

## CARE OF THE DECEASED

**When arranging a funeral there may be questions that you have about how we look after your loved one, and things you may need or want to know about embalming. We hope that this short document helps to answer some of those questions for you.**

Our commitment is to provide the highest standards of care, and we understand that entrusting us to look after your loved one is an important decision. We seek to keep you involved every step of the way, so that you are very clear as to what is happening, where your loved one is being cared for, and what to expect if circumstances change.

At Neville Funerals, all our branches have temperature-controlled facilities to safely look after your loved one, and you can be safe in the confidence that they will only be cared for within our network of branches. To make sure they are looked after in the best possible environment, they may be rested anywhere within our nine branches, and full information on these locations is detailed on the reverse of this document. We do not use third parties to look after people in our care, or use third party services for any part of our care and preparations.

When your loved one arrives into our care, we continuously monitor and maintain their condition to the best of our ability. Our mortuary teams are experienced members of staff and are overseen by our trained embalmers, who have undertaken a rigorous course of training and examination by the British Institute of Embalmers. The team is available to answer any of your questions, and will also make every effort to accommodate any particular wishes that you may have.

When someone has died, they may not look how they did in life, and this is more evident depending on some causes of death. If you have a recent photo of your loved one, please let us know, as this may help with ensuring that they are presented in a way that will make your last visits with them as memorable as they can be. If you provide any of their own cosmetics, we will use them if possible, although sometimes the same effect cannot be achieved as when they were alive.

Occasionally, again, depending on the cause of death, it is sometimes not possible to see your loved one in an open coffin, and our experienced team will let you know if they feel it is unwise. That does not mean that you can't visit them in the chapel of rest, but we may advise you to have the coffin closed, however, this decision will always be yours and at your own discretion.

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### Embalming

Embalming is a time honoured procedure which is carried out by our qualified staff where the natural fluids of the body are replaced with a chemical solution, via the arterial system. It can restore the appearance of the deceased to a certain extent, and slows down the process of natural deterioration, so is recommended if the funeral isn't going to take place for some time, or if you are undecided about whether or not you want to visit them in our chapel of rest.

The products used don't impact on a burial or a cremation, however, if you are considering an ecofriendly or woodland burial, only natural products can be used to protect the local environment.

Where a repatriation is being arranged for a funeral to take place in another country, it is a requirement for the deceased person to be embalmed.

The religious implications of embalming can vary widely according to faith. Some religions, such as Islam and Judaism, discourage or prohibit embalming, while others, such as Christianity, generally accept it. Personal beliefs or religious traditions of the deceased may guide your decision.

**If you have any further questions, please don't hesitate to speak to your funeral arranger.**



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The Old Church, Flitwick Road MK45 2NT

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