



Bòrd SSN nan Eilean Siar
NHS Western Isles

Bereavement Group

Bereavement support

We are listening - how did we do?

We welcome your feedback, as it helps us evaluate the services we provide. If you would like to tell us about your experience:

- speak to a member of staff
- visit our website feedback section at: www.wihb.scot.nhs.uk or share your story at: www.careopinion.org.uk or tel. 0800 122 31 35
- tel. 01851 708069 Monday-Friday between 9am-5.30pm.

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Written by: Bereavement Group, NHS Western Isles.

Disclaimer

The content of this leaflet is intended to augment, not replace, information provided by your clinician. It is not intended nor implied to be a substitute for professional medical advice. Reading this information does not create or replace a doctor-patient relationship or consultation. If required, please contact your doctor or other health care provider to assist you to interpret any of this information, or in applying the information to your individual needs.



NHS Western Isles wishes to offer sincere sympathy on your bereavement. We hope this leaflet will be of help to you with some of the practical issues that you face in relation to your loss.

Medical Certificate

After a death, a GP or hospital consultant is required to sign the Medical Certificate of Cause of Death (Form 11) (more commonly known as the death certificate). Once signed, the death certificate will be emailed directly to the Registrar.

Registering the death

On receipt of the death certificate, the Registrar will contact the next of kin to assist with completing the Certificate of Registration of Death (Form 14).

On completion, the Registrar will give the next of kin:

- a completed Certificate of Registration of Death (Form 14)
- Form 334/S1 for use to inform Social Security and National Insurance of the death, where necessary
- if desired (and on payment of an additional fee), an extract of the entry recorded in the Register of Deaths can be purchased for use to notify the death to insurance companies, banks, building societies, etc.

Local Registrar Offices

Lewis District Office

The Town Hall
Stornoway
Isle of Lewis HS1 2BE
Tel: 01851 822620

Harris District Office

The Council Offices
Tarbert
Isle of Harris HS3 3DJ
Tel : 01859 502367

Useful information

Safe disposal of medications

To dispose of any unwanted prescribed medications or healthcare products, please do not flush or bin these items, but return them to your GP Practice or local pharmacy for safe disposal.

If you have difficulty in returning these items, please contact your local Community Nursing Service who may be able to arrange uplift. Contact 01851 763306 (Lewis and Harris) or 01870 605138/602266 (Uist and Barra).

Medical equipment return

In the event that medical equipment requires to be returned to NHS Western Isles, a member of healthcare staff will be in contact, usually after the funeral has been held.

However, should you prefer items to be removed sooner, please do not hesitate to contact the Community Equipment Service team. Contact 01851 703054 (Lewis and Harris) or 01870 603648 (Uist and Barra) to request equipment uplift.

Notes

Sanctuary Space

There is a Sanctuary Space both within the Western Isles Hospital and Uist & Barra Hospital and anyone is welcome to drop in and spend time there.

You may find the Sanctuary Space beneficial if you are looking for a quiet space, a place for reflection, or a time for prayer. Various reading materials and religious items are available for you to use, if you would find them helpful.

An NHS Healthcare Chaplain is always on-call and hospital ward or reception staff can arrange for them to be paged on request.

Self-help in bereavement

When someone close to us dies, life can very quickly become profoundly different and very difficult.

A wealth of support links and networks are available on the NHS Western Isles website's bereavement and loss support section at: www.wihb.scot.nhs.uk/our-services/bereavement-loss-support

This includes additional support services, and funeral costs and benefits.

Useful contacts

DWP Bereavement

Tel: 0345 606 0265
www.gov.uk

Samaritans

Tel: 08457 90 90 90
www.samaritans.org

Age UK

www.ageuk.org.uk

Cruse Bereavement Care

Tel: 0808 808 1677
www.cruse.org.uk

Uist Office

Council Offices
Balivanich
Isle of Benbecula HS7 5LE
Tel: 01870 602425

Barra Office

Council Offices
Castlebay
Isle of Barra HS9 5XD
Tel: 01871 810431

Alternatively you may choose to register the death at any Registration Office in Scotland. Please contact the appropriate office direct to confirm their opening hours and arrange an appointment.

Please note
The funeral cannot take place until after the death
has been registered.

Organising the funeral

After the death has been confirmed by the GP or community nurse, the next of kin (or their representative) should contact the undertaker to inform them of the death and the family's wish in relation to the funeral.

It would be helpful at the initial contact if you knew the following:

- the person's full name and date of birth, (for women, if applicable, her maiden name is also needed)
- when and where you wish the funeral to take place
- what form you wish the funeral to take.

You may also wish to consider whether or not to have flowers/wreaths, or make donations to a preferred charity.

Local Undertakers

Most funerals are arranged through a funeral director. The funeral director offers helpful guidance about arranging a funeral.

Lewis and Harris
Archibald Macrae Ltd.
61 Keith Street
Stornoway
Isle of Lewis HS1 2JG
Tel: 01851 702033

Benbecula
MacPhee Brothers
176 Lionacleit
Isle of Benbecula HS7 5PJ
Tel: 01870 602538
Mobile: 07859 818647

Barra
Charlie MacDougall
26 Glen
Castlebay
Isle of Barra HS9 5XD
Tel: 01871 810666

North Uist
Alasdair Morrison
Park Hill
Isle of North Uist
HS6 5EN
Tel: 01876 580346

South Uist
Uist House
Daliburgh
Isle of South Uist
HS7 5TB
Mobile: 07760 350519

Local support organisations

NHS Western Isles Chaplaincy and Spiritual Care Department

The NHS Western Isles Spiritual and Religious Care Department offers a service of comfort and support, one-to-one regardless of faith or non-faith. We offer:

Community Chaplaincy Listening (CCL)

The CCL service recognises how important good listening can be for your health and wellbeing and offers a trained CCL listener if you have been bereaved or are suffering a loss. Please be assured that your confidentiality will be respected at all times.

To arrange to speak to a CCL listener, please contact:

TK Shadakshari, Lead Chaplain
Western Isles Hospital
MacAulay Road
Stornoway, HS1 2AF
Tel: 01851 704704 extn 2408
Email: tk.shadakshari@nhs.scot

Spiritual & Pastoral Care

We offer compassionate, person-centred care and this service is available to the whole community - people of all backgrounds, regardless of any beliefs.

The Spiritual Care Team is here to support patients, relatives, visitors and staff in the context of illness, injury or loss. We can:

- spend time to talk and listen to you in a friendly environment
- offer you or your loved ones emotional, spiritual or religious support
- help you deal with loss and bereavement
- facilitate your religious care and contact leaders from your own belief group on your behalf when required.

Contact our local Spiritual & Pastoral Care staff via:

Lewis & Harris

Helen Gallacher
Chaplain
Western Isles Hospital
MacAulay Road, Stornoway
Isle of Lewis HS1 2AF
Tel: 01851 704704 ex 2476
Mobile: 07950 949661
Email: helen.gallacher@nhs.scot

Uist & Barra

Ishabel MacDonald
Chaplain
Uist and Barra Hospital
Balivanich
Isle of Benbecula HS7 5LA
Tel: 01870 603600 or 01876 580367
Email: ishabel.macdonald@nhs.scot