



**nightingale
hammerson**

— BEREAVEMENT SUPPORT GUIDE —







Contents

04

INTRODUCTION

07

BEREAVEMENT SUPPORT TEAM

08

REGISTRATION OF THE DECEASED
AT NIGHTINGALE HAMMERSON

11

USEFUL CONTACTS

Introduction

At Nightingale Hammerson, we believe that everyone has the right to a good death, at peace in the knowledge that their wishes will be respected and their family and friends will be sensitively supported.

We seek to embrace each Resident’s way of living well and dying well, which is unique to them. We also know that bereavement can be bewildering and challenging for friends and family, both emotionally and practically, when they most need time and space.

It is our wish and our privilege to get to know each Resident really well and to build warm relationships with their loved ones in person.

This brief booklet outlines some of the ways in which we can help. However, you may have questions, concerns, plans or wishes that you don’t see reflected here. That is only natural and we encourage you to talk with us in person. Because together, in relationship, we can both live well and die well.





Bereavement

Bereavement is the word we use to describe the feelings and reactions that we have when we lose someone we care about. It affects everyone; it is the universal reaction to loss. It is painful and stressful but also natural, normal and necessary.

There are no right or wrong reactions to death. We all need to grieve in our own way and in our own time. There is no time scale. Reactions and feelings can change from hour to hour and day to day.

Within the Jewish faith it is a tradition to have a period of Shiva of up to a week after someone dies.

This provides an opportunity for mourners to express their grief and begin to understand their feelings and emotions.

It is also a time when relatives and friends can visit and offer their personal support.

Support from our team members

Our team members will:

- Respect the confidentiality and privacy of each bereaved person
- Be responsive to the needs of each bereaved family member. The household manager (or team leader) will contact the next of kin as soon as possible following a Resident's death
- Acknowledge and affirm the emotions resulting from bereavement and the pain of grief
- Respect each family's choices and variety of expressions of grief consistent with patterns of Jewish beliefs
- Do their utmost to support the process of arranging a funeral as quickly as possible.

Nightingale Hammerson will also ensure that our volunteers and care teams are educated and trained appropriately to consolidate, develop, maintain and enhance their knowledge and skills in bereavement support, loss and grief.





Bereavement support team

Our bereavement support lead is available to:

- Provide information and support, including pre planning discussions, regarding funeral arrangements and the death registration process
- Liaise with families around the provision of on-site Shiva/Celebration of Life events.

Our spiritual care leads are also available to support Residents and/or relatives who would like pastoral support or just to have a chat.

The contact details of our spiritual care team are as follows:

Lorraine Cardozo, Bereavement Support Lead
lcardozo@nightingalehammerson.org

Alastair Paviour-Addison, Head of Engagement and Spiritual Care
aaddison@nightingalehammerson.org

Esther Livingstone, Spiritual Care Lead, Hammerson House
elivingstone@nightingalehammerson.org

Rafi Fuchs, Spiritual Care Lead, Nightingale House
rfuchs@nightingalehammerson.org

Registration of the deceased at Nightingale Hammerson



The household team will contact the in-house GP during office hours or the out of hours GP service in the evenings and weekends to confirm the death of a Resident. The care team will provide further information and support.

For a family member to register a death, a certificate is needed. The GP Surgery will produce the death certificate. This can only be written by a GP who has been involved in the care of the Resident during their time at the home. This certificate cannot be issued by a GP from the out of hours service. The GP will refer to the medical examiner's office to confirm the cause of death. The medical examiner will then contact the next of kin to review and discuss the details of the death certificate.

If the death occurs at the weekend or during a bank holiday, the certificate will usually be available on the next working day.

Once the cause of death has been confirmed, the medical examiner will email the Medical Certificate of Cause of Death (MCCD) to the relevant registrar's office as follows:

Nightingale House

Wandsworth Town Hall, Wandsworth High Street, London SW18 2PU

To make an appointment with the registrar to register the death contact:

www.wandsworth.gov.uk/registeroffice Tel: 020 8871 6120

Registrar's opening hours: 9.00am to 4.30pm Monday to Friday

Out of hours service: **020 8871 6000** (press option 3, then 1, then 5 for 'Emergency Control')

9.00am-11.00am Saturday, Sunday and Bank Holidays

Hammerson House

Barnet Registration and Nationality Service, Hendon Town Hall, The Burroughs, London NW4 4BG

To make an appointment with the registrar to register the death contact:

registrars@barnet.gov.uk Tel: 020 8359 6400

Registrar's Opening Hours: 9.00am to 5.00pm Monday to Friday

Out of hours service: **020 8359 2000** (press option 3 for 'same day burial')

9.00am-11.00am Saturday, Sunday and Bank Holidays



- It is advisable to inform the relevant burial society of the death as soon as possible prior to the registration
- Following the registration, a green slip will be issued by the registrar, together with the death certificate. Please provide the registrar with the details of your chosen funeral directors so they can email the green slip directly to them. The green slip is required by the burial society/funeral director and must be in their possession before the funeral.
- Registration of a death with the registrar must take place within five days of the death
- You will need additional copies of the death certificate for other purposes such as financial and legal matters
- The registrar will provide details of the 'Tell Us Once' Service. This service enables you to inform simultaneously various government and local councils of the death of your loved one.

Room clearance arrangements

- Relatives may prefer to respect the period of Shiva and wait to collect their loved one's possessions. We ask that the Resident's room is cleared within ten days. Please contact the bereavement support lead or the household team to arrange a time to collect possessions at your convenience.

Useful contacts





United Synagogue Burial Society

T: 020 8950 7767 | www.theus.org.uk

Federation Burial Society

T: 020 8202 3903 | www.federation.org.uk

S&P Sephardi Community Burial Society

T: 020 7871 3757 | www.sephardi.org.uk

Adath Yisroel Burial Society

T: 020 8802 6262

**Reform Synagogue Burial Society/
Masorti Burial Society**

(Jewish Joint Burial Society)

T: 020 8989 5252 | www.jjbs.org.uk

Liberal Judaism

Ronnie King Funeral Directors

T: 020 8368 7453 | E: rkingfunerals@gmail.com

Barry Broad, Funeral Director

T: 07972 012187 | E: barrybroad@outlook.com

Jewish Bereavement Counselling Service (JBCS)

T: 020 8951 3881 | www.jbcs.org.uk

Cruse Bereavement Care

Support Helpline: 0808 8081677 | www.cruse.org.uk

National Bereavement Service

T: 0800 0246 121 | www.thenbs.org

Sue Ryder Online Bereavement Counselling Service

www.sueryder.org



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50A The Bishops Avenue
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020 3838 8090

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105 Nightingale Lane
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020 8673 3495

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