



This leaflet has been checked by the Learning Disability Talk and Listen Group

What happens after someone dies in hospital



We think it would be better if you read this booklet with a family member, friend, or a ward nurse, so that you can talk about it together.

The booklet 'Helpful information for families and friends following a death in hospital' should also be given (non-easy read), which provides more information for those supporting you.

If you need this information in a different language or format, such as large print, Braille or audio, please ask a member of staff.



This easy read booklet has been written by Leicestershire Partnership NHS Trust and is given to family members or friends after someone has died in one of our hospitals.

The Trust tries hard to make sure that the information in this booklet is correct and up to date but cannot promise that it is.

We are very sorry that someone special to you has died.

This booklet will help to explain:

What happens when someone diespage 3
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People who can give you supportpage 6
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Some things that can help us remember the person who has died page 12

Who to ask if you have any questions

Please ask us if you have any questions:

Name of the nurse in charge
of the ward:

Name of doctor on the ward:

Ward name:

Hospital name:

Ward telephone number:

Or you can contact the bereavement support nurse.

We are here to help.



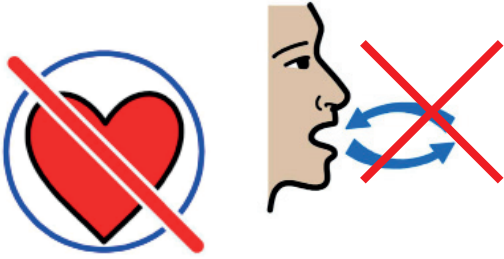
0116 258 4380



bereavementsupportservice@uhl-tr.nhs.uk

Name and contact details of funeral directors to be used:

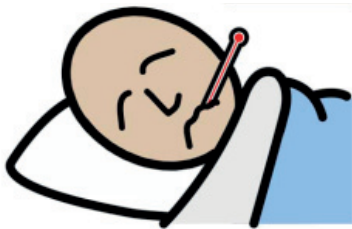
What happens when someone dies



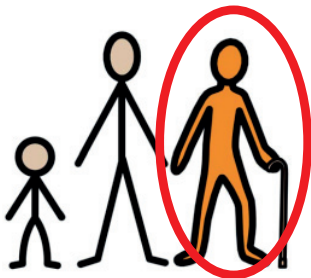
When someone dies, their heart stops beating and their breathing stops.



Their body stops working forever and cannot be brought back to life.



People die because they were poorly and the doctors and nurses in the hospital could not make them better.

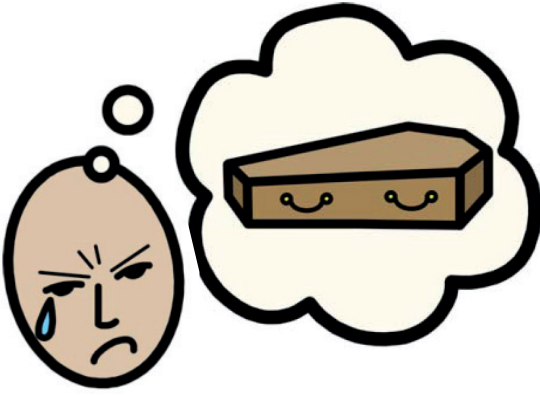


People die because they were old.

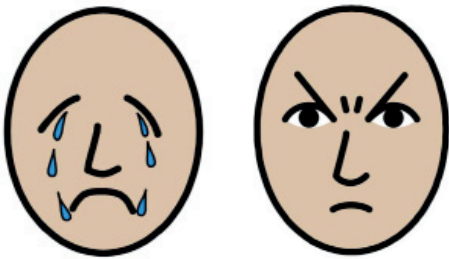


Sometimes people can die because they are hurt in an accident.

The feelings you may have when someone dies

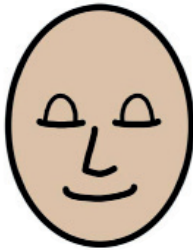


When someone who was special to us dies, the loss we have is called a **bereavement**. The different emotions and feelings we have are called **grief**.



You may have lots of different feelings, sometimes all at once, which can be confusing. These feelings will keep changing over time and are all normal.

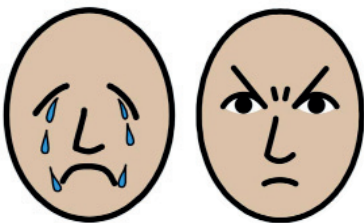
You may feel sad, or angry because you will miss being with that special person, or because lots of things in your life may change.



If someone has been very ill for a long time, people can sometimes feel both sad and also relief that the person is no longer poorly or hurting. This is normal.

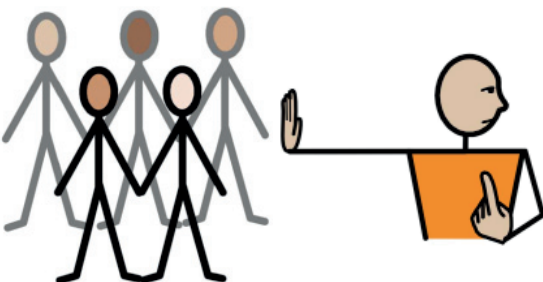


Sometimes it can be hard to believe that special person is gone. This is normal.

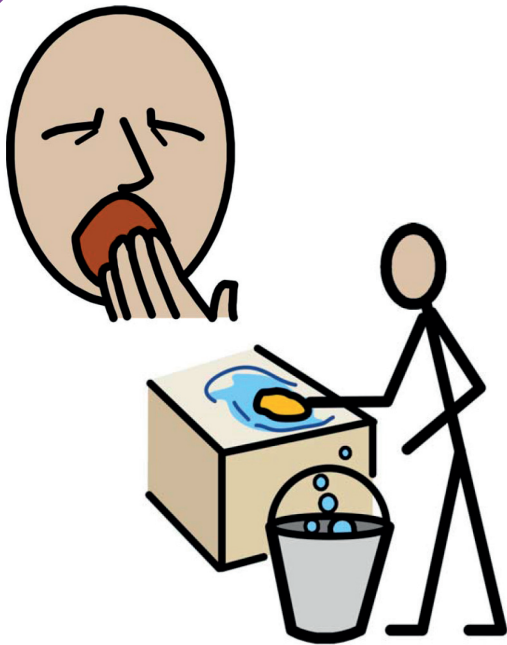


It is OK if you want to cry. This can sometimes help you feel better. It is OK too if you don't cry.

Other people may have different feelings to you, and this is OK. There is no right or wrong way to feel after someone dies.



You may want to be with people or to spend a little time on your own.



Your body may have less energy and feel tired.

Or

You may feel full of energy and want to keep busy. This is normal.



You may want to:

- eat less



- eat more. This is normal.



Try not to miss meals and eat healthily.

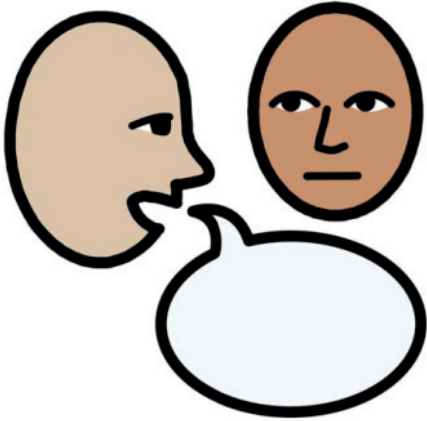


It can sometimes be hard to get to sleep, or you may sleep more. This is normal.



Keeping to usual sleeping routines can help. You can talk to your doctor if sleep problems carry on and are making you feel unwell.

People who can give you support



It may help to talk with your family or a friend about the special person who has died, and how you are feeling. But you don't have to talk unless you want to.



You might not feel ready to talk to anyone yet, but when you do, you can also contact the bereavement support nurse. They will listen and talk with you about:

- what has happened
- how you are feeling
- any questions you have
- organisations who can support you or help you get the support you may need.

Call: 0116 258 4380

Email: bereavementsupportservice@uhl-tr.nhs.uk



The bereavement support nurse can also give you information and advice about the things you might need to do after the death of your special person. Like talking to the funeral directors.

Call: 0116 258 4380

Email: bereavementsupportservice@uhl-tr.nhs.uk



You might want to collect your special person's belongings or get help to register the death.

More people who can give you support



You can also contact your GP. They will listen and help you to find further support.



The chaplaincy team are there to listen to you. They come from different religions and beliefs, including non-religious chaplains. Please let a nurse on the ward know if you would like to speak with a chaplain.

Cruse Bereavement Support

Cruse Bereavement Care offers advice and support after someone has died. They also offer a listening service and a talking therapy called counselling.

National helpline: 0808 808 1677

Monday to Friday 9.30am – 3pm

Website: www.cruse.org.uk

SAMARITANS

The Samaritans are people who will listen to you if you are upset. The Samaritans are open every day and night. You can call anytime and tell them how you are feeling.

Tel: 0116 270 0007

National helpline: 116 123 (free to call)

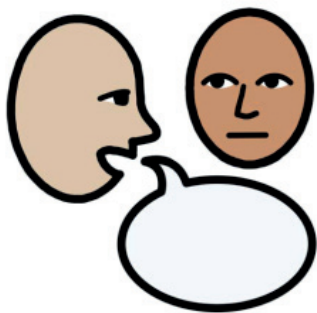
Email: jo@samaritans.org



Please talk with the person who is reading this booklet with you, or to the bereavement support nurse about other organisations that you may find helpful.

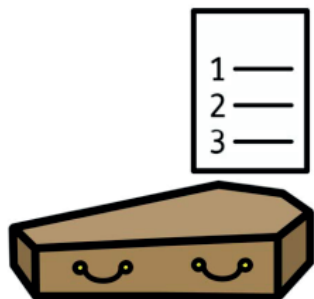
Some contact details are in the booklet called 'Helpful information for families and friends following a death in hospital'.

What needs to happen after someone dies



After someone dies in hospital, there are things that need to be done.

The nurses will talk to you about moving the body of the person who has died into the care of a funeral director, who will look after them and help you to plan a funeral.



Sometimes people write a Will before they die.

This is a type of letter that tells us what to do with the things that they owned. The Will may say what sort of funeral they would like, and who should arrange it.

You will need to know if a Will was written before planning a funeral.



Funerals can be sad but can also be a time for families and friends to talk about their beliefs and share happy memories.

You can speak with your family or friends about what may happen at the funeral and how you might like to be involved.



Sometimes people choose not to have a funeral and ask families and friends to remember them in other ways, such as:

- talking together over a meal
- planting a tree together.



All deaths have to be recorded by the local council.

The hospital will tell you more about how this is done and about the person who will do this. This person is called the Registrar.

The Registrar will call you or the person helping you to explain what happens next and about collecting a death certificate. This usually happens within 5 days.

What needs to happen after someone dies



Sometimes the death cannot be registered and a funeral cannot be booked because the Coroner needs to know about the death.

A Coroner is an independent person who looks into what happened when someone dies if we don't know why they died.



There are other reasons why the Coroner needs to know, like when a person dies after an accident or an operation.

If this happens, we will let you know and explain why.

The Coroner will contact you or the person helping you, to explain the next steps.

How you can ask questions about the care given in hospital



After someone dies in our hospitals a senior doctor, called a Medical Examiner will telephone a family member or the person who represented them, to talk about how the person died.

During this phone call, the Medical Examiner will ask if you have any questions or concerns about the care your loved one was given.



They will explain what will be written on the death certificate.



If you need to speak to someone sooner, you can contact the bereavement support nurse:

Call: 0116 258 4380

Email: bereavementsupportservice@uhl-tr.nhs.uk

Reviews and investigations



A review of care can be requested if the Medical Examiner or you have any questions about the care given to the person who died, or you have worries about the care given.



The person who does the review looks at the medical records to see if the care was good or if anything could have been done better. This can help the hospital to learn and improve.



If we think that we did something wrong and that may be part of the reason they died, we will do an investigation.

An investigation is where someone looks further into what happened and why.



We will let you know how you can be involved in a review or investigation and will share what we find out with you.

How to say thank you or complain about the care your loved one had

If you want to say thank you or complain about the care your loved one had, please contact our **Patient Advice and Liaison Service (PALS)**:

**Contact us: 9am - 4.30pm
Monday to Friday excluding bank holidays**

For all compliments, comments, concerns and complaints please contact our Patient Advice and Liaison Service (PALS):

 0116 295 0830

 **Freepost LPT PATIENT EXPERIENCE**

 lpt.pals@nhs.net or for Complaints only:
lpt.complaints@nhs.net

or use our online form:
www.leicspart.nhs.uk/contact/feedback/



If you would rather talk to the **bereavement support nurse**, they can also send a thank you message to the ward or help you to make a complaint. They can also tell you about other organisations you could talk to.

Call: 0116 258 4380

Email: bereavementsupportservice@uhl-tr.nhs.uk



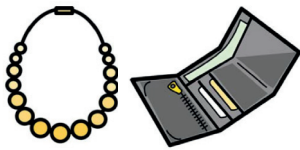
You can also call an organisation called **POhWER**

They can support people to complain about NHS services.

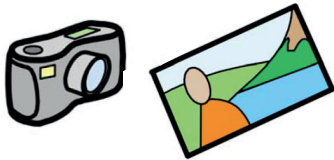
Call: 0300 456 2370

Website: www.pohwer.net

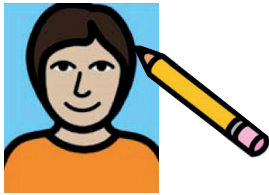
Some things that can help us remember the person who has died



Looking at or holding an object that belonged to them.



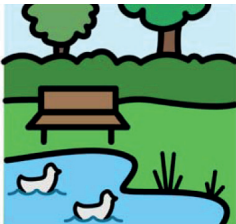
Looking at photos.



Writing about the person or drawing pictures.



Lighting a candle on special anniversaries.



Visiting a place that was special.



Planting flowers or a tree.



Cooking their favourite meal.



Taking something to your special person's grave if they were buried.

If you would like to make a donation in memory of your loved one, to help a particular ward, hospital or medical condition that is personal to you, please contact the 'Raising Health' team:

Raising
Health 

Email: lpt.raisinghealth@nhs.net

Tel: 0116 295 0889

Mobile: 07769 248620

See website: <https://www.raisinghealth.org.uk/>