



University Hospitals Birmingham
NHS Foundation Trust

Helpful information following a death at University Hospitals Birmingham



We would like to express our sincere condolences to you at this very difficult time.

After someone has died, there can be many practical things to think about, which may feel overwhelming.

This booklet has been produced to offer clear, practical information, support and guidance about the steps you may need to take after your loved one has died. We hope you will find it useful.

Further information about what to do following a death can also be accessed here: **www.uhb.nhs.uk/services/bereavement-care**

To access this information digitally or in other languages please scan this QR code:



If you wish to use the online accessibility tools such as translation into other languages or text-to-speech function, visit the bereavement home page: **www.uhb.nhs.uk/services/bereavement-care** and click on the yellow and black ReachDeck icon at the bottom right of the screen. You can then open the PDF of this booklet in the downloads section at the bottom of the page and the ReachDeck toolbar will appear at the top of the page.



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Who may take on practical responsibilities

When your loved one has died, it can feel difficult to know where to begin. This section gently explains who can take the lead with the practical steps following the death.

The term 'next of kin' is commonly used to describe a person close to someone who has died. However, this is not a strict legal role and does not, by itself, give legal authority.

If there is a Will, the named Executor will usually take the lead in making arrangements. If there is no Will naming an Executor, the law follows a general order of priority when recognising who may take on practical responsibilities.

This usually includes:

- Husband, wife, or civil partner
- Adult children
- Parents
- Brothers and sisters
- Other relatives, such as grandparents, aunts and uncles, nieces and nephews

If the legal next of kin or Executor has given authority for someone to act on their behalf they would be allowed to assist with arrangements during this difficult and emotional time.

Should you feel unsure who should take the lead, the Bereavement Care Team is here to support and guide you.

Contacting the Bereavement Care Team

On the next working day after the death, the person who will register the death and make funeral arrangements should contact the Bereavement Care Team. If this is not the next of kin, consent must be provided to act on their behalf. Our team will provide you with the help and support you need during this very difficult time.

The offices are open Monday to Friday, between 10:00 and 15:30, and can be contacted on:

Good Hope Hospital: 0121 424 7404

Heartlands Hospital: 0121 424 1476

Queen Elizabeth Hospital Birmingham: 0121 371 2450

Solihull Hospital: 0121 424 1476

Please note that the offices are closed during weekends and on bank holidays.

Your call may go to our answerphone when we are speaking to other families. If this occurs, please do leave a message and we will return your call as soon as possible.

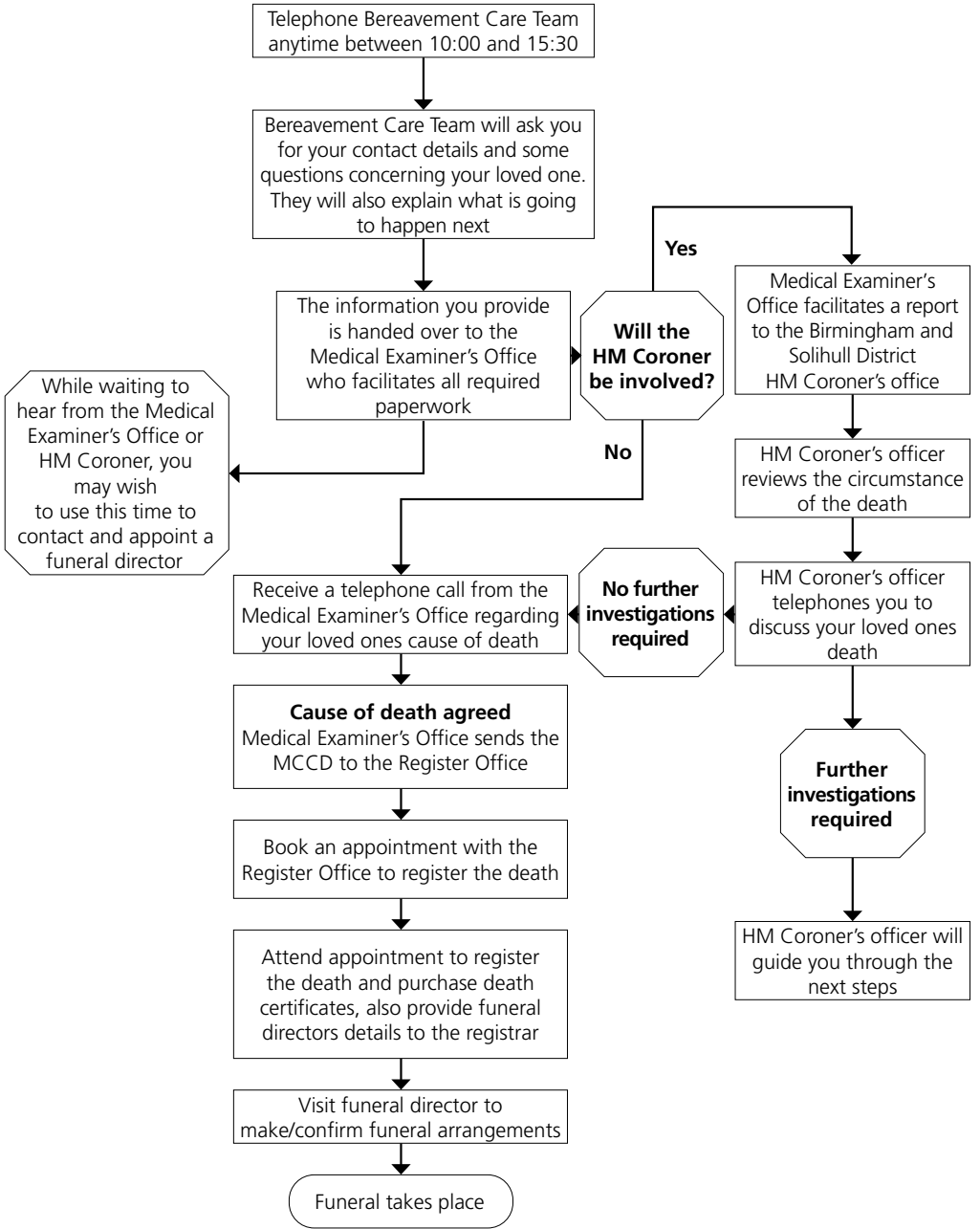
When you contact the office, a member of the team will request further information from you.

This will include:

- Full name of the person who has died
- Date of their death
- Confirmation of person leading the arrangements
- If cremation or burial is planned
- The last occupation (employment) of the deceased person

A member of the team will then discuss with you when the Medical Certificate of Cause of Death (MCCD) will be available.

On the next working day after the death, the person who will register the death and make funeral arrangements should contact the Bereavement Care Team.



Deaths in the emergency department

When a death occurs in a hospital's emergency department (A&E), in some circumstances, the death will require referral to HM Coroner. Referrals will be received by HM Coroner during working hours.

The Bereavement Care Team will be aware of the death on the first working day following the death and can be contacted after 10:00. Following your call with the Bereavement Care Team, your information will be passed to the Medical Examiner's Service at the hospital, who will oversee the completion of the Medical Certificate of Cause of Death, this is required to carry out the registration and funeral arrangements.

Viewing your loved one

Viewing your loved one can take place at your appointed funeral director. However, there may be occasions when a viewing may be required while the person is in the care of the hospital.

An appointment should be made by contacting the hospital ward that the patient was on.

There may be exceptional circumstances when it is not possible to view the person and this will be sensitively discussed with the next of kin.

Deaths within a community ward

If your loved one dies on one of our community wards, the process is slightly different from deaths that occur in hospital. In these circumstances, you will need to contact the Community Medical Examiner Service.

Community Medical Examiner's Service: 0121 371 6074

The Community Medical Examiner Service will review the death and guide you through the next steps, including answering any questions

you may have and explaining how to proceed with the necessary documentation. They are there to support you during this difficult time.

Medical Certificate of Cause of Death (MCCD)

By law, a medical doctor is required to provide a MCCD when a person has died, to confirm and state the cause of death. The information on the MCCD must accurately record the cause of death.

An independent senior doctor, called a Medical Examiner, will review your loved one's care. Once this review is complete, the Medical Certificate of Cause of Death (MCCD) can be issued. A member of the Medical Examiner's Service will explain the cause of death to you over the phone.

The Medical Examiner's Service will aim to complete the MCCD and have the paperwork ready on the third working day following the death. The Medical Examiner's Service will arrange for the paperwork to be sent to the Birmingham or Solihull register office on your behalf (depending on where the person died) and therefore **your attendance at the hospital is not required.**

Occasionally, there may be circumstances where the completion of the MCCD may not be possible within this time scale. The Medical Examiner Team will keep you informed of changes to the process if this happens.

If you have any queries related to the completion of paperwork, please contact the Medical Examiner's Office where your loved one died:

Good Hope Hospital: 0121 424 7514

Heartlands Hospital: 0121 424 3115

Queen Elizabeth Hospital Birmingham: 0121 371 2452

Solihull Hospital: 0121 424 3115

Alternatively email: **MESupportTeam@uhb.nhs.uk**

Referral to His Majesty's Coroner (HM Coroner)

In some circumstances, the law requires the death to be referred to the HM Coroner. This is a legal requirement and cannot be avoided.

These may include:

- If the death was sudden or unexplained
- If it occurred during or following surgery/procedures
- If the deceased had a fall/fracture
- If the death occurred following chemotherapy
- If the deceased was involved in an accident
- If the death may have involved an industrial disease, for example, exposure to asbestos whilst at work

Referrals to HM Coroner need not be a cause for concern, but this may mean it takes longer before the MCCD can be issued. You will be informed by either the Bereavement Care Team or the Medical Examiner's Service if your loved one needs to be referred to HM Coroner.

When HM Coroner has reached a decision, they will notify the next of kin. The role of HM Coroner is to establish the cause of a person's death. Until the decision is made by HM Coroner, your loved one will remain in our care.

HM Coroner may give permission for the hospital doctor to issue the MCCD. In this situation, the Medical Examiner's Service will have to wait until formal notification has been received from HM Coroner's office before they can proceed. As soon as the MCCD is complete, the Medical Examiner's Service will contact the next of kin to notify them that the MCCD has been sent to the register office.

If the cause of the person's death is unknown, HM Coroner may order a post-mortem. This is a physical examination to identify the cause of death.

If HM Coroner decides it is necessary to proceed with further investigations, HM Coroner's office will notify the next of kin and arrange for your loved one to be transferred into their care. Although your consent is not needed for this procedure, HM Coroner's officers will inform you if the procedure is required. Alternatively, if HM Coroner feels that more investigation is necessary, an inquest may be held.

HM Coroner's inquest will provide an opportunity for all those involved to talk through the circumstances leading up to the death.

For further information regarding a referral to HM Coroner, once the referral has been sent by the Medical Examiner's Service, you may contact HM Coroner's office on: **0121 303 3228** (Monday to Friday, 09:00–16:00, excluding bank holidays), or via email on the following address: **Coroner@birmingham.gov.uk**

When a death is referred to HM Coroner we would advise against arranging a date for the funeral, until you have had confirmation to proceed from HM Coroner's Office. For more information, please visit: **www.birmingham.gov.uk/info/50056/birmingham_and_solihull_coroner_service**

Registering the death

When the MCCD has been completed, it will be sent electronically to the relevant register office, depending on where the person died. They will provide them with your contact name and number.

For deaths in Birmingham:

The Medical Examiner's Office will advise you to book an appointment with the Birmingham Register Office via their online booking system, which can be found within the 'Register a death' section at:

www.birmingham.gov.uk/registeroffice

Further information about registering the death at Birmingham Register Office can be found here:

www.birmingham.gov.uk/info/20210/deaths/371/what_to_do_after_someone_dies/2



The Birmingham Register Office is situated at the following address:

Birmingham Register Office

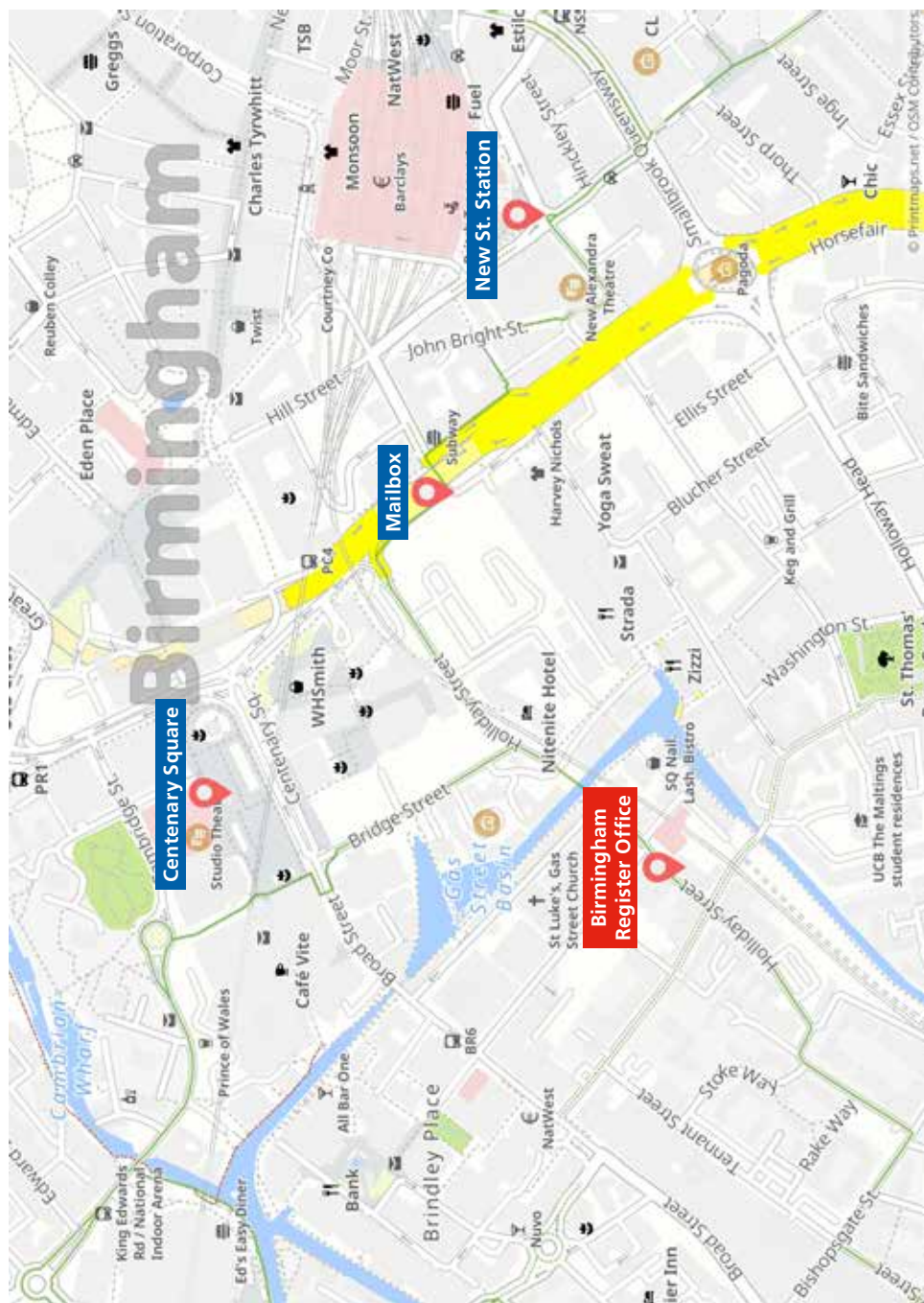
Holliday Street

Birmingham

B1 1TJ

Telephone: **0121 675 1000**

Email: **register.office@birmingham.gov.uk**



This map has been kindly donated by www.printmaps.net

For deaths in Solihull:

The Medical Examiner's Office will advise you to telephone the Solihull Register Office to make an appointment to register the death.

The telephone number for Solihull Register Office is **0121 704 8002**

The Solihull Register Office is situated at the following address:

Solihull Connect at the Core

Theatre Square

Solihull

B91 3RG



This map has been kindly donated by www.printmaps.net

More guidance about registering a death at Solihull can be found here:

www.solihull.gov.uk/Births-marriages-deaths-and-citizenship/Register-a-death



Please note: it is a legal requirement to register all deaths.

When you attend your register office appointment, they will ask you for the following information about the person who has died:

- Full name/birth name
- Date and place of birth
- Date and place of death
- Occupation
- Marital status
- The full name of your loved one's spouse or legal civil partnership (if applicable)
 - Whether they are alive or deceased
 - Their occupation or if they are/were retired

What will happen at my appointment to register the death?

At your appointment the Registrar will do the following:

- Complete the registration of death
- Provide you with however many death certificates you require, payable by debit or credit card (cash payments are not accepted)
- Send your appointed funeral director a certificate for burial or cremation, commonly known as the "green form"

There is lots of helpful information on the Government website about this process: **www.gov.uk/after-a-death**

Registering a death by declaration

Registration of a death must occur in the district where the death occurred. However, if you are unable to travel to the district where the death occurred you may be able to register the death by declaration at a register office that is more local to you. Please contact your local register office for further information and guidance on how to register a death by declaration.

The Medical Examiner's Service will still send the MCCD to either the Birmingham or Solihull Register Office, depending on where your loved one died.

You need to arrange an appointment with your local register office where they will take details of the death from you and pass them onto the district where the death occurred. This is called 'making a declaration' and you will not receive any certificates at this appointment.

The death certificate and the "green form" for your funeral director will be issued by the register office where the death occurred and will be posted out to your home address. Please be advised that registrations by declaration can delay the issuing of the death certificate from the register offices which may affect funeral arrangements.

Please inform the Medical Examiner's Office if it is your intention to register the death by declaration.

Choosing a funeral director and organising a funeral

Whilst we cannot recommend a specific funeral director, we can help to advise you on what to expect.

Funerals can be expensive and often unexpected. If you are worried about finances, please speak to The Bereavement Care Team as they can offer advice and information.

If you would prefer to contact the Bereavement Care Team by email, please use the following address: **bct@uhb.nhs.uk**

Selecting a funeral director for a loved one is a deeply personal choice. To ensure high standards of care, consider a local company affiliated with either SAIF Society of Allied and Independent Funeral Directors (SAIF) or NAFD National Association of Funeral Directors (NAFD). These associations maintain strict codes of practice and ensure that the funeral director has been inspected and follow professional guidelines and codes of practice.

We do advise you contact a funeral director as soon as possible, as sometimes arrangements can be made prior to the death being registered.

Medical devices and implants

Some medical devices or implants must be removed to ensure safety and dignity for your loved one if having a cremation. These include cardiac devices such as pacemakers, implantable cardioverter-defibrillators (ICDs), treatment pumps and other medical devices which are implanted, battery-powered or pressurized.

If you are aware that your loved one has a device or implant in place at the time of their death, please inform your funeral director or the Medical Examiner's Service so that removal can be arranged.

Repatriation out of England

If you would like to repatriate your loved one to a location outside of England or Wales, you will need to provide photographic identification such as a passport, driving licence or ID card. Please send a copy of this, with your loved one's full name, date of death and address to:

MESupportTeam@uhb.nhs.uk

'Fast-track' release

A fast-track release of your loved one may be requested for cultural, religious, or family reasons.

The following criteria must be met, before the release can be agreed:

- A doctor who has treated the patient in their lifetime must be available to complete the MCCD
- The death does not need to be referred to HM Coroner
- A release can only be facilitated when the MCCD has been authorised by the Medical Examiner's Service

If a death occurs between the hours of 08:00 and 16:00, Monday to Friday (excluding bank holidays), the following process will happen:

- Next of kin should make contact with the Bereavement Care Team
- The Medical Examiner's Service will liaise with the medical team to complete the MCCD, as soon as possible
- The next of kin will be notified by telephone when the MCCD is complete (please do not come directly to the Medical Examiner's Service as it will take some time to prepare)
- The death must be registered at the register office (see page 9 for details)
- The Medical Examiner's Service will allow the funeral director to collect your loved one whilst you are registering the death (this is only possible if the next of kin has given permission and provided details to their funeral director)
- The family must ensure that the full name, address and date of birth for your loved one has been given to the funeral director

as this information will be required for the hospital to release the deceased patient

Please be aware that release of your loved one outside normal office hours can only take place once authorised by the Medical Examiner and subject to the availability of the hospital’s site management team.

Out-of-hours Medical Examiner’s Service

The Medical Examiner’s Service operate an out-of-hours service to support urgent requests for fast-track release and death registration for burial only.

Service hours

- Saturdays: 09:00–15:00
- Bank holidays: 09:00–12:00

If you require a fast-track release, please inform the ward staff caring for your loved one.

What will happen next

- The clinical team will contact the on-call Medical Examiner, who will review the circumstances and decide whether a Medical Certificate of Cause of Death (MCCD) can be issued or whether the death must be referred to HM Coroner
- If a referral to HM Coroner is not required, the clinical team will complete the necessary paperwork with support from the hospital site management team
- Once the MCCD has been completed, the on-call Medical Examiner will contact the appointed next of kin to discuss the cause of death and confirm that the certificate has been sent to the Register Office
- Release of your loved one will depend on the availability and workload of the hospital’s site management team

Dignified relocation

At busy times, it may be necessary to move your loved one to another mortuary within University Hospitals Birmingham NHS Foundation Trust, or into the care of a funeral director, to ensure they continue to be looked after respectfully and safely.

If you have chosen a funeral director, please let the Bereavement Care Team know as soon as possible. This allows us, where we can, to arrange for your loved one to be transferred directly into the funeral director's care.

If you have not yet chosen a funeral director and the Medical Certificate of Cause of Death (MCCD) has been completed, your loved one may be transferred:

- Into the care of a funeral director, with support from the local authority, in line with Human Tissue Authority guidance; or
- To our mortuary facility at Solihull Hospital

In line with Human Tissue Authority guidance, if 30 days have passed since the MCCD was completed and your chosen funeral director has not taken your loved one into their care, they may be moved to a temperature controlled care facility at one of our hospital sites.

Please be aware that if this happens, it may affect whether it is possible to view your loved one later at the funeral director's premises. We therefore recommend keeping in regular contact with your funeral director and asking them to let you know once your loved one is in their care.

People you may need to notify

When you attend the Register Office, they will help you with informing local and central government agencies, such as: DWP; DVLA; Passport Office; and local councils. This is known as the Government's 'Tell Us Once' service: **www.gov.uk/after-a-death/organisations-you-need-to-contact-and-tell-us-once**.

There will be other organisations you may need to notify such as:

Legal/financial

- Solicitor
- Bank/building society
- Mortgage provider/landlord/housing association
- Insurance providers
- Car finance

Employment/pension

- Employer
- Pension provider
- Trade Union

Domestic and personal

- GP
- Dentist
- Optician
- Utility companies e.g. gas, electricity, water, TV licensing, phone
- Subscriptions
- Royal Mail

Probate and the estate

When someone dies, you will need to get the legal right to deal with their property, money and possessions, this is often referred to as their 'estate'.

For more information we recommend that you visit

www.gov.uk/applying-for-probate or contact the HM Revenue and Customs probate helpline on **0300 123 1072**.

Digital legacy

Digital legacy is the information available online about someone after their death. This may be a website or blog listings about the person, their social media profile, photos, videos, gaming profiles and interactions they have had online. This is sometimes called their 'digital footprint'.

Each online service has its own policy about who can access accounts, after the account holder has died. Some people may have named someone who has permission to access their accounts after they die. There may be other options to save or delete online accounts.

You can find more information about how to manage a person's digital legacy after they have died on the Digital Legacy Association website at: **www.digitallegacyassociation.org**

In memory donations

Many people now ask for donations to be made in their loved one's memory. Your funeral director can arrange for donations to go to a charity or cause of your choice.

If you would like to make a donation to the hospital, you can donate to University Hospitals Birmingham Charity, the official charity for the hospital which works to provide items, equipment and facilities that are 'over and above' that which the NHS can fund.

Your donations can go to the department or ward that cared for your loved one through their end of life, which will help the Charity to purchase items specifically for the ward. For any enquiries please telephone **0121 371 4852**.

Donations and specific instructions where the hospital and area you would like the money to go to can be sent to the address below and cheques can be made payable to: **University Hospitals Birmingham Charity**

Address:

**University Hospitals Birmingham Charity
Fisher House, Mindelsohn Way
Queen Elizabeth Hospital
Edgbaston
B15 2GN**

Please include your contact details and we will write to you to let you know that your donation has been received.

More information can be found on the UHB Charity website at:

www.hospitalcharity.org/giving-in-memory

Arranging a funeral can feel stressful at what is already a very difficult time. To help make this a little easier, we have partnered with **MuchLoved**.

Through MuchLoved, you can create an online funeral notice to share details of your loved one's funeral with family and friends. If you wish, the notice can also be shared on social media.

A funeral notice can include information such as the location, date and time of the service, dress code, and any other specific requests. It also allows those who may not be able to attend to leave messages of condolence.

To commemorate your loved one, you may also choose to:

- make a one off donation
- collect donations using envelopes, or
- set up donations through a funeral notice via our partnership with MuchLoved

For more information, please contact the Trust's Charity Team:

Email: charities@uhb.nhs.uk

Telephone: 0121 371 4852



Patient Advice and Liaison Service (PALS)

If you would like to discuss the care your loved one received, the Patient Advice and Liaison Team is available to support and assist you with any concerns you may have.

They can be contacted in the following ways:

Telephone: 0121 424 0808

Email: pals@uhb.nhs.uk

Website: www.uhb.nhs.uk/services/patient-advice-and-liaison-service-pals

Support and advice

The hospital's Chaplaincy Team provide spiritual, religious or pastoral care to those with or without a religious faith.

You can contact them by calling:

Good Hope Hospital: 0121 424 7676

Heartlands Hospital: 0121 424 1369

Queen Elizabeth Hospital Birmingham: 0121 371 4574 / 0121 371 4570

Solihull Hospital: 0121 424 4099

There are many local and national organisations that also can support you at this very difficult time.

Local support services

Cruse Bereavement Support

www.cruse.org.uk or 0121 687 8010

Edward's Trust (helping children, young people and families)

www.edwardstrust.org.uk or 0121 454 1705

Beyond the Horizon (supporting children experiencing bereavement)

www.beyondthehorizon.org.uk or 0121 444 5454.

National support services

What to do when someone dies – UK Government

 www.gov.uk/when-someone-dies

Bereavement Advice Centre

Information and practical advice on coping with grief and bereavement

 www.bereavementadvice.org/topics/coping-with-grief-and-bereavement-advice

Samaritans

Emotional support, 24 hours a day

 www.samaritans.org

 **Freephone:** 116 123

Grief Encounter


A national charity supporting children and young people experiencing grief

 www.griefencounter.org.uk

Child Bereavement UK

Support for families affected by the death of a child, or for children affected by death

 www.childbereavementuk.org

 **Helpline:** 0800 02 888 40

Winston's Wish


A national charity supporting children and young people after the death of a parent

 www.winstonswish.org

The Lullaby Trust

Support for parents who have lost a baby or young child

 www.lullabytrust.org.uk/bereavement-support

 **Helpline:** 0808 802 6868

Miscarriage Association

Support for parents affected by miscarriage

 www.miscarriageassociation.org.uk

SANDS

A national charity supporting parents affected by stillbirth and neonatal death

 www.sands.org.uk

The Compassionate Friends

Support for bereaved parents, siblings and grandparents after the death of a child of any age

 www.tcf.org.uk

Survivors of Bereavement by Suicide (SOBS)


Support for people bereaved by suicide

 www.uksobs.com

SAMM National

Support for people bereaved by murder or manslaughter


 www.samm.org.uk

 **Telephone:** 0121 472 2912 **Text:** 07342 888 570

RoadPeace

Support for people bereaved or injured in road traffic incidents

 www.roadpeace.org

 **Helpline:** 0800 160 1069

WAY – Widowed and Young

Emotional and practical support for people widowed at a young age

 www.widowedandyoung.org.uk

WAY UP

A self help charity supporting people who are widowed

 www.way-up.co.uk

Notes

A series of 20 horizontal dotted lines for writing notes.

UHB Charity have partnered with MuchLoved to offer you the opportunity to remember your loved one through an online tribute page.

A tribute page is an online space where family and friends can share memories, photographs, thoughts and light candles in memory of their loved one. It is completely free, but you can also collect money for your local hospital charity if you wish.

An example page:



In partnership with

muchloved
The In-Memory Platform

MuchLoved was really quick and easy to use and allowed us to create a lasting and fitting online tribute for our Mother.

We were able to use it to give key information about the funeral and donations to University Hospitals Birmingham Charity.

The page design was really intuitive and allowed people to share their own messages and photos, which was so lovely to see and something we can look back on and cherish for years to come.


- James, from Birmingham


To set up a tribute page in memory of your loved one, please scan


the QR code, visit:

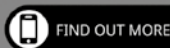
uhb.muchloved.org

or contact us on:

 charities@uhb.nhs.uk

 0121 371 4852

   @UHBCarity



a natural undertaking

funerals celebrating life

"A Natural Undertaking helped me through the most difficult time. They put their arms around me, physically and emotionally. Helped me beyond any expectations"

Susan, Birmingham

We are an independent undertaker based in Kings Heath and Hall Green, we service a wide area of Birmingham.



We cover all aspects of undertaking and funeral directing, but we don't make any assumptions about what you may want when preparing your final farewell. The choice is always yours.

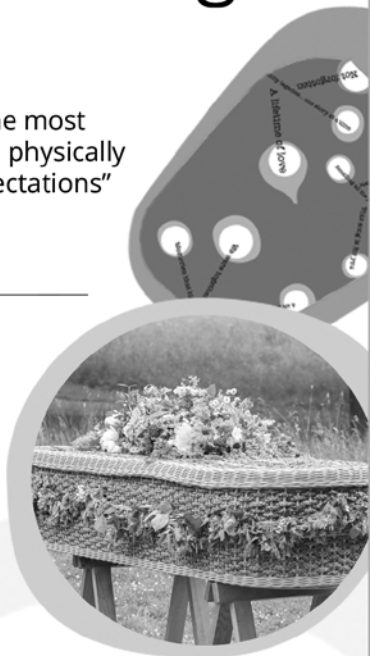
We arrange all funerals: religious, civil, humanist, burial, cremation, traditional, simple or green.

Call Us - (0121) 444 0437 Kings Heath - day or night
(0121) 725 9949 Hall Green - day or night

For further information please contact Carrie, Fran & the team
See our website for pricing details: anaturalundertaking.co.uk
Email: funerals@anaturalundertaking.co.uk

290 Vicarage Rd, Kings Heath, B14 7NH
1340 Stratford Road, Hall Green, B28 9EH

  [anaturalundertaking](https://www.facebook.com/anaturalundertaking)



MEMBER



MEMBER



A Natural Undertaking Limited: Co. reg 09034336



Bastock & Bruce Ltd

F U N E R A L D I R E C T O R S

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01564 33 5577 (24 hour)
www.bastockandbruce.co.uk

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If the Knowle office is difficult to get to, Bruce will happily visit you at home.

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Our dedicated full time staff will guide you through the arrangements to ensure a unique and a befitting funeral. Whether you have a traditional, contemporary or eco funeral in mind our family are here to help you.

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Our Silver fleet of Mercedes

We are happy to arrange;

- Black fleet of cars
- Horse drawn hearses
- Alternative hearses and transport

Shirley Funeral Home

Century House,
100, Stratford Road,
Shirley. B90 3BH
(Next to Poppy Island)
0121 726 2626

Solihull Funeral Home

67-71 Warwick Road,
Olton, Solihull.
B92 7HP
(In Olton Hollow)
0121 706 4040

Yardley Funeral Home

112, Church Road,
Yardley.
B25 8UX
(On Yew Tree Island)
0121 784 3230

See what our clients have to say at www.cbastock.co.uk



Gary Franklin & Andy Hawkins



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Private Chapels of Rest - Modern Jaguar Fleet

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50 Station Rd. Marston Green, Birmingham B37 7AU

Telephone: 0121 779 5577

Available 24 hours a day 365 days a year

Serving all areas of Birmingham and Solihull



Website: www.franklinfunerals.co.uk

Email: info@franklinfunerals.co.uk



George John
Family Funeral Directors
 'Today's little moments become tomorrows precious memories.'



TRUSTED FUNERAL HOME

With over 10 years serving the Solihull Community, George and his family are dedicated to help create meaningful, tailored and memorable funeral services. We ensure your loved one is looked after and cared for during their stay with us. We offer arrangements at our funeral home or in the comfort of your own home.



We are proud to be the Highest 5*
 Google Rated Funeral Director
 in the local area.

FOR DETAILS OF OUR SIMPLE & TRADITIONAL FUNERAL SERVICES
 PLEASE VISIT OUR WEBSITE
www.georgejohnfunerals.com

0121 742 1552 24 Hours

DIRECT CREMATION - £800

(FULLY INCLUSIVE, ALL AREAS COVERED*)

- Collection of your loved one.
- Dressing in their own clothes.
- High Quality Coffin.
- Hearse to convey your loved one on their final journey.
- One Piece of music to accompany your loved one at the crematorium.
- The fee for cremation is included.
- We arrange a date that works for you, so that you can think about your loved on at the time of their cremation.
- Picture of your loved ones coffin on the hearse at the crematorium, the name plate on their coffin and a short video of the committal.
- Return of your loved ones ashes.
- If you wish to visit your loved one in our chapel of rest all inclusive price of £1,250

Providing a local alternative to Direct Cremation

George John Funeral Directors Ltd - 99 Hobs Moat Road, Solihull, B92 8JL

PRICE AND INFORMATION CORRECT AT THE TIME OF PUBLISHING - *Excess Mileage Fee's Apply If Over 20 Miles from our Funeral Home

MEMBER
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INDEPENDENT
FUNERAL
DIRECTORS

Hickton Family Funeral Directors

Est. 1909

Our Family Are Here, To Help Yours



We are able to provide:

- 24 hour service covering all areas Including telephone advice.
- Muslim and Jewish Faith Funerals
- Simple Low Cost Funeral Options
- Direct Cremation for £1650.00
- Cultural Washing and Dressing Facilities
- Professionally Trained Qualified Staff
- Horse Drawn, Motorcycle, Rolls Royce Hearses, & other alternative vehicles.
- Funeral Finance Plan Options

The Hickton family have been the local funeral directors since 1909, currently in its fourth generation.

Serving all areas of the West Midlands, catering for all faiths and religions from funeral homes across the area.



The Traditional Attended Client Funeral Package £2900.00 (Plus Cremation & Celebrant Fee)

Including - Professional services, transfer of your loved one from place of death within working hours, preparation, and viewing of loved one in a Werlock coffin, care of loved one, hearse, one limousine, funeral director & bearers, 4ft floral coffin spray, 50 order of service booklets, ashes scatter tube, donations box, six bereavement support sessions and online obituary notice. - Cremation Fees range between £800.00-£1000.00 - Celebrant Fees £200-£250.

The Simple Inclusive Attended Package £2995.00

Including- Professional services, transfer of your loved one from place of death within working hours, a Simplicistic coffin, hearse, funeral director, bearers, 3ft floral coffin spray, 40 order of service booklets, donations box and six bereavement support sessions. Cremation Fee (Up to £1000.00) and Minister/Celebrant Fee (£220.00) - this option does not include preparation, dressing or viewing of deceased.

All costs are applicable to March 2026



Scan To View All Fees and Charges



Find Your Local Funeral Home

Home Visits Also Available, Phones answered 24/7

2, Curdale Road,
Bartley Green
B32 4HB
0121 478 1200

320, Bradford Road,
Castle Bromwich
B36 9AD
0121 747 7900

181, Stourbridge Road,
Halesowen
B63 3UD
0121 289 4540

Whitmore House,
8-11 Lower High Street
Cradley Heath
B64 5AB
01384 569 569

www.TEWickton.co.uk



S. Gascoigne & Sons Ltd

F U N E R A L D I R E C T O R S



We are an independent business who pride ourselves on the care and attention to detail of every funeral we arrange. Our dedicated staff will listen to your requirements and guide you through the arrangements and choices to ensure the perfect funeral.

Just some of the services we can provide:

- Help with the Registration Process
- Private Chapel of Rest
- Liaising with your preferred Church
- Memorial Headstones
- Horse Drawn hearse available
- All your musical choices
- Civil celebrant services
- Large range of traditional, colourful or environmentally friendly coffins
- Traditional or alternative hearses

Funeral Home

277-279, Pershore Road South,
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(Next to St. Nicolas Church on The Green)
0121 458 5859 (24 hour service)

www.gascoignefunerals.co.uk
info@gascoignefunerals.co.uk



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C. Bestock (Contracts) Ltd. A Family owned Funeral Directors since 1856

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The only funeral homes still
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WWW.STEPHENANDPHILIPPAINTER.COM



DIRECT CREMATION

All the reassurance of using a local company
keeping costs to a minimum without compromising care

Call **0121 562 1816** and talk to our dedicated team

Costs start from **£1099.00** and include;

- Bringing your loved one into our care
- Making the arrangements for the cremation
- Provision of a simple coffin
- Completion and delivery of the necessary legal documents
- Booking a mutually convenient date and time
- Ashes can be collected or scattered
- Cremation fee INCLUDED no other fees to pay.
- **Add extras to personalise the arrangements**

Keep complete control of the arrangements by adding extras like viewing in our Chapel of Rest, choosing a local crematorium, provision of a hearse rather than a private ambulance, watch the coffin arrive and many more options which are not available from national providers.

C. Bastock Ltd Funeral Directors

Independent and Family Owned Since 1856



*Terms and conditions apply please contact us for more information and a detailed quotation. Costs correct at time of going to print

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Solihull



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The Lyndon in Solihull a friendly, family run establishment offers a personal touch at an extremely difficult time. It is situated within close proximity to both Yardley and Robin Hood crematoriums.

- Selection of buffet packages which can be tailored to suit your requirements
- Free private reception room
- Sensitive and professional service
- Large Car Park
- Family Photo Board

Tel: **0121 743 2179**

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email: katherinechickox@aol.com
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MY PROMISE TO YOU:

I pride myself on offering the highest level of professionalism, understanding and personal service, delivered with compassion and experience. From our first conversation, I will be by your side for as long as you need me, taking care of you

Stephanie J Mason and your loved one.

Some recent testimonials...

As a family we cannot put into words how grateful we are that we have had you by our side, not once but three times. Not only are you professional, but thoughtful and caring too.

STACEY AND FAMILY

Thank you with all my heart - I cannot begin to tell you how grateful I am to you.

ELAINE

Our Steph! - A very special lady!

MAUREEN

Stephanie, thank you for making a very difficult time that little bit easier. Your professional and personal care of the family has been outstanding.

LESLEY, LORRAINE AND FAMILY

Absolutely beautiful lady. Stephanie and her team go above and beyond for families who have lost their loved ones, treating them and yourselves with utmost respect. Stephanie you are just amazing! Thank you so, so, much for all you have done for us and Mom... you are a true angel in disguise.

NAKITA

"Building on our reputation for excellence."

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w: www.sjmfuneraldirectors.co.uk

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"Independent Funeral Directors Caring For You & Your Loved Ones. Now & Forever"

We are very thankful for all those who advertise within these materials, although we are not able to endorse the services provided.

Adverts taken out help to cover the production of these materials as well as providing additional support to bereavement services through the hospital charity.

If you know someone who would like to advertise within this booklet, please ask them to contact the hospital charity team, using the contact details below, for more information.

charities@uhb.nhs.uk
0121 371 4852

