

# Covid-19

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Information for  
families and carers  
in hospital

**We are extremely sorry for your loss and appreciate this is an incredibly difficult time for you.**

**However, due to the exceptional circumstances we are experiencing, we need to share some important information with you, your family and friends.**

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We know that this may be distressing for those who are grieving, but it is vitally important for the safety of everyone. We ask that you take the time to read this leaflet and follow carefully the instructions that will explain what is going to happen next.

This information is designed to give details about the next steps, answer some of your questions and signpost you to the extra help and support that is available.

We want to support you whilst ensuring practical arrangements are put in place to see your loved one is treated with dignity and respect. We will also explain to you the legal aspects that need to take place.

Please know that we are working with leaders from all the major faith groups and community leaders who are supporting the processes set out here.

## What happens next?

Your loved one will be taken to the mortuary before funeral plans can be arranged.

After your loved one's death you will need to contact the funeral director that you wish to use. You're asked to do this without delay and you can find an industry-inspected one via the following websites:

**The National Association of Funeral Directors:**

[funeral-directory.co.uk](https://funeral-directory.co.uk)

**The National Society of Allied and Independent Funeral Directors:**

[saif.org.uk/members-search](https://saif.org.uk/members-search)

Once you've chosen a funeral director your loved one will be collected from the hospital and taken to a funeral parlour or a mortuary. This may be near your home or a different location in London.

**If your loved one is taken to a mortuary** it will not be possible for you to visit or spend time with them. This is to keep you and those around you safe and well.

**If your loved one is taken to a funeral parlour** you can speak to your funeral director about arranging visiting, dressing and any religious observances.

Your funeral director will work with you to make the final arrangements for your loved one.

## Registering the death

To obtain a death certificate, the death of your loved one needs to be registered. You do not need to visit the register office in person as we will deal with this process for you.

The doctor who certified the death in hospital will either sign a Medical Certificate of Cause of Death (MCCD) or, where the circumstances are not clear, refer to the Coroner. The doctor will send the MCCD to the registrar along with your contact details.

The register office will then contact you by telephone to arrange the registration of the death and arrange for any death certificates to be sent to you by post.

**Further details about how to obtain the certificate can be found from your local council by visiting:** [gov.uk/find-bereavement-services-from-council](https://www.gov.uk/find-bereavement-services-from-council)

The register office will issue the burial or cremation form and forward this electronically to the funeral director so that everything is in place for you to arrange the funeral.

## Preparing for the funeral

If you have a nominated funeral director to collect your loved one, they will contact you to arrange the funeral. **Funerals must take place as soon as possible and in a matter of days after you loved one dies.**

Attendance at funerals must be limited to those from within the household or close family e.g. a partner, children, parents and siblings. Where no family members exist then a small number of friends can attend. At all times you must be guided by your funeral director.

## Important information

The following information will help when you speak to the funeral director. Please keep these details safe and have them to hand when the funeral director calls.

**Hospital Reference Number:** .....

**Unique Identification Number:** .....

## Bereavement support

We understand that losing a loved one can feel overwhelming, especially if the death was sudden, untimely and unexpected.

There are a number of organisations who can support you and your family during this distressing time.

These include:

**Find bereavement services from your council at:**

[gov.uk/find-bereavement-services-from-council](https://www.gov.uk/find-bereavement-services-from-council)

**For a step-by-step guide after a bereavement visit:**

[gov.uk/after-a-death](https://www.gov.uk/after-a-death)

**Cruse Bereavement Care has online resources on how bereavement and grief may be affected by this pandemic:**

[cruse.org.uk/get-help/coronavirus-dealing-bereavement-and-grief](https://www.cruse.org.uk/get-help/coronavirus-dealing-bereavement-and-grief)

Alternatively, call their free helpline: 0808 808 1677

**For facts about the coronavirus and supporting children:**

[cruse.org.uk/coronavirus/children-and-young-people](https://www.cruse.org.uk/coronavirus/children-and-young-people)

**The Compassionate Friends offer support to families after the death of a child of any age and from any cause:**

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

Alternatively, call: 0345 123 2304

Once again, please accept our sincere condolences for your loss.