

Questions asked ... *about a first Call*

Explaining what we do next, where your loved one is taken
and what happens to them



THE SEARSON FAMILY
FUNERAL SERVICE

*"We don't just arrange funerals, we create
meaningful days"*

www.thesearsonfamily.co.uk

0800 022 3309

Questions asked ... *about a first Call*



WHAT IS A FIRST CALL?

A 'First Call' occurs when we are asked to attend a death and take responsibility for the deceased. This is often the initial contact and our first introduction, after which our staff will manage your loved one's care. Our team is available 24/7 to provide this service. They are trained professionals who understand that this is a difficult time.

WHERE WILL YOU TAKE THE DECEASED?

We have a moral and regulatory duty to ensure that the deceased maintains their dignity, remains safe, and is housed in approved facilities. Initially, they are taken to our 'Mortuary Care Facility' at our Havant Funeral Home. This is where we secure, monitor, and prepare them before they are transferred to one of our Branch Funeral Homes if this is requested.

WHAT IS A MORTUARY CARE FACILITY?

Our Mortuary Care Facility is vital and includes a Temperature-Controlled Environment, a Preparation Room, and an Embalming Theatre. We also oversee Mortuary Stock and essential systems, as well as manual handling and lifting equipment to support effective care, along with comprehensive PPE and materials storage on the same site.

Our Mortuary Care Facility forms the core of our Funeral Home and is central to all our activities. Caring for the deceased is our primary responsibility, and we take this duty very seriously. Staff are crucial to this role, but so are the facilities, both of which meet stringent standards.

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HOW CAN YOU KEEP THEM SAFE?

We have various systems in place to manage safety and well-being. First and foremost, we have a 'Guest Guarding Policy' that ensures continuity and control of care at every stage of the funeral journey. It defines our Policies and Processes; it defines how our staff care for your loved one; it ensures their security; and it maintains regulatory compliance with the NAFD Funeral Code. The 'Guest Guarding Policy' is an integral part of every 'Contract of Employment'; it is comprehensive and clearly indicates the responsibility and accountability of all those dedicated to Mortuary Care.

We also manage an integrated 'Guest Register', an Audit System that records their journey throughout their care and stay, from the moment they join us until the day of the funeral. Our 'Guest Register' is digital, all staff have access to individual audits and can make changes, additions and notes at any time from any location.

Identification is also key to ensuring safety and we have a robust system to ensure identity is controlled and maintained. We operate a system that is comparable to most Hospitals. We now utilise digital systems, we print highly secure and tamperproof Wristbands and attach them to the deceased on each wrist. Every member of staff needs to know who is who, and this system of identification secures their identity, and only approved staff have access to this system. We also use a number of identifying points of information: Full Name, Address, Date of Birth, and Date of Death.

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IS THE FACILITY SECURE?

Our 'Mortuary Care Facility' is managed twenty four hours a day through multiple layers of systems to ensure safety and security.

Our facilities and the areas through which the deceased will be moved at various stages of their visit are under continuous CCTV surveillance. Every area is monitored: the Mortuary, the Preparation Area, the Embalming Theatre, and the Chapel of Rest. There is no place they will be that isn't visually observed.

Sensitive areas are also controlled via a Paxton digital door-operating system, which prevents unauthorised access using coded fobs and robust Magnetic Release Locks. All staff carry an ID badge and are provided a Security Code that specifies their access restrictions. Only authorised staff can access controlled areas, and our layered access controls ensure only those who need to be there can enter.

Our 'Mortuary Care Facility' is further secured by sophisticated, integrated alarm systems. Should anything happen outside of working hours, our Fire and Security Alarms are routed to our staff so a visual assessment can be conducted, and Emergency Services alerted.

The security of our facilities exceeds requirements; our 'Guest Guarding Policy' manages and enhances their stay. Our Preparation and Care Policies ensure the care provided meets expectations, and our staff are dedicated and trained, with a highly qualified Manager overseeing everything that happens. Your loved one is safe, and always will be.