

A serene landscape photograph of a sunset over a body of water. The sun is low on the horizon, casting a bright, golden glow across the sky and reflecting on the water's surface. The sky is filled with soft, wispy clouds. In the foreground, there is a dark wooden fence with pointed posts, partially obscured by dense, dry vegetation and tall grasses. The overall mood is peaceful and contemplative.

**PETER FRANK TURL**  
**INDEPENDENT FUNERAL DIRECTOR**

**What To Do When Someone Dies**  
*designed to help at a difficult time*

**FRONT COVER**



*This booklet should provide you with the practical steps you will need to take when someone dies.*

### **When someone dies in hospital**

they will be moved to the hospital mortuary until the doctors have completed the required paperwork. Staff from the bereavement team will contact you and ask who your chosen funeral director is. The staff will then arrange collection by the funeral director.

### **When someone dies in a Hospice**

and the death has been expected, the staff will usually have had a conversation with you about who your chosen funeral director will be. After the doctor at the Hospice has completed the required paperwork, the staff will contact the funeral director to arrange collection.

### **When someone dies at home or in a residential or nursing home**

and the death has been expected, their GP should be called as soon as possible. A doctor or nurse will carry out a visit. When the death has been confirmed, you will need to contact a funeral director to arrange for them to take the person into their care. Outside of normal surgery hours you can still phone your GP surgery, you should then be directed to an out-of-hours service.

### **Unexpected deaths**

will involve a coroner, this is explained further on the next page.

# What to do next

## I. Medical certificate of cause of death

When someone dies in hospital, staff there will issue the cause of death certificate.

When someone dies in the Hospice, a doctor from the Hospice will usually issue the cause of death certificate.

When someone dies at home or in a residential or nursing home, it is the responsibility of the GP treating the person to issue the cause of death certificate.

If the death occurred outside of normal working hours and an out of hours doctor confirmed the death, it is still the responsibility of the deceased patient's GP surgery to issue the certificate.

The cause of death certificate records the main illness which led to the death. This certificate has to be signed by the doctor who was responsible for the person who has died.

## Medical Examiner

The medical examiners office will review the information from the GP and interact with them and the deceased's family before the cause of death certificate is sent electronically to your local Register Office.

Once the cause of death certificate has been sent to the Registrar you can make an appointment to Register the Death.

## Coroner

In some cases, before being able to issue the cause of death certificate, the doctor may need to discuss the case with the coroner. If the coroner has any concerns over how the death has taken place, the coroner may arrange for a post mortem, this will usually take place at your nearest hospital.

A doctor may report the death to a coroner if:

- the cause of death is unknown or uncertain
- the death was violent or unnatural
- the death was sudden or unexplained
- the person's doctor had not seen them in the previous 14 days
- the death took place during surgery or recovery from anaesthetic
- the death took place in prison or police custody
- the death may have occurred due to an industrial disease or poisoning

Once a death has been reported to a coroner, the registrar cannot register the death until the coroner has decided whether any further investigation is necessary.

However, In most cases this is unnecessary and the registration can be completed straight away. If the funeral does need to wait for a coroner's investigation this will proceed in one of the following ways:

**Take no further action** – the coroner will send a form (Part A) to the Registrar, the doctor or doctor's surgery responsible for the deceased will then issue the Medical Cause of Death Certificate.

**Conduct a post mortem** – this should establish the cause of death – once this is completed the coroner will send a form (Part B) to the registrar and you can then register the death. No Medical Cause of Death Certificate is required. The coroner will send the required paperwork which enables the funeral to go ahead directly to the funeral director. The coroner will release the body for a funeral once the post mortem is completed and no further examinations are needed.

**Hold an inquest** – A coroner must hold an inquest if the cause of death is still unknown, or if the person died a violent or unnatural death, or in prison, or in police custody. An inquest is a legal inquiry into a death. Only a coroner can order an inquest and relatives have no right to insist on one. You cannot register the death until after the inquest. A death certificate issued by the registrar will not be available until the inquest has been held and, as above, the coroner will send the required paperwork enabling the funeral to go ahead directly to the funeral director. The coroner is responsible for sending the relevant paperwork to the registrar. The coroner can give you an interim death certificate to prove the person has died. You can use this to apply for probate.

## 2. Register the death

The registration of the death is the formal record of the death. It is done by the Registrar of Births, Deaths and Marriages. A death should be registered within five days. This can be done at any register office, but it is recommended to use the one in the area where the person died: otherwise the process can take longer.

It is a criminal offence not to register a death.

The death should be registered by one of the following:

- A relative or executor

- A person present at the death

- An owner or occupier of the building where the death took place and who was aware of the death

- The person making the funeral arrangements  
(but not the funeral director)

**You will need to take the following with you to the Register office:**

**If available:**

- Birth certificate

- Passport

- NHS medical card

- Driving license

- Marriage or civil partnership certificate

- Proof of address (utility bill)

## **You will need to tell the registrar**

The date and place of death

The person's full name (including maiden name)  
and their last address

The person's date and place of birth

The person's occupation

The full name, date of birth, and occupation of a surviving or  
late spouse or partner

If they were receiving a state pension or any other benefits

The GP or Medical examiner's office will send the cause of death certificate electronically to the Devon Registration Service.

The Registrar should then contact you by telephone to make an appointment to Register the death.

## **Tell Us Once**

Tell us once is a service that lets you report a death to most government organisations in one go.

A registrar will explain the Tell Us Once service to you when you register the death, they should give you a unique reference number so you can use the service yourself online or by phone.

You must use the service within 28 days of receiving your unique reference number.

Organisations Tell Us Once will contact:

HM Revenue and Customs (HMRC)

Department for Work and Pensions (DWP)

Passport Office

Driver and Vehicle Licensing Agency (DVLA)

Local Authorities

Veterans UK

HMRC and DWP will contact you about the tax, benefits and entitlements of the person who died.

## After you use Tell Us Once

You may need to contact some of the following organisations,

Banks, Mortgage providers, Insurance providers, Companies that the person had contracts with, like utility companies, landlords or housing associations, personal or workplace pension schemes.

You may also need to,

Update property records, contact DVLA if the person owned a vehicle and you sell it or keep it and tax in in your own name, contact HMRC if the person owed business taxes like VAT, contact the student Loans Company (SLC) if the person had a student loan.

## If you do not use Tell Us Once

You must let the relevant organisations know about the death yourself

## Documents you will receive:

### **A Certificate for Burial or Cremation (green form)**

This gives permission for burial or an application for cremation.

The registrar will ask if you would like this to be sent by email to your funeral director.

### **Death Certificate**

The death certificate is a copy of the entry made by the registrar in the death register. This certificate is needed to deal with money or property left by the person who has died; including dealing with the will. You may need several copies of the certificate, for which there will be a charge. You can obtain more copies at a later date if necessary.

**Arranging an appointment at your local register office,  
Please telephone 0345 155 1002 or email [register@devon.gov.uk](mailto:register@devon.gov.uk)**



## Offices of Registration

### **EXETER**

Exeter Registration Office  
Larkbeare House  
Topsham Road  
Exeter EX2 4NG

### **NORTH DEVON**

North Devon Registration Office  
Taw View  
Barnstaple EX31 1ED

### **EXMOUTH**

East Devon Registration Office  
Town Hall  
St Andrews Road  
Exmouth EX8 1AW

### **OKEHAMPTON**

West Devon Registration Office  
Okehampton Town Council Offices  
Fore Street  
Okehampton EX20 1AA

### **NEWTON ABBOT**

Teignbridge Registration Office  
Devon House,  
Brunel Road  
Newton Abbot TQ12 4PB

### **TAVISTOCK**

West Devon Registration Office  
Alexander Centre  
62 Plymouth Road  
Tavistock PL19 8BU

### **HONITON & EAST DEVON**

East Devon Registration Office  
East Devon Business Centre  
Heathpark Way  
Heathpark  
Honiton EX14 1SF

### **TORRIDGE**

Torrige Registration Office  
Caddsdow Business Support Centre  
Farm Road  
Bideford EX39 3DX

### **MID DEVON**

Mid Devon Registration Office  
Becks Square, Phoenix Lane  
Tiverton EX16 6LB

### **SOUTH HAMS**

South Hams Registration Office  
Follaton House, Plymouth Road,  
Totnes TQ9 5NE

### 3. Arrange the funeral

The funeral can usually only take place after the death is registered. Most people use a funeral director to carry out the arrangements.

The person may have left instructions (usually in their will) about the type of funeral they want and/or whether they want to be buried or cremated. If there are no relatives, or friends, to arrange a funeral, in England and Wales the local authority or health authority will arrange a simple funeral.

#### Funeral Directors

It is important to find a funeral director who belongs to a professional association, such as the National Association of Funeral Directors (NAFD) or the Society of Allied and Independent Funeral Directors (SAIF), since these organisations have codes of practice and complaints procedures.

#### Funeral Costs

The person who arranges the funeral is responsible for paying the final bill and it is important to know where the money for the funeral will come from.

Funeral costs can include:

- funeral director fees

- disbursements, or third party costs. These are fees paid by the funeral director on your behalf

- local authority burial or cremation fees

Your funeral director should supply you with a written estimate of costs of the funeral.


Your funeral director will go through everything they think you need to consider when arranging the funeral.

Please contact us if we can be of any further help.

**Peter Frank Turl**  
**Independent Funeral Director**  
**01392 873955**  
**peterfrankturl@gmail.com**  
**www.peterfrankturl.co.uk**





 **Peter Frank Turl, Independent Funeral Director**  
**16 Victoria Road, Topsham, Exeter, Devon EX3 0EU**  
**01392 873955 | [peterfrankturl@gmail.com](mailto:peterfrankturl@gmail.com)**  
**[www.peterfrankturl.co.uk](http://www.peterfrankturl.co.uk)**

**parking available at our premises**