

WHAT TO DO IF YOUR LOVED ONE DIES AT HOME

CHECKLIST

✓	When	Task
1	Immediately	<p>Contact the doctor</p> <p>Within a day or so, you will receive a Medical Cause of Death Certificate. You will also get another document, telling you how to register the death.</p>
2	Same day or next morning	<p>Contact a Funeral Director</p> <p>Check if there is a pre-paid funeral plan beforehand. Funeral Directors are available 24 hours a day. You do not have to call them at once, unless you want your loved one to be collected immediately. They will give you advice on what to do next.</p>
3	First day after death	<p>Find the Will</p> <p>Look in the house or ask the deceased solicitor or bank. The Will may include instructions for the funeral arrangements.</p>
4	Within five days	<p>Register the death</p> <p>You normally need to do this within five days. If the coroner is involved, it may take longer. Registration must take place in the council area where the death occurred and is by appointment only. Please call the appropriate number below to make an appointment at a registration office, which is convenient for you.</p> <p>Cheshire West and Chester: 0300 123 7037 Cheshire East: 0300 123 5019</p>
5	When you go to register the death	<p>Take the Medical Cause of Death Certificate or in the case of a death reported to the coroner, confirmation from the coroner's office that the appropriate certificates have been issued.</p> <p>The registrar will need the information below about the deceased:</p> <ul style="list-style-type: none"> • Date and place of death • Full name and any other names they have been known by • Date and place of birth • Most recent occupation (if married, widowed or a civil partner, the full name and occupation of their spouse or civil partner) • Date of birth of surviving spouse or civil partner • Pension, attendance allowance or other benefits • Their NHS number or medical card, if available <p>It is helpful to take supporting documentation (e.g. passport, driving license, utility bill, birth and marriage certificates).</p>

Ask the registrar about the Tell Us Once service

6	Before the cremation can take place	If a cremation is planned, a second Medical Cause of Death Certificate from another doctor is needed. The Funeral Director will deal with this.
7	As soon as you have a date for the funeral	Discuss and plan the funeral arrangements with the minister, priest, rabbi, imam, elder or other spiritual leader or a non-religious funeral celebrant. You can also conduct the service yourself. Notify family and friends.
8	As soon as possible - urgent	<p>Inform the insurance company if a property will be empty. Otherwise the home and contents insurance policy may be invalid.</p> <p>Inform the Department of Work & Pensions to stop benefit payments, such as a pension. You will have to repay any money that is sent after the person died. The registrar may have contacted the DWP for you. If not, call the number below.</p> <p>Tel: 0845 606 0265. Press any key, then 2.</p>
9	As soon as possible	<p>Do the following tasks:</p> <ul style="list-style-type: none"> • Return Passport for cancellation • Inform the Tax Office. Tel: 0845 300 0627 • Inform the DVLA (Driver and Vehicle Licensing Agency) • Stop mail deliveries. Tel: 01732 460 000 • Check the deceased's diary for appointments • Check online accounts including email, financial and social media <p>Contact the following:</p> <ul style="list-style-type: none"> • Friends • Employer • Landlord • Health providers including GP, dentist and optician • Utilities and other services including telephone, mobile telephone, broadband and satellite TV • Insurance including life, house, motor and pet • Bank, building society, solicitor, accountant, financial adviser and premium bonds • Membership organisations, social clubs and library service
10	Within three months of the funeral	<p>If you are on means-tested benefits, you may be able to ask for a grant from the Social Fund to pay towards the funeral. Use form SF200 available from a Jobcentre Plus office or from www.gov.uk.</p> <p>Tel: 0845 606 0265. Press any key, then 2.</p>

It's important to take care of emotional, as well as practical issues. Your GP can help guide you to support.

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Disclaimer: This checklist covers some of the most important tasks when someone dies. We do not claim that the document covers every task.

