JOHN EDWARDS
TREFNYDDION ANGLADDAU · FUNERAL DIRECTORS

Things you need to know when arranging a funeral

This company, John Edwards Funeral Directors, wishes to thank you for reading this information. We are a family owned business that has served the local community for over 60 years and we are pleased to be able to offer you information about our expertise and facilities.
John Edwards Funeral Directors is an organization holding traditional values balanced by a modern approach to meet changing needs.

“Service with Compassion” is the foundation of John Edwards Funeral Directors. Caring for our customers and concern for the community are at the heart of everything we do.

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A unique tribute to a unique life

The choice of a funeral is highly personal. It should reflect your wishes and, if possible, those of the person who has died. Some people want a simple funeral whilst others prefer a more elaborate one.

There are many different ways a funeral can celebrate the individuality of the person who has died. This could be a small touch such as having the deceased's favourite song played at the funeral, or it could be a theme that runs throughout the whole funeral which relates to the deceased's hobbies, for example, having the coffin in the colours of their favourite sports team.

Options that we will be pleased to discuss with you include the decoration of the coffin or casket, different venues for the service to take place and alternatives to religious funerals. We will also help you to make sure that all aspects of the funeral, reflect the life of the deceased, including the choice of music or poetry, where the burial will take place or ashes will be scattered, and the choice of flowers,

Personalising the funeral provides an opportunity to create a unique commemoration to the person who has died, and we will spend time helping you to do this.

To discuss anything you've read please contact Alan.
Tel: 01792 771232
Email: alan@john-edwards-funerals.co.uk
www.john-edwards-funerals. co.uk

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WHAT TO DO WHEN SOMEONE DIES

When someone dies at home or in a nursing home

Telephone the doctor: When someone dies at home, the first contact should be with the deceased's doctor who, if satisfied with the cause of death, will issue the Medical Certificate of Death. IIn the case of a nursing home death, their staff should liaise with the doctor.
Contact us: Immediately after informing the doctor, you should contact us. We will arrange a suitable time, day or night, to visit you to discuss your requirements.

When someone dies in hospital
The sister or staff nurse will see you if death occurs in hospital. They will arrange for a doctor to issue the Medical Certificate of Death. If the funeral is to be a cremation, please advise the hospital staff.

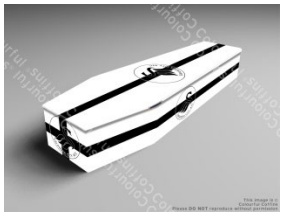
Contact us: Contact our funeral home – we will arrange a suitable time, to visit you to discuss the funeral arrangements and bringing the deceased into our care.

When someone dies unexpectedly
When someone dies unexpectedly, it is normal for the Coroner to be involved. There are many reasons why this can happen, for example the Coroner is automatically involved in most sudden or unexpected deaths, especially if the deceased has not been under a doctor's care on a regular basis.
Contact us: Contact our funeral home as soon as possible. We can advise on the procedures involved and liaise with the Coroner's office.

When someone dies away from home or abroad
When death takes place some distance away from home, either within the UK or anywhere abroad, contact us and we can make all the necessary arrangements.

Bringing the deceased into our care

We will ask you where you would like the deceased to rest before the funeral. This can be at home or at our funeral home. If you choose your home, we recommend that you allow us to bring the deceased into our care, to be returned home at a later time when all necessary preparations have been completed.



Register The Death

After someone dies, a medical examiner will check the cause of death to make sure it's accurate.

They will be a senior doctor and they will not have been involved in the care of the person who has died.

The medical examiner's office will then contact you to:

- explain the cause of death
- answer any questions you have about this or the healthcare provided to the person before they died

This is voluntary and you do not have to speak to them.

Registering the death

You'll also be contacted by the medical examiner's office to confirm you can register the death.

Register the death within 5 days (8 days in Scotland) of being contacted. This includes weekends and bank holidays.

After you've registered the death

You'll get a certificate for burial or cremation (often called 'the green form').

Give the certificate to your funeral director, crematorium or burial authority. You must do this before the funeral can take place.

Arranging a funeral

All information we collect from you when arranging a funeral will be treated with the strictest confidence and held and used in accordance with the Data Protection Act.

+++Before the funeral

Who will make the funeral arrangements?

The person who makes the arrangements must be able to give instructions and make decisions regarding the funeral details. This person will also be responsible for arranging payment for the funeral.

What we can offer

We will take care of practical arrangements, advising you of the options and choices for the funeral and seeing that arrangements are made in accordance with your wishes and if possible, those of the person who has died.
We will assist you in the completion of all documents and make all necessary arrangements with officiating clergy, cemeteries or crematoria, as required. You will receive confirmation of all the arrangements you will have made on our initial visit

together with a detailed estimate of the costs. Those can be made at your home, our funeral home or another location, such as a Solicitor's office or friend's home.

You will need to make early decisions about:

- Whether it will be a burial or a cremation
- Where it will take place (church, cremation chapel,
- cemetery chapel, graveside, elsewhere)

We will then liaise with the necessary parties to agree a day, date and time for the service, to meet your requirements.

We will also need to know:

- The full name, address and age of the deceased
- The location where the deceased is resting
- The name and contact details of the doctor of
- the deceased
- Whether a death certificate has been issued
- Whether the funeral will be a religious or
- non-religious (humanist) ceremony

We have experience in arranging funerals across all religions and cultures and in organising humanist services. Full details of your wishes regarding the services of a minister will be needed.

Burial or cremation?

The choice between burial and cremation is a very personal one and may be influenced by many factors, such as family tradition, religion or the wishes of the person who has died.

Burial

The most common form of burial is in a churchyard or cemetery. Subject to local regulations and availability, you normally have the choice between using a new or existing grave.

Existing graves

If a grave is already in existence we will need the deeds of the grave or some documents relating to the grave, which may be in your possession. We will help you if you do not have the deeds. We will need to check that there is room for further interments.

New graves

When purchasing a new grave, some authorities may allow you to reserve or purchase grave space next to the one to be used.

Burial fees
There may be fees for:

- purchasing a new grave
- opening or digging the grave
- removal & replacement of existing memorials

We will advise you on the local charges accordingly.

Alternative burials
There are alternatives to burial in a churchyard or cemetery, such as burial in a vault, burial at sea and woodland burials.

Repatriation

If the funeral is to take place abroad, we can make all the necessary arrangements for you.

Cremation
Full service or committal service?
Most crematoria incorporate a service chapel. However you may wish to hold a service in church or another place before the service in the crematorium chapel. Whatever you decide we can take care of the necessary arrangements for you.

There are many different ways a funeral can celebrate the individuality of the person who has died. We will spend time discussing all the options available for personalising the funeral, to
create this unique commemoration.

The selection of a coffin or casket
We supply a wide range of coffins and caskets, from the most simple to the truly elaborate, suitable for burial or cremation. We recognise that for some people choosing a coffin may be distressing, but it would be inappropriate for us to make that decision for you. We are trained to deal sensitively with this part of arranging the funeral and are on hand to deal with any questions or queries that you may have, to help you make the choice.

Making it special

Many bereaved people take great comfort from placing personal items, in the coffin with the deceased, such as photographs or letters. We place no restrictions on what is placed in a coffin whilst the deceased is in our care. However, there are restrictions placed by crematoria, for example, metal or glass objects. Where appropriate, we will give advice.

Carrying the coffin

We will always supply bearers to carry the coffin. Alternatively, bearers may be relatives, friends or colleagues of the person who has died.

Your choices

Dressing the deceased

It may be your wish that the deceased be dressed in their own clothing and this is normally acceptable. However in some circumstances, particularly where cremation will take place, we are bound to comply with regulations which restrict certain materials. If you are considering providing clothing for the deceased, please seek our advice. We can supply a wide range of dressing or suiting robes, which are acceptable to the relevant authorities.

Visiting the deceased

The decision of whether to visit the deceased is a personal one. We cannot advise you about your preference, but many people take comfort from seeing the deceased at rest. A private room is available at our funeral home or you may wish to have the deceased at home. We will be pleased to discuss arrangements with you.

You may like to display a photograph or a small selection of possessions or keepsakes that depict a hobby or pastime of the deceased. Many families have said this helped to make this aspect of the funeral more personal to them.

Transport

You will need to consider the following:

- Whether you would prefer a motor or horse-drawn hearse? A floral hearse may also be required to carry the flowers.
- How many limousines will be needed (most can carry six people)?
- Where the cortege will leave from?
- Will it take a special route?
- Where will you return to?
- Will you require wheelchair access?

Music

Many people ask for specific pieces of music to be played during the service. This is an opportunity to add a personal touch. The music chosen can usually be anything that has been published commercially. Alternatively, you may like to have a musician playing at the service. Depending on the location of the service, there may be certain restrictions. We will be happy to give you advice on this.

Eulogy

During the service a friend or relative may wish to say a few words during the service about the person who has died (eulogy). You can prepare this yourself, or you may prefer to read a favourite poem or other reading.

Obituary notices

The obituary notice is an opportunity not only to publicly announce the death and funeral details, but can also be used to pay tribute to the deceased, for example, by including a verse. Additionally, details of where any donations or flowers can be sent may be included. An obituary notice can normally be placed in a local or national newspaper. Additionally, you may wish to place a notice in an alternative local newspaper if the deceased lived in another town or city at some time. We will be happy to create and arrange the obituary notices for you.

Flowers

Flowers are a simple and beautiful way to create a personal tribute. We can help you to choose your flowers and give advice on special orders. A brochure is available to help you decide. When ordering flowers, it is advisable to give as much notice as possible. Following the funeral, you may decide that suitable floral tributes could be used to benefit others, such as a hospital, nursing home or another organisation (subject to them wishing to receive them). We will be happy to arrange this for you. We will provide you with a list of the people who sent flowers. Perhaps you would also like to have the cards attached to the tributes returned in order that they may be kept as a 'keepsake'. We will be happy to arrange this for you.

Donations

Many bereaved families wish to restrict the sending of floral tributes to immediate family members only and request that, as an alternative, donations are made to a charity or other organisation.

Catering

You may wish to offer guests refreshments after the funeral. You will need to decide:

- the number of guests
- who will provide the catering

- where it will be held
- what type of food and drink will be served

Once these decisions have been made, we will be happy to make the arrangements for you.

Service Stationery

Many people choose to have an order of service printed for the funeral. We will be happy to advise on layout and content and have these produced for you. When you have made your choices we will give you a written estimate of the cost. If, at this stage, you would like to change anything we will help you do this. Any changes you make may affect the cost of the funeral.

The Cost of the Funeral

The cost of the funeral is made up of the following:

- Professional services including appropriate advice and support, liaison with third parties and personnel required to arrange the funeral
- Supplementary charges including bringing the deceased into our care, presentation of the deceased and provision of a hearse
- The cost of the coffin or casket
- Additional charges such as limousines, additional mileage and cremation casket
- Payments made on your behalf, known as disbursements. These include
    - doctor's fee,
    - minister's fee,
    - cremation fee etc.

If you require other services and need advice please don't hesitate to ask. We will give you a courtesy call before the funeral to confirm all the details and answer any final questions that you may have. However, please do not hesitate to contact us at any time should you need assistance. You can be assured that we will take care of everything on the day of the funeral. We will make sure that the funeral proceeds on time, in a proper and dignified manner, legally and with respect for religious and local custom and in accordance with your expectations.

The day of the funeral

We will contact you after the funeral to make sure that you are satisfied with all the services you received from us.

Acknowledgement notices

An acknowledgement notice placed in a local or national newspaper, is an opportunity for the relatives of the deceased to publicly thank the people who they feel have given them

support or assistance. We will be happy to help you design this notice and place it in the appropriate newspaper.

Memorial masonry

Memorial masonry takes many different forms. We will inform you of all the options available and advise you on local cemetery or crematorium regulations. We offer a very extensive range of stone memorials. A brochure is available for you to view the range. Some of the options to consider include:

- Colour
- Shape
- Style and colour of lettering
- Wording
- Type of material, for example granite or marble
- Application of a design or photo plaque

For existing memorials we can provide new inscriptions, re-lettering and cleaning.

Other memorials

We will be pleased to advise you about other forms of memorial such as planting a tree or sponsoring a commemorative bench.

After cremation – your choices

When arranging the funeral, you may not have been sure of the final resting place for the deceased's ashes. It may therefore be necessary to make final arrangements now or allow more time for your decision. A number of choices exist and we will be pleased to discuss all possibilities and give advice about local regulations and the costs involved. Our stonemason will be pleased to advise and quote for any memorial you would like.

What can be done with the ashes?

Ashes can be scattered, buried or kept. We strongly recommend you allow time to consider all the options.

Scattering ashes

This can be:

- In the grounds of the crematorium
- On a family grave
- In your garden
- At a place with fond memories
- In woodland or on moorland
- At sea
- Abroad

In some cases, permission may be needed from the appropriate authority.

Burying ashes

Ashes may be buried for a variety of reasons. For instance, families can visit the place of burial; they can put up a memorial at the site, or perhaps place the ashes of more than one family member together. We will be happy to advise on a suitable casket or urn for burial and any memorial you may require. You can bury ashes:

- Within the grounds of the crematorium
- In a churchyard
- In a grave
- In your garden

In each case, permission should be sought from the appropriate authority. We will be happy to do this on your behalf. When ashes are scattered or buried in a churchyard, cemetery or different crematorium, permission will need to be sought and the appropriate authority may require the Certificate of Cremation provided by the crematorium.

Keeping the ashes

Some people prefer to keep the ashes:

- At home in a casket or urn designed for that purpose. In some cases this is so that when a spouse or partner dies, the remains of both can be scattered or buried together
- To place a small amount in a piece of jewellery, for example a specially designed locket

Our staff will be pleased to discuss all options with you. We want you to be able to make the right decision for you and your family, be that scattering the ashes or placing them in a grave marked with a crafted lasting memorial. If you would like details of memorials or resting places not mentioned, we will be pleased to assist in any way that we can.
You don't have to make a decision immediately. Some crematoria will hold ashes for a limited time, for a small charge. We will be pleased to hold ashes, without charge, for up to three months following a funeral. We regret that we do not have facilities to hold them indefinitely.

Paying for the funeral

You will receive your invoice within 14 days of the funeral. If there is any part of the invoice you do not understand or agree with, please contact us and we will be happy to help. The invoice may be paid in person at our office, or by post. You can pay with cash, by cheque or with a debit or credit card and Bank Transfer. If you wish the invoice to be referred to a solicitor, please advise us as soon as possible so that we may forward any future correspondence to them.

Questionnaire

Whilst we appreciate that the first few weeks after the funeral are a particularly difficult time, we are constantly striving to improve the level of service we provide. We will therefore include a questionnaire with the invoice and if you feel you can, we would appreciate your comments on the service we provided.

Meeting the costs

If you think you cannot meet the costs of the funeral, you should discuss this with us at the earliest opportunity. We have information on who may be eligible for the Social Fund and how to make a claim. Payment can only be authorised by the Department of Social Security who will also decide the amount of payment. If you do not qualify for payment we may be able to advise on other forms of assistance. Please remember that you are personally liable for any amount in excess of the agreed payment by the D.S.S.

Solving problems

We aim to provide a service of the highest standard at all times. If, however, you are dissatisfied with any aspect of our service a simple procedure exists to help resolve the matter for you.

Please contact John Edwards Funeral Directors (Tel: 01792 771232) who will discuss any complaints or areas of concern you may have.

The affairs of the deceased

Below there is a list of things you may need to consider:

Accounts with: Banks, Building Societies, Post Office, Premium Bonds,

Payments being made: Insurance policies, rental or H.P. Agreements, standing orders, credit cards.

Change of name of responsibility for: Electricity, gas, telephone, car, car insurance, house insurance, T.V. Licence, etc.

Notification of death will need to be sent to: Employer, Tax Office, Passport Office, Pension's Departments, professional associations, local clubs and organisations, driving licence – DVLA Swansea, family doctor, child's teacher (if a parent, brother or sister has died), D.S.S – for return of any appliances or cancellation of services, hospital for cancellation of any appointments.

Change of circumstances: The financial circumstances of the remaining family have now altered and various grants and allowances may be available from the state, e.g. help towards funeral expenses, rent/council tax rebates, widow's pension etc. Your local Town Hall, Citizen's Advice Bureau or D.S.S office will be pleased to help you.

Stopping unwanted mail: We work with organisations to ensure the names of the deceased are removed from databases and mailing files. Please ask a member of staff for details.

Tell Us Once

Tell Us Once is a service that lets you report a death to most government organisations in one go.

https://www.gov.uk/government/publications/tell-us-once-easy-read-guide

Contacts

Website: www.john-edwards-funerals.co.uk

Client Support Tel: 01792 771232
Email: jefd-info@btconnect.com

Funeral Payments (Department Work and Pensions)
Contact your Job Centre Plus office. If you are aged 60 or over you may wish to seek advice from the Pension Service.
You can find the phone number and address for your office on the Job Centre Plus or Pension Service adverts in the business numbers section of the phone book.
Website: www.dwp.gov.uk

Cruse Bereavement Care
Tel: 01792 462845
Website: www.crusebereavementcare.org.uk

The National Society of Allied & Independent Funeral Directors
SAIF Business Centre, 3 Bullfields,
Sawbridgeworth
Herts CM21 9DB
Tel: 0845 230 6777

http://www.saif.org.uk/website/public/index_public.html