

Patient information factsheet

Changes to the bereavement care process

This factsheet outlines some of the changes to the bereavement care process we've recently adopted as a result of the COVID-19 outbreak. The steps below explain what happens when someone passes away at one of our hospitals and we hope will help you know what to expect during this confusing and difficult time.

Notifying the next of kin

The next of kin will be notified by telephone that their loved one has passed away. Details of how to contact the bereavement care team will be provided. You will be asked to call them on **023 8120 4587** the following day, leaving a message if no one is available to take your call.

Bereavement care support and chaplaincy

The bereavement care team will be able to provide you with as much help and advice as possible over the phone, and can direct you to other places of support. The chaplaincy team is also available 24-hours a day, seven days a week for telephone guidance on **023 8120 8517**.

Personal belongings

You will be asked whether you would like your loved one's personal effects dropped to your home or if you would prefer to collect them from the property hub personally. The hub can be contacted on **023 8120 1459** to make arrangements.

Please be aware that in some cases we may be unable to return certain belongings such as clothing and items made from fabric (for example quilts and soft toys). We appreciate that this is likely to be upsetting, but thank you for your patience and understanding as we work to ensure all necessary infection prevention measures are followed.

Paying your last respects

Unfortunately you will no longer be asked to attend the hospital site for viewing.

Registering the death

Once your loved one's certificate has been registered this will be emailed directly to the Registrar of Births and Deaths who will contact you and complete the registration over the telephone.

Funerals

Funerals can still be arranged but attendance will be limited to immediate family members only, adhering to social distancing guidance.

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Further information

For further information and support please refer to our bereavement care services booklet. This is also available on our website, please visit www.uhs.nhs.uk and search for 'bereavement care'.

Contact us

If you have any questions or concerns, please contact bereavement care services on **023 8120 4587**.

Useful links

CRUSE Bereavement Care

Provides face-to-face, telephone, email and website support

Telephone: **023 8077 4900** or **0808 808 1677**

www.cruse.org

Eastleigh Bereavement Service

Offers support and advice to bereaved people

023 8057 8844

www.ebs-bereavement.co.uk/

For a translation of this document, or a version in another format such as easy read, large print, Braille or audio, please telephone **023 8120 4688**.

For help preparing for your visit, arranging an interpreter or accessing the hospital, please visit **www.uhs.nhs.uk/additionalneeds**