

Information for families and carers following a recent bereavement in the Community Intermediate Care Centre (CICC)

If you are reading this leaflet, you may have had a recent bereavement. The staff at CICC offer their sincere condolences to you, your family and friends at this difficult time.

This leaflet will support you to understand what the next steps are.

We are committed to providing sensitive, personalised care that respects spiritual, religious, and non-religious beliefs.

Feelings of grief and sadness

Grieving is a natural reaction following the death of someone close and people can react differently. Many people feel sadness, distress, disbelief, anger, guilt or panic. This is a normal part of the grieving process. The feelings may come and go, and at times can be difficult to understand. It may help to talk about these feelings.

It is common to have less appetite than normal and difficulty sleeping. You can talk to a healthcare professional about your individual needs. **Bereavement support** can be found in the Useful Sources of Information section below.

Obtaining a Medical Certificate of Cause of Death (MCCD)

A death is confirmed on the ward by a doctor or a nurse. If a doctor is needed and is not on the ward, this will be arranged as soon as possible.

A MCCD is needed to register a death. A GP can complete this if they have recently been caring for the person and can confirm the cause of death.

If a MCCD can't be issued, the doctor on the ward or the Medical Examiner will refer the death to the Coroner and your loved one will be taken to the mortuary, based at Arrowe Park Hospital.

The steps to obtaining a MCCD:

1. Doctor's first certification

A doctor caring for the person will first issue the certificate.

2. Medical examiner review

The doctor sends the certificate to the Medical Examiner's office to confirm the cause of death.

3. Medical examiner contacts you

The Medical Examiner reviews the cause, then contacts the family or next of kin, to discuss the cause of death and any concerns about the care their loved one was given. They will let you know they are sending the paperwork directly to the Wirral Register Office.

4. Certificate sent to the Registrar

The Medical Examiner's office sends the approved certificate to the Registrar of Births, Deaths, and Marriages for Wirral.

5. You are notified to register the death

The Registrar will contact you to book your face-to-face appointment to formally register the death (see address and opening times below).

When to complete the Death Registration Form

You must complete the Death Registration Form once the Medical Examiner's Office has called to confirm they are sending the paperwork to the Wirral Register Office. The form provides the Wirral Register Office with your contact details and the initial information they need so that they can call you to book your face-to-face appointment.

Coroner process

If the death was referred to the coroner, complete the form once the Coroner's Office informs you that their investigation is finished and their paperwork is ready to be sent over.

Where to complete the Death Registration Form

The form on the Wirral Council website (below) is officially titled 'Request an appointment to register a death'. When navigating the website or searching for the form, you will also see it referred to broadly as the 'Death Registration Form'. It is accessible directly via the Wirral Council Register a Death Page:

Complete the Death Registration Form on the Wirral Council website -

<https://www.wirral.gov.uk/births-deaths-and-marriages/deaths/register-death>

If you are unable to complete the form, please call the Wirral Register Office on 0151 606 2020. A staff member will take your details over the phone and complete the necessary initial paperwork on your behalf. Alternatively, you can attend the office in person to seek assistance.

Registering a death

The Registrar will contact you to book an appointment to register the death once they have received the MCCD from the Medical Examiner. To register a death, you must do so in person, by appointment at **Wirral Register Office**.

Opening times: 9.00am to 4.00pm, Monday to Friday.

Email: rbdm@wirral.gov.uk

Address:

Wirral Register Office
Wallasey Town Hall
Brighton Street
Wallasey
Wirral
CH44 8ED

If you have not had any contact within five working days from the date of death, please contact the Coroner's Office for Wirral:

Email: hmcoroner@liverpool.gov.uk

Contact number: 0151 233 5770 (Assistant Coroner's Office)

Please note: the bereavement office at Arrowe Park Hospital does not currently cover CICC.

At the appointment you will be provided with essential documents, including the Certificate for Burial or Cremation (the green form), and the Registrar will explain how to use the Tell Us Once service (more details below).

Arranging a funeral

You will need to choose a funeral director, who will help you with the funeral arrangements and to complete the required paperwork. The funeral director will collect your loved one from the ward or mortuary. The funeral director needs the **Certificate for Burial or Cremation** (the green form) from the Registrar.

Finance

Many people think about their finances before their death and your loved one may have written a will and planned for funeral costs. Information about this and any personal wishes about their funeral may be in a will, if one exists. If there are no funds for funeral costs it may be possible to get financial support.

You may be able to get Bereavement Support Payment if your partner has died. Call the Government Bereavement Service helpline on 0800 151 2012.

Tell Us Once service

The Tell Us Once service allows you to report a death to multiple Government departments in one step, rather than contacting each organisation separately.

The service notifies multiple departments on your behalf, which may include:

- Department for Work and Pensions (DWP)
- HM Revenue and Customs (HMRC)
- Passport Office
- Driver and Vehicle Licensing Agency (DVLA)

You can use the service online via the Government website. Visit <https://www.gov.uk/> and search for 'Tell Us Once'. The Registrar may also have provided a weblink to you during your appointment to register the death.

To use the service, you will need:

- The Tell Us Once reference number (provided by the Registrar).
- Details of the person who has died (e.g. National Insurance number, date of birth).
- Information about any Government services they were receiving.

If you are unable to or prefer not to access this service online, support is available:

- The Registrar can provide a telephone option to complete the Tell Us Once service.

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- A family member, friend, or carer could support you to complete the online form.

Useful sources of information

Bereavement support

If you are feeling overwhelmed, bereavement organisations can offer confidential support and advice during this time.

Cruse Bereavement Support is a free, national helpline:

- Tel: 0808 808 1677
- Email: helpline@cruse.org.uk
- Website: www.cruse.org.uk

Wirral Council

- **Visit the Wirral Council website:** www.wirral.gov.uk/births-deaths-marriages-and-civil-partnerships/deaths/bereavement-support

Age UK Wirral provides practical and emotional support.

- Tel: 0151 482 3456

Macmillan Cancer Support charity

- Visit the Macmillan website: www.macmillan.org.uk/cancer-information-and-support/supporting-someone/coping-with-bereavement

Your Experience, help us get it right:

If you have a complaint, concern, comment or compliment you can share your feedback using the contact details below:

- Freephone: [0800 694 5530](tel:08006945530)
- Email: wcnt.yourexperience@nhs.net