

A close-up photograph of numerous purple hyacinth flowers with green stems and leaves, filling the upper and middle portions of the page. A large, solid purple shape overlaps the bottom of the flowers, containing the title and subtitle text.

What to do when someone is dying

**Information leaflet
for relatives and
carers**

Service provided by

Sirona
care & health

This leaflet includes information to help you during this difficult time.

You may like to read this information before someone dies so that you feel prepared, or you may want to read it when someone has died.

It can be a very upsetting and confusing time. It is normal to feel anxious about what to do next, but please be reassured that there is help and support available.

Who to contact if the death is expected

- Your district nurse or End of Life (EoL) Service in order to verify the death
- Your GP
- Out of Hours
- Contact a funeral director – this does not need to be done immediately

The nurse may ask you to sign a form and return unused medications to the pharmacy.

The nurse will remove the care plan and documentation from the home and any small pieces of equipment such as a syringe pump box.

Additional contact details

Equipment

To arrange for collection of equipment – such as hospital bed or commode – please phone Medequip on:

T: 0117 957 9140

This can sometimes take a week to arrange.

Contact the GP surgery to discuss collection of the death certificate.

You may request as many certified copies of the death certificate as you need. Each certificate costs £11 (correct March 2024).

Medical Examiner's Office can be contacted on 0117 414 0074 or email nbn-tr.medicalexaminer@nhs.net

Useful contacts

The Bristol Register Office

The Old Council House,
Corn Street,
Bristol,
BS1 1JG

T: 0117 922 2800

E: Register.office@bristol.gov.uk

North Somerset Registry Office

Castlewood,
Tickenham Road,
Clevedon,
BS21 6FW

T: 01823 282 251

E: Somersetregistrations@somerset.gov.uk

South Gloucestershire Registry Office

Kingswood Civic Centre,
High Street,
Bristol,
BS15 9TR

T: 01454 863140

Kingswood Civic Centre

High Street,
Bristol,
BS15 9TR

T: 01454 863140

Yate One Stop Shop

Kennedy Way,
Bristol,
BS37 4DQ

T: 01454 868009

Age UK Bristol

Canningford House,
38 Victoria Street,
Bristol,
BS1 6BY

T: 0117 922 5353

E: advice@ageukbristol.org.uk

Age UK South Gloucestershire

67 High Street,
Thornbury,
BS35 2AW

01454 411707

info@ageuksouthglos.org.uk

Age UK North Somerset

4 Waterloo Street,
Weston- Super-Mare,
BS23 1LG

T: 01823 345610

E: info@ageuksomerset.org.uk

Bereavement Advice Bureau

T: 0800 634 9494

E: info@bereavementadvice.org

W: www.bereavementadvice.org

Citizens Advice Bureau Bristol

48 Fairfax Street,
Bristol,
BS1 3BL

T: 03444 111 444

W: www.bristolcab.org.uk

Citizens Advice Bureau South Gloucestershire

Yate Shopping Centre,
Bristol,
BS37 4DQ

T: 0344 411 1444

Citizens Advice Bureau North Somerset

25 Old Street Town Centre,
Clevedon
BS21 6ND
0808 278 7973

Cruse Bereavement Care Bristol

CRUSE Bereavement provides care and support for bereaved people of all ages in South Gloucestershire, Bristol and North Somerset.

9a St. James Barton,
Bristol,
BS1 3LT

T: 0117 9264045

T: 0808 808 1677

E: helpline@cruse.org.uk

W: www.crusebristol.org.uk

National Association of Funeral Directors

Help and advice on finding a funeral director and arranging a funeral.

T: 0121 711 1343

E: info@nafd.org.uk

W: www.nafd.org.uk

The Compassionate Friends

53 North Street,
Bristol,
BS3 1EN

T: 0345 123 2304

E: helpline@tcf.org.uk

W: www.tcf.org.uk

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Financial help

You may be able to get a funeral payment from the social fund if you are on a low income and meet the criteria.

To find out more, contact the Department for Work and Pensions' bereavement service on 0800 731 0469 or 0800 731 0464 (textphone).



**Let us know what you
think and get involved**

T: 0300 124 5300*

E: sirona.hello@nhs.net

W: www.sirona-cic.org.uk

*Calls from landlines are charged up to 10p per minute; calls from mobiles vary, please check with your network provider. This is not a premium-rate number.

**This document can be provided in
other formats and languages,
please contact us for more information.**

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