

## **What to do when someone dies**

Sometimes a death may be expected, but nothing prepares us for the emotional shock of losing someone close. Making funeral arrangements can seem very confusing but with our help and guidance, we will endeavour to make it as straight forward as possible.

**Changes From the 9th September 2024,** following a death and after being notified, the doctor will complete the death certificate (MCCD) and then email it to a Medical Examiner along with the medical records. The medical examiner looks at all the information and contacts the next of kin/family to confirm that the information is correct. Once satisfied the Medical Examiner will then email the certificate to the registrars allowing the NOK/family to make an appointment to register the death.

## **When someone dies at home**

Please contact your own Doctor or on call Doctor, district nurse or terminal care nurse, if you cannot reach your doctor call 111. When one of these medical professionals has confirmed the death, you can then contact ourselves, it does not matter what the time of day it is, we are available 24 hours a day, 7 days a week 364 day of the year. There is no rush and if you wish to spend more time with your loved one at home you are welcome to do so, when you are ready, two members of our staff will then bring your loved one into our care.

## **When someone dies in hospital**

You no longer need to attend the hospital to collect the medical cause of death certificate, this will be sent electronically from the hospital to the Medical Examiner. The Medical Examiner will contact you.

## **When someone dies in a nursing home**

The staff may be qualified to confirm that death has taken place or alternatively the home will arrange for a doctor to visit. Once the death has been confirmed, the home or yourselves can contact us to make arrangements for bringing your loved one into our care, at any time day or night. The doctor will send the medical cause of death to the Medical Examiner and the Medical Examiner will contact you.

## **When someone dies unexpectedly**

If a doctor is unable to confirm the cause of death, if it is unexpected or an accident, the coroner may be involved. The coroner will arrange for your loved one to be taken to a local hospital, this will be carried out by a funeral director who is contracted by the coroner (you do not have to use this funeral director for the funeral arrangements). The coroner and ourselves will keep you informed as to what to do next depending on the situation.

## **Registering A Death**

A member of the family should ideally register the death. If this is not possible it should be someone who was present at the death, the person organising the funeral or the occupier of the premises in which the death occurred. An appointment can only be booked once you have been contacted by either the Medical Examiner or the Coroners office, they will advise you that you can now make an appointment and this must be completed within 5 days of this authorisation.

- The Registrar will be unable to talk to or see anyone without a prior appointment.

- A death must be registered by law, in the district or sub-district in which it has taken place.
- If the Coroner's are involved, they will issue an Interim Death Certificate in replacement of the Doctor's Medical Certificate. Before you make the appointment with the Registrar, please ensure that either of these documents have been received. If they have not, make the necessary arrangements to have it sent through first.

### **To make an appointment with the Registrar**

For more information on how to register a death please visit:

[www.norfolk.gov.uk-register-a-death](http://www.norfolk.gov.uk-register-a-death)

To book an appointment online for a death that occurred in Norfolk via the following link:

[Register a death](#)

Or Telephone Booking System:

Monday to Friday from 9.00am until 5.00pm

Telephone: 0344 800 8020 - Option 3 (registering a birth, death, marriage)

The nearest offices are:

*North Walsham Registration Office,*

18 Kings Arms, North Walsham, Norfolk, NR28 9JX

Opening times: Tuesdays, Thursdays and Fridays (also at least two Saturdays per month) 9.30am to 4.30pm

*The Norfolk Register Office,*  
The Archive Centre, Martineau Lane, Norwich, NR1 2DQ  
Opening times: Monday to Friday 9.30am to 4.30pm

*Fakenham Registration Office,*  
Fakenham Connect, Oak Street, Fakenham, NR21 9SR  
Opening times: Thursdays 9.30am to 4pm

### Details you will need to provide

- Medical certificate of the cause of death - signed by the doctor (this will automatically be sent to the registrar)
- Date and place of the death
- Full names of the deceased, including any other names which may have been used - including maiden surname if the person who died was a married woman or a widow - **please bring marriage certificate, if applicable**
- Usual home address and post code
- Date and place of birth of the deceased - **please bring birth certificate, if available**
- Occupation of the deceased
- Full name, date of birth and occupation of the spouse (for a married or widowed woman) or civil partner
- National Health Service number, if known, or the medical card or Serco letter from the Health Authority

### **Documents you will receive from the Registrar**

If a post-mortem is not being held:

- A certificate for burial or cremation, (the green form), giving permission for the burial or

cremation to take place (this will be sent electronically to your nominated funeral director)

- A certificate of registration of death (form BD8), issued for Social Security purposes, if the deceased was on a state pension or benefits
- Death certificates are available to purchase at the Registration at £12.50 per copy. You can purchase more after the registration, however the price does increase.

## **Tell Us Once**

This is a free service, offered as part of the Registration appointment.

With your permission, information is shared with other Government departments and agencies, advising that the death has occurred, such as Department for Work and Pensions, Council Tax, Blue Badge, Passport. More details can be found on the [gov.uk website](https://www.gov.uk).

## Deaths involving the Coroner

If the death has been reported to the Coroner, the Registrar cannot register the death until the Coroner's enquiries are complete. You will be advised by the Coroner's officers when registration can take place. If an inquest is to be held, you will not need to attend an appointment to register the death.

## **Arranging the funeral**

The funeral arrangements can be made at our office or if it is more convenient, in the comfort of your own home.

At our initial meeting we will explain the many options available, and we will ask a number of questions. It is probable that you will not know all the answers and rather than rush into making the wrong decision, it is often best to take your time and to discuss it further with your wider family.

What is the right type of funeral?

It does not matter what type of funeral you would like, we will organise the service according to your specific wishes. We can arrange a traditional funeral or an alternative funeral, letting you remember your loved one in a fitting way that suits your needs. Regardless of beliefs or culture we are able to offer you many different ways to make the funeral an individual, special and memorable experience.

Venue

The funeral can take place almost anywhere, but usually at a crematorium chapel, local church but it could be in village hall, sports hall, outside, private residence etc.

Cremation

There are four crematoriums locally to us: Cromer, St Faiths in Horsham, Mintlyn or Earlham Crematorium. The whole service can take place at the crematorium or at a different venue first. Unlike a church or other venue, each crematorium has a time restriction, however a double time can be booked if a very large congregation or a long service is expected.

## Burial

You may already have a family grave, or you may wish for a new grave in one of the local town or parish cemeteries or local churchyards. Over the years some cemeteries and churchyards have become full and have subsequently closed, we can advise you on what is available.

## Religious or Non-Religious

The funeral can be carried out by a minister of religion, and we can arrange for your local clergy to officiate. For those who have no religious beliefs we can organise a humanist or civil celebrant to officiate, alternatively a family member or friend can take the service. The service can include tributes, readings and poems, an address, a time of quiet reflection, songs and hymns.