

# Check list

Use this list to help you get started with the planning. There is also space for you to add additional tasks.

Remember, you don't have to do everything at once. Take it step by step.

- Locate important documents
- Register the death
- Tell close friends and family
- Arrange the funeral
- Find the Will
- Use the 'Tell Us Once' service
- Contact banks and organisations
- Cancel or transfer household accounts
- Sign up for the Priority Services Register
- Check eligibility for financial support
- Apply for probate (if needed)
- Sort through belongings
- Look after yourself
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“ There is so much admin related to someone dying, and you have to sort through this during one of the most difficult times of your life. ”

For more information about what to do when someone dies, please scan the QR code or visit our website: [cruse.org.uk](http://cruse.org.uk)



Cruse Bereavement Support is a charity helping people through one of the most painful times in life – with bereavement support, information and campaigning.



# You're not alone

[cruse.org.uk](http://cruse.org.uk) • @CruseSupport

Registered charity no. 208078

With thanks to those who shared their own experiences of grief to help create this leaflet.

# Cruse

Bereavement Support

# What to do after someone dies



In the days, weeks and months after someone dies there are important tasks to manage, alongside the emotional impact of grief. It can feel overwhelming.

**You don't have to face it alone.**

[cruse.org.uk](http://cruse.org.uk)

# When someone dies

When someone dies there are practical things that you need to do. The first task depends on the circumstances of their death.

## In hospital, hospice, or care home

- A doctor or nurse will confirm the death.
- If unexpected, it will be reported to a coroner.
- If expected, a medical examiner will check the cause of death to make sure it's accurate.
- Staff will arrange transfer to a mortuary.

## At home

- Expected: Call the GP or 111. A doctor will confirm the death and a medical examiner will check the cause of death. Contact a funeral director when ready.
- Unexpected: Call 999. Do not move the person. Police and coroner may be involved before arranging a funeral.

## Abroad

- Register the death locally. A local certificate is usually accepted in the UK.
- The British embassy or consulate can advise.

## Other things to consider

- Lock the home and cancel deliveries.
- Arrange care for pets.



# Coroners and Inquests

**Coroners** have a legal duty to investigate deaths that are sudden, unexplained, or considered "unnatural". A coroner may gather evidence, request a post-mortem, and speak to witnesses. They will then decide whether an inquest is needed.

An **inquest** is a formal court hearing that looks into how someone died. It is not a criminal trial and does not decide blame. The coroner's role is to establish who the person was, where they died, when they died and how they died.

# Registering the death

A death should usually be registered within five days, unless there is a coroner's investigation. The medical examiner or coroner sends the cause of death to the registrar.

## How to register the death:

- Make an appointment with a register office (usually in the area where the death occurred).
- Bring key details: full name, date and place of birth, last address, occupation, and spouse/civil partner details.
- Take ID documents if available.

## What you'll receive:

- A certificate for burial or cremation.
- A reference number for the 'Tell Us Once' service.
- The option to buy official death certificates (often needed for banks and insurance).

“Accept people's help. Don't try and do everything yourself. Also take some time out for yourself.”

# Telling organisations and government services

When someone dies, there are a lot of people you need to tell- including government departments, banks, insurance companies, utilities and media companies.

This task can seem daunting, but making a list and breaking it into small steps can help. The Government's 'Tell Us Once' service lets you report a death to most government organisations in one go.

# Energy Support

Managing household costs, like energy bills, might feel overwhelming when you're grieving. Support is available.

If you're bereaved, you're likely to be eligible for the Priority Services Register (PSR).

There are many schemes and grants that exist to support people who are struggling with energy bills.

Find out more about available support:  
[cruse.org.uk/energy-support](https://www.cruse.org.uk/energy-support)