

# When someone has died from Coronavirus

Information for families, friends and carers



easy  
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# Losing someone with Coronavirus



This information is for families, friends and carers of somebody who has died from **Coronavirus COVID-19**.

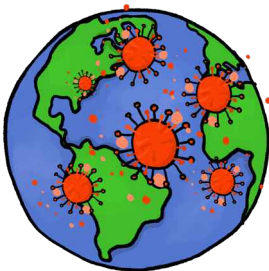


It has been put together by local services and organisations in Leicester, Leicestershire and Rutland.

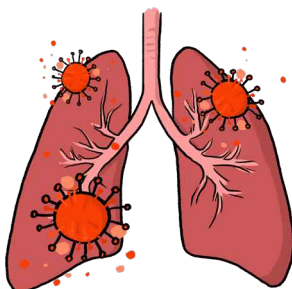


We know that this will be a very difficult time for you.

We are very sorry for your loss.



**Coronavirus COVID-19** is a new disease that is making people ill all around the world.

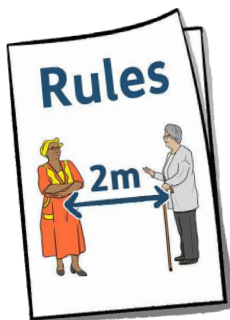


It can affect your lungs and breathing.

# What is different at this time?



The people who are helping you at this time will be doing some things in a different way than usual.



This is because there are rules we all have to follow that help to stop Coronavirus from spreading.



The people who help you may have to wear masks and goggles and other special clothes. This is to keep everybody safe.



The people who help you to make arrangements after someone has died may speak to you on the phone, instead of meeting you face-to-face.



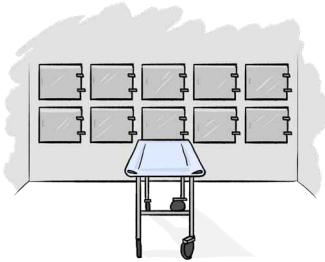
All of the people who help you will still give you the same care and attention, even if they are doing things in a different way.

# What happens when someone dies?



## At hospital

If somebody has died in hospital, their body is taken to the mortuary.



A mortuary is a place in the hospital where bodies are kept safely.



The hospital will have people who are specially trained to speak to you when someone has died.

They will help you with what to do next.

These are called 'bereavement services'.

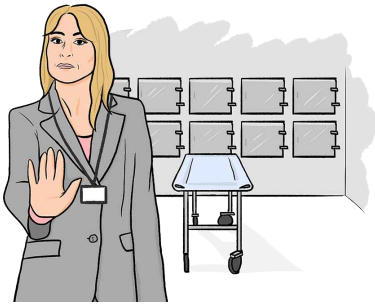


## At home

If somebody has died at home, their body will be collected by a **funeral director**.



A **funeral director** is someone who will help you with all the arrangements of a funeral.



## Contact with your loved one

If your loved one has been taken to the hospital mortuary, you won't be able to visit them or spend time with them.



This is to keep you and your family safe from Coronavirus COVID-19.



We understand that this may be upsetting.



We understand that different religions have different ways of preparing their loved ones for a funeral.



You won't be able to prepare your loved one for the funeral yourself.



You will need to talk with your funeral director about what you want.



# Important things to do



## Registering the death

Registering the death means letting the council know that someone has died.



The council makes an official record of the death.



The part of the council that does this is called the 'registration service'.

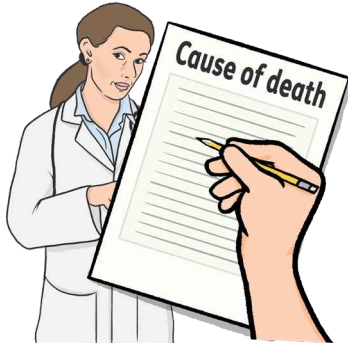


The registration service will arrange to speak to you on the phone. You can't go into the register office at this time.



Registration service contact details:

- Leicester City: **0116 454 1000**
- Leicestershire: **0116 305 6565**
- Rutland: **01572 758 380**



The doctor who was caring for your loved one will complete a form that explains the cause of death.



This is sent to the registration service.

It's also called the Medical Certificate of the Cause of Death.



## The Death Certificate

A death certificate is an official document that says that someone has died.



The registration service will ask you how many copies of the death certificate you want.



You will need a death certificate for different things like:

- Claiming life insurance - this is money paid out when you die. You pay money into your life insurance during your life.
- Dealing with the person's bank.



Death certificates cost £11 each. You will need to have a credit card or debit card ready to pay over the phone.



The registration service will send you the death certificates. They will send a **Green Form** to your funeral director.



The **Green Form** gives you permission to bury or cremate your loved one.



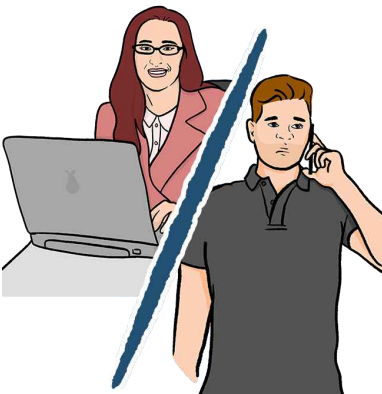
## ‘Tell us once’



‘Tell us once’ is a Government service that passes on information about someone’s death to all the other Government services that your loved one had contact with.



For example, any departments that paid them benefits, or the DVLA about their driving licence.



The registration service will tell you more about this when you speak to them on the phone.



Or you can find out more on the Government website: **[www.gov.uk](http://www.gov.uk)**



## The Coroner

Sometimes a Coroner will look into how a person has died.



Coroners investigate any deaths that seem to be unusual.



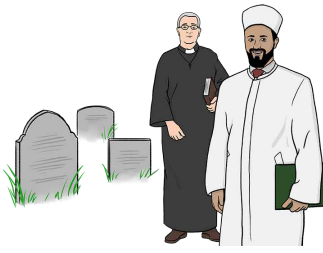
The Coroner may look into the death of your loved one.



If so, they will contact you and arrange to speak with you over the phone.



The registration service will arrange to speak to you after the Coroner has finished.



## Funeral

A funeral is something that marks the end of a person's life.



It might be a religious service or a gathering of friends and family.



When someone has died they will need to have a funeral.



You may already have a funeral director in mind to help you.

Or you can find one on these websites:

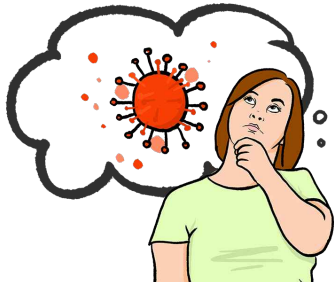


- The National Association of Funeral Directors:  
[www.funeral-directory.co.uk](http://www.funeral-directory.co.uk)
- The National Society of Allied and Independent Funeral Directors:  
[www.saif.org.uk/members-search](http://www.saif.org.uk/members-search)



Your funeral director will arrange to collect somebody from home, if they died at home. Or from the mortuary if they died in hospital.

# Other information



## Self-isolate

If you have been close to someone who has died from Coronavirus, you could be carrying the disease.



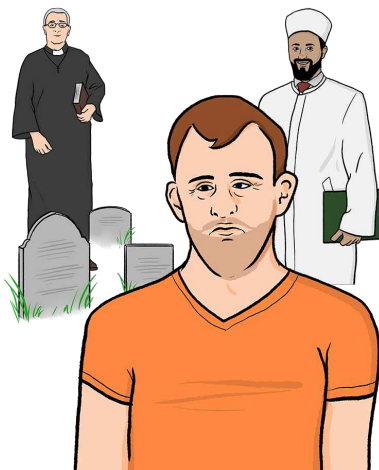
You must self-isolate for 14 days from the last day that you had contact with the person.



Self-isolate means you must stay inside and away from other people.



You should not have visitors to your home whilst you self-isolate.



## Going to the funeral

If you are not ill, you can go to the funeral of someone in your family.

You can the funeral of a friend, but only if there is no family going.

# Support and help



It is very difficult to lose someone you love.

It will be even harder because we all have to follow rules to keep safe from Coronavirus.

There are organisations that can help you during this time:



## Cruse

Cruse offers support, advice and information when someone dies:

- Web: [www.cruse.org.uk](http://www.cruse.org.uk)
- Phone: **0808 808 1677**



## The National Bereavement Partnership

They can give advice, especially if you are affected by Coronavirus COVID-19:

- Web: [www.nationalbereavementpartnership.org](http://www.nationalbereavementpartnership.org)



## The Government

The Government has a web page that tells you what you have to do if someone dies:

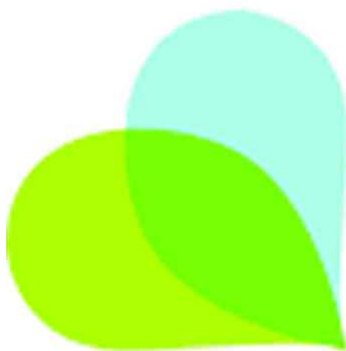
- Web: [www.gov.uk/after-a-death](http://www.gov.uk/after-a-death)



## The Compassionate Friends

They offer support to people who have lost someone:

- Web: [www.tcf.org.uk](http://www.tcf.org.uk)
- Phone: 0345 123 2304



**bereavement  
advice centre**

## The Bereavement Advice Centre

They can give you advice and support:

- Web: [www.bereavementadvice.org](http://www.bereavementadvice.org)
- Phone: 0800 634 9494





## Citizens Advice Bureau

They can give you general advice and help:

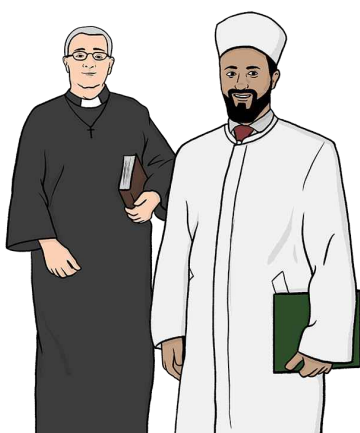
- Web: [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)



## The Samaritans

They can help if you need to talk to someone:

- Email: [jo.samaritans.org.uk](mailto:jo.samaritans.org.uk)
- Web: [www.samaritans.org](http://www.samaritans.org)
- Phone: **116 123**



## Faith leader

You could speak to your local faith leader for some help and advice.