

How do we care for your relative or friend whilst in our care?

Following death, the general appearance and condition of the person who has died can change considerably. There are many reasons for this such as medication, the time that has elapsed since they died or the environment they have been in. It is not always possible to know when or if these changes will occur, therefore with your permission, we will carry out preparation to ensure the changes that may occur are kept to a minimum. This will also assist should you wish to spend some time with your relative or friend prior to the funeral.

When we bring your relative or friend into our care they will rest in our refrigerated facilities and be prepared in our separate mortuary facility. You must also be aware that should we be advised that your relative or friend's cause of death involved a notifiable illness, or if the virus covid-19 is confirmed or suspected, spending time with them may involve additional restrictions.

Before we carry out any preparation, we will always ensure we have your permission to do so. We will also check that we have all official authorities, and the death has been registered.

We will perform the following procedure unless otherwise directed by you:

- We will always ensure your relative or friend is treated with the greatest care and respect and at all times maintain their dignity.
- If your relative or friend is wearing any jewellery this will normally be removed during preparation and replaced, if it is your instruction for it to remain on. Please let us know if this is acceptable.
- Any clothing will be disposed of unless otherwise directed by you.
- If your relative or friend has a medical device implant such as a pacemaker and should cremation be requested, the medical device will need to be removed to adhere to cremation regulations.
- We will wash using a mild disinfectant and warm water, dry and where necessary clean fingernails, eyes, nose and mouth using a swab and disinfectant. We will also take steps to ensure there is no possibility for seepage of fluids which may cause distress when spending time with your relative or friend.
- If instructed we will shave the face, apply massage cream, and close the mouth using a suture.
- We will arrange the hair and apply any cosmetics as per your instructions. You may wish to supply a photograph to assist us which will be returned to you.

Please be assured at all times we will follow your instructions and guidance. If there are any of the above procedures you do not wish us to perform, please let us know.