

What to do when someone dies

A Complete Guide

We are very sorry for your loss and understand that this may be a difficult time for you. Our aim is to take as much of the stress away from you as possible when it comes to planning the funeral. We appreciate that there is a lot to do which may seem overwhelming - please know that we will be on hand to guide you through each step on the way.

We hope this guide is helpful and if you have any questions at all, please do not hesitate contact the team.

Wishing you and your family all the best,
The In Memory of Life Team

[Speak to an Expert](#)



To Do Checklist

You can find more detail about each of these tasks throughout this guide

- Register the death with the local authority [Go to Page 5](#)
- Find out if there is a will and/or letter of wishes [Go to Page 9](#)
- Select a Funeral Director to care for my loved one [Go to Page 10](#)
- Book the funeral, service & wake venue dates & times [Go to Page 11](#)
- Notify the relevant authorities of the death [Go to Page 8](#)
- Book a celebrant or minister to lead the funeral (optional) [Go to Page 11](#)
- Check if you need to apply for probate [Go to Page 9](#)
- Ensure all legal funeral paperwork is completed [Go to Page 6](#)
- Notify family and friends of the funeral details [Go to Page 16](#)
- Decide if you would like to see your loved one before the funeral [Go to Page 12](#)
- Ensure all funeral choices are made including order of service sent for printing and flower arrangements ordered if applicable [Go to Page 14](#)
- Agree procession, timings & logistics for the day of the funeral [Go to Page 13](#)

Most importantly of all, remember to look after yourself too. [See Page 17](#) for a range of emotional and financial support available for a funeral

Expected Death Immediate Next Steps

FIRST STEPS

HOME

Call their GP or 111 & they will talk you through next steps

CARE HOME

The care home staff will provide you with guidance

HOSPITAL

Hospital staff will provide you with guidance

VERIFICATION OF DEATH

Doctor Verification

A doctor must visit to verify their death before they are moved. This can take up to 5 hours if out of hours. Whilst waiting, this is a good time to notify your chosen funeral director

Private Ambulance Collection

Your chosen funeral director can now come and bring your loved one into their care

Doctor Verification

The hospital doctor will provide the verification of death

Hospital Mortuary

Your loved one will rest here until registration is complete

Doctor will complete the **Medical Certificate of Cause of Death** (MCCD) which includes a cause of death. A senior medical examiner will approve this & you have an opportunity to ask any questions. If an MCCD cannot be issued, the death will be referred to the coroner (see next page).

REGISTERING THEIR DEATH

BOOKING A REGISTRATION APPOINTMENT

Must be done within 5 days in the borough in which the death occurred & can be booked online

Information Required

- Their full name (and previously used names)
- Date & place of birth - National Insurance number
- Last address - Occupation (if applicable)
- Spouse / Partner's Name, date of birth & occupation
- If they were receiving a State Pension or Benefits

If Possible Take With You

Birth certificate, Medical card or NHS number, Passport, Marriage or civil partnership certificate, Driving licence, proof of their address (on an electricity bill, for example).

KEY DOCS

AFTER REGISTRATION YOU WILL RECEIVE

The Registrar will also ask who your chosen funeral director is and will forward the necessary forms

Death Certificate - Request multiple copies of this

Green Form - Permission for burial or cremation to proceed

Tell Us Once Unique Code For notifying all gov services

THE FUNERAL

Hospital Ambulance Collection - We can now contact the hospital to bring your loved one into our care

A funeral service can typically take place 7-14 days after the registration has happened

Unexpected Death Immediate Next Steps

FIRST STEPS

HOME

Call 999 and the emergency services will discuss next steps

CARE HOME

The care home staff will provide guidance. Call 999.

HOSPITAL

Hospital staff will provide you with guidance

CORONER REFERRAL

Police Attendance & Coroner Referral

The police will arrive to talk you through next steps and will arrange for your loved one to be taken into the care of the coroners if necessary

Coroner Referral

Your loved one may remain at the Hospital or may be moved into the care of the coroners.

Coroner Contact - An administrator from the coroners office will contact you directly and should keep you informed on next steps including whether a 'Post Mortem' is required.

CORONER INVESTIGATION

Normal Registration

An MCCD will be completed and you will be directed to register their death (see previous page)

Post Mortem Examination Required?

NO

YES

Post Mortem

Performed by the coroner to try to establish the full cause of the death. Typically takes place within a few days of death

Interim Death Certificate

Further investigation required however the Coroner will likely be able to release your loved one for the funeral with the full death certificate provided for you at a later date

Can Cause of Death be Established?

NO

YES

Death Certificate

The coroner will provide you with a death certificate directly following their investigation. You will not need to register their death with the local authority

OTHER KEY DOCUMENTS PROVIDED

Your Funeral Director will liaise directly with the Coroner to provide the necessary documents

Cremation 6 Permission for a cremation to happen

Coroners Burial Order Permission for burial to happen

Mortuary Release Usually sent directly to mortuary

THE FUNERAL

Funeral Director Private Ambulance Collection

Once these documents have been provided, your loved one can now be brought into the care of your chosen Funeral Director in preparation for the funeral to take place

A funeral service can typically take place 7-14 days after the death certificate is provided

“ I am so very grateful to the whole team at In Memory of Life for how they handled my Father's cremation - with respect, kindness, gentleness, dignity and professionalism.



Example Cremation & Burial Forms

Medical Certificate Cause of Death (MCCD)

What is it?

Verifies that a person has died and records the cause of death, though this is not the death certificate (see below)

Who is it provided by?

The MCCD is issued by a doctor who was responsible for the care of the deceased during their last illness.

Who does it need to go to?

The MCCD will be sent by the doctor to the local Registrar of Births, Deaths, and Marriages to officially register the death.

Death Certificate

What is it?

The official legal document provided to the next of kin that confirms and records a person's death

Who is it provided by?

The Registrar of Births, Deaths, and Marriages provides the Death Certificate after the death has been officially registered.

Who does it need to go to?

You will usually need multiple copies of the death certificate as official copies must go to government departments, banks, pension providers and other organisations after a person has died

“ From the first call with Harriet to Tali finalising all the details I could not of asked for more support. I really felt they cared about getting the details right



Example Cremation & Burial Forms

Certificate for Burial or Cremation (Green Form)

What is it for?

Authorises the burial or cremation of a person to go ahead

Who is it provided by?

Issued by the Registrar after a death has been registered

Who does it need to go to?

Should be given to the funeral director to proceed with the funeral arrangements (sometimes sent directly by the registrar to the funeral director)

Form 9 Part D

What is it for?

Confirms whether the person who has died had any hazardous medical implant that will need to be removed

Who is it provided by?

Attached with the Green Form by the registrar after a death is registered

Who does it need to go to?

Also given to the funeral director to proceed with the funeral arrangements

Form 9 - Part D	
Please complete the below and attach to the Form 9, Part B.	
Information taken from medical certificate of cause of death.	
Medical device information Name	
Was a hazardous implant placed in the body?	
Device Type:	
Has the device been removed?	
AP Name:	ME Name:



I cannot praise these people enough. They were so kind and helpful. Professional, caring every single person I spoke to, nothing was too much trouble.



Registering Their Death With The Local Authority

Contacting The Registry Office

All deaths should be registered within 5 days, starting from when they receive the necessary paperwork from the medical examiner, unless a coroner is investigating the circumstances of the death. Whilst you can contact any register office, you will receive the correct documentation quicker if you use the one in the area where the person died

[Find Local Registry Office Details](#)

Who can book an appointment to register a death?

A relative should register the death.

If a relative cannot register the death, you can do it if you:

- ✓ Were there at the time of death
- ✓ Are an administrator from the hospital (if the person died in hospital)
- ✓ Are in charge of making funeral arrangements

What to take with you

The register office may also want to see the person's:

- ✓ Birth certificate
- ✓ Council Tax bill
- ✓ Driving licence
- ✓ Marriage or civil partnership certificate
- ✓ NHS medical card
- ✓ Passport
- ✓ Proof of address (such as a utility bill)

What you will need to tell the Registrar

- ✓ The person's full name at time of death
- ✓ Any names previous names, eg maiden
- ✓ 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



The team and in particular Emma were very supportive to me and my family not only with the logistics of arranging the funeral but with aftercare by just listening to me



Notifying Different Organisations of The Death

Government Tell Us Once Service

When registering the death, ask about "Tell Us Once". This is a service that lets you report a death to most government organisations all in one go. This includes notifying government departments such as HMRC, DWP, DVLA and the local council. The registrar will provide you with a unique code to use for the service.

[Tell Us Once Service Link](#)

Who else should be contacted?

When you speak to providers, ask to settle any expenses and cancel any direct debits. For subscriptions and deliveries, you can arrange a post redirection for ongoing mail and use the bereavement register service to stop unwanted direct mail.

Money & Pension Providers

- Company or Private Pension
- Banks
- Building societies
- Life insurance

House & Household Bills

- Mortgages
- Landlords or Housing Providers
- Utility companies
- Insurance Providers
- Phone or other Contracts

Health & Social Care Services

- The Family Doctor
- Hospital or Clinic Appointments
- Dentist
- Returning any NHS equipment

Personal & Other Services

- Return Passports
- Travel passes
- Blue badge
- Library books
- Social media



The team at Memory in Life were truly excellent. Nothing was too tricky for them, and they went out of the way to be helpful and supportive every step



Will, Probate & Managing Their Estate

Find out if there is a will

The will is often kept at home, in a safe, or with important personal documents. You can also check if the deceased had a solicitor or check the www.nationalwillregister.co.uk

Check If You Need Probate

Around one in two people will need probate, which is the legal process for managing a loved one's home, money, and belongings after they've passed. You'll only need probate if the person who passed away:

- ✓ Owned a home in their name alone
- ✓ Had more than £10,000 in their bank account

[Book Free Legal Expert Call](#)

Sorting Out Their Estate

This is often called estate administration or administering the estate. You'll need to:

- Send a copy of the grant of probate to all the providers you notified before
- Prepare the final estate accounts and keep a record for yourself
- Open an executor account with your chosen bank (this lets you gather all the money in one place)
- Using your executor account, pay off debts & pay the inheritance to beneficiaries according to the will
- Close all accounts of the person who's died and ask the providers to transfer any money or assets
- If there's no will, share assets according to the rules of intestacy
- List any properties for sale, if needed
- Close down the executor's bank account



In memory of life were professional, considerate and understanding throughout the process. I would highly recommend them.



Our Support To Plan The Funeral



Care For Your Loved One

We will collect clothes and provide Embalming / Makeup / Hair as requested



Private Chapel Viewing

Opportunity to come and spend time with your loved one before the funeral



Church or Other Venue

We will find a Church or venue for you as requested and liaise directly for the service



Crematorium / Cemetery

We liaise directly to make all bookings and arrangements for the funeral



Finding a Celebrant/Minister

Religious or non-religious, we will help you to find the right person for the service



Music / Slideshow / Photos

We book all music choices & prepare slideshows, videos or printed photos



Funeral Flowers & Coffins

We will advise your choices and can also put you in direct contact with our florist



Paperwork & Administration

We coordinate & prepare all paperwork. Simple digital signatures through email



Order of Service

We design & prepare the order of service. This will be printed and ready on the day



The Wake

Advice for local venues based on your requirements and coordinating the event

We Are Here To Support You

We are here to guide you through each of the next steps. You can book a call with a member of the team to ask any initial questions about what you need to do next

[Book A Call](#)



From the moment we decided to use In Memory of Life, Harriet and her team were kind, compassionate and helpful, they treated us like we were their own family



Funeral Arrangement Decisions Checklist: Part 1

Funeral & Service Location

Type of funeral: Cremation - attended Cemetery Burial
 Cremation - unattended Woodland Burial

Name of Crematorium or Cemetery:

Date of Funeral: Time of Funeral:

Will you have a religious service / celebration of life prior? Yes No

If Yes, Name of Service Location:

Date of Service: Time of Service:

*Cremation only. If possible, do you wish to witness the charge? Yes No

*Burial only. If possible, do you wish to witness the backfill? Yes No

Who Will Officiate and Lead the Service?

Celebrant Religious Officiant Family /Friend

Officiant Name:

Funeral Wake

Will you have a Wake / celebration of life after the funeral? Yes No

Name of Wake Venue:

Start Time Finish Time



I am so very grateful to the whole team at In Memory of Life for how they handled my Father's cremation - with respect, kindness, gentleness, dignity and professionalism.



Funeral Arrangement Decisions Checklist: Part 2

Viewing & Preparation

Have you supplied clothes for your loved one to be dressed in? Yes No

Would you like/ Is embalming required?: Yes No

Do you have any special requests? (e.g appearance, dressing instructions or items in the coffin) Yes No

If Yes, please specify:

Do you wish to view your loved one before the funeral? Yes No

Date of Viewing: Time of Viewing:

Choice of Coffin or Casket

We recommend choosing your coffin prior to the viewing, so that your loved one can be placed in their prior. Please see our brochure or [link online here](#) for our full range of coffins

Choice of Coffin:



Wood Effect Coffins



Solid Wood Coffins



Wicker Coffins



Personalised Coffins



American Caskets

See our brochure for full range of coffins and caskets with prices or view online here



At such a sad and difficult time, Harriet and her team were efficient, supportive and responded promptly at every step.



Funeral Arrangement Decisions Checklist: Part 3

Procession: Hearse

What model hearse have you chosen?*

Would you like the hearse to meet you at home or a specific location?

Yes

No

If yes, address is:

Are there any significant locations or landmarks that you would like the procession to pass?

Yes

No

If yes, please specify:

Procession: Limousines

Do you require a limousine for family members in the procession?

Yes

No

If yes, which model of limousine?*

If yes, how many limousines (each can hold 6 people)

*See our brochure for full range of vehicles with prices or [view online here](#)

Carrying The Coffin

Do you require professional coffin bearers or will the family carry the coffin?

Family Bearers

Professional bearers

Combination of Both

You will need 6 people to carry the coffin under guidance of our Funeral Conductor

Family Coffin

Bearers Names

Would you like everyone to be seated before the coffin is carried through, or to follow the coffin?

Everyone seated first

Everyone follow the coffin in



“

Megan and her team were incredible. They helped from the first meeting until after the funeral. They booked and coordinated everything. We can highly recommend the team.

★★★★★

Funeral Arrangement Decisions Checklist: Part 4

Eulogy & Order of Service

Draft running order created agreed and created with funeral officiant

Prepared and written Eulogy for the funeral

Would you like a printed Order of Service for the day? Yes No

If yes, how many pages would you like? 4 8 12 16

4 pages allows a picture at front and back and a running order 8 pages or more allows for multiple pictures, running order and to display hymns lyrics or reading words

If yes, how many copies would you like?

Final check completed before of all information before print 3 days before funeral?

Slideshow, Video & Livestreaming

If applicable, would you like a slideshow of pictures/ videos displayed? Yes No

Have you chosen and communicated the music you would like played? Yes No

If applicable, would you like the funeral to be webcast or livestreamed? Yes No

Funeral Flowers

You might choose for a spray of flowers on top of the coffin or decorating the hearse, though this is a personal choice. You can prepare your own flowers, [use our local florist](#) or use your own florist

No Flowers: Use Our Own Florist Use Funeral Director Florist

Flower Type & Colour

Flowers ordered from florist & delivery 1 day before the funeral?



Holly and the team were incredibly supportive, patient and kind throughout a very tough time



Notifying Others: Memorial Page

We provide an online memorial page for all of families, free of charge. This is a helpful place to coordinate the funeral details, share photos and allow others to share memories about your loved one

Share Photos

Share a photo of your loved one including a gallery of images if chosen



IN MEMORY OF John Doe Smith

📅 Born: 01/03/1929
📅 Passed: 09/04/2020
📍 Lived In: Lewisham, London

WRITE A CONDOLENCE

Note From John's Family

The family wishes to extend deep gratitude to all, for the prayers, support, comforting messages, calls, flowers, cards and gifts during the time of bereavement.

About John | Funeral Details | Memories | Messages

About John

📅 Born: 01/03/1929
📅 Passed: 09/04/2020
📍 Lived In: Lewisham, London

John Peter Smith died on April 9th, 2020 at 75 years old due to a long term heart condition. John was born on March 1, 1929 to his mother Margaret Smith. John lived the majority of his life in Lewisham, London where he met and married his dear wife Judy Smith. John was very active, social and loved by all. He enjoyed his second home in Scotland, friends, family gatherings, music, cinema and spending quality time with his grandchildren. John will be truly missed. May God rest his soul.

Funeral Details

📍 Funeral Held At: Kennel Park Crematorium
👤 Led By: Peter Mathew
📍 Funeral Location Address: Kennel Park Crematorium
📅 Funeral Date: Thursday 9th December from 14:00



Funeral Details

📍 Funeral Held At: Kennel Park Crematorium
👤 Led By: Peter Mathew
📍 Funeral Location Address: Kennel Park Crematorium
📅 Funeral Date: Thursday 9th December

Donations

The family welcome you to make a donation to their chosen charity, British Heart Foundation.

👉 [Donate with JustGiving](#)

Flowers

Flowers will be sent directly from our Retail and included within funeral flower arrangement display.

👉 [SEND FLOWERS](#)

Messages

👤 Get Notified | You are logged in as Matthew Telford | Log out

Share A Memory or Condolence

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We will miss John dearly and send our heartfelt condolences to all the family. I will fondly remember our time back in London during Bill's - John will be dearly missed by all.

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Funeral Details

Share all details of the funeral for those attending

About Their Life

Share some information about their life and an obituary

Charity Donations

Specify your chosen charity and coordinate donations in your loved one's memory

Sympathy Flowers

Allow friends and family to order sympathy flowers for the funeral

Shared Memories

Allow friends and family to share memories, photos and stories about your loved one



“

My father's service was handled with complete compassion and efficiency. Fully informed at every stage of the process.



Funeral Invites Checklist

Invite Names:

- 1.....
- 3.....
- 5.....
- 7.....
- 9.....
- 11.....
- 13.....
- 15.....
- 17.....
- 19.....
- 21.....
- 23.....
- 25.....
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- 14.....
- 16.....
- 18.....
- 20.....
- 22.....
- 24.....
- 26.....
- 28.....
- 30.....



My father's service was handled with complete compassion and efficiency. Fully informed at every stage of the process.



Getting Support When Someone Dies

Financial Support

- ✓ A guide from Citizen's Advice on [how to claim bereavement benefits](#)
- ✓ Information on the government's [Funeral payment service](#) from the Department for Work and Pensions. Please let us know if you will be funding the funeral through this route

Emotional Support

- ✓ The [NHS website](#) has lots of information on dealing with grief and loss, such as a free talking therapy service with the NHS.
- ✓ Mind have a [list of organisations offering support](#) for different types of bereavement.
- ✓ [Samaritans](#) are available 24/7 on 116 123.
- ✓ [Marie Curie](#) offers a bereavement service for people who'd like ongoing phone support.

Connecting With Others

- ✓ [The Loss Foundation](#) run support events to help you connect with others experiencing, or who have experienced, something similar.
- ✓ Find [a local grief café](#) event near you.

Our team are also here to guide you through every step of the way. We understand how overwhelming the process of organising a funeral can be and aim to make it as simple as possible for you

You can contact us for support at any time on 0203 389 8362