person who has died (or had an underlying entitlement), you can continue to get it for eight weeks after the death. This may mean that you get extra Pension Credit, Income Support, Employment and Support Allowance, Universal Credit, Housing Benefit or Council Tax Support if you qualify for these benefits during this period.

BENEFITS FOR CHILDREN LIVING WITH YOU

If you have one or more dependent children living with you, you may be able to claim one or more of the benefits listed below:

Child Benefit

Child Benefit is paid until the child is 16 (or until the child is 20 if they are in approved education or training). If the person who has died was receiving Child Benefit for the child, you will need

to make a new claim in your name. You should contact the Child Benefit Office to make a claim.

Guardian's Allowance

Guardian's Allowance is paid in addition to Child Benefit for any dependent children who are living with you where both parents have died or, in some circumstances, one parent has died and the other is unavailable. You can claim through the Child Benefit Office.

BENEFITS IF YOU HAVE A LOW INCOME

If you are under pension age and have a low income you may be entitled to Universal Credit. If appropriate, Universal Credit includes help towards rent costs and additional amounts for any dependant children you are responsible for. You may be eligible for Council Tax Reduction for help with Council Tax.

If you are over pension age and have a low income you may be able to claim Pension Credit together with Housing Benefit to help with rent payments. Pension Credit can include additional amounts for any dependant children you are responsible for. You may be eligible for Council Tax Reduction for help with Council Tax.

For full details on welfare benefits and pensions, including contact telephone numbers, please visit [gov.uk/browse/benefits](https://www.gov.uk/browse/benefits).

OCCUPATIONAL AND PRIVATE PENSIONS

Occupational and private pensions all have their own rules. Some pensions will continue to pay a pension to the bereaved partner (usually a proportion of the original pension). You will need to contact the pension provider to get advice about what you could be entitled to and making a claim.

DEALING WITH THE ESTATE

Everything owned by a person who has died is known as their estate. This includes most life assurance payments.

Assets owned jointly with another person generally pass directly to the other joint owner(s) and may not be included as part of the estate. With a jointly owned home or other property you may need to ascertain if it is owned jointly as a 'beneficial joint tenancy' or as 'tenants in common'. If the property is owned as a 'beneficial joint tenancy', the surviving person automatically inherits the whole property. If the property is owned as 'tenants in common', each tenant owns their own share separately and the deceased's share will become part of their estate.

It can sometimes be advisable for the person dealing with the estate to open a new bank account on behalf of the estate so it is clear how things are being dealt with.

LIFE ASSURANCE

Life assurance payments are usually made to the estate. Some can be paid out very quickly, especially if they are designed to meet funeral costs. The insurance provider will advise you what is needed to make the claim. If the person who died completed a Beneficiary Nomination Form, then the money can be paid directly to the beneficiary/beneficiaries and does not form part of the deceased's estate.

DEALING WITH DEBTS

Any debts owed by the person who died will usually be expected to be paid out of any estate remaining after funeral costs have been met. However, debts taken out jointly will pass to the remaining parties and mortgages not covered by insurance will remain on any property. If there is no estate left to pay the debts owed solely by the person who has died, they will be written off. If there is some money available but not enough to cover the amount owed, the creditors will expect the remainder to be apportioned to them all according to the amount owed.

PROBATE AND LETTERS OF ADMINISTRATION

Probate is the legal authority to deal with the estate. If there is a Will the executors named in the Will may need to apply for

probate through their local probate registry. If there is no Will or the executors are unable to act, the person dealing with the estate may need to apply for 'letters of administration' instead. Applying for probate or letters of administration may not be necessary if the estate is small (under £5,000 as a guide) or if the distribution of the estate is uncomplicated.

You should seek advice from the banks or other financial institutions involved to see if they require it. Applying for probate or letters of administration involves completing the relevant forms and sometimes attending an interview at the local probate registry. There is a charge for doing this although you can apply for it to be waived in some circumstances.

For more information about probate visit www.gov.uk/wills-probate-inheritance/overview. You can contact the HMRC Probate and Inheritance Tax Helpline on 0300 123 1072 for further information, to request the relevant forms to be sent to you and to identify your nearest probate registry.

DO YOU NEED A SOLICITOR?

Many executors and administrators act without a solicitor. However, if the estate is complicated, it is advisable to get legal advice. Charges for administering an estate can vary widely so it is a good idea to shop around if you think that you do need a solicitor to act for you.

WHO CAN INHERIT?

If there is a valid Will, the person named as the executor is expected to distribute the remaining estate (after the funeral costs and any debts are paid) in accordance with the content of the Will. There are limited circumstances where this can be changed. You should seek legal advice if this is a consideration.

When a person dies without leaving a valid Will (intestate), the estate must be divided according to the 'rules of intestacy'. These rules set out who and how much people can inherit according to whether they are the surviving spouse or civil partner or along a set line of close relatives to the deceased. Only married or civil partners and some other close relatives can inherit under the rules of intestacy.

You can get more information about the intestacy rules at gov.uk/inherits-someone-dies-without-will.

INHERITANCE TAX

Inheritance tax may have to be paid subject to the value of the estate (and the appropriate share of any jointly owned assets which have passed to other joint owners).

For further information including the current threshold and exemptions please visit gov.uk/inheritance-tax.

USEFUL CONTACTS

You may find the following telephone numbers useful:

Bereavement Advice Centre (independently funded service)

Telephone **0800 634 9494**

Down to Earth (helps with finding an affordable funeral)

Telephone **020 8983 5055**

Email downtoearth@qsa.org.uk

quakersocialaction.org.uk/we-can-help/helping-funerals/down-earth

DWP Bereavement Service Helpline

Telephone **0800 151 2012**

HMRC Probate and Inheritance Tax Helpline

Telephone **0300 123 1072**

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HELP DURING YOUR BEREAVEMENT

Most people will experience bereavement at some time in their life. Everyone reacts to their loss in their own way. Grief can be very painful and may give rise to feelings and thoughts that you don't expect.

When someone who is important to us dies, it can leave an empty space in our lives and it is natural to experience strong feelings. Perhaps you feel sad that they are no longer with you, bad that you could not do enough, guilt about your relief that they no longer have to suffer illness or frailty, anxious about how your life will be changed. There may also be practical problems for you and other people who share your loss, such as children or family members.

Some people find it helpful to talk about their loss, either one-to-one or in a group. Others may seek practical advice. Some find it helpful just to visit the hospice again. Do drop in for a cup of coffee, spend some quiet time in the Pilgrim Room at St Christopher's Hospice or in the Caritas Centre Quiet Room, or relax in the gardens.

All the bereavement support we provide is free. If at any time you feel that you need help during your bereavement please call **020 8768 4599** or email stchadmin-bereavement@stchristophers.org.uk.

Please ask for a leaflet for more information and advice.

CANDLE CHILD BEREAVEMENT SERVICE

The Candle Child Bereavement Service is based at St Christopher's in Sydenham. It offers individual, family and group support to children, young people and their families when someone close to them has died.

Candle works with children and young people who live in Bromley, Croydon, Lambeth, Lewisham and Southwark.

If you would like bereavement support for someone under 18 please call us on **020 8768 4533** or email candle.bereavement@stchristophers.org.uk.

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REMEMBERING WITH ST CHRISTOPHER'S

There are many ways you can do this and we've included a few in this section. Why not take a look and see if there's something that feels right for you?

VISIT THE PILGRIM ROOM

We know that remembering someone who has died is important. You are welcome to visit the Pilgrim Room at St Christopher's Sydenham at any time if you would like to write in the memories book, or light a candle. Special days can rekindle memories, both good and difficult and the Pilgrim Room is a quiet space which allows time to remember alone or with family and friends.

ATTEND A SERVICE

You will be invited to a Thanksgiving and Memorial Service around 12 months after the death of your relative or friend. We invite the first named person held on our records and extend an invitation for that person to bring others with them. To make sure you receive an invitation, contact our Chaplain. If you would rather not be invited, please just let our Chaplain know.

The service is a mixture of poetry, prose, music and some prayers. There is a time to remember within this service when names are read and candles lit in remembrance.

DONATIONS IN MEMORY OF YOUR LOVED ONE

Many people choose to honour the memory of someone special by fundraising in their name. By doing so, you help to support your local hospice, St Christopher's, so others can benefit from our care and support in the future.

FUNERAL DONATIONS

Holding a collection at a funeral is a very personal way of supporting our work and remembering a relative or friend. We try to make this as easy as possible by providing online collections, which allow you to post the details of the funeral as well as inviting donations and messages. In addition there are special funeral collection boxes and in memory envelopes for you to use at the funeral itself. For more information visit stchristophers.org.uk/funeraldonations or call the Fundraising team on [020 8768 4575](tel:02087684575).

SNOWDROP FUND

A Snowdrop Fund is your online space to remember someone special forever. This online tribute allows you to post photographs, share memories and stories as well as invite donations. You stay in control of the space and can make it private or public, keeping it for as long as you wish. Many people find it comforting to revisit their Snowdrop Fund

on anniversaries and other significant days. It can be used just for funeral donations or you can add other fundraising at a later date. It takes just a few minutes to set up your Snowdrop Fund at stchristophers.org.uk/give-in-memory/tributes.

TRIBUTE TREE

Our unique Tribute Tree sculpture at our Sydenham hospice offers a wonderful way to remember someone special. Your dedicated copper leaf is engraved with your personal message. For more information, visit stchristophers.org.uk/tributetree.

WALK OF LIFE

This peaceful pathway meanders through the gardens at our Bromley site. The memorial bricks are dedicated with special messages to loved ones. To find out how to make a dedication, visit stchristophers.org.uk/walk-of-life.

FUNDRAISING CHALLENGES

You may wish to take up a challenge in memory of your loved one or hold a fundraising event. Our fundraising team can help support your ambitions, from coffee mornings to sky dives. All fundraising in memory of your loved one, at any time, is collated together so you will know how much has been raised

in total in their name. To find out more, visit stchristophers.org.uk/fundraising.

LEAVING A GIFT TO ST CHRISTOPHER'S IN YOUR WILL

After the death of a family member, many people find they need to update their Will. St Christopher's can support you in this, including our twice-yearly Will Week when local solicitors waive their fees in return for a donation to St Christopher's. When remaking your Will you may want to consider pledging a small gift to St Christopher's in memory of your loved one, which will help give expert care to future generations.

For information about writing your Will and leaving a gift to St Christopher's, visit stchristophers.org.uk/gifts-in-wills or call 020 8768 4575.

WE ARE HERE TO HELP

We know the days after the death of someone close to you are full of practicalities at a difficult time. Our friendly Fundraising team will try to make it as easy as possible for you to support St Christopher's in memory of your loved one.

Call them on 020 8768 4575 (Monday to Friday, 9am-5pm, or leave a message and they will call you back as soon as possible) or email fundraising@stchristophers.org.uk.

OTHER WAYS TO SUPPORT US

Volunteer for us

St Christopher's is supported by over 1,200 volunteers who commit time and energy to the services the hospice provides – without them we would not be able to support the many people who need our help.

We have a wide range of volunteer opportunities available from supporting our shops or fundraising events, helping with administration tasks or supporting patients and their families at the hospice.

Hilary Lambert is just one of our volunteers and said she 'wanted to give something back' after St Christopher's cared for her son, Aaron, in 2014. Hilary now volunteers on our inpatient wards and at our monthly concerts, and says: "I get comfort from being at the hospice and have met some lovely people who have experienced the care of St Christopher's and understand. I feel my experiences have also given me empathy so I'm able to be a good support to patients and their families."

If you'd like to join Hilary and the rest of the team then visit our website at stchristophers.org.uk/volunteering to find out more.

Fundraise for us

We are a registered charity and need to raise £15 million each and every year to provide our caring services. Every donation, however small, makes a big difference to the hospice.

However you may choose to support us, whether it's leaving a gift in your will, setting up a regular donation, taking part in one of our events or holding a bake sale, your support is much appreciated.

If you're interested in fundraising for us and would like some inspiration please visit our website at stchristophers.org.uk/fundraising.

Donate to our shops

Last year St Christopher's shops contributed over £1 million towards our annual running costs. Whether you decide to shop, volunteer or donate items we can sell, you will be helping us achieve so much more. We have 23 charity shops across the area we serve and full listings can be found on our website at stchristophers.org.uk/shops.

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KEEP IN TOUCH WITH US

Join us and become part of the hospice community to ensure end of life care continues for patients and their families. Your details are safe with us. We will never share them with anyone else. Post this form to us using either address on the back page, or drop it off in reception at either of our sites in Sydenham or Bromley. Thank you.

Mr Mrs Ms Miss Other _____

First name(s) _____

Last name _____

Address and postcode _____

Telephone _____

Email _____

Please tell us how you would like to hear from us

By post? Yes No

By email? Yes No

By telephone? Yes No

By text? Yes No

If you have ticked 'Yes' to any option on the left, tick at least one option below

- I'm interested to hear more and happy to receive all communications or (tick all that apply below)
- Receiving *Connections*, our supporter newsletter about our services and fundraising
- Hospice fundraising events in our local community
- Fundraising appeals
- Remembrance appeals (summer and winter)
- Raffles (summer and winter)
- Christmas cards

Other ways to help – please tick any you are interested in

- Joining our lottery
- Making a regular donation
- Leaving a gift in your Will to the hospice
- Organising your own fundraising event
- Volunteering
- Delivering hospice leaflets in our local community
- Baking cakes for hospice fundraising events

YOUR DATA AND WHAT WE DO WITH IT

St Christopher's promises to respect any personal data you share with us and keep it safe. We aim to be clear when we collect your data and not to do anything you wouldn't reasonably expect. Your details are held on our database and we use this to process your donation and any eligible Gift Aid. Your information will not be sold, swapped or leased with anyone.

We may contact you by post from time to time to inform you about the work of the hospice and/or about fundraising initiatives. We will respect your right to stop these communications at any time by calling the Fundraising team on **020 8768 4575** or email **data@stchristophers.org.uk**. For more details, please see our full privacy policy online. [LINK](#)

If you would like this information in a different format, such as audio tape, braille or large print, or in another language, please speak to the Communications Team on **020 8768 4500** or email communications@stchristophers.org.uk.



Sydenham site

51-59 Lawrie Park Road,
Sydenham, London SE26 6DZ

Orpington site

Caritas House, Tregony Road,
Orpington BR6 9XA

Telephone **020 8768 4500**

Email info@stchristophers.org.uk

   [stchristophers.org.uk](https://www.stchristophers.org.uk)

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At St Christopher's Hospice, we have a vision of a world in which all dying people, and those close to them, have access to care and support, whenever and wherever they need it.

Operating from two locations, one in Sydenham and one in Orpington, our reach spans a diverse population of approximately 1.6 million people within the five London boroughs of Bromley, Croydon, Lambeth, Lewisham and Southwark.

Our ambition is to help people live well until they die, and support those affected by the death of a friend or relative. Each person is unique, so we ask "What matters most?" and then tailor our care to meet social, emotional and spiritual needs, as well as manage physical symptoms.

Everyone should have access to the best care at the end of their lives. We provide this through a mix of expert clinical care, support at home, research and education, and strategic partnerships with other organisations that have the same aspiration. We are proud that last year we provided care and support to 5,785 patients, 1,358 carers and 445 children across south east London.

We need to raise over £16 million every year to continue to care for people when it matters most. This would not be possible without the support of our local communities, our donors, our staff and our volunteers, so a huge thank you for your support, from us all.