



**Jaime Hailstone Funeral Care**  
**Independent Family Funeral Directors**  
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**Business Owners:**  
Mrs Jaime Hailstone  
Mr Anthony C Hailstone

## Guidance for Handling Loss:

### When Someone Passes Away: Home or Nursing Home.

In moments of loss, the first step is to reach out to the General Practitioner, Hospital Doctor or Registered Nurse. Once they have certified the death and they've confirmed the cause of death, they'll provide the necessary Medical Certificate of Death (MCCD).

If the person passed away in a nursing home, their staff would coordinate with the doctor.

After informing the doctor, contact us at Jaime Hailstone Funeral Care to make arrangements to gently transfer your loved one into our care, (day or night)

### When Loss Occurs in a Hospital.

In the event of a hospital passing, the Bereavement Services Department will extend a compassionate hand. They'll facilitate the issuance of the Medical Certificate of Death through a doctor.

We understand this is a time of great emotion. Reach out to Jaime Hailstone Funeral Care and we'll be honoured to meet with you, discussing funeral arrangements and the process of gently bringing your loved one into our care.

### Bereavement Services Department:

University Hospital Coventry and Warwickshire (024 7696 5835 or 02476 965838) between 9.30am and 4.00pm on weekdays (excluding public holidays).	Hospital of St Cross, 01788 663748 between 9.00am and 5.00pm on weekdays (excluding public holidays).
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### Unexpected Loss.

When life takes an unexpected turn, involving the coroner (in England and Wales) or Procurator Fiscal (in Scotland) is customary. Whether due to a lack of recent doctor visits or other circumstances, these officials are notified by the attending emergency services / Doctor.

Is a post-mortem required? The coroner might want to do a post-mortem examination to better understand what happened and find out the exact reason for someone's passing. If this happens, someone will discuss it with you.

Connect with us, Jaime Hailstone Funeral Care, promptly. We're well-versed in such situations and can guide you through the procedures while communicating with the coroner's office to ensure a smooth process.

### Coroner's Office contact details:

Coventry: 02476 975509 <a href="mailto:coroner@coventry.gov.uk">coroner@coventry.gov.uk</a>	Warwick: 01926 412864, 01926 738411, 01926 738413 <a href="mailto:coroner@warwickshire.gov.uk">coroner@warwickshire.gov.uk</a>	Northampton: 0300 0111222 <a href="mailto:coronersoffice.ncc@westnorthants.gov.uk">coronersoffice.ncc@westnorthants.gov.uk</a>
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### Collecting the Vital Document

All deaths are referred to the Coroner or Medical Examiner's (ME) Office for review. Medical Examiners are required in law to review every death in England and Wales that is not investigated by a coroner.

Once the ME has completed their review and countersign the new version of the Medical Certificate and notified the registrar, the medical certificate is forwarded for registration. The Coroner or Medical Examiner will notify the family when this has been completed, so that an appointment to register the death can be booked.

It is a legal requirement to register a death within five calendar days of the Coroner or Medical Examiner sending the relevant paperwork to the Registration Office.

You must attend a death registration appointment in person at the office you select for the appointment.