



## What do I do now?

### **Was the death expected?**

If the death was expected and at home, call the GP or district/hospice nurse. If in a hospital, hospice or nursing home they will do this for you.

### **Was the death unexpected?**

If the death was unexpected, the emergency services will need to be contacted and the Coroner will become involved.

### **When should I call the funeral director?**

Once the doctor or nurse has been to verify/certify the death and left their form, you can call us day or night. We can't bring them into our care until you have this form. There is no rush to move your loved one to care elsewhere, you may need a few hours to process what has happened before calling us.

## Contact

Address  
The Barn, Station Approach,  
Heathfield, East Sussex, TN21 8LG

Reach us  
[hello@whitefeatherfunerals.com](mailto:hello@whitefeatherfunerals.com)  
01435 408 650

It may seem difficult to know where to start with arranging a funeral, here is a check-list that may help:

- 1) Your loved one's GP (if they died at home) or doctor at hospital/hospice need to issue a MCD (Medical Cause of Death) form to the Registrar. You cannot make an appointment with the Registrar till this happens. A relative has to register the death (within 5 working days in England), unless there are no relatives. For more details see [https://www.gov.uk/register-a-death/y/england\\_wales](https://www.gov.uk/register-a-death/y/england_wales)
  - 2) If the death was at home and a cremation is required, and their GP has not seen your loved one within 28 days of their death, their GP will need to arrange to visit them at our premises to issue the paperwork for cremation. We will liaise with their GP.
  - 3) Meet with the Registrar and advise which funeral director you have instructed. They will send the paperwork we require directly to us, so we are able to begin arrangements.
  - 4) Decide between burial and cremation.
  - 5) How much input do you want? Think about how much you want to be involved in organising and holding the funeral, and make an appointment with us to discuss the arrangements.
  - 6) Determine your budget - how much can you afford and how are you going to pay for it? Is there a pre-paid funeral plan in place (usually detailed in the will).
  - 7) Confirm date, venue, guest list & time for funeral.
  - 8) Decide on the kind of funeral you want. Talk about the style of the funeral with friends & family, or review your loved ones funeral wishes if they left any directions. Things to consider are whether you'd prefer a minister, a celebrant or a friend to conduct the ceremony and where you would like the service to take place.
  - 9) Choose a coffin and transport for the day. Having a hearse & a limousine isn't obligatory. You may prefer a more fitting mode of transport and be happy to use your own transport to get to the funeral on the day.
  - 10) Meet the person who will conduct the ceremony. Discuss music, songs, readings, speakers, eulogy, procession, candles, keepsakes, venue etc.
  - 11) Arrange to spend time with your loved one in our chapel of rest, if you wish.
  - 12) Arrange flowers, and any donations to charity. We can organise a funeral notice to take donations and for you to share the details of the funeral with friends & family.
  - 13) Book a venue and caterers for gathering after the funeral.
  - 14) Consider a memorial or a headstone, and decide what to do with the ashes later (if a cremation).
- Lucy from White Feather Funerals will look after you from the first meeting, right through the process and will be there on the day of the funeral.