



Your bereavement guide to support you during COVID-19

We are here to help you throughout the COVID-19 pandemic

We understand that this will be a very difficult time for you. When someone dies, there are a number of decisions and plans that need to be made, which can be difficult when you have lost someone.

During the COVID-19 pandemic, some of our processes and methods of support have changed, and we want to make sure you have access to the information and support you need.

The Sussex Bereavement Helpline has been set up to provide you with information and

guidance, and is run by a team of experienced support workers, who can talk to you about the tasks that need to be completed after a death - such as registration of the death, arranging a funeral or informing other people and organisations. The Helpline can also give you information about sources of help and support for you and your family and friends as you grieve.

The **Sussex Bereavement Helpline** is available to you **Monday to Friday** from **8am to 5pm**.

Please call
0300 111 2141

Support with practical requirements

1

Register the death

Unless the death has been referred to the Coroner you are required to register within five days.

The medical certificate of cause of death will be sent to the registration office electronically from the Doctor who has signed the certificate so you do not need any paperwork. When booking the appointment you will be advised about what you will need in order to register the death.

A death is usually registered by a relative of the deceased; however the following people can do this for you:

- A person present at the time of death
- The owner or manager of the residential home where the death occurred
- The person responsible for organising the funeral
- The funeral director

At this time appointments are by telephone and can be booked as follows:

- Brighton and Hove: www.brighton-hove.gov.uk/bereavement-support or phone **01273 292 016**
- East Sussex: www.eastsussex.gov.uk/registration or call **0345 60 80 198**
- West Sussex: www.westsussex.gov.uk/register or call **01243 642 122**

Once registration is complete you will be able to order copies of the final death certificate online and receive them via the post.

2

Contact a funeral director

There are a number of funeral directors within Sussex and you may wish to take your time to consider your options and how you would like to celebrate the life of your loved one.

Friends, family, faith leaders and your doctor may be able to assist you in this decision. If you still need help there are two trade associations that will help you find a local funeral director:

- National Association of Funeral Directors
0121 711 1343 www.nafd.org.uk
- National Society of Allied & Independent Funeral Directors
0345 230 6777 www.saif.org.uk

Funeral directors do not have to be members of a trade association; other companies will be available.

Once you have decided who you would like to use, your funeral director will be another resource for support and guidance.

You may be eligible for a Funeral Expenses Payment - you can assess this online (www.gov.uk/funeral-payments/eligibility)

Support with practical requirements (cont.)

3

After the funeral

There are a number of people who need to be informed of the death, for example banks, DVLA (for driving licences), HMRC (for tax and national insurance) and the local Council. '[Tell Us Once](#)' is a service that lets you report a death to most government organisations in one go, you should have been provided with a reference number when you registered the death. In addition to this you will also need to forward a copy of the final death certificate to other agencies; a full list can be found here: www.gov.uk/when-someone-dies.

There are a number of organisations available to support you and your family at this difficult time, which are in this guide.

If you need any further information or support regarding the above please call the Sussex Bereavement Helpline on 0300 111 2141.



Information to support you, or someone you know, who has been bereaved:

National information

[Information for people who have been bereaved during the COVID-19 pandemic](#)

from the Government sets out what to expect, preparing for a funeral, and sources of financial support and bereavement support.

Cruse Bereavement Care have developed [resources](#) on how bereavement and grief may be affected by the COVID-19 pandemic. Contact your local branch for advice:

- **Brighton and Hove:** 01273 234007
email: Brighton@cruse.org.uk
- **East Sussex:** 01323 642942
email: EastbourneBranch@cruse.org.uk
- **West Sussex:** 0300 311 9959
email: westsussexarea@cruse.org.uk

At a Loss.org have developed [information and advice](#) to support people who are bereaved during the COVID-19 pandemic, including ideas to help people feel less alone, how you can help someone who has been bereaved, advice on funerals and memorials, supporting children, and useful contacts.

Citizens Advice website has a range of [information](#) including [financial support](#), arranging funerals and managing legal matters.

The **Good Grief Trust** has developed [resources and signposting](#) for people who experience bereavement during the COVID-19 pandemic.

Age UK provide a [step by step guide](#) on what to do when someone dies, as well as local support and a range of services to older people. Contact your local branch for further advice:

- **Brighton and Hove:** 01273 720 603
www.ageuk.org.uk/brightonandhove
- **East Sussex:** 01273 476 704
www.ageuk.org.uk/eastsussex
- **West Sussex:** 01903 731 800
www.ageuk.org.uk/westsussex

Bereavement Guides and Online Directories for your local area

Help and guidance about what to do when someone dies, what happens next and the

practical steps you need to take, the role of the coroner, as well as how to get emotional support including details of useful groups and organisations which may be able to help (not specific to bereavement during the COVID-19 pandemic).

- **Brighton and Hove:** mylifebh.org.uk/?s=bereavement
- **East Sussex:** www.ceremoniesineastsussex.co.uk/east-sussex-bereavement
- **West Sussex:** <https://secure.viewer.zmags.com/publication/746e2be7#/746e2be7/14>



Information about how to arrange a funeral in Sussex:

Guidance from **Public Health England** on [managing a funeral during the COVID-19 pandemic](#) aims to balance the needs of bereaved people to mourn appropriately, whilst minimising the spread of COVID-19. The guidance suggests restricting the number of mourners and following social distancing measures.

Quaker Social Action provide [information and advice about funerals and the COVID-19 pandemic](#), including links to guidance from faith organisations. They have developed a [practical guide to organising a meaningful funeral during the COVID-19 pandemic](#), including ideas to help mark the cremation or burial of a loved one

when people are unable to attend. Their website also provides [help and advice for people who are worried about paying for a funeral](#).

Age UK advice on [arranging or attending a funeral during the COVID-19 pandemic](#).

The Brighton & Hove City Council Bereavement service team can offer advice on cremations, burials and memorials and information about Brighton & Hove's cemeteries and crematoriums. Telephone lines are open Monday to Friday 9am - 4.30pm, **phone: 01273 604020**, or Email: woodvale@brighton-hove.gov.uk



Information to help you support someone who is bereaved in Sussex:

The [Dying Matters](#) campaign has lots of useful information and resources to support people to talk about death, dying and bereavement. Their leaflet [Supporting bereavement](#) provides advice on what to say to someone who has been bereaved, what to expect, and some Do's and Don'ts which may help.

Winston's Wish has produced a [guide for schools to supporting bereaved children and young people during the COVID-19 pandemic](#), including ideas for keeping in touch and what schools can do when a child or young person is bereaved.

Cruse Bereavement Care provides [information and support for employers in responding when an employee has been bereaved](#) or a member of staff has died, including employer Dos and Don'ts.

ACAS (the Advisory, Conciliation and Arbitration Service) have produced a good practice [guide to managing bereavement in the workplace](#).

Services you can contact if you need someone to talk to:

The [Griefchat](#) service from **At a Loss.org** enables you to chat online to a trained bereavement counsellor; available from Monday to Friday 9am-9pm.

The Compassionate Friends provide [information on grieving the death of a child during the COVID-19 pandemic](#), and provide [support](#) including volunteer peer support to bereaved parents and their families, a community forum and Facebook groups. Contact them on **0345 123 2304**

Our Frontline can provide one to one support from trained volunteers to health and social care workers during the COVID-19 pandemic, including dealing with bereavement. Text **FRONTLINE** to 85258 for a text conversation or call 116 123 for a phone conversation.

The Bereavement Centre offers phone, online and Skype support and advice to people who have been bereaved and to people who have a loved one who may die soon. You can contact them on **08081 691 922**.

Marie Curie provide a bereavement support line 0800 090 2309 as well as online guidance material on their website

Winston's Wish have [information, advice and guidance on supporting bereaved children and young people during the COVID-19 pandemic](#), including advice on talking to children, saying goodbye when a funeral isn't possible, managing grief during self-isolation, and how schools can support children and young people.

Sands (neonatal and stillbirth death charity) Provides support to parents and families whose baby is stillborn or dies soon after birth. Call our helpline on 0808 164 3332 or Email helpline@sands.org.uk

The **Childhood Bereavement Network** provides help and support to children and young people based on young people's own experiences, including [information on supporting young people who have been bereaved during the COVID-19 pandemic](#).

Hearing You is a new [phone helpline](#) run by the Diocese of Chichester and Together in Sussex providing pastoral support and a

listening ear to people who have been recently bereaved and people directly affected by the COVID-19 pandemic (available to anyone in Sussex). Call them on 01273 425047.

Information to support people from faith communities:

- **The Inter Faith Network** which brings together guidance and support for people from different faiths around bereavement
- **Brighton and Hove Faith In Action** – can support you if someone you know is sick or dying, and signpost you to appropriate faith groups <https://bhfa.org.uk/> contact them by email info@bhfa.org.uk or phone **07944 594 988**
- Quaker Social Action provides links to [guidance from faith organisations](#).





Services you can contact if you need someone to talk to (continued):

Sussex hospices and palliative care services provide bereavement services to family and friends of people who were under the care of the hospice before they died. Some may also provide bereavement services to a wider group, including all local residents or people who have been bereaved through COVID-19. Most services are currently being provided over the phone or online. Have a look on their website for the latest information, or give them a call.

Hospice	Area and surrounding area	Web Address	Phone
Martlets Hospice	Brighton and Hove	www.martlets.org.uk	01273 273400
Sussex beacon	Brighton and Hove	www.sussexbeacon.org.uk	01273 694222
St Catherine's Hospice	Crawley, Horsham, North Mid Sussex	www.Stch.org.uk	01293 447333
St Wilfred's Hospice	Chichester, Bognor Regis, Arundel	www.Stwh.co.uk	01243 775302
St Barnabas Hospice	Worthing, Adur, Arun, Henfield	www.Stbarnabas-hospice.org.uk	01903 706300
Chestnut Tree House Children's hospice	East and West Sussex	www.chestnut-tree-house.org.uk	01903 706342
Midhurst Macmillan Specialist Palliative Care Service	Midhurst and rural North Chichester	www.sussexcommunity.nhs.uk/services/servicedetails.htm?directoryID=16353	01730 811121
St Peter and St James Hospice	Haywards Heath, Burgess Hill, Uckfield, Lewes	www.Stpjhospice.org.uk	01444 471598
St Michael's Hospice	Hastings and Rother	www.Stmichaelshospice.com	01424 445177
St Wilfred's Hospice	Eastbourne	www.Stwhospice.org.uk	01323 434251

Services you can contact if you need someone to talk to (continued):

More information for West Sussex Carers Support West Sussex continue to provide help, support and guidance to family and friend carers during the COVID-19 pandemic. You can contact them on **0300 028 8888**.

More information for Brighton & Hove Carers Hub – Provides information and support for all unpaid carers in Brighton & Hove. It also offers carers who are looking after someone with a life-limiting illness or nearing the end of life, the opportunity to talk to a specialist Carers Support Worker. Call on 01273 977 000, or Email at info@carershub.co.uk

LGBTQ Switchboard – Provides support service for LGBTQ people looking for community, support or information. Call the Helpline telephone number 01273 204050 or Email info@switchboard.org.uk

The Ageing Well service – Provides Information and advice on local services and activities that can help support people aged 50 years and over to maintain their physical and emotional wellbeing, including befriending. You can get in touch by calling or texting on 07770 061072, or Email at ageingwellbh@impact-initiatives.org.uk

The Rock Clinic Association (RCA) is a registered charity, committed to offering low cost and affordable therapy for the community of Brighton, Hove and Sussex. Website rockclinic.org.uk/



Services which provide specialist support if you have more complex needs, including mental health needs, during bereavement:

National information

[Counselling Directory](#) is a support network which can help you find a bereavement counsellor to help you cope with grief and adjust to life without your loved one.

West Sussex information

[Sage Counselling](#) provides a counselling service to adults of all ages who have difficulties using conventional counselling. They usually provide a home visiting service but are currently offering phone counselling. Contact them on **07585 141 599** or by referral.

[Pathfinder West Sussex](#) is an Alliance of 10 organisations working together to enable people with mental health support needs and their carers to improve their mental health and wellbeing. Pathfinder offers a single point of phone and email access into non urgent mental health support in 10 areas of West Sussex, visit their website for details pathfinderwestsussex.org.uk

[Time to Talk](#) offer talking therapies to people who need support with their mental health. You can access the service through self-referral, available on their website.

East Sussex Information

A Directory of [Mental Health Services in East Sussex](#) can be found on the East Sussex County Council Website

The East Sussex County Council Website also facilitates [1 Space](#), a directory of local care and support in one place with information of a range of services from health and wellbeing and life events to housing and accommodation.

Brighton & Hove Information

Mind Brighton & Hove provide a directory of local mental health support services on their website: <https://www.mindcharity.co.uk/advice-information/local-services/>

Community Roots – a network of local services supporting good mental health
Telephone: 0808 1961768 Website: www.communityroots.org.uk

The Brighton & Hove Wellbeing Service - an NHS community-based service supporting children and adults in Brighton and Hove who have mild to moderate depression and anxiety. Contact the Wellbeing Service on 0300 002 0060, or email bics.brighton-and-hove-wellbeing@nhs.net

**If you need any further information or support
call the Sussex Bereavement Helpline on**

0300 111 2141

Sussex
Health and Care Partnership