



*Independent Family Owned Funeral
Directors Caring for the Local Community*

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T A ELLEMENT & SON LTD E SPARK LTD

The Ellement family has been Funeral Directors in Pinner for five generations, and have owned E. Spark Ltd in Northwood for over 35 years. In October 2008 a management buyout was negotiated as sadly there were no longer any members of the Ellement family directly involved in the business.

The company is now owned and run by Mr Kim Carnague, Mrs Jeanette Carnague, and their daughter, Miss Victoria Carnague, thus ensuring the company's continuance as an independent family owned and run business. Our service and reputation are well known throughout the area and further afield. We are here to offer a high quality service and to assist wherever it is required. Please do not hesitate to contact us with any queries prior to or at the time of death. Our staff are qualified to answer all queries and to assist with all the arrangements from start to finish to ensure that everything runs smoothly.

We also have pre-payment plans to suit all budgets, which enable you to arrange and pay for your funeral prior to death, which many people find very helpful. Please ask for a brochure.

All our offices are open Monday—Friday 9.00am—5.00pm, and on Saturday's by appointment only.

We hope this booklet will be a helpful
guide to those who have suffered a bereavement

INDEX

What do I do now?

Registration of death

The next step

Things to do after death/the funeral

Some of our services

Florists

Caterers and Venues

Cremated remains and memorials

Prepayment plans

Words of comfort

What do I do now?

Someone very dear to you has passed away:

At Home:

Call your doctor's surgery for your GP or a locum to visit and certify that death has occurred. Telephone your chosen Funeral Director for further advice as to what to do next. They will be able to arrange to come and collect the deceased at a suitably convenient time and take them into their care. You may call at any time of the day or night.

At a Nursing Home:

The Nursing Home staff will make all the immediate necessary arrangements for certification. They will also contact a Funeral Director of your choice, who will bring your loved one into their care. You can then contact the Funeral Director when you are ready, for further help and advice.

At Hospital:

The Hospital Staff will make all arrangements for certification of cause of death and can make arrangements for you to spend some time with your loved one if they have the necessary facilities. The Hospital Staff will also advise you of when to visit the Bereavement Office/Patient Affairs Office to collect the medical certificate of cause of death. Please be advised that should death occur during a weekend or Public Holiday there may be a slight delay before you are able to collect the certificate. Contact your chosen Funeral Director who will then advise and help you as to what to do next.

A sudden or unexpected death:

Any death that occurs suddenly or unexpectedly whether at home, following an operation possibly, or an accident will be reported to the Coroner. This will also be the case if someone is in hospital less than 24 hours prior to death.

If this is necessary he/she will usually be contacted either by your GP, the hospital doctor or the police. Once a Coroner is involved he may wish to conduct a post mortem in order to establish the cause of death but you will be informed if this is the case.

The Coroner's Officer will keep you informed of the procedures but you may wish to contact your Funeral Director for further assistance and advice.

A Coroner's post mortem may result in the holding of an inquest and depending on the outcome may possibly delay the funeral but the Coroner's Officer will speak to you about this.

Registration of Death

Registration of the death will always take place in the area where death has occurred and needs to be done within 5 days. The cost of the certificates are £11.00 each if bought on the day.

Clarification of which Registrar of Births and Deaths to attend can be obtained from your Funeral Director, the Nursing Home, Hospital Patient Affairs Officer/Bereavement Office or the Coroner's Officer.

We have listed the details of our most local Registrars of Births and Deaths and the information you will be required to take with you.

Details required by Registrar:
Medical Certificate of cause of death
Full name and address of deceased
Date and place of birth
Occupation
Maiden name if applicable
Spouse's full name and occupation
Medical card if available

Borough of Harrow

Civic Centre
Station Road
Harrow
HA1 2UX
Tel: 020 8863 5611
Monday–Friday
9am–1pm
2pm–4pm

Borough of Brent

Brent Civic Centre
Engineers Way
Wembley
HA9 0FJ
Tel: 020 8937 1010
Monday–Friday
8.30am–5pm
Saturday 9am–4pm
Sunday 9am–1pm

Borough of Hillingdon

Civic Centre
Uxbridge
UB8 1UW
Tel: 01895 250418
Monday–Friday
9.30am–4.30pm

Three Rivers District Council

Watford Registration Office
31 Hempstead Road
Watford
WD17 3EY
Tel: 0300 1234045
Monday–Friday
8.30am–5pm

Certificates provided by the Registrar of Deaths and their uses

Certificate for Burial or Cremation—this is a Green coloured document which is required by the Funeral Director.

A white form which is required for Social Security purposes.

Certified Copy of Entry of Death—this will be required for probate purposes, by banks, building societies, insurance companies, etc.

You will more than likely need several copies of this so it is best to order them whilst at the Registrar's to save any delay later. A photocopy will not be accepted in place of an original.

Should a Coroner's post mortem have taken place then the Coroner's Officer will advise you when and where to attend for registration.

If a burial is the chosen form for the funeral then in most cases the above documents will be issued.

If cremation is the chosen form for the funeral then the Certificate for Burial or Cremation will not be issued but a different form will be issued direct to the Funeral Director.

However if there is to be an inquest then the Certified Copy of Entry of Death will be replaced by an interim certificate.

The Next Step

You will now be giving some thought as to the type of funeral that would be most appropriate for your loved one.

It may well be that your loved one has left specific instructions with regard to the type and format for their funeral. This may be in the form of instructions in their will or it may be in the form of a Prepayment Funeral Plan. If this is the case then some of your thinking work is taken care of and you can go to the Funeral Director armed with instructions and if necessary Prepayment Plan certificates.

If your loved one has not left any specific instructions then the choice will be up to you as to whether the funeral is a burial or a cremation and where it is to take place. Your Funeral Director will be able to guide you on this and we will also make all the necessary bookings for you. It is usually best to allow them to do this as it will entail liaising with churches, celebrants, cemeteries or crematoria in order to get the day and time mutually convenient to all. They would of course discuss suitable days and times with you first.

A funeral does not have to be religious and does not have to include a full church service. Your Funeral Director will be happy to discuss all the options with you and help you to work out what is going to constitute the most appropriate funeral for your loved one.

When you are ready to make the funeral arrangements please telephone the Funeral Director of your choice to arrange a mutually convenient appointment for you to attend one of their Funeral Homes, or to arrange for someone to visit you in the comfort of your own home.

Our telephones are manned for emergency help and enquiries 24 hours, 7 days per week.

Things to do after death

Car Insurance:

You are not legally insured to drive if the Policy is in the name of the deceased.

Social Services/District Nurse:

Return equipment and cancel any Hospital and/or doctor's appointments.

Contact the deceased's Employer or professional Association together with the Inland Revenue.

Social Security:

Cancel any direct payment into bank/building society accounts etc.

Local Government:

Cancel Housing/Rates benefits

Notify the Gas and Electricity boards and also the telephone company - this may be to cancel amenities or amend account details.

Contact the Post Office to redirect mail if necessary (a small charge is made for this service). We can also provide you with details to enable cancellation of unwanted mail addressed to the deceased.

Contact Credit Card companies, Banks and Building Societies even if accounts are in joint names, as you will need to amend the details.

Investments and Insurance policies:

Premium Bonds are not transferable but the Post Office will provide you with a form for completion and submission to the Bonds and Stock Office.

Items to be returned

Passport, Driving Licence, Vehicle Registration documents, car insurance policies, TV Licence, Season tickets and any club membership cards, all National Insurance papers

Some of our Services

Part of making arrangements for the funeral of your loved one will include discussing the type of service required i.e. burial or cremation, location for funeral service, choice of coffin including eco-friendly options, choice of celebrant (religious or non-religious), choice/number of vehicles required apart from the Hearse, etc.

We have qualified staff who will take time and trouble to go through everything with you and answer your queries. Our brochures show the choice of coffins available but should there be something you are specifically looking for but it is not in our brochure then we will try to accommodate your wishes. You will also be shown a choice of gowns for your loved one or you may provide us with their own clothes. We also have a choice of caskets or urns for cremated remains and temporary grave markers should you require them.

You will always be given an estimate of costs when you visit our offices to make provisional arrangements and you will be asked to sign showing acceptance of our Terms and Conditions. Once the funeral is fully confirmed you will receive a confirmation letter together with another estimate. You are free at any time to make alterations within reason and we will do our utmost to comply with your wishes.

Upon acceptance of our Terms and Conditions we do ask for a deposit to cover the estimated third party costs or disbursements and 50% of our charges. We accept cheques, cash and most credit/debit cards.

We can also help you with any extra services you may require for example:

Death notices in newspapers
Details of In House Florist
Horse Drawn Hearse
Chapel of Rest for Viewing
Soloists

Donations in lieu of flowers
Details of caterers/venues
Remembrance Doves
Choice of music/hymns
Pipers

Our Own In House Florist
Linda Martin Flowers
Tel: 07931 774891
www.lindamartinflowers.co.uk

Florists

Mansi Florists Ltd
3 Pinner Green
Pinner
HA5 2AF
Tel: 020 8868 2798

World of Flowers
160 Field End Road
Eastcote, Pinner
HA5 1RH
Tel: 020 8868 2353

Jean Page
64B Green Lane
Northwood
HA6 2XW
Tel: 01923 822321

Andrew Fleming
1 Shire Lane
Rickmansworth
WD3 5NQ
Tel: 01923 283924

My Last Goodbye
7 New Pond Parade
West End Road
Ruislip HA4 6LR
Tel: 020 8090 0805

Daisychain
30 High Street
Ruislip
HA4 7AN
Tel: 01895 676107

Victoria's Flowers
8 Ickenham Road
Ruislip
HA4 7BT
Tel: 01895 638625

Scentsational Flowers
49 Swakeleys Road
Ickenham
UB10 8DG
Tel: 01895 621721

Caterers and Venues

The Woodman Ruislip
Breakspear Road
Ruislip
HA4 7SE
Tel: 01895 635763

The Woodman Pinner
Joel Street
Pinner
HA5 2PR
Tel: 020 8868 0833

Caterers and Venues

The Case Is Altered
High Road Eastcote
Pinner
HA5 2EW
Tel: 020 8866 0476

Daisy's In The Park
Pinner Memorial Park
Pinner
HA5 1AE
Tel: 020 8866 3035

The Barn Hotel
West End Road
Ruislip
HA4 6JB
Tel: 01895 636057

The Tudor Lodge Hotel
50 Field End Road
Pinner
HA5 2QN
Tel: 020 8429 0585

The Clubhouse
The Middlesex Stadium
Breakspear Road
Ruislip
HA4 7SB
Tel: 01895 639544

Foodie Wurdies
High Street
Pinner
HA5 5PW
Tel: 020 8866 5511

Northwood Golf Club
Rickmansworth Road
Northwood
HA6 2QW
Tel: 01923 821384

Moor Park Golf Club
Moor Park
Rickmansworth
WD3 1QN
Tel: 01923 773146

The Gate Pub Northwood
Rickmansworth Road
Northwood
HA6 2RH
Tel: 01923 836513

Northwood Football Club
Chestnut Avenue
Northwood
HA6 1HR
Tel: 01923 827148

Arens Bar & Grill
The Six Bells
Ducks Hill Road
Ruislip, HA4 7TS
Tel: 020 8868 3092

The Breakspear Arms
Breakspear Road South
Ruislip
UB9 6LT
Tel: 01895 632239

Cremated Remains and Memorials

After the funeral there may be decisions to be made regarding the disposal of the cremated remains. This can be done either by scattering in the crematorium gardens of remembrance, interment in a columbarium or in a grave. You may even like to have them at home.

Please feel free to ask about the different options available and we will be happy to assist you in any way we can and if needs be can make any necessary arrangements with third parties.

We have a selection of urns and caskets available including those in solid wood, cast bronze, woven willow or bamboo. We also have a selection of keepsakes available.

If your chosen funeral was a burial you may wish to consider having a memorial placed on the grave. We have oak or sapele wood crosses as temporary markers with small inscription plates on and we have brochures for permanent memorials. Please feel free to ask the staff for any assistance.



Prepayment Funeral Plans

At some point in our lives some of us think about what lies ahead and feel the need to make plans, which may include what type of funeral we would like to have. This may be prompted by funerals we have attended, religious/non-religious beliefs, age, illness, life's circumstances etc.

There are many pre-payment funeral plans around today and many offer similar services therefore it is always a good idea to look at several before deciding which you choose. It is also advisable to visit the funeral director whom you wish to nominate to carry out your funeral to get a better picture of what they can offer and whether they are able to service the plan you are thinking of choosing, or indeed whether they have something better suited to you.



**Golden Leaves
Funeral Plans
*for the Best in
Funeral Planning***



Words of Comfort

We have reproduced the following poems/pieces of prose which we hope you may find of comfort or and which you may like to incorporate in the funeral service.

Do not stand at my grave and weep
I am not there; I do not sleep.
I am a thousand winds that blow,
I am the diamond glints on the snow,
I am the sun on the ripened grain,
I am the gentle autumn rain.
When you awaken in the morning's hush
I am the swift uplifting rush
of quiet birds in circling flight.
I am the soft starlight at night.
Do not stand at my grave and cry,
I am not there; I did not die.

~~~~~

You can shed tears that she has gone,  
Or you can smile because she has lived.

You can close your eyes and pray she'll come back,  
or you can open your eyes and see all that she has left.

Your heart can be empty because you can't see her,  
Or your heart can be full of the love you've shared.

You can turn your back on tomorrow and live for yesterday,  
Or you can be happy for tomorrow because of yesterday.

You can remember her and only that she's gone,  
Or you can cherish her memory and let it live on.

You can cry and close your mind, be empty and turn your back,  
Or you can do what she'd want: Smile, open your eyes, love and journey on.

