

 Mears Family Funerals
Independent Funeral Directors



A guide for when
a loved one dies

We're here to help...

Mears Family Funerals are here to help you and your family at this difficult time. We will support you every step of the way from the first phone call right through to the day of the funeral and beyond.

We understand that saying goodbye to a loved one is a deeply personal and emotional experience. We are honoured to be trusted with the responsibility of providing compassionate and professional funeral services to our local community.

At Mears Family Funerals we are more than just a business; we are a family dedicated to supporting clients with the utmost care, respect and attention to detail. We understand that every individual is unique, and we strive to create personalised and meaningful farewell ceremonies that reflect the life and personality of your loved one.

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www.mearsfamilyfunerals.co.uk



What to do when someone dies

If someone has died and you need our help, please call us on **0800 731 4972** - we are available 24 hours a day, every day of the year - and we can guide you through the next steps.

What you will need to do will depend on where the person has died, for example at home, hospital or a nursing home.

What happens when we take someone into our care?

We will look after the person who has died with care, dignity and respect from the moment we bring them into our care. Your loved one will be cared for at our Blackfen Care Centre or one of our regional offices in Aylesbury or Southampton.

Saying goodbye

Saying goodbye is different for everyone, and we are here to help find the right way for you. Whether it is a simple service or a big ceremony, together we will plan a funeral that reflects your loved one's life and who they were. We will guide you through the options and choices available and the costs of each so you can make an informed decision on a fitting service for your loved one.

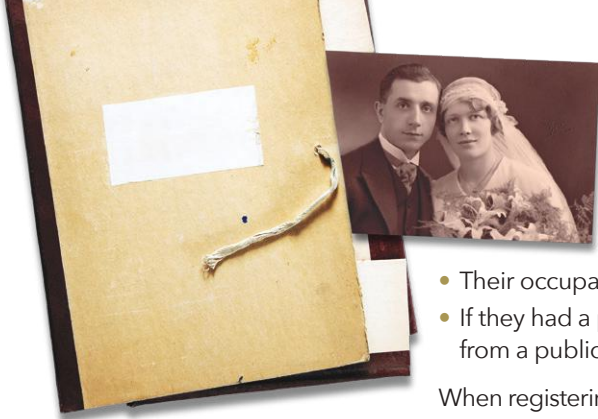
Registering a death

A funeral can only take place once you have a death certificate, which you will receive when you register the death.

You can make an appointment with a registrar by calling the local registry office or by filling in a form online. The registrar will need to know the following details of the person who has died:

- Their full name
- Their date of birth and where they were born
- Their home address
- Their date and place of death
- If they were married and their living spouse's date of birth





- Their occupation
- If they had a pension or allowance from a public fund

When registering the death you will need to take some documents along with you for the person who has died:

- Medical Certificate of Cause of Death (issued by a GP or hospital doctor)
- NHS Medical Card
- Birth Certificate
- Marriage Certificate (if they were married)

If the death was referred to HM Coroner you will not be able to register the death until HM Coroner gives you permission. If you have any questions about the role of HM Coroner please call us or see the guide on our website.

Arranging the funeral

A funeral arrangement for your loved one will be unique and reflect their personality and life experiences. Starting with the choice of coffin, English or American-style casket, our experienced funeral arrangers will guide you through the options that are available, enabling you to create a funeral service that truly celebrates the life of a loved one.

In addition to our 'essential services', you may wish to personalise the funeral with the addition of a Victorian horse-drawn carriage hearse, Orders of Service, limousines and floral tributes.



Help with fees

There are a number of Government schemes available to help those who have difficulty in meeting the cost of a funeral. Our funeral arrangers can talk you through the help available or information can be found at: www.gov.uk/funeral-payments

We are also pleased to offer responsible and affordable payment plans through Funeral Safe. Our funeral arrangers can provide you with more information or alternatively you can visit: www.funeralsafe.co.uk



Life Ledger

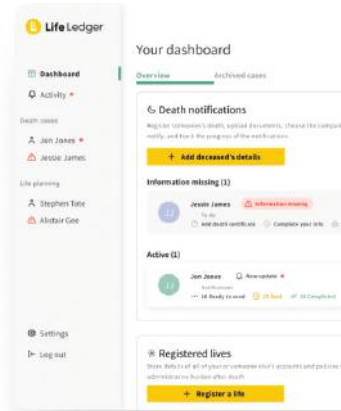
Dealing with a death is hard, but making death notifications shouldn't be. Life Ledger's easy-to-use platform simplifies the administrative processes after a death by allowing families, when they are at their most exhausted, vulnerable and fragile, to send notifications of death to multiple companies in multiple sectors, all from one place, and free of charge.

Why Life Ledger?

It's simple: You can contact all the companies connected with the deceased from a single point, saving hours of time and removing the need to have the same difficult conversation over and over again.

It's connected: You can use Life Ledger to inform over 1,000 UK companies, ranging from banks, insurers and pension providers to gas, water, telecoms and social media. You can track the progress of your notification, directly contact the companies and upload the required documents in one place.

It's safe: Three years in the planning and with bank-level security, Life Ledger is Cyber Essentials confirmed, is undergoing ISO27001 certification and undergoes regular security and penetration testing to ensure your information is safe.



Before the funeral arrangement

Prior to visiting us to make the arrangements for the funeral it is worth thinking about what type of funeral service you think is most appropriate for you, your family and the memory of your loved one.

To help you start thinking about it, you may want to consider the questions below. If you are unsure, or have other questions, please call us or speak to your funeral arranger who will talk you through all the options available:

- Will the funeral be a burial or cremation?
- Is cost a major consideration?





- Would you prefer a traditional attended funeral service or an unattended cremation or burial?
- Would you like the service to be religious or led by a civil celebrant or Humanist?
- Are there any dates to avoid?
- Would you like to visit your loved one prior to the funeral?
- Would you like your loved one dressed in their own clothes?
- Would you like an environmentally-friendly funeral?

During the funeral arrangement

During the arrangement we will talk you through some of the options you may wish to consider:

- The choice of coffin - contemporary, natural, solid wood etc.
- Floral tributes
- Orders of Service
- Funeral announcement and tribute page, to accept donations to a chosen charity if desired
- Music at the service, played on arrival, during and at the end of the service.



Bereavement support

Bereavement is very personal and circumstances are diverse. There is no right or wrong way to grieve, and everyone's experience is different.

Many people find talking to friends and family to seek support can help them through the more difficult times. That may mean help with practical things such as shopping or cooking, or emotional support like having a chat on the phone or just being there in person. But sometimes the support of family and friends might not always be enough, and so it is important to ask for help if you feel you need it.

Here are some bereavement support groups who may be able to offer you the support and guidance you need:

- Samaritans - 116 123
www.samaritans.org
- Cruse Bereavement Support - 0808 808 1677
www.cruse.org.uk
- The Compassionate Friends - 0345 123 2304
www.tcf.org.uk
- The Good Grief Trust - 0200 448 0800
www.thegoodgrieftrust.org
- Bereavement UK
www.bereavement.co.uk



Our Branches

Aylesbury

01296 593121

Beckenham

020 8650 1188

Biggin Hill & Westerham

01959 573838

Blackfen & Sidcup

020 8294 5600

Bromley

020 8719 0917

Catford

020 8719 0910

Eltham

020 8859 6344

Lewisham & Ladywell

020 8314 0995

Orpington

01689 363001

Southampton

023 8244 8728

Walthamstow

020 8520 4999

West Wickham

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