



What To Do When Someone Dies

This guide helps you take things one step at a time. You do not need to do everything at once. Keep this checklist with you and tick items as they are completed.

Step 1 — Immediate Actions

If the death occurs at home:

- Call the GP (if death was expected)
- OR call NHS 111 if out of hours
- Wait for a medical professional to verify the death

If in hospital or care home:

- Staff will notify the appropriate professionals
- Ask what paperwork will follow next

If sudden or unexpected:

- Call 999 immediately
 - Expect police and paramedics to attend
 - Coroner may be informed
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Step 2 — Contact a Funeral Director

- Call Lodge Brothers once the death is confirmed
 - We will explain the next steps clearly
 - We can arrange transfer into our care, gently and respectfully
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Step 3 — Medical Examiner Review (Required since Sept 2024)

- A Medical Examiner will now review all deaths
 - They will check medical notes and speak with the attending doctor
 - They will authorise the certificate OR refer to the Coroner
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Step 4 — Registering the Death (within 5 days)

- Book an appointment with the local Registrar
- Gather the following information:
 - Full name and address of the deceased

- Date and place of birth
- Occupation
- Details of spouse or civil partner
- National Insurance number (if known)
- Any pensions or state benefits

The Registrar will issue:

- Green Form – for burial or cremation
 - BD8 Form – for DWP and pensions
 - Copies of the Death Certificate (if purchased)
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Step 5 — If the Coroner Is Involved

- A post-mortem or CT scan may be required
 - You may receive an Interim Certificate
 - Documents for the registrar may be sent directly
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Step 6 — Tell Us Once Service (government scheme)

- Used during registration
- Notifies multiple departments at once:
 - DWP
 - HMRC
 - DVLA
 - Passport Office
 - Local council (tax & housing)

Banks, utilities and private companies must be contacted separately.

Step 7 — Arranging the Funeral

- Contact Lodge Brothers to begin planning
 - Choose burial, cremation or memorial service
 - Discuss service format and location
 - Consider music, readings or tributes
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Step 8 — Practical and Legal Matters

- Notify banks, insurers and utility providers
 - Begin probate or intestacy process
 - Seek legal advice if needed
 - Return medical equipment or medications
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Step 9 — Emotional Support

- Speak with family and friends
 - Ask Lodge Brothers for bereavement guidance
 - Useful contacts:
 - Cruse Bereavement Support – 0808 808 1677
 - Samaritans – 116 123
 - Mind – 0300 123 3393
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Need Immediate Help?

Lodge Brothers are available at any time of day or night.
We listen. We guide. We take care — one step at a time.

Call your nearest Lodge Brothers branch

Or visit our website to speak with someone today.

Lodge Brothers

Trusted since 1780

The Lodge Family Difference

From simple farewells to traditional funerals