

Caring for deceased people

We will preserve the dignity of the deceased people in our care at all times.

- We will ensure all deceased people in our care are appropriately clothed or covered when not being actively cared for;
- Where possible, we will use a modesty cloth or other suitable covering to cover the genitalia and other sensitive body areas of deceased people when they are being actively cared for (e.g. during the embalming process);
- We will use an appropriate headblock to support the heads of all deceased people stored in our mortuary facility; and
- We will use a newly cleaned and disinfected tray for each deceased person we will store in our mortuary facility.

Before taking a deceased person into our care we take all reasonable steps to establish, the identity of our contractual client, that our contractual client has authority to instruct us, that our contractual client has given consent for us to act, contact details for our contractual client and the identity of the deceased person.

- At the point we are first contacted in relation to the death of an individual, we will seek to establish and record the following minimum information: 1. full name of contact, 2. whether the death has been confirmed by a medical professional, 3. contact phone number for the contacting person, 4. address of the contacting person, 5. name and contact details for the client (if different), 6. full name of the deceased person, 7. address of the deceased person, 8. date of birth of the deceased person, 9. location of the deceased person.
- Before taking a deceased person into our care we will obtain signed authorisation or, in the case that the client is not present (e.g. out of hours collection from a care home or hospital), written acknowledgement of the transfer of the deceased person and us being asked to do so.

Our client is advised in advance if the deceased person they have entrusted into our care may be moved to an alternative premises for any purpose related to their care or at the request of the coroner. Where no such advice has been given, the client is always kept informed of the precise location of the deceased person they have entrusted into our care.

- Before taking a deceased person into our care we will obtain signed authorisation or, in the case that the client is not present (e.g. out of hours collection from a care home or hospital), written acknowledgement of the transfer of the deceased person and our being asked to do so.
- We will have in place a cremated remains/ashes management policy that deals with: 1. procedures for recording individual ashes, 2. procedures for splitting of ashes including transfer of ashes from one container to the other, 3. a clear description of the options available to client e.g. scattering, interment, retention in an urn, 4. procedures for the transfer or release of ashes, including procedures for contacting clients and obtaining signatures for release, 5. procedures for reporting lost or damaged ashes to our client, trade body and any other regulator, 6. recording of the scattering or interment of ashes if undertaken by the funeral director, 7. the keeping of an audit trail of all actions taken with the ashes

We will keep an accurate and comprehensive written or electronic record of all deceased persons who are brought into our care. This record must be sufficiently detailed to record all actions and activities carried out in relation to each deceased person. This record must be retained for a minimum of 5 years.

- We will keep an electronic or written log of the details of all deceased people and property we will take into our care and ensure that this is backed up regularly;
- We will place a completed identity wrist tag, or other form of appropriate identification marker, upon each deceased person in our care;
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1. procedures for recording individual ashes, 2. procedures for splitting of ashes including transfer of ashes from one container to the other, 3. a clear description of the options available to client e.g. scattering, interment, retention in an urn, 4. procedures for the transfer or release of ashes, including procedures for contacting clients and obtaining signatures for release, 5. procedures for reporting lost or damaged ashes to our client, trade body and any other regulator, 6. recording or the scattering or interment of ashes if undertaken by the funeral director, 7. the keeping of an audit trail of all actions taken with the ashes.
- We will carry out an assessment of the condition of each deceased person in our care at least once in every 24 hour period (this provision does not apply to cremated remains/ashes).

We will have suitable systems in place to ensure all deceased people in our care can easily be identified by an inspector without any assistance from staff

- We will keep an electronic or written log of the details of all deceased people and property we will take into our care and ensure that this is backed up regularly;
- We will place a completed identity wrist tag, or other form of appropriate identification marker, upon each deceased person in our care;
- Any cremated remains/ashes in our care are stored securely, along with the relevant cremation certificate.

We will have systems in place to ensure that any personal effects of deceased persons in our care are accurately recorded and securely stored

- We will keep an electronic or written log of the details of all deceased people and property we will take into our care and ensure that this is backed up regularly.

We will store all cremated remains/ashes in a designated locked, clean, dry and well maintained location

- Any cremated remains/ashes in our care are stored securely, along with the relevant cremation certificate.

Those responsible for physically caring for the deceased people in our care are appropriately trained and competent to do so.

- We will ensure our staff keep a personal development record and take responsibility for our continued learning.
- We will require our staff to keep up to date with industry developments and devote time every month to their continued personal development.

- We will regularly review the training needs of our staff and invest in appropriate training and/or qualifications, relevant to the role undertaken.
- Staff are members of a relevant trade association.
- Staff or subcontractor adhere to a set of defined trade standards.
- Our complaint procedure includes the ability to complain about the services of a third party subcontractor.

We will seek to understand our client's preference in relation to first offices at the earliest opportunity

- As a minimum we will clean and wash the deceased, close the eyes and mouth and dress them
- We will maintain a written or electronic record as to the reason(s) why first offices were not carried out

Unless otherwise instructed by our client, first offices are always carried out on all deceased persons entrusted to our care, unless there is a good reason for not doing so;

- We will always obtain the client's informed and written consent before any invasive procedure takes place.
- We will maintain a written or electronic record of the reason(s) why the client's consent was not obtained

We will do not perform any invasive procedures on a deceased person without first obtaining our client's informed consent;

- We will always obtain the client's informed and written consent before any invasive procedure takes place.
- We will maintain a written or electronic record of the reason(s) why the client's consent was not obtained

In some exceptional circumstances it may be necessary to perform an emergency invasive procedure with the intent of preserving the deceased person. If there is insufficient time to seek the consent of our client in advance of any invasive procedure, a clear record of the circumstances and procedure carried out must be kept and made available to inspectors on request, and the client informed at the earliest opportunity.

- We will maintain a written or electronic record of the reason(s) why the client's consent was not obtained

Cremated remains/ashes are never withheld for the purposes of securing payment for goods or services.

In circumstances where our Funeral Director advises against viewing entirely we will provide the client with sensitively worded advice (Using the Conversation Guide in the document) setting out their reasons and make every effort to support the wishes of the client in relation to that advice. We will keep a record of this advice.

Where we have advised against viewing but the client does not accept that advice, we will keep a record of this.