

**Musgrove Park Hospital**

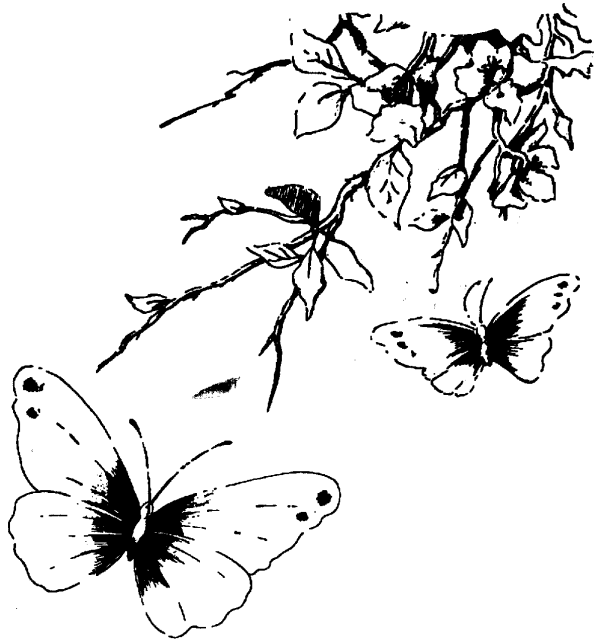
**Information and help  
for the bereaved**

Please telephone the Bereavement Support Office, at Musgrove Park Hospital, after 10am the next working day or 11am after a Bank Holiday on 01823 343753. We will then agree an appointment for you to collect the necessary documentation which will enable you to register the death, or, we will talk about the likely pathway if the Coroner is involved.

The office is open 10.00 – 16.00 (Monday - Friday)

We apologise if you are connected to an answer phone when you call, or the line is engaged for long periods. The line is very busy. Please leave a message. We will respond to you as soon as possible.

**You are advised not to make a funeral date or Registrar appointment until you have spoken to us. However, you can make initial contact with a Funeral Director.**



The staff wish to express their sincere sympathy to you and your family at this time.

This booklet aims to provide some useful help and advice during the early days of your bereavement.

Please don't hesitate to ask questions if you are uncertain about any matter, our staff will always be pleased to help.

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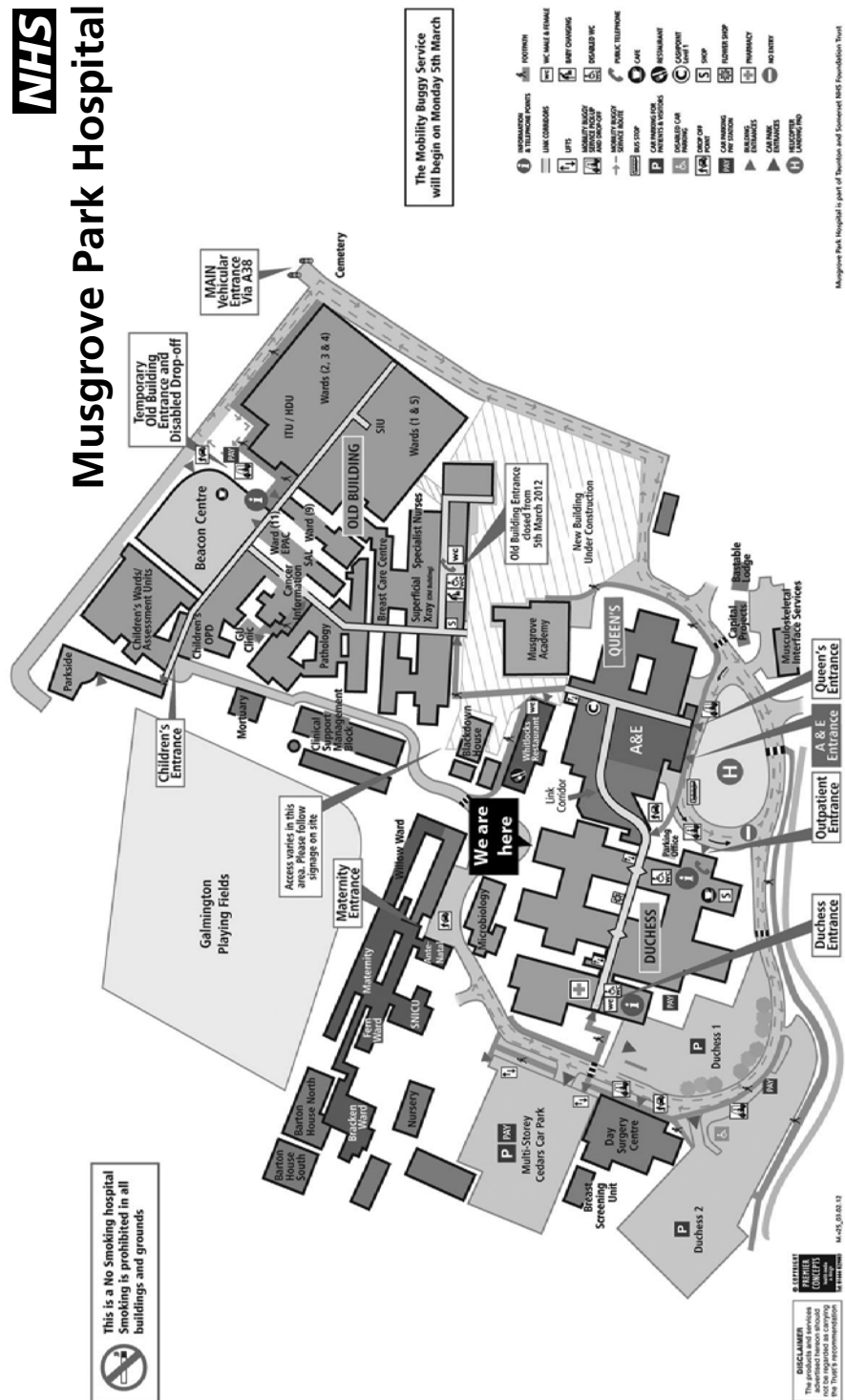
## Introduction

This publication has been compiled using information supplied by hospitals across the country. Its intention is to provide the bereaved with help and advice to overcome the immediate and long term effects of dealing with grief, as well as being an aid to the practicalities associated with the loss of a loved one, particularly if the death should occur in hospital.

## Directions to the Bereavement Support Department

There is free parking outside the office. We will give you a car parking ticket. Drive past the Cedars multi storey car park and Maternity front entrance, both on your left. Immediately turn right into an area by one of the back entrances to the main hospital buildings. There is a green Bereavement Support sign to the right of the door. Park on the double yellow lines at the side of the large canopy. **Please do not park immediately in front of the doors as this will block the fire exit.** As you enter through the double glass doors the bereavement office is on the right.

# NHS Musgrove Park Hospital



The Mobility Buggy Service will begin on Monday 5th March

This is a No Smoking hospital  
Smoking is prohibited in all buildings and grounds

PLEASE REMEMBER  
FRESH AIR  
CONCEPTS  
FRESH AIR

The products and services are not to be regarded as a copy of the Trust's recommendations.

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- INFORMATION & TELEPHONE POINTS
- WC LAMPA & HALLWAY
- SEE CHANGING
- STANDARD WC
- PUBLIC TELEPHONE
- WASH
- RECEPTION
- CAR PARKING
- DISCOUNT CAR PARKING
- GROUP
- FURBER SHOP
- RELAXATION CHAIRS
- STAFF
- RESTROOMS
- UNIVERSITY
- WHEELCHAIR
- WHEELCHAIR

Musgrove Park Hospital is part of Tividale and Somerton NHS Foundation Trust

## **The immediate practical necessities**

Following the death of a friend or relative in hospital there are certain formalities to which you must attend.

### **Funeral choice**

You do not have to have a funeral ceremony, religious minister, or use a funeral director and the ceremony does not have to take place in a crematorium or place of worship. The majority of people choose to make their arrangements through a funeral director. However, some people prefer to have something more personal and perhaps less expensive. For example:

- Taunton Deane Crematorium can give you some guidance about other options on their website  
<http://www.tauntondean.gov.uk/TDBCsites/crem>  
or over the phone 01823 284811.
- Green burial information can be found on the internet. The British Humanist Association have officiates who will conduct a non-religious funeral, telephone 02070793580
- There is a full list of funeral directors in the Yellow Pages. Most firms are open 7 days a week and are also willing to visit you in your home if this is easier for you.

The Bereavement Support Office hold some books for loan entitled 'We need to talk about the funeral'. You are welcome to borrow a copy to assist you with funeral choices.

There is also a funeral director quote form and additional information in 'What to do after a death' (page 21) in the back of this pack.

Funerals can be expensive. The Bereavement Office holds some information leaflets that may assist you. There is also more information from 'What to do after a death' (page 31) at the back of this pack.

## **Medical Certificate of Cause of Death**

This is the certificate that the Doctor issues. It informs the Registrar of Births and Deaths what to write on the Death Certificate. You will collect this at your appointment with the Bereavement Officer before you go to register the death.

Sometimes the case has to be discussed with the Coroner. It might result in a Medical Certificate of Cause of Death being issued, or the Coroner may rule that it will be investigated further. In which case the Bereavement Office staff will talk with you to discuss the likely pathway. There is additional information regarding Coroner involvement in 'What to do after a death', at the back of this folder and also at the Bereavement Support Office.

## **Bereavement Support Appointment**

The Bereavement Support Officer will discuss and give to you

- The Medical certificate of cause of Death. You will have an opportunity to discuss anything you do not understand or that needs clarifying.
- You will be asked to complete a release form which will allow the release of the deceased from hospital
- Collect any personal effects belonging to the deceased.



## Registering the Death

The death has to be registered generally within 5 working days of the death. It is usually easier to register in Somerset. Registration can be done elsewhere in the UK but is more complicated and can delay the funeral. More information is available from a Registry Office, Bereavement Support staff or Funeral Director.

The person registering the death must fall into one of the following categories

- a relative of the deceased being present during the last illness and or present at the death,
- a person present at the time of death
- a person making the funeral arrangements.

The Registrar will ask you the following information about the deceased.

- The date and place of death and usual residential address.
- Full names and surname (and maiden name if applicable).
- Date and place of birth
- Occupation and the name and occupation of the husband, wife, civil partner.
- Whether he/she was receiving a pension or allowance from public funds.
- If the deceased was married, the date of birth of the surviving widow(er), civil partner

*The Registrar will give you*

- **Form BD 8 (white form)**  
Please read the information on the back of this form, fill it in and send it in the addressed envelope provided or, phone 0845 606 0265 and cancel any pension and, or benefits over the phone.
- **A certificate for burial or cremation (green form)**  
This allows a burial/cremation to occur
- **Certified copies of the Death Certificate**  
Details regarding this are on the yellow sheet at the back of this folder

The Registrar also offers the 'Tell us once' service. There is a leaflet in the back of this booklet.

## **Tissue donation**

Corneas can be retrieved 24 hours after death. (3 years old and upwards) and the heart valves up to 48 hours. (0-60 years old). If you think the deceased person carried a card, or expressed a wish to donate tissue, please contact the Bereavement Support Officer on 01823 343753 or the Tissue Co-ordinator service on 07699 704 933.

## **Spiritual Care**

The Hospital Chaplains are available to support you and your family. This support is not dependent on people being part of a faith group. The hospital chapel is always open and is located on level 1 of the Duchess Building. Although of Christian design the chapel is open to those of different and no formal faith. The Chaplains can also assist you if you wish to speak to someone from another religion. Chaplains can be contacted on 01823 342515. Out of hours they can be contacted via switchboard, 01823 333444.

## **Paying Last Respects**

We do not have a Chapel of Rest at Musgrove Park but a Mortuary Viewing room. If you wish to spend time with your loved one in the immediacy of your loss please contact the Bereavement Support Office on 01823 343753, or, out of hours the Clinical Site Manger via switchboard on 01823 333444.

They will agree an appointment time and accompany you to the mortuary. If it is important for you to see the person again at some point before the funeral you may decide that a Funeral Director's Chapel of Rest will be more appropriate.

## **Deaths occurring in the Accident and Emergency Department**

These deaths are generally sudden and unexpected and occurring within 24 hours of admission to hospital. Any of these reasons mean that the Coroner has to be contacted by a doctor from the A&E department.

The Coroner will either allow the doctor to complete the Medical Certificate of Cause of Death and you will be able to register the death, or he will choose to investigate by post mortem, and/or, inquest. In some cases the Coroner will allow the GP of your relative/friend to complete the Medical Certificate of Cause of Death.

The Bereavement Support Officer will contact you the following working day to clarify anything you are not sure about. However, you may call the Bereavement office before this time on 01823 343753, (10am – 4pm Mon-Fri), for information/support.

More information in regards to Coroner, Post Mortems and Inquests can be found on page 5 of 'What to do after a death' in the back of this pack.

## **Bereavement Benefits**

Information can be obtained on [www.direct-gov.uk](http://www.direct-gov.uk) or contact Job Centre Plus.

## **Wills and Probate**

In 'What to do after a death' from page 39 in the back of this information pack

## **Donations to the hospital**

Please send to The General Office, Musgrove Park Hospital, Taunton, Somerset, TA1 5DA.

You can state where you wish the money to be donated, and details of the person in whose memory the donation is to be made.

## People, apart from close family and friends, you might need to inform

(excluding 'Tell Us Once' service in the back of this booklet)

	Done		Done
Priest, Vicar, Minister or leader of other faiths		Mortgage company/landlord	
Hospital other than Musgrove Park Hospital, dentist, optician		Electricity, gas, telephone, water companies, internet service provider	
Bank, credit cards, Building Society		Post Office (redirect mail)	
Social Services (home help or care)		Cancel any appointments (apart from Musgrove Park Hospital and GP)	
Previous place of work/ place of work (occupational pension)		Day Centre transport	
Executors of the Estate (Will)		Deliveries, eg milkman, newspapers	
Solicitor		NHS departments returning equipment	
Insurance Companies, eg car, home		Employer, trade union	
Residential or Nursing Home		A child's or young person's teacher, employer or college if a close relative/friend has died	
Landlord, Housing agency			

# Further information and support

## Helping you cope with bereavement now and in the future

### Practical Do's and Don'ts

#### Do

- Choose a funeral director with whom you feel comfortable
- Express your emotions. It won't help to hide your feelings
- Talk about what has happened with your family, close friend or a sympathetic group
- Take great care of yourself. Eat properly and rest
- Guard against accidents in the home
- Make sure your home is secure
- Consult your doctor if your health is a worry
- Contact 'Cruse' or another support group if you need extra support. (Contact numbers are in the back of this book)

#### Don't

- Hide your feelings
- Let family or friends hurry you into making decisions until you're ready such as clearing out your loved ones belongings before you are ready to, tackle that task yourself.
- Enter into any financial arrangement you don't understand
- Turn to drugs or alcohol or drink to excess
- Allow the funeral to be rushed or unnecessarily expensive
- Move home or make any major life changes whilst you are still grieving
- Hurry the healing process, take it at your own pace

Bereavement is a distressing experience that all of us encounter at sometime during our lives. Yet it is something that is talked about very little in our everyday lives. This can mean we have very little opportunity to learn about how to cope with loss. Grieving is a natural process that usually takes place after any loss but most powerfully after the death of someone we love. Although people are all different, the process that occurs has some similarities.

When someone close to you dies you are faced with the practical issues as well as dealing with your emotions. You will have a lot of arrangements to make, and people to notify at a time when your grief means you find it difficult to concentrate and remember things.

## **Emotions**

Grieving is not just one feeling but a whole succession of feelings, which take a while to get through and which cannot be hurried. These feelings can occur even if the death has been expected.

Initially there is shock, often described as numbness, a sense of disbelief. This is a natural reaction which can also protect you against the loss, and allows you to feel it more slowly. Don't try to block your feelings as this can delay healing.

Grief is not constant depression, but acute pangs of severe loss and pining which in time may come less often or only when they are jogged by recollection, for instance seeing a photograph, waking up alone, being in places where there are strong memories of the person who has died.

These periods of sudden anxious yearning can make you restless and moody. This comes because, without being fully aware of it, you are searching for the person you have lost. This can be distressing and bewildering as it is not possible, in the physical sense, to bring back that person. Sleep can be severely disrupted and dreams can be very upsetting.

Another painful expression of grief is guilt. Many people blame themselves because, with hindsight, they wish that they had done things differently and now there's no chance to put matters right. Sometimes people even feel that a death could have been postponed or prevented if they had acted differently. It is sometimes helpful to talk through these feelings of guilt, sometimes many times, before peace of mind can be reached. This is all part of the healing process.

Anger and aggression are also expressions of grief. Anger at what has happened, and injustice of the loss; anger at the lack of proper understanding of others; anger at those who allowed your loved one to die. The source of the anger is usually at death itself and our hopelessness in the face of it. The person who died may become the focus of this anger, but because it wouldn't be seemly to rage against the dead, the hostility is shifted to others. Friends, family and hospital staff for instance. Anger shouldn't be bottled up; if it is, it can gnaw away for years and rob you of your peace of mind. Try to work through your feelings with someone not emotionally involved in your own loss.

Remembering and reliving the immediate past, and then gradually more distant memories is part of the yearning of grief. Remembering is painful because it can bring back many sad memories, perhaps reawakening the grief of former losses or periods of distress or unhappiness; but remembering is needed in the healing process and can bring back happy memories too which are greatly comforting. One effect of this is that your relationship with the person who has died begins to change. As you establish clear and satisfactory memories of the past you will realise fully that your loved one will not come back, but later you will begin to feel that he or she is in a special way part of your life again.

## **Depression and apathy**

The acute feelings of anxiety, guilt and anger will gradually give way to feelings of depression and apathy. The depression can be a reaction to too much emotion; it is a period of low emotion, a time when your spirit is at its lowest ebb and for sometimes you may feel periods of hopeless despair. For others there is joyless monotony. This is also a time when you are realising that things cannot be changed and the person you love is dead. At this point some people often feel loss of identity and lack of self confidence. A painful aspect of losing someone close is the way in which others regard us. Our social taboo of death means that it is often denied or ignored. Because people are embarrassed to talk about death, they often shun the newly bereaved. This can be hurtful. Sharing this hurt with others who have also been through bereavement can sometimes help.

In your own time you will come to accept that the loved one you mourn is dead. This is perhaps difficult to believe while you suffer the early stages of the agony and bitterness of grief. Feelings of misery and pain will grow less acute as you accept that your situation has changed and you will take up your life again without the deceased. Here again, the experience and support of others, including those who have suffered similar loss, will help you to work through to recovery.

If the depression seems endless; if each day brings only sadness and there are no better times when the pain and darkness lift, then do contact your doctor. Clinical depression is treatable and you do not need to suffer needlessly.

## **Coping with Grief**

### **Physical and emotional demands**

The stress of grief makes enormous physical and emotional demands upon us. Stress also makes us accident-prone. That's why it's very important to take extra care and cosset yourself. Be sure to keep warm. Try to eat nourishing meals even though you may have little or no appetite. Take extra rest even if you can't sleep. Accept your normal daily pattern won't be the same. Make your bedroom really comfortable and take hot drinks to bed with you. Be gentle with yourself. Give yourself extra treats. Fresh air and exercise will help you to relax and reduce tension far better than turning to drugs and alcohol. But if you are worried about your health in any way, or you have a persistent complaint, you should consult your doctor.



## **Share your fears**

As we grow older we may become beset with fears. In bereavement we may experience the return of childhood fears as well as new fears; fear of the dark; fear of the unknown; fear of the future; fear of having to move house; fear of not being able to cope with daily activities or the fear of being alone after many years of companionship; perhaps the greatest fear of all is having to face our own death. Fears are real but can be shared. The support of your friends and family will help quell those fears.

Specialist organisations such as those listed in the back of this book can also provide help.

## **Keep up your contacts**

If you have any grandchildren or distant relatives, write to them frequently, or write to friends. Plan ahead. Try to have something in your diary for next month. Write your memoirs, keep a diary. This will help you measure your progress through grief. Write down the history of family possessions. Write down your family traditions, these will be of interest in future generations. Keep contacts with friends and if they live some distance from you arrange to stay overnight when you visit. Invite your friends in for coffee or tea. Find out about local groups, social clubs, day centres and adult education classes. Your local library is a good source of local events. Offer to baby-sit for young couples, think about the companionship of a pet, about what you would like to do for your next holiday. If needed, get in touch with an organisation that can offer emotional support in bereavement such as 'Cruse'.

## **When to seek professional help**

The following is a list of symptoms and feelings often associated with grief. Whilst these can be a normal part of grieving, if they persist and make it difficult to manage day to day tasks you may wish to seek professional help.

If you;

- Are always feeling exhausted, anxious, suicidal, depressed, helpless, experiencing uncontrollable anger, sleeplessness or feeling stressed.
- Are becoming withdrawn and unable to speak or spend time with family and friends, or finding it difficult to cope with work, school etc.
- Are becoming dependent on drugs or alcohol.
- Have little desire to get involved with activities you once enjoyed.

## **Loss of a Child**

The loss of your child is devastating and probably one of the worst things that can ever happen to you. Your child may be of any age. They were still your child.

### **Children and grief**

We need to be honest with children about death and dying, however difficult this might be for us as adults. Children quickly sense when something is happening.

In doing this we might meet with disapproval from others, but honesty is vital in establishing a child's trust.

Children need to be given information as close to the time of death as is possible by someone they know and trust. The way in which they react and understand will be influenced by their age, their life experience, their emotional maturity and the family's cultural and spiritual beliefs.

Although a child's age does not necessarily give an automatic level of understanding, the following are offered as broad guidance.

## **Children under the age of 5**

- Find it difficult to grasp the permanence of death and will need help in understanding the person who has died will not be coming back
- Have a limited understanding which may lead to a possible lack of reaction when told about death

## **Children between the ages of 5 and 11**

- Begin to develop the understanding that death is permanent
- Find it hard to deal with change so it is important to maintain their routine at home and school as much as possible
- May have a preoccupation with the practicalities surrounding death and may need to have the facts over and over again. This helps them feel safe and allows them to begin to process the information and builds trust in the adults around them
- Having an increasing awareness of their own mortality which may give rise to fears for their own safety

## **Adolescents**

- Understand that death is inevitable, universal and irreversible. Their reaction to death may be complicated by the struggles of adolescence.
- May talk at length about the death, but seldom to those closest to them in the family.
- Often will have their own strongly-held views as to what is right and wrong and will challenge beliefs and explanations offered to them by others.

It is important to remember that most children, of whatever age, are capable of taking in and making some sense of more information than we, as adults, realise.

A child or a young person's reaction can also depend on;

- How close the child is to the person who dies
- How the death happened
- Press and media attention
- Family and social circumstances

It is natural to want to protect children, particularly around a sudden and traumatic death, but by protecting them we can often exclude them. Children have explained however difficult it may be for them to hear the news, not knowing leaves them frightened, anxious and insecure.

Children instinctively know when something traumatic has happened in a family, but may bottle things up as they can be overwhelmed by their own emotions. They may also feel responsible for the death, or feel that they could have prevented it, and may need overt reassurance to correct the thought that they were in some way to blame.

The following guidelines are based on what families faced with such situations have found helpful. Their experience has been that sudden the sudden nature of the death increases the sense of disbelief for all involved, and it is especially important to help children accept the reality.

Throughout these guidelines children, young people and adolescents are referred to as 'child' as a means of avoiding repetition. The guidelines are applicable to any aged child or young person.

## **Explaining to a child**

- The environment is important, preferably somewhere quiet and private.
- Use words like, 'dead' and 'died' and avoid phrases that might attempt to soften the blow but can be confusing to children for example, 'lost' and 'passed away'.
- Explain as truthfully and simply as possible, in words the child can understand.
- Information needs to be factual and known to be correct. Be honest about what you do not know. Tell children how you feel.
- Link explanations to things that the child may have noticed already.
- Children who witness the death may need careful explanation as to what they saw and any misconceptions corrected. These children might need specialist support.
- Children are helped when information is repeated more than once and the adult checks what the child understands.

- Encourage children to express their feelings in whatever way is appropriate to them. Children are not always able to find the words and may 'act out' their feelings through relationships and play. (Although this is normal for children, and not a morbid reaction, it is important for their grief journey)
- Sending children away to friends or a more distant family member in order to protect them is not necessarily in their best interests. Ideally children need to stay in the family environment and do things they normally do as far as possible.
- Children may fear for the safety of other significant people in their lives. Offer continuous reassurance if you are going to be away from them for periods of time. Let them know how long you are likely to be and when you expect to return.
- Be prepared to listen, again and again and again. Children may need to tell the story over and over as a way of understanding of what has happened.

## **Seeing the person who has died**

- Always ask the child if they want to see the person who has died. It is more complex if the body is seriously injured, but there may still be a part, for example a hand, which can be seen.
- Prepare the child for the place where they will see the body and how the person is going to look and the fact that the body will be very cold. You may wish to go in first so that you can describe how it seems for you.
- Offer children the opportunity to leave something with the person who has died, but ensure it is not something that will be regretted later. Children can draw or write a goodbye whether or not they choose to see the body.
- Children may want to touch or kiss the person who has died. Give them permission but be aware that as time goes by there will be increasing numbers of pathogens on the body. Little children may need to be picked up.
- Allow time, do not rush. It is important children are given as much time as they need.
- Leaving behind the person who has died can be very difficult for children.

- Make sure there is time afterwards to be together and ask children what they would like to do next.
- Children are unable to stay with painful feelings for long and may want to do something that is fun. This is their way of managing.

## **The funeral and afterwards**

- Involve children in the planning of the funeral.
- Give children an opportunity to be involved by telling them what is likely to happen, what they will see and who will be there to support them.
- Explaining that the person who has died doesn't feel anything any more is helpful when explaining about a burial or cremation
- Find someone close to the child who can support them at the funeral and take them out should they decide they don't want to stay.
- Young children can benefit from being there, but will need something to help occupy them. It can be helpful to take crayons, books etc
- Do talk about the funeral afterwards. Who came, who cares, it all helps in building security for the future.
- Talk to the child about how they would most like information about the death to be made public, what support they would like at school and who they would like to support them. Remember, children are sensitive about being different
- Talk to their teacher and school about what actually happened and how the child is managing.
- Look at photographs and other mementos with the child; encourage them to perhaps compile a scrap book or memory box. Ideas on how to do this can be obtained on web sites 'The Child Bereavement Charity' and 'Winston's Wish'. These sites are also helpful to assist and empower children to find information for themselves.

## Children may

- Overhear adult conversations and feel frightened or worried.
- Ask repeated questions and need to hear what has happened many times over
- Need to be kept informed at each stage as to what happens next.
- Talk in a very matter of fact way about the death and want lots of information about exactly what happened, what will happen to the body etc.
- Be more babyish and distract themselves from their grief by pretending or withdrawing.
- Seem to take things in their stride, which can be hurtful to grieving parents.
- Show naughty or disruptive behaviour which appears not to be related to the loss. This usually is an indication that the child is hurting but they may not want or be able to talk about it.
- Use bullying behaviour which can also indicate they are hurting.
- Need more cuddles and turn to their pets for comfort.
- Need repeated reassurance that they were not to blame, as children may feel responsible for the death.
- Need discipline and routine, which provides structure and comfort, but try to avoid confrontations by using distractions.
- Dip 'in' and 'out' of their sadness. This is a normal response and does not indicate a lack of caring or understanding.

## **Looking after yourself**

- Prepare yourself when talking to a child about sudden death. Obtain as much information as you can, and be sure of your facts, such as what injuries there are, what the person looks like. Perhaps it will help to speak to the Funeral Director and or Bereavement Support Officer about obtaining some of this information.
- If you are taking a child in to see the body of someone who has died, go in first so you can prepare yourself as much as possible
- Don't be afraid to share your own sadness, children learn to grieve by watching the adults around them.
- This is a daunting and difficult task. As adults we want to protect children from such painful experiences. Be aware that you may need someone to support you.
- Do not feel hurt if the child wants to talk to someone else

## **A Time to Remember**

A Time to Remember those we have loved and lost is held at Taunton Deane Crematorium on the first Saturday of November each year. It begins at 11am and lasts approximately 30 minutes. This time of remembering and thanksgiving is for individuals, families and friends - indeed anyone who has experienced the death of someone special in their lives, whether recently or some time ago. There will be an opportunity to light a candle and give thanks for all that person has meant and continues to mean in our lives. It includes music, readings and silence.

It is put together by the Hospital Chaplaincy Team with local clergy at the invitation of the Crematorium staff. For more details contact the Crematorium on 01823 284811.



## **Advice and Support**

We have listed several organisations used to dealing with bereavement. It can sometimes be easier to talk to a stranger on the telephone about the things you are going through than it is to talk to a person who is close to you.

### **Child Bereavement charity**

supports bereaved children and teenagers

01494 568 900

Email: [support@childbereavement.org.uk](mailto:support@childbereavement.org.uk)

### **Citizens Advice Bureau**

01823 282235

<http://www.citizensadvice.org.uk/>

### **Compassionate Friends**

Support for bereaved parents, of all ages, and their families.

0845 123 2304

[helpline@tcf.org.uk](mailto:helpline@tcf.org.uk)

### **Cruse Bereavement Care**

Provides counselling and support to all bereaved people irrespective of age.

National telephone helpline 0844 477 9400

somerset referral line 01458 898211 10.30am - 1.30pm Monday - Friday

[info@cruse.org.uk](mailto:info@cruse.org.uk)

### **Foundation for the Study of Infant Deaths**

Telephone helpline and signposting on to other local organisations if one to one support is more appropriate

08088 026 868 10am - 10pm Monday– Friday,

6pm - 10pm Saturday Sunday

[helpline@fsid.org.uk](mailto:helpline@fsid.org.uk)

### **Road peace**

National charity for road traffic victims

0845 450 0355 9am - 5pm Monday - Friday

[info@roadpeace.org](mailto:info@roadpeace.org)

### **Samaritans**

Telephone support for anyone in distress, 24 hrs a day 7 days a week

08457 90 90 90

[jo@samaritans.org](mailto:jo@samaritans.org)

**Support after Murder and Manslaughter (SAMM)**

08445 616 855 9am - 9pm every day including bank holidays  
info@sam.org.uk

**Survivors of Bereavement by Suicide (SOBS)**

0844 561 6855 9am - 9pm every day including bank holidays  
sobs.admin@care4free.net

**The Way Foundation**

A support group for people who have become widows(ers) at a young age  
087 001 134 50  
www.wayfoundation.org.uk/about\_us

**Winston's Wish Family Line**

supports bereaved children and teenagers  
0845 2030 405 9am - 5pm Monday-Friday  
info@winstonswish.org.uk

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without whom this publication would not have  
been possible**

If any of the information contained in this  
information pack is incorrect for example, contact  
numbers and/or details we would appreciate you  
letting the Bereavement Support Officer know on  
01823 343753.

We appreciate this is a difficult time for you but would find it helpful if you could now, or in the future, complete the form below and send it to the address below. It will help us provide the best service we can to bereaved Next of Kin.

Thank you.

Elizabeth Hawden  
Bereavement Support Department,  
Level 1 Duchess Building,  
Musgrove Park Hospital,  
Taunton, Somerset, TA1 5DA

Which ward did your relative/partner/friend die on? .....

Do you feel you were kept informed of the care and treatment during the last days of your relative/partner/friends life?

Yes  No

*Please tick appropriate box*

Comments .....

.....

Do you feel your bereavement needs were met by the Bereavement support staff

Yes  No

*Please tick appropriate box*

Comments .....

.....

Were there any particular things that you felt helpful?

.....

.....

*Please continue overleaf*

Are there things that you think could be improved?

.....

.....

Was this pack helpful

Yes  No

*Please tick appropriate box*

Is there any information you feel could have been included that was not provided

.....

.....

Thank you for taking the time and effort to complete this.

We realise completing this may give you strong memories. If you feel distressed and would like to talk to someone please phone 01823 343753 and talk to the Bereavement Support Officer. Please call between 12.00 - 16.00 weekdays.



# Notes

A series of horizontal dotted lines for writing notes.

