

Howcrofts' Funeral Services

ESTD. 1918

What to do when someone dies — step by step

If you've just lost someone, please know you're not alone. We're here for you — day and night — with care, compassion, and gentle guidance. This guide explains what happens next in clear, simple steps. If you'd like to speak to a caring member of our team now, call **01756 792173** (24 hours).

1) What to do first — depending on where the death happens

At home (expected)

- Call the GP (during surgery hours) or **NHS 111** (out of hours).
- A qualified professional will confirm the death.
- When you feel ready, call Howcrofts — we will bring your loved one into our gentle care.

At home (unexpected)

- Call **999** immediately.
- The police and a paramedic/doctor will attend.
- The **Coroner** may need to be involved.
- Once everything is in place, call Howcrofts so we can guide you from there.

In hospital, hospice, or care home

- Staff will confirm the death and arrange any immediate paperwork.
- Let them know you have chosen Howcrofts so they can contact us directly.
- We will liaise with them and ensure your loved one is brought into our care with dignity.

Organ & tissue donation

- If this was your loved one's wish, please let the clinical team know as soon as possible, as timing can be important.
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2) Call Howcrofts — we're here 24/7

When you call **01756 792173**, we will:

- Take your loved one into our care promptly and respectfully.
 - Offer clear, gentle guidance on the next steps and any documents you may need.
 - Talk through funeral options — whether you want to make arrangements now or take some time.
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3) Key documents and details

If you can, have these ready (but don't worry if you can't find them straight away):

- Full name, date of birth, last address
 - NHS number (if available)
 - GP details
 - Birth/marriage certificates
 - Photo ID and proof of address for the person registering the death
 - Pre-paid funeral plan details
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4) Registering the death

The Medical Certificate of Cause of Death (MCCD) will be sent directly from the medical examiner to the registrar, at this point you will be able to book an appointment to register the death.

Contact the **Register Office** where the death occurred. You'll usually need basic personal details of the person who died.

Skipton – North Yorkshire Registrars number – 01609 780780

Keighley/Bradford Registrars number – 01274 432 151

You will receive:

- **Death Certificates- £12.50 per copy** (you may wish to order extra copies)
- **Green Form** for burial/cremation (or forms directly from the Coroner)
- Information on the **Tell Us Once** service to notify government departments

Notifying organisations

The **Tell Us Once** service makes notifying government departments simpler. You'll also need to let banks, pension providers, insurers, utilities, employers, clubs, and other organisations know.

5) Arranging the funeral

We can meet at our Skipton office or, if it's easier for you, in your own home. We'll talk about:

- Burial or cremation
- Venues, dates, and times
- Personal touches (music, readings, flowers, live-streaming)
- Clear, itemised costs
- Coffin, transport, pallbearers, and family involvement

6) Looking after property and pets

We know the little things matter. Make sure the property is secure, pets are cared for, important items are collected, and post is redirected if needed.

7) Financial help

You may be entitled to:

- **Bereavement Support Payment**
- **Funeral Expenses Payment**

We can point you towards the latest guidance and support and where you can apply for this service.

8) If someone dies abroad

We can work with embassies, insurers, and specialist services to arrange repatriation or a local funeral, according to your wishes.

9) Ongoing support

Our care doesn't end with the funeral. We offer continued support, and our **Embracing Change** support group meets **4–6pm, first Sunday of every month** at Howcrofts. You'll always be welcome.

Saif Chat is a uk-wide bereavement service. It offers free telephone bereavement helpline 0800 917 7224 and **GriefChat** if you prefer to message a grief counsellor. Feel free to contact them to receive more information **help@saifcare.org.uk**

Howcrofts Funeral Services — Here for You. Then, Now, Always.

Call **01756 792173**

Contact us online