



Northampton General Hospital

NHS Trust

Specification for the Provision of Funeral Services

Contract Period

The Contract duration shall be for a total of two (2) years from the commencement of the Contract, with the option to extend the contract for up to a further twelve (12) months. The contract will commence on 1st September 2018.

1. The Contract Specification – General

- 1.1 The Contractor will perform the Contract generally in accordance with the 'Code of Practice' of 'The National Association of Funeral Directors' (NAFD).
- 1.2 The Contractor will be required to carry out basic cremations and burials as instructed by the Trust. Funerals will be conducted in a professional manner, with punctuality, decency, decorum and respect whether or not mourners are in attendance. All the arrangements for the funeral will be made in accordance with the requirements of the Trust. The Trust's Patient Registration Department or other nominated location is to be informed of such arrangements at least 72 hours before the time of the funeral. Where arrangements involve the funeral of a child, the Hospital Chaplaincy is to be contacted to establish if any pastoral support is being provided to those concerned. With the exception of NVF's (non viable Foetus), unless otherwise directed, a minister of the appropriate religion shall attend.
- 1.3 Funeral Directors should have available price lists and shall provide the Trust with full and detailed information about their service. Whether it's provided at the time of the enquiry or as part of the tender process, the funeral director will be expected to provide detail to the Trust on the type of funerals available, their costs and relate these to the wishes and requirements of the Trust, who may in certain circumstances be acting in consideration of the deceased next-of-kin or relatives. They must use every best endeavour to ensure that the client understands the range of services offered, the prices and also any known disbursements, being the fees which may be paid out on behalf of the Trust, to Ministers of Religion, Cemetery or Crematorium fees and suchlike.
- 1.4 All funerals paid for by the trust shall be carried out at the Contract price and shall be "net", that is after deduction of all agreed discounts. The amount of any additional duty to the Contract Price and any early settlement discounts shall be shown separately in the Contract.
- 1.5 The Services shall be provided in accordance with the Specification and, except in emergencies, the Contractor shall not deviate from the Specification without the prior written consent of the Authorised Officer of the Trust. Any estimated numbers of

funerals or removals that may be indicated by the Trust in any Schedule or elsewhere are numbers based on previous experience and are for guidance purposes only. The Trust shall not be bound by such estimates.

- 1.6 Coffins provided for cremation and burial purposes may generally be in accordance with the 'guidance on minimum specifications for coffins, details of which are available from 'The Funeral Furnishing Manufacturers Association' (FFMA). The guidance includes:

- chipboard E1 (or better) grade of minimum 650 density, thickness to be 15mm throughout
- wood veneers – the top edge of sides and ends to have a wood lipping of 6mm finished thickness. Sides, ends and lids permitting a balancer paper
- foil veneers – the top edge of sides and ends must have at least an E1 grade tape edging fitted, or wood lipping of 6mm finished thickness
- no balancer is necessary for the production of foil components.

- 1.7 For burial purposes, the guidance refers to veneered coffins suitable for burial purposes and includes:

- sides and ends – E1 (or better) grade chipboard, minimum 650 density of 15mm thickness
- lids and bottoms – E1 (or better) grade chip board, minimum 650 density of 15mm thickness
- method; whilst some members may vary the method of assembly, the main criteria regarding glue and size of staples should be equal or better than the following notes:
 - mitres – to be well fitted to give a minimum of 35 sq ins. Of glued area. Each mitre to have a minimum of 4 nails or staples – a minimum length of 35mm in each direction
 - bottoms; to be particularly well glued around the periphery, also stapled or nailed every 150mm with nails or staples of minimum 50mm length. Special attention to be paid to gluing around the kerfs where it is not possible to nail or staple
- large coffins; for coffins in excess of 6' 2" x 20", further internal re-enforcement may be necessary
- in addition; lids and bottoms mouldings must be well glued and if necessary stapled and glued.

- 1.8 A list of unaffiliated officiating Ministers who may be called upon to conduct funerals will be provided by the contractor if requested to make the arrangements by the Trust. The list is to be approved by the Trust and no other ministers are to be engaged by the Contractor on behalf of the Trust without prior written approval from the Trust.

- 1.9 The Trust may request that the body shall be removed from the hospital mortuary to the Contractors Chapel of Rest and remain there until the time of the funeral to facilitate instances where 'viewing' has been requested and authorised by the Trust. At certain hospitals where no mortuary facilities exist, the contractor will remove the body to the mortuary of another hospital, or to the contractor's facility. In such cases, a closed vehicle, not an open vehicle is to be used for these removals.
- 1.10 The contractor must insist upon the production of the Registrar's/ Coroner's certificate of disposal in every case and ensure the correct identity of the body before its removal for cremation/internment. The Contractor shall also advise the cremation/cemetery Authority of the faith of the deceased (as specified by the Trust) and observe that the cremation or burial arrangements are appropriate to the contract for a person dying in such a specified faith.
- 1.11 In the case of a funeral – of a child over 12 or under 12 but of sufficient size to warrant the use of a hearse, the funeral is to be regarded as that of an adult and must be furnished accordingly.
- 1.12 For adult funerals (i.e. where the deceased is 12 years of age or over) a glass sided hearse shall be used.
- 1.13 No more than one body is to be conveyed to a funeral at any one time. In cases of over flow movement, a closed van must be used and the appropriate number of bodies conveyed at any one time, unless otherwise specified by the Trust.
- 1.14 Where parents request a funeral service for a stillborn or infant child, the Contractor will check whether a specific Minister has been requested and if not, contact the hospital chaplain for appropriate arrangements to be made. A child's funeral will be carried out in the same manner as an adult funeral and all Contract Terms will be observed.
- 1.15 Foetal disposal (non viable foetus – NVF'S), the contractor will be responsible for the arrangements. Once the Contractor has been contacted by the Trust, arrangements will be made for the collection from the mortuary of foetal remains (at frequency intervals to be determined – see detail below). In circumstances where a parent has requested an individual service for a "non viable foetus", the contractor will be instructed to make contact with the Chaplaincy office to make the appropriate arrangements.

The Hospitals Miscarriage Service is held on the 3rd Thursday every month at Kingsthorpe Methodist Church*. The services are held at present in January, March, May, July, September and November. On the day following the funeral service in church, the Non Viable Foetus's (NVF's) are buried into a shared grave in Kingsthorpe Cemetery.

The Hospital Chaplaincy will contact the funeral directors regarding the names and numbers of the NVF's for the service.

- NVF's are to be collected by the funeral directors 4/5 working days prior to the service.
- All the paperwork regarding burial and consent will be passed onto the funeral directors at this stage.
- Each NVF is to be singularly identified and placed into an individual casket with an identifying nameplate. (The caskets will contain NVF's only).

On the day of the service (Thursday morning, 9:00am), the NVF's are to be delivered to Kingsthorpe Methodist Church. The Hospital Chaplains will be present to check and secure the NVF's until the time of the evening service.

On the day of burial (Friday morning, 9:00am), the NVF's are to be collected from Kingsthorpe Methodist Church and are to be taken to Kingsthorpe Cemetery (Childrens' Section) for burial. Each NVF is to be buried individually into a shared grave.

Please Note #1: The design of the special coffin for a non-viable foetus is to be discussed and agreed with the Hospital Chaplains.

Please Note #2: The number of Non Viable Foetuses is likely to increase over the next 12 months due to changes in national guidelines which will extend the lower limit from 14 weeks to 12 weeks (up to 24weeks).

- 1.16 In the case of a funeral of a person dying in hospital from any notifiable dangerous infectious diseases including Hepatitis B and Aids, and the Medical Officer has certified that it is desirable that the body must not be removed from the hospital except for the purpose of being cremated or buried, the Contractor must convey the body direct to the place of cremation or burial.
- 1.17 In the event of the Contractor being called to arrange for the funeral of a patient who has died of an infectious disease, the contractor is to conform to Trust policy and any published guidelines in order to provide the correct protection for any staff engaged in such a funeral. The trust shall give the Contractor prior notice of any bodies covered by 1.16 above and offer advice in such cases.
- 1.18 Financial aspects; All funerals will be conducted by the Hospital Chaplains except during absences of leave. If the Hospital Chaplains are not used, then the Presiding Minister will be paid at the agreed Contract Rate (the usual fee); and the Contractor will then send an invoice to the property office to cover any fees paid.
- 1.19 Contract Review Meetings; The Trust may require, the Contractor to make himself available to the Trust at agreed intervals, usually half yearly to take part in a meeting to review the contract with regards to performance, improvements, problems, etc.
- 1.20 The Contractor will ensure that the death certificate has been issued and all their documentation has been completed before a funeral takes place. He will also ensure himself of the correct identity of the deceased.
- 1.21 The Contractor must verify any measurement given by hospital authorities. No responsibility will be accepted by the trust for the accuracy of any measurements given, nor for any additional costs incurred through errors made in this respect. Contractors shall provide a suitable shell or stretcher for the transport of bodies.
- 1.22 In cases where the Trust is not responsible for the funeral expenses, the relatives of such other persons responsible for the arrangements may exercise their right to use the Services of a different funeral director. On those occasions where an extended response is expected, the additional delay MUST be notified to the Authorised Officer at the time the request is made, and the Authorised Officer will either accept or make alternative arrangements. If exceptionally, the delay only becomes known after the call has been booked, the Authorised Officer MUST be telephoned back with details, which will either be accepted or alternative arrangements made.

- 1.23 In certain cases, funerals may be arranged by the trust but paid for from a different source e.g. patients' monies, and in such cases, any arrangements or the basic Contract Funeral with no extra\ charges shall be charged at the Contract price. Any variations or extras requested, should be clearly agreed in both detail and price *in advance*, and confirmed in writing by the trust. It is the responsibility of the Contractor to clarify any ambiguous requests by the trust and to ensure that any additional costs are both understood and agreed.
- 1.24 It will be the Contractor's responsibility to deliver any paperwork (documentation) that the Trust needs to complete, to the Trusts Authorised Officer. It will be the Trusts responsibility to return the completed paperwork to the Contractor. The Contractor will also be required to collect the relevant referral papers and burial forms from the Patient's Finance Office at Northampton General Hospital, rather than having them posted.
- 1.25 In summary, the Contractor will provide the following as a basic funeral:
- provision of the Funeral Director's services
 - attending to the necessary arrangements as instructed by the trust
 - provision of any necessary staff and/or bearers
 - provision of a coffin suitable for the purpose of cremation or burial to include nameplate etc.
 - transfer of the deceased from the place of death in normal working hours (including the transfer of NVF's as in clause 1.15)
 - care of the deceased prior to the funeral/chapel of rest
 - provision of a hearse to the nearest crematorium or cemetery.
 - cremation/ cemetery fee
 - plot charge and/or casket
 - ministers fee (if attendance has been requested)
 - doctor's certificates (may not be chargeable)

2.0 Cliftonville Care Home

The Contractor will be required to remove deceased from Cliftonville Care Home (CCH) and transport them to NGH Mortuary. Although this is a 24 hours-a-day callout service, access to NGH Mortuary will only be during normal working hours (Monday-Friday 8.30 am – 4.30 pm and Saturday 8.00 am – 12 noon). Outside of normal working hours, the Contractor will be expected to remove the deceased to their own body storage facility and then transport the deceased to NGH Mortuary at the first available opportunity during the next working day.

The initial call will be received from a member of nursing staff at CCH and the Contractor will be expected to attend CCH promptly to remove the deceased. Access and removal is generally through the front entrance unless otherwise specified. CCH staff will direct the Contractor to the relevant floor and bay.

Once at NGH Mortuary, the Contractor will be expected to place the deceased into an appropriate body storage unit. An 'appropriate' fridge is based upon the size of the deceased – NGH mortuary has four different sizes of fridge ranging from 'standard' size to bariatric. The Contractor will also be expected to enter details into the mortuary register. This includes the deceased's name, the date of removal, the signature of the Contractor, the place of death (CCH) and details of any jewellery found on the body - this should all correspond with details written by CCH staff on the deceased's mortuary card and on the identity tag attached to the deceased's wrist or ankle. If there is no identification on the body or any listed jewellery is missing, the Contractor will inform mortuary staff immediately who will help to resolve the problem as quickly as possible.

Additionally, if there is found to be no identification on the body or the absence of any listed jewellery, the Contractor will be required to raise an incident with the Pathology Directorate Manager, using their own incident reporting procedures.

For any assistance outside of normal working hours, the Mortuary staffs are contactable through NGH switchboard.

- ***Kingsthorpe (and the Methodist Church) has been used as an historic example but this will be subject to change on the recommendation of the successful provider of the funeral services in conjunction with the Trust personal.***