

**Arranging Funerals with  
Compassion and Care**

**What To Do  
When Someone Dies**

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## Contents

3. Overview
4. What Happens Next?
5. If The Coroner Is Involved
6. Looking After The Person Who Has Died
7. After A Post Mortem
8. Registering The Death
9. Information Required For Registration
10. Documents From The Registrar
11. Arranging A Funeral
12. Things To Consider And Decisions To Make
13. Things To Consider And Decisions To Make
14. Things To Consider And Decisions To Make
15. Space For Notes During The Arrangement Meeting
16. Things To Consider After The Funeral
17. Paying For The Funeral
18. Who Needs To Be Informed
19. Inquests
- 20-21 Price lists

# Overview

## **Immediately after the death**

- Death is usually confirmed by a Medical Professional
- The person who has died is moved to a mortuary or Funeral Director's premises

## **A Doctor will issue a Medical Certificate to the Medical Examiner for approval or the Coroner will investigate the death**

- This depends on the circumstances of the death

## **The death needs to be Registered**

- This is when documents are issued allowing the funeral to proceed and the estate to be administered

## **The Funeral: decide on the Funeral Director and make an appointment with them.**

## **Always ascertain who should take the legal responsibility for administering the estate**

## **Organisations that must be informed of the death**

- Financial and legal
- Central and Local Government
- Health sector

## **You will need to sort out any claims for benefits**

- This normally needs to happen within three months of the death

## What Happens Next

The new statutory death certification process came into effect on 9 September 2024.

Under this system, all deaths in England and Wales are independently scrutinised, either by a relevant Coroner or by a Medical Examiner (ME).

An ME is a senior medical doctor who provides independent scrutiny of all non-coronial deaths.

One of the key changes relates to the eligibility for completing the **Medical Certificate of Cause of Death (MCCD)**.

Under the new system, in cases not involving a relevant coroner, stillbirths, body parts or anatomical research, a registered medical practitioner will be eligible to be an attending practitioner and complete an MCCD, if they have attended the deceased in their lifetime.

The attending practitioner will propose a cause of death, where they have been able to establish it to the best of their knowledge and belief.

This change represents a simplification of the previous attendance criteria. This is reflected in the Medical Certificate of Cause of Death Regulations 2024.

Another change relates to information about implantable medical devices. The existence of implantable medical devices is now recorded on the MCCD by the attending practitioner.

This information will be transferred on to a form accompanying the **Certificate for Burial or Cremation, also known as 'the green form'**, which is generated by the registrar. From the 1st January 2025, the Registrar will send the green form direct to your chosen Funeral Director

## If The Coroner is Involved

The majority of deaths notified to the Coroner are completely natural but the cause of death is not certain.

**It is a legal requirement in England, that the cause of death is known and recorded.**

Examples of deaths which are referred to the Coroner are those where the cause of death is not known, either as a result of an accident, resulting from medical treatment or those deaths which are suspicious. The police or a doctor informs the Coroner.

The Coroner is a senior and independent judicial officer and has coroner's officers working for them, who carry out investigations for the Coroner.

Usually someone from the Coroner's Office will speak to the nearest relative or their representative, as well as any doctors who have been looking after the deceased, before deciding if a post-mortem examination is necessary.

This is an external and internal examination of the body. It is possible to view and dress the deceased as usual after the examination. Please tell the Coroner's Office if you object to post-mortem examination for any reason, although you should be aware that a post mortem is a legal requirement.

The purpose of the examination is to determine the cause of death it may be necessary to keep very small samples of tissue and fluid from the deceased for further testing. You will be told if this is necessary and given a choice about what happens to the samples in the future.

# Looking After the Person who has Died

## At Home

When someone dies in their home, the first thing to do is to call their doctor. The GP can issue the Medical Certificate of the Cause of Death. A locum doctor or senior nursing professional can also issue a statement to say that death has occurred.

Once this done, you can call us, as your chosen Funeral Director, to collect your loved one right away, or you may prefer to have him/her at home for a while to leave time for goodbyes. If you decide to keep the deceased at home for goodbyes, keep the room as cool as possible and cover the deceased with a sheet when no one is there.

**We have a dedicated 24 hour answering service if the death of your loved one should occur outside of the normal office hours. We can be reached on the usual phone numbers.**

## In Hospital

Most hospitals and care homes will have someone to offer you emotional support and practical advice about what to do next. They will tell you where the nearest registry office is, to register the death.

When you have contacted us, we will liaise with the hospital or home to make the necessary arrangements for you. You will need to register the death within **five working** days and will be given a Green Form, the Certificate of Burial or Cremation, which will enable us to take your loved one into our care.

## Unexpected or Sudden Deaths

When someone has died unexpectedly or the doctor is not sure what has caused the death, the case will often be referred to the local Coroner's Office. It's still a good idea to contact us as soon as possible, as we can liaise with the Coroner's Office for you. We can also help with provisional arrangements ahead of the Coroner's Office allowing the funeral to take place.

## After The Post Mortem

Once the Coroner has found the death to be natural and finds no other circumstances for an Inquest they will provide a document in place of the Medical Certificate of Cause of Death which will then allow you to register the death. This form is often sent direct to the Registrar but always check that you do not have to collect it.

In the case that the death has not been due to natural causes or, if further test are required to establish the cause of death, then the Coroner will open an Inquest but will usually be allowed to release the deceased for the funeral to take place.

The Funeral Director you have chosen will be able to contact the Coroner to arrange when they can bring the deceased into their care.

## Registering The Death

Deaths in England, must be notified to the Registrar of Births, Marriages and Deaths within **FIVE working** days from the date the MCCD is sent to the Registrar ..

Wiltshire Registrar's Office requires you to make an appointment to register the death so always make sure you have telephoned and booked this.

**Call 0300 003 4569 for Wiltshire Registrar's Office and to book an appointment.**

The person who is registering the death is called 'The Informant' and only certain people are allowed to do this.

### **The Informant must be:**

- A close relative of the deceased
- Someone who was present at the death
- The person taking responsibility for the funeral.

You can always check when you make an appointment that the person is acceptable to register the death .

**Make sure that the MCCD has been sent to the Registrar** to register the death or you must tell the Registrar if the Coroner has been involved that the Coroner's Office has told you to register. The Registrar will let you know of all other documentation needed when you go for your appointment.

**We have created a check list on the next page for the information required for the Registrar.**

# Information Required To Register A Death

Surname:

Forenames:

Maiden Name:

Any other previous names:

Any other names:

Date of Birth:

Place of Birth:

Place of death:

Date of Death:

Usual Address:

Marital Status:

Occupation or former Occupation:

Name/Address/Occupation of Spouse or Civil Partner:

National Insurance Number:

National Insurance number of any surviving Husband, Wife or Civil Partner:

# Documents From The Registrar

## **Certified Copies of the Death Certificate:**

The registration of a death is a permanent record and this information will be retained by the Registrar.

You can purchase the Death Certificate on the day you register and you can purchase as many as you wish, these will be required as an original document for banks and other organisations.

The price does go up for these after the date of registration so it's always a good idea to get more than you think you may need as you may need to obtain one for each Bank account, Building Society and Share Holdings of the deceased. In particular if the deceased has a National Savings Account and /or Premium Bonds you will need an original copy of the Death Certificate.

If there is to be an Inquest, the death cannot be registered until after the Inquest, the Coroner will issue you with an Interim Certificate which you can use instead of certified copies.

## **Certificate of Registration/Notification of Death (BD8):**

This form is free and you need to complete the form on the back to notify the Department for Work and Pensions of the death if the person received a state pension or any other benefits. You can obtain this form from the Registrar even if the death cannot be registered yet.

## **Certificate for Burial or Cremation:**

This is free and is what we refer to as '**The Green Form**' (because it is actually green). It proves to the Funeral Director and the cemetery or cremation authorities that a funeral may take place. The Green Form will be replaced by a document from the Coroner if there will be an Inquest or if the funeral will be a cremation following the Coroner's post-mortem examination.

## Arranging A Funeral

It is always good to check whether the person who has died had a pre-paid funeral plan which will have been arranged with their wishes. Also they may have wishes that they have left in their will or with a family member.

Some families wish to see a Funeral Director as soon as possible, others may wish to have a few days before they contact a Funeral Director.

We have put together the next few pages with a suggestion of things to consider when arranging a funeral; some decisions will not need to be made immediately.

Our company is a member of the National Association of Funeral Directors and the British Institute of Funeral Directors and we comply with a code of practice and arbitration scheme, this is to ensure our clients receive a high quality service.

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**This space is to keep record of your appointment with the  
Funeral Director:**

## Things to Consider and Decisions to Make

Do you, or any of your family want to view your loved one in our private chapel? If this is a possibility, we would recommend our Hygienic Treatment (at no extra cost) to ensure this is a more positive experience for you and for the health and safety of our staff. Viewing is available at our private chapels in Salisbury, Ludgershall and Amesbury.

You may also want to consider having your loved one returned home before the funeral, which we will be able to arrange for you.

You will also need to think about what you would like your loved one dressed in; whether you are going to provide us with some of their own clothes or, if you prefer, we can dress them in a gown set. Some personal items can be placed in the coffin such as photographs, letters etc. During the arrangement we will discuss with you those items which are or are not suitable.

Will you want a cremation or burial if this is not predetermined by your religion or culture? This will help you determine where the funeral will take place. You can arrange for a thanksgiving service after a cremation if you wish.

Do you want a traditional religious service, a service with some religious content or a funeral with no religious content? We are happy and able to tailor the service to your needs and whatever wishes and requirements you have.

## Things to Consider and Decisions to Make

You will also need to consider ideas about music and readings. Are there any specific anecdotes about the person that you would like to include in the tribute or eulogy to ensure a personal touch? Does anyone from the family or a friend wish to speak or deliver a reading?

Do you wish for the funeral cortege (Hearse and any following cars) to leave from your family home or will people assemble at the place of the funeral service?

What type of coffin would you prefer? There is a huge range available from traditional solid wood, various materials such as banana leaf and wicker through to cardboard decorated with art work using pictures or photos of your choice. We can show you the range available along with prices and guide you through the choices available.

## Things to Consider and Decisions to Make

Most funerals include a gathering of mourners after the ceremony with refreshments served. The venue might be your own home, a church hall, a pub or a more formal venue such as an hotel. Think about your budget and how many people may attend to help with your decision. We are able to arrange a venue and the caterers for you and can advise on suitable venues according to your location.

Many funerals now allow the opportunity for you to give donations to a charity of your choice, as well as, or instead of, floral contributions. As an experienced Funeral Directors we can arrange all this for you.

Today, the traditional wearing of black to a funeral is not so strictly observed. It is a good idea to let other mourners know what your thoughts are on this.

**A Space for Notes During Your  
Arrangement Meeting:**

## Things to Consider After the Funeral

At a later stage after the funeral, we can help you with your choice of memorial stone, should you wish to have one. You may also want to consider an alternative memorial such as a plaque or tree.

After a cremation you can ask us to keep the cremated remains in one of our private chapels while you and your family decide what you would like to do. You may decide to purchase an urn in which to keep the ashes or you could decide to scatter the ashes somewhere that means a lot to you.

There is also the option of a Burial of Ashes and/or you may also choose to have jewellery or ornaments made with the cremated remains. When you are ready, we can explain and guide you through the range of choices available and make the necessary arrangements on your behalf.

Arranging a funeral and all that goes with it can be a daunting process, as a professional company with many years and a vast experience we will help you through the process step by step and hopefully take some of the pressure from you at what can be a very difficult time. Ask as many questions of us as you wish until you are confident that you will have the service you wish for your loved one.

**We aim, at all times, to arrange funerals with  
Compassion and Care.**

## Paying For The Funeral

Once you have discussed and decided the type of funeral service you would like we will give you an itemized estimate of the total cost. You may have a pre-paid agreement that will cover the cost of the funeral you are arranging. If this is not the case you have the option to pay a deposit and then settle the account after the funeral when you receive the final invoice. Alternatively, you may wish to pay the total amount upon receipt of the final invoice.

You should be aware that once you have signed a contract with us you are entering a legal contract and are agreeing to ensure that the funeral is paid for. Once you receive our invoice, payment must occur within twenty eight days to avoid incurring any additional charges.

It is vital that you face the question of cost and payment, be honest with yourself and with us, about what you can and cannot afford for the funeral you are arranging. We appreciate it may be difficult to think about practical things like money at this time and we can advise and help you with this process.

If there is no pre-paid plan and there is not enough money in the estate of your loved one you could qualify for financial assistance from the Department for Work and Pensions (DWP) which has a Bereavement Service to make it simpler for you to notify them of a death.

At the same time your eligibility to claim a funeral payment can be checked. For support and information go to:

[www.gov.uk/funeralpayments](http://www.gov.uk/funeralpayments)

# Who Needs To Be Informed About The Death?

It is understandable that having to inform close family and friends about a death can be difficult, you can always ask people you know and trust to let their part of the family know or ask a friend to help.

It is always a good idea to keep details of the funeral to hand or by the telephone so you can give this information out as required.

The Bank should be informed as soon as possible to secure the estate and prevent fraud and if necessary the DWP to avoid over payment of benefits.

If the person who has died was still working or recently retired a manager or colleague will know who it would be appropriate to inform in the workplace.

It is a good idea to keep a note of who you spoke to and when.

Social Networking sites such as Facebook, can also be an option for informing friends or people who knew the deceased, of the death and the funeral arrangements.

It is always preferable, that a trusted member of your family/friends/legal advisor should have a note of your passwords just in case you suffered a stroke or head injuries that you cannot remember those details.

# Inquests

An Inquest is the formal court hearing which examines the circumstances of any death which is unnatural, unexplained or happened in circumstances in which the law requires there to be an Inquest, such as a death in custody or as a result of an industrial accident.

An Inquest is not the same as other courts as there is no prosecution or defence, its purpose is to investigate who has died, when, where and how this occurred.

Inquests are heard in front of a Coroner who directs the hearing but in some cases Inquests have to be heard in front of a Coroner with a jury. The variation of how long after the death an Inquest is held, depends a great deal on the complexity of the circumstances of the investigation. You will of course be kept up to date.

If you have any concerns or questions then do tell the Coroner's Office and they will be there to help or your questions can be raised on your behalf by the Coroner during the Inquest.

The Inquest can help families fill in the gaps in their knowledge as to what occurred and the immediate family have the right to ask questions at the Inquest. After an Inquest the death is registered automatically and you can purchase Death Certificates from the Registrar.

## Our Price Lists:

**Transfer of the Deceased** to our Chapel of Rest within a 15 mile radius of our premises: **£470.00**

Care of the deceased and using of our Chapel of Rest  
**£50.00**

**Embalming** This is optional but is recommended for hygiene, viewing and can be dependent on circumstances. If you have any questions please discuss with your funeral director at the arrangement. **£100.00**

**The provision of one Hearse** and Four bearers for a Funeral:  
**£ 850.00**

**Funeral Times exceeding 3 hours will incur extra charges**

**Provision of Limousine/s each** **£450.00**

**Professional Service fee**—provision of qualified Funeral Directors, 24 hour on call, assistance and completion of statutory documents. Acting as agents with the local authorities and all professional agencies. **£ 1,350.00**

**Charge for viewing** **£ 10.00**

**PLUS: Officiant Fee/Religious Person Fee/Church Fees/ Organists Fee/ Crematorium Fee/ Death Notices/Flowers /Caters/ Provision of a Urn or Scattering Urn/ Burial Fees/ Gravedigger/ Cemetery or Churchyard Fee.**

# Direct Cremation

## To be paid before the Cremation What's included in our Direct Cremations

Transfer of the Deceased from the place where the death occurred  
Hospital/Care Home/Home to our Private Chapel of Rest using  
our Private Ambulance

Care of the deceased and use of our Chapel of Rest  
(Viewing is Optional)

Ambulance from private chapel to Salisbury Crematorium and  
return, Superintendent and One Bearer

Supplying a Basic Plain Foil Coffin, Lined, Nameplate and  
No Handles

Professional Service Fees – Provision of one qualified funeral  
directors, 24-hour service, collation and assistance with the  
statutory documents. Acting agents with local authorities and all  
professional agencies. No VAT on this funeral.

Cremation Fee

**TOTAL**

**£1,595.00**

There is **NO VAT** to be paid on this funeral

## A Range of Coffins:

**All Coffins come with handles, linings and engraved nameplates, as required.**

- ◆ Basic Foil Coffin £ 550.00
- ◆ Parley Green Cardboard Coffin £ 650.00
- ◆ York Coffin £ 850.00
- ◆ Pine Coffin £ 850.00
- ◆ Waxed Oak Coffin £ 900.00

### **Natural Coffins**

- ◆ Banana Leaf/Water Hyacinth Coffins £ 950.00
- ◆ Bamboo/Willow/Loom Coffins £ 950.00
- ◆ Printed/Bespoke Picture Coffins from £ 950.00
- ◆ Light or Dark Wood Veneered Coffin £ 950.00
- ◆ Larger Coffins from £1,000.00

**We can supply Metal Caskets or Special Order coffins on request.**

**CHECKLIST – HAVE YOU:**

Given your music choices to the FD....

Brought clothes in to the FD.....

Decided on floral tributes.....

Decided on a charity for donations.....

Selected a coffin.....

Registered the death.....

Given the Green Form to the FD.....

Provided a photo for the service sheet

Approved the service sheet.....

Approved the order of service.....

Arranged viewing if desired.....

**CONTACT US ON:**

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# WILL CASE & PARTNERS

INDEPENDENT FUNERAL DIRECTORS

Arranging Funerals Personally with Compassion and Care

- **Bespoke Funerals**
- **Direct Cremations**
- **Pre-Paid Plans**

[www.wcase.co.uk](http://www.wcase.co.uk)

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