



University Hospitals Birmingham  
NHS Foundation Trust

# Helpful information following a death at University Hospitals Birmingham



Queen Elizabeth  
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Heartlands  
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Good Hope  
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Solihull  
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We would like to express our sympathies and sincere condolences to you at this very sad time.

Following a death, there are many arrangements to be made; sometimes these can feel overwhelming and be difficult to process.

We have produced this booklet to provide you with practical advice, support and guidance about the steps you may need to take after someone 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](http://www.uhb.nhs.uk/services/bereavement-care)**

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



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## **Contacting the Bereavement Care Team**

On the next working day following the death, please telephone the Bereavement Care Team at the hospital where your loved one died; our team will provide you with the help and support that you need at this very difficult time.

The offices are open Monday to Friday, between 10am and 4pm, 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 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 next of kin, and/or 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.

Following your call with the Bereavement Care Team, your information will be passed to the Medical Examiner's Service at the hospital, who oversee the completion of the Medical Certificate of Cause of Death required to carry out the registration and funeral arrangements.

## **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.

The deceased person's care will then be reviewed by an independent senior doctor called a Medical Examiner. The Medical Examiner will confirm the cause of death and then the paperwork will be released. 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 timescale. 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 via: **MESupportTeam@uhb.nhs.uk**

## Registering the death

Once the MCCD has been completed, the Medical Examiner's Service will send a copy directly to either Birmingham or Solihull 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](http://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](http://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](mailto:register.office@birmingham.gov.uk)**



This map has been kindly donated by [www.printmaps.net](http://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**



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

**[www.solihull.gov.uk/Births-marriages-deaths-and-citizenship/Register-a-death](http://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 the deceased'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)
- The Registrar will 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](http://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 took place you may be able to register the death by declaration at a register office 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 Bereavement Care Team if it is your intention to register the death by declaration.**

## Referral to His Majesty's Coroner (HM Coroner)

In some circumstances, the death may have to be referred to 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, although it will delay the issuing of the MCCD. The Bereavement Care Team will discuss why the referral has been made and will explain the process to you. If you require additional information about the referral, or have any queries, you will be transferred to the Medical Examiner's Service.

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, the deceased person 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 Coroners 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 the deceased 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](http://www.birmingham.gov.uk/info/50056/birmingham_and_solihull_coroner_service)**

## **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 10am.

## 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 made during a challenging time. To ensure the standards of care, consider a local company affiliated with either SAIF (Society of Allied and Independent Funeral Directors) or NAFD (National Association of Funeral Directors). These associations maintain strict codes of practice and ensure that the funeral director has been inspected and follows 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 the deceased's full name, date of death and address to:

**MESupportTeam@uhb.nhs.uk**

## 'Fast-track' release of a deceased person

A fast-track release of the deceased person 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 –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 4 for details)
- The Medical Examiner's Service will allow the funeral director to collect the deceased person 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 the deceased patient has been given to the funeral director as this

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

**Please be advised that release of deceased patients, outside of normal office hours, can only occur following Medical Examiner's authorisation; also, at the discretion of and dependent on, the hospital's site management team availability.**

**If a death occurs between 20:00 Friday and 14:00 on Saturdays, the following process will happen:**

- The clinical team will initiate contact with the on-call Medical Examiner, who will discuss the case and decide whether an MCCD can be completed or whether the case will require referral to HM Coroner
- If no Coronial referral is required then the clinical team will complete the paperwork, with support from the site team
- Once the MCCD is completed, the on-call Medical Examiner will contact the appointed next of kin to discuss the cause of death, and advise that the certificate has been sent to the register office
- Release of the patient will be dependent on the availability and workload of the site management team

## **Viewing the deceased person's body**

Viewings of the deceased person can take place at the 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.

## **Dignified relocation**

During busy periods, it may be necessary to transfer the care of your loved one to a different hospital mortuary within University Hospitals Birmingham NHS Foundation Trust, or to a funeral director.

If you have identified a funeral director, please inform the Bereavement Care Team to enable us, if possible, to facilitate the transfer of your loved one directly into their care.

If you are unable to identify a funeral director, and the MCCD is complete, the deceased patient may be moved into the care of a funeral director with the support of the local authority to comply with Human Tissue Authority guidance, or to our mortuary facility at Solihull Hospital.

To comply with Human Tissue Authority guidance, after 25 days, if the MCCD is complete and your identified funeral director has not taken the deceased into their care, they will be moved into a cooler care facility at one of our hospitals.

It is important to be aware that if this happens, it may have an impact on whether you can view the deceased at a later date at the funeral directors. Therefore, please keep in regular contact with your funeral director and ask them to inform you 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](https://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](http://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](http://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 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 of the hospital and ward 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](http://www.hospitalcharity.org/giving-in-memory)**

Organising a funeral can often be a stressful process at what is always a difficult time; that's why we have teamed up with MuchLoved to try to make it that little bit easier for you.

Through MuchLoved you can create a funeral notice online to share with your family and friends of the details of your loved one's funeral, as well as posting it on social media, if you so choose.

The funeral notice can include location, date and time, dress code, and any other specific requirements. A funeral notice also offers those who may not be able to attend, the ability to send messages of condolence.

To commemorate your loved one you might like to make a one-off donation, take donations using envelopes, or set up a funeral notice through our partnership with MuchLoved.

For more information please email [charities@uhb.nhs.uk](mailto:charities@uhb.nhs.uk) or call **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](mailto:pals@uhb.nhs.uk)**

## **Support and advice**

The hospital's Chaplaincy Team provides 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](http://www.cruse.org.uk) or 0121 687 8010

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

[www.edwardstrust.org.uk](http://www.edwardstrust.org.uk) or 0121 454 1705

### **Beyond the Horizon** (supporting children experiencing bereavement)

[www.beyondthehorizon.org.uk](http://www.beyondthehorizon.org.uk) or 0121 444 5454.

# National support services

## What to do when someone dies – UK Government website

[www.gov.uk/when-someone-dies](http://www.gov.uk/when-someone-dies)

## Bereavement Advice Centre

[www.bereavementadvice.org/topics/coping-with-grief-and-bereavement-advice](http://www.bereavementadvice.org/topics/coping-with-grief-and-bereavement-advice)

## Samaritans

[www.samaritans.org](http://www.samaritans.org) or call 116 123 for free

**Grief Encounter** – a national charity supporting children and young people experiencing grief.

[www.griefencounter.org.uk](http://www.griefencounter.org.uk)

**Child Bereavement UK** – a national charity supporting those affected by the death of a child, or children affected by death.

[www.childbereavementuk.org](http://www.childbereavementuk.org)

Helpline: 0800 02 888 40

**Winston's Wish** – a national charity supporting children and young people who lose a parent.

[www.winstonswish.org](http://www.winstonswish.org)

**Lullaby Trust** – a national charity supporting parents who have lost a baby or young child, they also have a national helpline for bereaved parents 0808 802 6868.

[www.lullabytrust.org.uk/bereavement-support](http://www.lullabytrust.org.uk/bereavement-support)

**Miscarriage Association** – a national charity supporting parents affected by miscarriage.

[www.miscarriageassociation.org.uk](http://www.miscarriageassociation.org.uk)

**SANDS** – a national charity supporting parents affected by still birth.

[www.sands.org.uk](http://www.sands.org.uk)

**The Compassionate Friend Network** – a national network of bereaved parents, siblings and grandparents dedicated to the support and care of other similarly bereaved family members who have suffered the death of a child or children of any age and from any cause.  
[www.tcf.org.uk](http://www.tcf.org.uk)

**Survivors of Bereavement by Suicide** – a national charity supporting people who have lost someone to death through suicide.  
[www.uksobs.com](http://www.uksobs.com)

**SAMM National** – Provides a wide range of support services to people bereaved by murder and manslaughter.  
0121 472 2912 or text 07342 888 570.  
[www.samm.org.uk](http://www.samm.org.uk)

**Roadpeace** – a national charity providing support for people who have lost someone through a road traffic accident, their helpline number is 0800 160 1069.  
[www.roadpeace.org](http://www.roadpeace.org)

**Way Up** – a national self-help charity supporting people who are widowed.  
[www.way-up.co.uk](http://www.way-up.co.uk)

**WAY Widowed and Young** – WAY provides emotional and practical support to ALL young widowed people –married or not, with or without children, inclusive of sexual orientation, gender, race and religion.  
[www.widowedandyoung.org.uk](http://www.widowedandyoung.org.uk)

## Notes

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## Notes

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We wish to thank the advertisers and sponsors, without whom this publication would not have been possible. However, the hospital does not endorse any of the products or services they provide.

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](http://uhb.muchloved.org)

or contact us on:

 [charities@uhb.nhs.uk](mailto:charities@uhb.nhs.uk)

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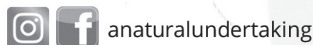
For further information please contact Carrie, Fran & the team

**See our website for pricing details:** [anaturalundertaking.co.uk](http://anaturalundertaking.co.uk)

Email: [funerals@anaturalundertaking.co.uk](mailto:funerals@anaturalundertaking.co.uk)

290 Vicarage Rd, Kings Heath, B14 7NH

1340 Stratford Road, Hall Green, B28 9EH



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## **Shirley Funeral Home**

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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](http://www.cbastock.co.uk)



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**Pre-Payment Funeral Plans - Home visits by appointment**

**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](http://www.franklinfunerals.co.uk)

Email: [info@franklinfunerals.co.uk](mailto:info@franklinfunerals.co.uk)

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](http://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 one 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



# 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 forth generation.

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



### The Traditional Attended Clent 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 Wenlock 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-£1300.00 + Celebrant Fees £200-£220.

### The Simple Inclusive Attended Package £2995.00

Including: Professional services, transfer of your loved one from place of death within working hours, a simplistic 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](http://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,  
Kings Norton. B30 3EX  
(Next to St. Nicolas Church on The Green)  
**0121 458 5859 (24 hour service)**

[www.gascoignefunerals.co.uk](http://www.gascoignefunerals.co.uk)  
[info@gascoignefunerals.co.uk](mailto:info@gascoignefunerals.co.uk)



S. Gascoigne & Sons Ltd is a wholly owned company of  
C. Bastock (Contracts) Ltd. A Family owned Funeral Directors since 1856

# STEPHEN & PHILIP PAINTER

INDEPENDENT FAMILY FUNERAL DIRECTORS



The only funeral homes still  
owned by The Painter Family.

Providing a dignified & personal service  
across Birmingham & Solihull

## **ACOCKS GREEN OFFICE**

213 YARDLEY ROAD  
ACOCKS GREEN  
BIRMINGHAM B27 6LZ

TEL: 0121 707 1172

## **HALL GREEN OFFICE**

192 ROBIN HOOD LANE  
HALL GREEN  
BIRMINGHAM B28 0LG

TEL: 0121 777 4300



**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

The  
Lyndon  
Solihull



## Wakes, memorials and celebrations

*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**

190 Barn Lane, Solihull B92 7LY  
email: [katherinehickox@aol.com](mailto:katherinehickox@aol.com)  
website: [www.thelyndonpub.co.uk](http://www.thelyndonpub.co.uk)

# STM

funeral directors

Independently owned by  
Stephanie J Mason



A modern approach with traditional values, sensibly priced. Covering all faiths. Direct (unattended), traditional and bespoke funerals tailored to your personal wishes. Weekend funerals available.

### 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 X 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."

t: 0121 227 2562 m: 07764 961 492 e: [info@slmfuneraldirectors.co.uk](mailto:info@slmfuneraldirectors.co.uk)

w: [www.sjmfuneraldirectors.co.uk](http://www.sjmfuneraldirectors.co.uk)

a: 606 Kingsbury Road, Erdington, Birmingham, B24 9PJ

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**

