

Local Registrars' Offices in the Highlands

Inverness

Highland Archive and Registry Office
Bught Road, Inverness IV3 5SS
01349 781131

Caithness

Council Offices, Rotterdam Street,
Thurso KW14 8AB
01349 781215
Caithness House
Market Place, Wick KW1 4AB
01955 608210

Sutherland

Court House, Castle Street, Dornoch IV25 3FD
01862 810954

The Harbour, Kinlochbervie IV27 4RR
01971 521730

Lochaber

Charles Kennedy Building
Achintore Road, Fort William PH33 5RQ
01397 704583
Memorial Hall, Fort Augustus PH32 4DJ
01320 366670

Nairnshire

Court House, High Street, Nairn IV12 4AU
01667 458570

Badenoch & Strathspey

Court House, High Street, Kingussie PH21 1HR
01540 664529

Aviemore Community Centre
Muirton, Aviemore PH22 1SF
01479 813147

Ross-shire

Area Offices, 84 High Street, Dingwall IV15 9QN
01349 868507

Averon Centre, High Street, Alness IV17 0QB
01349 781760

24 High Street, Tain IV19 1AE
01349 886644

Police Station, Gairloch IV21 2BP
01445 712858

High School, Mill Street, Ullapool IV26 2UN
01854 613 525

Skye & Lochalsh

Tigh Na Sgìre, Park Lane, Portree IV51 9GP
01478 613850

Kintail House
Main Street, Kyle of Lochalsh IV40 8AB
01349 781581

Useful Contacts

Highland Hospice Bereavement Team

01463 227919
(ask for bereavement service)
or **07709 717586**
bereavement@highlandhospice.org.uk
www.highlandhospice.org
Bereavement support, information
and counselling

Cruse Bereavement Care Scotland

0845 600 2227
www.crusescotland.org.uk
Nationwide bereavement support services

Widowed & Young

www.widowedandyoung.org.uk
For people aged 50 and under whose partner or
spouse has died. They also have a group called
WAY Up for people aged 50+

The Compassionate Friends

www.tcf.org.uk
For bereaved parents, siblings
and grandparents

Breathing Space

0800 83 85 87
Telephone helpline offering information and support
for any issues, which are causing you upset or stress

Samaritans

116 123
jo@samaritans.org
24 hour, 7 day a week helpline

Contact Us

If you would like to speak to a member of our team please do
not hesitate to get in touch using the contact details below:
Highland Hospice, Ness House, 1 Bishops Road, Inverness, IV3 5SB

Phone: 07709 717586
Email: bereavement@highlandhospice.org.uk
www.highlandhospice.org

Highland Hospice, Ness House, 1 Bishops Road, Inverness IV3 5SB.
Highland Hospice is a registered Scottish Charity No: SC011227

Pushing Up The Daisies

www.pushingupthedaisies.org.uk
Information and support to those who want to
consider how the time immediately after death
can encourage wellbeing.

Citizens Advice Bureau

www.citizensadvice.org.uk
Information and support with benefits,
work, budgeting, housing, debt etc.

Money Advice Service

www.moneyadvice.service.org.uk
Free and impartial money advice set up
by the government providing information
and support with funeral costs.

National Bereavement Service

0800 0246 121
www.thenbs.org
Providing practical and emotional support

Good Life, Good Death, Good Grief

www.goodlifedeathgrief.org.uk
Information and resources on death,
dying and bereavement in Scotland

**If you need help to find support that is
right for you please get in touch with our
Bereavement Officer who can help to look
for other options and choices.**

Phone: 07709 717586

Email: bereavement@highlandhospice.org.uk

When someone has died

Practical advice and support





When someone dies at Highland Hospice

When someone dies in the Highland Hospice, a member of staff will talk you through what needs to be done with the medical certificate so that you can register the death.

Our staff will provide you with support and guidance.

When someone dies at home

A GP needs to confirm the person has died, so please contact their GP surgery. The doctor attending may not be your usual GP.

If the person dies outside the normal opening hours of your GP surgery, please contact NHS24 on 111. A doctor will be sent out to verify the death.

The doctor will write the Medical Certificate of Cause of Death and talk you through what needs to be done to allow you to register the death.

What to do next

When you feel ready, you can **contact a Funeral Director** who will help you to make arrangements for the funeral. However, if you wish to explore **alternatives to a traditional funeral**, an organisation called Pushing Up The Daisies can give you information about options available to you. Their contact details are included at the end of this booklet.

If you wish to use a Funeral Director, they will guide you through all aspects of the process.

Registering a death

Before a burial or cremation can take place, you will need to **register the death at the Registry Office within 8 days**. All deaths which happen in Scotland must be registered in Scotland. The death can be registered by any of the following people:

- A relative (spouse or civil partner, blood relative or relative by marriage)
- Anyone who was present at the death
- The person's executor or legal representative
- The occupier of the premises where the death took place

If the above criteria is not met then any other person with the relevant information can register the death.

To ensure the quality and accuracy of certificates, a certificate may be randomly selected for review through the registration system. The Registrar will keep you fully informed if this were to happen.

What to take to register a death

When going to register a death you should take the following documents with you:

- **The Medical Certificate of Cause of Death (if available and it has not already been sent to the Registrar)**
- **Birth Certificate of the person who has died**
- **If appropriate the Marriage Certificate of the person who has died**
- **The NHS Card (Medical Card) if available**
- **Any documents relating to the deceased's pension, Benefits, or any other allowances that they may have been receiving**

Don't worry if you can't find any of these.

The Registrar will work with what you have. You will need to provide the Registrar with the **person's full name, address, occupation, date and country of birth**. It is also helpful to provide their marital status.

What the Registrar will give you

- A Certificate of Registration of Death (Form 14). The Funeral Director will need this form before the funeral can go ahead
- A form for National Insurance and Benefits (Form 334/SI)

Both of these certificates are provided free of charge and more copies can be obtained for a standard charge.

Please Note – Registrars will normally operate on an appointment only basis, so you will need to phone or email in advance to arrange an appointment.

Planning a funeral

When planning a funeral, you should begin by thinking about the type of funeral that the person would have wanted. They might have left instructions before they died so you might want to check with whoever holds their Will or their legal executor. Other things to consider include:

- Should anyone else be involved in planning the funeral?
- Will a minister, priest or faith leader be involved? There is no legal requirement for this
- Where will the cremation or burial take place?
- Did they have a plot reserved in a cemetery?
- Has the person who died left money to cover the costs of the funeral? This could be in savings, a funeral plan or life insurance policy. The person who arranges the funeral is responsible for paying the final bill. This may be the executor of the person's Will, a relative or a friend

If you are concerned about the cost of a funeral:

- you can **speak to your Funeral Director and ask for them to give you the costs in writing**
- you can also **speak to a member of our Social Work team** who would be able to advise you on this matter

The **Money Advice Service** gives useful information about funeral costs and how they can be paid. Help with funeral expenses is sometimes available if the person who is paying is receiving specific Benefits. For more information visit www.mygov.scot/bereavement-benefits or speak with your local Citizen's Advice Bureau. **If you are intending to rely on a grant to cover the costs, you should tell the Funeral Director in advance.**



Additional actions to be completed after death

The Highland Hospice Bereavement Pack includes a checklist of other things that might need to be done in the days and weeks following the death.

"Tell Us Once" is a service which informs multiple organisations of a person's death in one go which includes HMRC, Department of Work and Pensions, Passport Office, DVLA, the local council, Veterans UK and some public sector pension schemes. To sign up for this service visit www.gov.uk/after-a-death.

The Scottish Government produces a more detailed booklet called **What to do after a death in Scotland – practical advice for times of bereavement**. You can download this from their website.

Highland Hospice Bereavement Service

Everyone's experience of loss is different and there is no right or wrong way to grieve. Sometimes feelings of loss can be overwhelming and confusing. It will take time to process these feelings and make sense of what has happened. Sometimes it can be hard to talk to those close to you about how you are feeling, especially if they have their own grief to deal with. The Bereavement Service may be able to provide you with the right level of support at this time or signpost you to other sources of support available in the Highlands.

We offer a range of different options which include:

- **Providing a listening ear**
- **Individual Counselling**
- **Support for children and young people through Crocus Group** www.crocusgroup.org.uk
- **Groups such as Walking Groups, Cooking Groups, etc.**
- **Online Book of Remembrance**

For more information on any of these please visit our website www.highlandhospice.org or contact the Bereavement Officer on 07709 717586 or bereavement@highlandhospice.org.uk.

