

A
CELEBRATION
OF LIFE



— CARLYON —
FUNERAL DIRECTORS

FUNERAL DIRECTOR
ANDREA MYHILL



CARLYON
FUNERAL DIRECTORS

SUPPORTING YOU AT TIME OF LOSS
24 HOURS A DAY, 365 DAYS A YEAR



YOUR LOCAL FUNERAL DIRECTOR

Carlyon Funeral Directors extends its deepest sympathies and condolences at this time of sorrow and we hope that this booklet will help guide you through many of the decisions that have to be made. We are here to help and support you, so please do not hesitate to contact us at any time.

We take pride in our professional and personal service.

The death of someone close to you can cause a great deal of bewilderment and confusion and you may feel unable to cope with the task of arranging the funeral. Not only can we provide emotional support, but we also offer expert advice and practical assistance. Be assured that you can put your trust in us to carry out your requirements and most importantly, any wishes left by the deceased.

SERVING WARMTH & UNDERSTANDING DURING YOUR TIME OF NEED

At Carlyon Funeral Directors, we will take care of every aspect of the arrangement and supervision of the funeral and we will always be available from the time of death to the ceremony and afterwards for help, support, guidance and comfort.

Once we have been given instructions and have arranged the funeral at the given time on the given day, we will carry it out regardless of the circumstances.

The removal of the deceased from place of death to our funeral home is a service we will undertake, providing we have the necessary authority from the doctors and/or coroner.

This brochure walks you through all the stages you will need to consider and decide upon. The funeral can be exactly the way you would like it. Funerals are all different: simple or grand, religious, or not. You want the funeral to feel right and to be a fitting tribute or celebration, both for the person who has passed away and for the ones who are left behind.

Assistance 24 hours a day:

If you are unsure who to contact when a death occurs, you can contact Carlyon Funeral Directors to help and advise you. You will experience the highest, most efficient standard of service day or night.

"I cannot recommend Carlyon Funeral Directors highly enough. From start to finish their service was kind, sensitive, professional and responsive. Together they helped us create a beautiful and uplifting funeral service and cremation entirely appropriate to what we wanted; Andrea's attention to the smallest details was much appreciated. Throughout, Carlyon were clear about costs and completely understood that we wanted something simple - true to my father's wishes - that would not involve considerable and unnecessary expensive.

A big thank you from us to the whole team."

- MILLER FAMILY-



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TAKING CARE OF THE SMALLEST
DETAILS TO MAKE A BIG DIFFERENCE



ABOUT US

Having conducted many funerals for families across Cornwall over the years, you can be sure of a reliable service from a trusted name in funeral care. We are here to help you through this time of need and ensure that your loved one has a dignified send off, in keeping with your wishes. Upon your initial phone call or visit, you will be greeted by our highly experienced Funeral Director, who will guide you through the process of arranging a funeral that is right for you and your loved one. Your personal Funeral Director will be available to you for support and to assist you with any questions or worries you may have.

From your first contact with us through to the conclusion of the funeral, the same Funeral Director will always be your guide. We not only care for your loved one, but we also take care of you. Your loved one will be collected personally by members of our professional and respectful team, who will bring them into our care to rest surrounded by the peace and tranquility of the Cornish countryside at our premises here in Mount Hawke, Truro.

Visiting your loved one prior to the funeral can be arranged. Our peaceful, private chapel of rest enables you to spend time with your loved one. We will always accommodate you and your family members outside of working hours by appointment, if required.

On the day of the funeral, your Funeral Director will be there to lead the ceremony and guide you and your family in saying your goodbyes in a way that has been arranged to be personal and right for you. We are here to make a difficult time a little easier for you.

LET US LEND A HELPING HAND





WHY CHOOSE US

Our company ethos always comes back to one key priority: doing what's best for you and your loved ones.

Our independence gives us nearly limitless options in terms of how we manage our products, services and price structures. This means that, in the absence of corporate regulations or limits, we can stay completely dedicated to upholding our professional standards. Ultimately, every decision is made with the utmost care for you, from the day you first get in touch and even after you have finally said goodbye.

Expert Advice

The experience of the Funeral Director's sympathetic ear is even more valuable because you are dealing with the practicalities of the funeral. We will listen to you, the bereaved, as we provide you with choice and you make the decisions with dignity and compassion.

We will inform you of the different type of funerals that are available, the types of services, the documents you will need to fill out and any funds you might be eligible for.

Experience and Expertise

Our experience and professional expertise go far above and beyond what is needed daily. We sympathise with and understand all ethnic and religious groups.

We are aware of the unique needs and challenges that come with supporting those who have died suddenly and unexpectedly.

Compliance and Regulations

On a practical side, we ensure that all necessary liaisons and deadlines are met and all the necessary and required paperwork is delivered to the appropriate place at the correct time. A full estimate detailing the costs can be provided, if requested.

By appointing us as Funeral Directors, we will ensure that every detail is thoroughly discussed with you throughout to ensure that you and the deceased's wishes are carried out.

Training & Qualifications

We are trained and qualified to act as a professional and confident advisors, who ensure that arrangements are carried out with efficiency, dignity and empathy throughout this difficult time.





AFTER A BEREAVEMENT

IMMEDIATE ACTIONS

Whether sudden or expected, bereavement can be a traumatic experience; that is why we make our professional, experienced help available, any time of the day or night.

There are some things you may need to do immediately, such as arranging with us to have your loved one transferred into our care. Just remember, we are here to advise and guide you, so if you need help at this difficult time, please do call us.

Other decisions, such as making funeral arrangements, can be made straight away, or postponed for a little while until you feel ready to deal with them. The things that need to be done immediately will vary depending upon the individual circumstances of your bereavement. This brochure aims to help guide you, but we are always at the end of the phone if you need further help or advice.

Medical Certificate of Cause of Death

When a loved one dies, if they have died in hospital or in a nursing home/hospice, the death is often natural and expected. If your loved one has died at home, the first step is to call the GP as soon as possible. The GP will normally visit the house and, if the death was expected, will issue a medical certificate stating the cause of death. If the death was unexpected, this will need to be reported to a coroner, who may request a post-mortem to be carried out. You will need to wait for the coroner to release the post-mortem results to receive a medical certificate. You will then be able to register the death.

When a Coroner is needed

The coroner investigates the cause of death if someone has died unexpectedly. The emergency Doctor or Police will contact the coroner to begin their investigation. A post-mortem may need to take place to identify the cause of death. The coroner does not have to ask the next of kin's permission to conduct a post-mortem. Once this is completed and cause of death has been identified, Carlyon Funeral Directors will be able to collect the person who has died and bring them into our care. If the Coroner has not been able to identify the cause of death, or if the death was violent or happened in prison or police custody, an inquest must be held.

When to contact your Funeral Director

You should then contact your Funeral Director who will ask for information regarding yourself, the deceased and the place of death. It is not essential that you have the Medical Certificate of Cause of Death before making contact. Whatever the circumstances, we will care for your loved one with respect and dignity in our Funeral Home until the time of the funeral. You may wish to pay your last respects to your loved one, privately and peacefully while they are with us. In truth, one of the first people you should contact is a Funeral Director as they exist purely to make life easier for you.



AFTER A BEREAVEMENT

DEATH AT HOME

If someone dies at home and the death was expected

If the death was expected, for example if your loved one had a terminal illness, you will need to call their GP or the NHS helpline (dial 111) as soon as possible. If you are not the deceased's next of kin or closest relative, you should also notify the family immediately. If the cause of death is known, the doctor will issue a Medical Certificate of Cause of Death which will allow you to register the death. You should also contact a Funeral Director to arrange for your loved one to be taken into their care.

If someone dies at home and the death was unexpected

If the death was unexpected, you must call the Police and Ambulance services immediately by dialing 999. The operator will provide instructions on what you need to do. The paramedics on arrival will treat the sick accordingly.

If the cause of death is unknown, it is important you leave the area untouched. The police will arrange for a Funeral Director to collect the deceased and take the body into their care, acting on behalf of the coroner if the death is unexpected.

If the doctor is unsure about the actual cause of death, even if it was clearly natural causes, or if the deceased died suddenly or unnaturally, they would contact the coroner as soon as possible. The coroner may order a post-mortem examination or inquest to determine the cause of death and then issue the documentation necessary to register the death.

It is important to note that a funeral cannot be conducted until the coroner's inquest has been completed and cause of death established.

24 HOUR SERVICE

There are times when someone passes away outside of office hours, at weekends or bank holidays, which is why we are available 24 hours a day, 7 days a week, 365 days of the year.

Simply call us and we will arrange for your loved one to be brought into our care.

01209 890229 | 07968 498227





AFTER A BEREAVEMENT

DEATH IN HOSPITAL

What to do when someone dies in hospital

If a loved one has unfortunately passed away in hospital, the next of kin or closest family members will be informed immediately. Many hospitals throughout the UK have staff specialising in bereavement matters who can explain procedures and next steps to you. Otherwise, this may be done by the ward staff.

Will the hospital issue a Medical Certificate of Cause of Death?

A doctor at the hospital will usually issue a medical certificate if the cause of death is known. If the cause of death is unknown or not yet confirmed, the hospital will arrange for the deceased to have a post-mortem examination. If the doctor is unsure about the actual cause of death, even if it was clearly from natural causes, or if the deceased died suddenly or unnaturally, they would contact the coroner.

The coroner may order a post-mortem examination or inquest to determine the cause of death and then issue the documents allowing the death to be registered. It is important to note that a funeral cannot be conducted until the coroner's inquest has been completed and cause of death established. If the deceased is to be cremated, please let the doctor know as they will need to complete cremation forms. The Medical Certificate is required before you can register the death – this must be done within five days in England.

Where is my loved one kept if they die in hospital?

If a loved one has died in hospital, they will be taken to the hospital mortuary until you can arrange for your chosen Funeral Director to collect them. You will need to sign an authorisation form to enable the Funeral Director to take the deceased into their care from hospital. The Funeral Director will liaise with the hospital directly to ensure safe transportation of the deceased into their own chapel of rest facilities, keeping you fully informed each step of the way.

What happens to my loved one's possessions if they die in hospital?

Your loved one's possessions will be kept safe by hospital staff until the person administering the estate arranges for them to be collected. The hospital staff will issue a receipt when the possessions are collected.

My loved one has died in hospital and was an organ donor?

If you are unsure whether your loved one was registered as an organ donor, the hospital should be able to verify this for you. They may ask you to confirm that they had not changed their mind before passing away. The organ donation process begins by verifying that the person has passed away and then getting consent for the donation of any usable organs. Contact the hospital bereavement service for advice.



AFTER A BEREAVEMENT

Nursing Home

If your loved one is a resident of a Nursing Home, and sadly passes away whilst they are there, the staff will normally contact the Funeral Director within a short period of time so that the deceased person can be transported to the Chapel of Rest.

The staff will liaise with the family, the doctor and the Funeral Director to some extent, and ensure that a medical certificate is issued as necessary. The family may then register the death and arrange the funeral.

Abroad

If a loved one or friend dies abroad and you would like to bring them back to their country of residence for burial or cremation, we can help. Carlyon Funeral Directors offers a repatriation service and will arrange for your loved one to be brought back home for the funeral.

The Funeral Director will take care of all the details, supporting you throughout the entire process. If you choose to have the funeral held in the country where the death occurred, the British Consulate can register the death and possibly recommend a Funeral Director.

Accident

The police will be called and the case will be notified to the coroner immediately. If there is any possibility of a criminal prosecution, an inquest must be opened before any funeral arrangements can be made.

Suicide

Again, the police and coroner will be notified and a post-mortem examination will be required. The funeral can be arranged once the cause of death has been fully determined and confirmed.





REGISTERING THE DEATH

WE CAN ATTEND THE REGISTRY OFFICE WITH YOU

You will need to register the death within 5 days in England, Wales and Northern Ireland, and no longer than 8 days in Scotland. You can register the death by contacting **0300 1234 181** and choosing a registry office to visit that suits you. The Registrar will need to know some details about the person who has died and need to see the relevant documents before they can provide you with the Death Certificate. However, we can start giving you advice before that.



In most circumstances a relative may register the death, but if that is not possible then the following people may also be considered appropriate:

- **A person present at the death**
- **The occupier of the premises where the death occurred if he or she knew about it**
- **The person arranging the funeral (this does not include the Funeral Director)**

You will need to make an appointment to attend the Registrar's Office by contacting the relevant office, usually by telephone or, sometimes, as in the case of Cornwall, using an online appointment request form.

It will take approximately 40 minutes to complete the Registration procedure during your appointment.

If you have any concerns about registering the death after you have read the following notes, please don't hesitate to contact us.

What you will need to take to the Registrar:

- 1) You will need to ask the Doctor for a 'Medical Certificate of Cause of Death' and then take this with you. The Registrar will keep this document and issue a 'Death Certificate' in its place.
- 2) If you can find it, you should take the Medical Card which belonged to the person who has passed away.
- 3) It may be helpful (but not essential) for you to take the Birth Certificate and Marriage Certificate which belonged to the person who has passed away as these contain information you may find helpful.



REGISTERING THE DEATH

What information the registrar will ask:

- 1) Date and place of death
- 2) Full name of the person who has died (this should be the name they used at the time of their death)
- 3) Any other names they may have been known by
- 4) Date and place of their birth
- 5) Their occupation and whether they were retired
- 6) Their usual home address
- 7) If the person who died was a married person, or in a civil partnership, or widowed.
- 8) You will need to give your full name and address
- 9) You will also be asked to give your relationship to the person who died, for example, son, daughter, widow, widower, surviving civil partner, niece, nephew, or the person making the funeral arrangements.

Tell Us Once

Many Registrar's Offices operate a 'Tell us once' facility which serves to advise governmental and local council services when someone has passed away. You can ask the Registrar about this when you have your appointment or visit:
www.gov.uk/tell-us-once for more information.

Local Registry Offices

Bodmin Registration Office
Bude Registration Office
Camborne, Pool and Redruth Registration Office
Cornwall Registration Office (Truro)
Falmouth Registration Office
Helston Registration Office
Launceston Registration Office
Liskeard Registration Office
Newquay Registration Office
Penzance Registration Office
Saltash Registration Office
St Austell Registration Office

To make an appointment to visit any of the above Registry offices, contact 0300 1234 181

What the Registrar will give to you:

- 1) Copies of 'The Death Certificate' (there is a fee payable for each copy)
- 2) A 'Certificate of Registration/Notification of Death'. This is issued free of charge, and you should complete it and send it to the Department for Work and Pensions to bring up to date any pensions or benefits of the person who has passed away; we can help you with this
- 3) A 'Green Form' – is issued free of charge and must be handed to us as soon as possible otherwise the funeral arrangements may be delayed.

WE ARE WITH YOU EVERY
STEP OF THE WAY



YOUR LOVED ONE IN OUR CARE

LITTLE THINGS THAT MATTER

We will bring your loved one into our care at the earliest available opportunity using our fully trained and regulated people, specialist vehicle and equipment. We will provide continuous care for as long as they are in our protection, resting in modern, climate-controlled mortuary facilities. We will prepare the deceased in accordance with your wishes, dressing them in their own clothes if you wish or in a suitable gown.

We will also follow any instructions regarding hairstyles and make up. We will care for any personal effects in accordance with your instructions. We will prepare a private chapel of rest and allow you to spend time with your loved one by agreed appointment at any time, or we will bring them back home for you to pay your last respects if you wish.



WE ARE WITH YOU EVERY STEP OF THE WAY





WHO TO NOTIFY

THE MAIN COMPANIES TO CONTACT

When you register the death you will receive the Death Certificate, you may need several copies of this as there are various companies and organisations to be informed. One of the first organisations to contact should be the deceased's firm of solicitors to establish if a last will and testament exists and is in their care. Other organisations who should be contacted are listed below:

Financial

- Accountant ☐
- Banks ☐
- Building Societies ☐
- Car Insurance ☐
- Credit Card Providers ☐
- Credit Union ☐
- Investment Companies ☐
- Share Companies ☐
- Loan Companies ☐
- Private Pension Plan ☐
- Revenue Authorities ☐
- Social Welfare ☐
- State Pension ☐
- Store Cards ☐
- Tax Office ☐

Other

- Driving License ☐
- Education ☐
- Employer ☐
- Home Help ☐
- Meals on Wheels ☐

Health

- Dentist ☐
- Doctor ☐
- Optician ☐
- Private Medical Insurance ☐
- Therapists ☐
- Membership ☐
- Gym ☐
- Library ☐
- Sports Club ☐
- Subscriptions ☐
- Charities ☐
- Magazine Subscriptions ☐
- Mail Order Companies ☐
- Trade Union ☐

- Passport ☐
- Social Media Profiles ☐
- Solicitor ☐
- Travel Agent Bookings ☐
- Travel Pass for Bus / Rail ☐

Utilities

- Council Tax ☐
- Electricity ☐
- Gas ☐
- Heating Oil Supplies ☐
- Household Insurance ☐
- Landlord ☐
- Maintenance Contracts ☐
- Milk Delivery ☐
- TV / Internet Provider ☐
- Water Supply ☐

Notes

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ARRANGING THE FUNERAL

A CELEBRATION OF LIFE

After completing the duties required by the Registrar, the funeral can be arranged. You may wish to visit us, or alternatively we can call to see you in the comfort of your own home. Together, we will discuss all the necessary arrangements step by step and will tailor the funeral to suit your wishes.



The main decisions to be made when arranging a funeral are:

- Whether or not the funeral will be a burial or cremation
- Where it is to take place
- What type of funeral ceremony
- What type of coffin or casket should be chosen.

We provide a large selection of coffins and caskets to meet all of your needs. There is a colour brochure available for you to peruse and your dedicated Funeral Director will inform you of the costs involved.

During the funeral arrangements you can expect:

- As much time as is necessary from the Funeral Director and someone will always be available on the phone.
- Facilities and transport that enables us to deliver the very highest of service.
- Personal, face to face contact to discuss your individual requirements and take instructions either at our premises or your home.
- Advice and guidance on all aspects of the funeral, including liaising with third parties on your behalf.
- Booking and managing the timings of all aspects of the funeral service which will include venues, transport and required personnel – to a time and day that suits you.
- Collection and administration of charitable donations.
- Consultation on choice of coffin and any lasting memorials that you may wish to have.
- We will prepare, collect and send all relevant papers, as well as handle any “external payments” required for the funeral to be lawfully conducted.
- Co-ordination of music for the service, floral tributes, service stationary, obituary notices and any other special requirements.





ARRANGING THE FUNERAL

Who will make the funeral arrangements?

The person who makes the arrangements must be able to give instructions and make decisions regarding the funeral details. This person will also be responsible for arranging payment for the funeral.

What we can offer

We will take care of all practical arrangements, advising you of the options and choices for the funeral and seeing that all arrangements are made in accordance with your wishes and those of the person who has died.

We will assist you in completing all essential paperwork and making all necessary arrangements with officiating clergy, cemeteries, or crematoria, as needed.

You will receive confirmation of all the arrangements together with a detailed estimate of the costs. You may make funeral arrangements at your home, our funeral home, or another location, such as a solicitor's office or friend's home.

We will also need to know

- The full name, address, and age of the deceased
- The location where the deceased is resting
- Contact details of the doctor of the deceased
- If the Medical Certificate has been issued
- Whether the funeral will be religious or non-religious

You will need to make early decisions

- Whether the funeral will be a burial or a cremation
- Where it will take place:

(Church, cremation chapel, cemetery chapel, graveside, elsewhere) We will then liaise with the necessary parties to agree a day, date and time for the service, to meet your requirements.





FIRST DECISIONS

Where will the funeral take place?

A church, a crematorium or cemetery chapel, beside the grave, or somewhere else?

Burial or Cremation

The decision to be cremated or buried is a very personal one, often involving faith, family tradition and personal beliefs. Cost can also be a consideration because there is a substantial difference between cremation costs and burial costs.

Existing Graves

If there is already a grave (lair in Scotland) you would like to use, we will need to see all documents and deeds you have for it. Do not worry if you cannot find the paperwork – we can help. Then we will need to check that there is space in the grave for this burial.

New Graves

When you buy a new grave, you might want to consider buying or reserving another grave near to it for a loved one.

Grave Fees

There are often charges for buying a new grave, opening graves and replacing headstones. These charges vary by area but we will tell you exactly how much as soon as we have all the details. Cemeteries are either owned by the Church or the Council.

Other kinds of burial

There are other options too, including burial in vaults, at sea or in woodlands. At woodland burial grounds, instead of using headstones, people may be commemorated by planting trees or putting up a simple wooden cross or bronze plaque.





FIRST DECISIONS

Cremation

A full service or a shorter committal? Most crematoria have chapels. You can either hold a full service there, or just have a short committal at the crematorium before or after having the main service somewhere else.

There are three crematoria in Cornwall, of which two are local to our funeral home.



Treswithian Downs Crematorium

Opened in 2010 and is situated on the outskirts of Camborne. The chapel can seat 96 people with room for a further 50 standing.



Penmount Crematorium

Opened in 1956 and is situated on the outskirts of Truro. Trelawny chapel has seating for 109 people and Kernow chapel has seating for 50. Both chapels also have room for some to stand.



Glynn Valley Crematorium

Opened in 1989 and is situated on the A38 just outside Bodmin. This chapel has room for 56 people seated plus some standing room.

Notes



FIRST DECISIONS

Broadcasting or recording a service

Some crematoria and woodland burial grounds have cameras so that people who can't be at the service can watch it on the Internet or on a DVD. There are passwords so people can only watch if you invite them. We can advise if this is available locally.

Carlyon Funeral Directors has information brochures for each Crematorium that you can view / keep.



RELIGIOUS AND NON-RELIGIOUS FUNERALS

A Religious Funeral

A religious funeral is a type of service which follows specific traditions or rituals. Every aspect of the funerals can be different depending on the religion and perhaps even culture. The decision of cremation or burial may be dictated by religious beliefs or may simply reflect the request of a loved one before they passed away. The service is usually led by a religious leader and could include prayers, readings, hymns, songs and poems.

The Service

Choosing the venue for the funeral is often predetermined by someone's previous connection with a local church or chapel but on occasions this is not the case and if the deceased person is not directly connected to a church, it is best practice to contact the priest or minister. We have contact details for all the local clergy.

A humanist funeral

If your loved one didn't have any religious beliefs, we can cater for a humanist funeral. You may choose what sort of service you would like to have, what location, whether it includes music, popular funeral poems, readings, or any other kind of tribute. Our Funeral Directors will help you arrange exactly what you want.

Who officiates at the service?

Would you like a minister or civil celebrant to be there?

Celebrant

If you are looking for a non-religious or humanist service, we have a list of respected celebrants to support you in this way. Funerals can be conducted by a humanist, civil celebrant, or by family and friends. Celebrants tend to focus on the person's life, personality and their relationship with other people.



FIRST DECISIONS

Date and Time

As soon as the arrangements for the date and time of the service have been agreed, the priest, minister or celebrant will get in touch and arrange to visit you to discuss the service.

The selection of a coffin or casket

We supply a wide range of coffins and caskets, from the simple to the elaborate, suitable for burial or cremation. We recognise that for some people choosing a coffin may be distressing, however we are on hand to deal with any questions or queries that you may have, to help you make the right choice.



Notes



PROVIDING LOVE AND SUPPORT
DURING HARD TIMES

YOUR CHOICES

Making it special

Many people take great comfort from placing personal items, for example photographs or letters, in the coffin with the deceased. We place no restrictions on what may be placed in a coffin whilst the deceased is in our care. However, there are restrictions placed by crematoria, for example, metal or glass objects. Where appropriate, we will give advice.

Visiting the deceased

The decision of whether to visit the deceased is a very personal one but many people take comfort from seeing the deceased at rest. Viewing rooms are available at our funeral home or you may wish to have the deceased at home. We will be pleased to discuss arrangements with you. In the viewing room, you may like to display items such as a photograph or a small selection of possessions or keepsakes that depict a hobby or pastime of your loved one. Many families have said this helped to make this aspect of the funeral more personal to them.

Eulogy

Close friends and relatives may wish to say a few words during the service about the person who has passed away – this is called a eulogy. You can prepare this yourself or you may prefer a favourite poem or other reading.

Carrying the coffin

We have experienced bearers available should you need them. Alternatively, bearers may be relatives, friends or colleagues of the person who has died.

Donations

Many bereaved families wish to restrict the sending of floral tributes to immediate family members only and request that, as an alternative, donations are made to a charity or other organisation.

Dressing the deceased

It may be your wish that the deceased be dressed in their own clothing and this is normally acceptable. However, in some circumstances, particularly where cremation will take place, we are bound to comply with regulations which restrict certain materials. If you are considering providing clothing for the deceased, please seek our advice.

Flowers

Flowers are a simple and lovely way to pay respect to a loved one. We can assist you in selecting flowers and provide advice on customised orders. A brochure is available to assist you in making your decision.

Following the funeral, you may decide that suitable flower tributes could be donated to a local hospital, nursing home, or another charitable organisation (*Subject to them wishing to receive them*).

We will gladly make the necessary arrangements for you. If you choose, we can preserve and collect the floral tribute cards on your behalf.





YOUR CHOICES

Funeral Transport

The different types of funeral transport to consider – the journey to and from a funeral service provides a beautiful opportunity to remember the life and personality of a loved one who has sadly passed away. And, because funeral services rely on transport to take family/friends and the deceased between venues, they are important factors to consider when organising a loved one's funeral.

It gives family and friends the option to choose a method of transport that they know the deceased would have loved. And with so many different options to choose from, the possibilities are almost endless when it comes to funeral transport. From traditional hearse and matching limousine, horse-drawn hearse, motorcycle hearse, vintage lorry hearse, digger, VW camper van, Land Rovers, lorries, buses and even milk floats! The list goes on. You can be sure that we will source a fitting option to choose to remember your loved one.

We will also discuss specific requirements regarding the processional route for the cortege with you which may include treasured memories or personal landmarks.

You will need to consider the following:

- Whether you would prefer a motor or horse-drawn hearse.
- An additional hearse may also be required to carry the flowers*
- How many limousines will be needed (they can carry six people)
- Where the cortege will leave from
- Will it take a special route
- Where will you return to
- Will you require wheelchair access



The Cortege (the traditional funeral procession)

How would you like to transport your loved one to the place where the service will be held?

Some mourners prefer to go straight to the service, but some like to be part of the procession, or to follow it in their own cars. You can choose where it begins (often the funeral home or the person's house) and which route it takes. If you would like, it can take a particular route or go past a special place.



YOUR CHOICES

Music

Many people ask for specific pieces of music to be played during the service. This is an opportunity to add a personal touch. The music chosen can usually be anything from traditional organ music to music on a tape or CD supplied by us. Alternatively, you may like to have a musician playing at the service. Depending on the location of the service there may be certain restrictions. We will be happy to give you advice on this. For a list of suggested hymns visit www.hymnal.net

Order Of Service

When arranging the funeral, you need to make decisions as to prayers, poems and readings that can be used in the service. Our Funeral Directors can give guidance and the minister or officiant taking the service will assist with this. Carlyon Funeral Directors will design and print the Order of Service for you. This guides the congregation through the funeral, shows words to any hymns, music or prayers and perhaps most importantly, provides a lasting keepsake for those who attend. A wide range of other funeral stationery including memorial cards, thank you cards and acknowledgment cards can be produced. Please discuss your requirements with us.

Death Notices

The death notice is an opportunity not only to publicly announce the death and funeral details but can also be used to pay tribute to the deceased, for example by including a verse. Additionally, details of where any donations or flowers can be sent may be included. A death notice can normally be placed in a local or national newspaper. Additionally, you may wish to place a notice in an alternative local newspaper if the deceased lived in another town or city at some time. We will be happy to create and arrange the death notices for you.

Notes



A BABY OR CHILD'S FUNERAL

Planning A Baby or Child's Funeral

When a child (at whatever age) dies, parents are presented with a range of decisions which they have probably not ever considered before. Most of the topics so far covered in this booklet are relevant to a child's funeral except for the style of coffin. There are an increasing number of special coffins available for babies and children, but many parents still prefer a simple white coffin covered in a flock material.

All deaths must be registered, even if the death is that of a child. Unfortunately, in the case of a baby who dies soon after being born, this may mean that both the birth and the death must be registered at the same time. Carlyon Funeral Directors and the hospital where the birth took place will be able to advise on the procedures which need to take place and the paperwork which will be required.

A baby who is stillborn after 24 weeks' gestation must be registered and a burial or cremation must take place. The parents do not need to arrange this; the hospital will be able to explain what other arrangements are possible. Before 24 weeks, none of this is necessary if the parents decide it is not their wishes.

Whether the baby is stillborn or dies after being alive, the funeral choices are the same. At Carlyon Funeral Directors, we ensure the parents or guardians wishes are fully carried out. For a child's funeral, the family will often prefer that a hearse not be used at all. A lighter-coloured vehicle is available if required. There are many ways Carlyon Funeral Directors can help the parents in remembering a baby or child after their death, such as taking hand or footprints or by bringing the coffin home for a short while. As with all funerals, the parents should feel free to discuss their requirements and the Funeral Director will do their best to facilitate the arrangements.

Organisations such as The Stillbirth and Neonatal Death Society (SANDS); the Foundation for the Study of Infant Deaths; or the Compassionate Friends can offer useful support and information.





THE DAY OF THE FUNERAL

WE TAKE PRIDE IN OUR PERSONAL SERVICE

Carlyon Funeral Directors will be in attendance throughout the whole proceedings to ensure the smooth running, carrying out the task of guiding, directing and overseeing the funeral. You will have an experienced, professional, and fully trained Funeral Director to personally oversee your chosen arrangements. They will guide and support you through every step. If you, any family member, or friend of the deceased is unsure about anything, please do not hesitate to ask and we will guide you.

All our staff will be in appropriate attire and will ensure that a professional, dignified and supervision is maintained throughout. Your Funeral Director will meet you prior to the day of the funeral to ensure all your requirements are met, confirm arrangements and ensure that all instructions are correctly recorded and any changes noted and acted upon. We will prepare all locations for the service and committal and liaise with any Minister or officiants. We will ensure sufficient pallbearers are available and instructed to escort the coffin with dignity and respect.

WE ARE WITH YOU EVERY STEP OF THE WAY

Before The Funeral

We will call you to run through all the arrangements so you can be reassured that you will know exactly what will happen on the day.

Headstone

If the grave is earth rather than bricked, the grave will take six months or more before the ground is firm enough to place the weight of a headstone. If the grave is bricked inside, then it does not take as long. For help and advice please contact us and we will be pleased to advise.

We have our own monumental mason if you require assistance. We have a large range of memorials. Our experienced craftsmen design and prepare memorials ensuring the best quality in their finished work. There is a separate brochure which you can use to choose a memorial with family and friends.

Flowers

We understand the important role flowers can play in helping to say goodbye. We have a separate brochure for all the different types of flowers you can choose from, or we are happy to work with the florist of your choice.

The Deceased at Home

We can bring your loved one home, either on the evening before the service or the morning of the service, so the deceased can leave from home.

Donations

Many families choose to remember their loved one with donations in lieu of flowers. Funeral donations can be made in several ways. At Carlyon Funeral Directors, we can make all the necessary arrangements and send the money to your chosen charities following the funeral service.



AFTER THE FUNERAL

THE CREMATED REMAINS (ASHES)



Once a cremation has taken place, there are several options regarding the cremated remains. If the family wish them to remain at the crematorium, they will be contacted directly about the range of memorials and services.

If a member of the family has previously been cremated at the same crematorium, there will be a record of the position of the cremated remains, whether scattered or interred, and the two sets of remains can usually be reunited.

If the family wish to scatter cremated remains privately, or to have them interred in a family grave or in a new cremation plot, they will be collected from the crematorium by Carlyon Funeral Directors a few days after the funeral. If required, we will liaise with a church minister and arrange for an interment ceremony, with or without relatives present.

Many cemeteries have cremation plots which are supplied under similar terms to plots for burial. Precise details vary between cemeteries. Such plots can be marked with stone tablets. Most churchyards have a beautiful Garden of Remembrance, which is specifically designated for the burial of cremated remains.

Carlyon Funeral Directors can provide a casket suitable for the interment of cremated remains. These are usually wooden with the name of the deceased engraved on a small plaque on the lid. A choice of styles is available. Some churches or cemeteries will request the remains are interred loose or in a specific type of casket, e.g., biodegradable.



PAYMENT & LEGAL RESPONSIBILITY

Documentation

On completion of the cremation/burial and doctor's forms, the certificates are taken to the relevant authorities along with other legal documents. All documentation, and any other paperwork detailing the funeral, will be retained for future reference. All the information is kept in absolute confidence.

Liaison and Confirmation

All communications regarding the funeral arrangements with the clergy, funeral location, cemetery or crematorium and liaison with the Police and Coroner (where necessary) are taken care of by us.

Cost and Other Services

In all aspects of the funeral arrangements, our team will point out the procedures and legal requirements. Whilst arranging the funeral, we will advise on costs and charges to be incurred, culminating in a full written estimate if required. Our account itself is divided into three separate parts: our charges, the disbursements and the coffin or casket.

Our charges include professional fees such as the funeral arrangements, arranging documentation and necessary personal attendances, the conveyance of the deceased to our funeral home and the care of the deceased until the day of the funeral.

The arrangements and payment of fees and disbursements relating to the funeral include crematorium or cemetery fees, doctors' fees, professional fees of the person taking the service (e.g. clergy), funeral transport, announcements, floral tributes, order of service sheets, attendance cards and any other detail requested by the relatives / friends of the deceased.

We have no direct control over these charges and there may be a slight variation from the original estimate.

Coffin or casket charges are the coffin/casket including the gown set, coffin lining, the personalised engraved name plate and all handles, fixtures and fitting.

The account can be paid by BACS or cheque.

You may be eligible for help with funeral costs – (Funeral expenses payment)

Bereavement Service Helpline:

Telephone: 0800 731 0469

Text-phone: 0800 731 0464

Text reply (for those who cannot hear or speak to the phone): 18001 then 0200 731 0469

Monday to Friday 9.30am – 3.30pm

An advisor will also help you claim any bereavement benefits you might be entitled to.



FREQUENTLY ASKED QUESTIONS

Planning and preparing a funeral for your loved one can be an emotional time, one you may have never faced before. We have put together the main questions we are asked to help you understand the final steps and procedures with any rituals and ceremonies of the funeral. Preparing for the funeral of your loved one includes several steps. If additional questions arise, please feel free to contact us at any time.

What is a funeral?

A funeral is a ceremony held before a person is buried or cremated. A funeral allows the deceased's family and friends to come together to mourn their loved one's death, share cherished memories and celebrate their life. A funeral is an important first step in helping the bereaved heal after the death of a loved one.

What do Funeral Directors do?

Following a death, Funeral Directors oversee all the logistics. They complete all necessary paperwork, arrange for the body's transportation and carry out the family's decisions regarding the funeral service and the body's final resting place. Funeral Directors are there to provide moral support and guidance to those who are grieving the loss of a loved one.

What type of service should I have?

If no prior arrangements have been made, you are free to choose the type of service you want. Funeral services are usually held at a crematorium or a church. There are a variety of services available, ranging from traditional religious or military services to something a little different. Our Funeral Directors will gladly collaborate with you to determine what is most appropriate.

Is it possible to personalise a funeral?

Yes, you can; in fact, an increasing number of people are opting for a less traditional, personalised service. There is no correct or incorrect way to commemorate someone's life. There are many ways to commemorate life; tell our Funeral Director exactly what you want and they will carry out your wishes.

Is an obituary notice required?

It is strongly advised that an obituary notice is published in a local newspaper or online. An obituary informs the public of a death and provides details regarding the memorial service. Obituaries typically include the deceased's full name, age, city and date of birth, as well as the city in which they lived at the time of their death. It also includes the deceased's spouse's name as well as the names of anyone else who was important in their lives, such as parents, children or grandchildren.

Can I contact you at anytime?

Carlyon Funeral Directors are available 24 hours a day, 7 days a week and 365 days a year to assist you.

Do I need to have an embalming?

Embalming significantly slows the natural deterioration following death, so it's often recommended if the funeral isn't due to take place right away. This allows you more time to visit your loved one in the chapel of rest or bring them home before the funeral. Also, it gives families who need to travel for the funeral the chance to visit them in the chapel of rest.

Embalming can also help those who are undecided about whether to visit or not and need more time to consider this. Religious beliefs may also be a factor on whether you choose to have your loved one embalmed as some faiths do not allow it. Your Funeral Director will be able to check this for you. Embalming does not effect your choice of cremation or burial. The most important thing to remember is that embalming is a very personal choice and by no means compulsory.



GRIEF & HEALING SUPPORT

HELP IN DEALING WITH GRIEF

Bereavement can be a terribly distressing event and it affects each of us in different ways. There are no rules about how long each phase of grief should last and everyone's experience is unique to them.

Don't be too harsh on yourself and take one day at a time.

Some of the emotions you may feel could surprise you and confusion in your thoughts and feelings are commonplace. Accepting help often allows others to share some of the burdens you are facing and may help them to feel 'useful' by doing practical things that you may struggle with. It is quite natural to feel sadness, but you may also find that it is still possible to smile and even laugh – that's fine too.

There are several bereavement counselling and support groups available to go to should you feel you need help. Below is a list of various groups, both local and national, but if you'd like to talk to us about the most appropriate one for you, please call us on **01209 890229 | 07968 498227**

Child Bereavement UK (CBUK)

Supporting families when a baby or child of any age dies or is dying, or when a child is facing bereavement.

Helpline 0800 02 888 40

www.childbereavementuk.org

Hope Again

Cruse Bereavement Cares website for young people living after a loss of a loved one.

Helpline 0808 808 1677

www.hopeagain.org.uk

Cruse Bereavement Care

To promote well-being, enable understanding grief and coping with loss.

Helpline 0808 808 1677

www.cruse.org.uk

Lasting Post

Helping people to set down instructions and wishes they want in place for use after their death.

www.lastingpost.com

Penhaligons Friends

A Cornish charity that supports bereaved children, young people, parents and carers.

Helpline 01209 210 624

penhaligonsfriends.org.uk

The Compassionate Friends

A national charity for bereaved parents, siblings and grandparents.

Helpline 0845 123 2304

www.tcf.org.uk

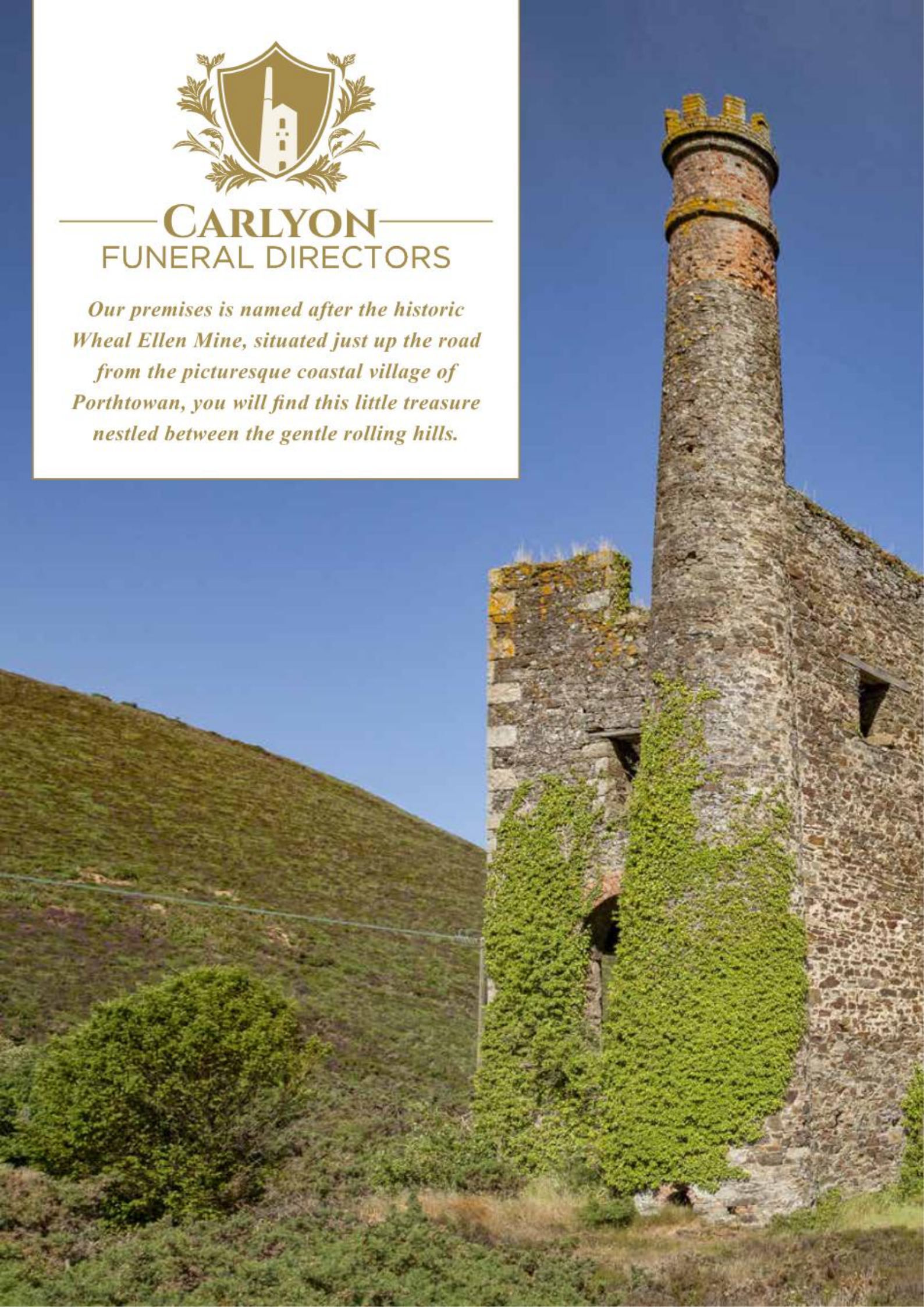


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CARLYON FUNERAL DIRECTORS

*Our premises is named after the historic
Wheal Ellen Mine, situated just up the road
from the picturesque coastal village of
Porthtowan, you will find this little treasure
nestled between the gentle rolling hills.*



FUNERAL DIRECTOR
ANDREA MYHILL



— CARLYON —
FUNERAL DIRECTORS

WE ARE HERE TO HELP 24 HOURS A DAY

Wheal Ellen, Mount Hawke, Truro, Cornwall, TR4 8DL

01209 890229 | 07968 498227

info@carlyonfuneraldirectors.co.uk



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