

Funeral Director Statutory Code of Practice

March 2025

The Code of Practice of practice is law as of March 1st, 2025, as a designated Funeral Directors by the Scottish Government definition we comply and exceed the Code.

<https://www.gov.scot/publications/funeral-director-code-practice-2/pages/1/>

BRODIES DECLARATION

First Contact

On first Contact we MUST ask and record the following information:

- **The full name, address and telephone number of the person making contact.**
- **The full name, address, and Date of Birth and death of the deceased.**
- **The location of location of the deceased**
- **Confirmation that a Medic has pronounced life extinct.**

Additionally, we will need permission to remove the deceased, if possible. If there are circumstances which prevent our attendance, Police or Procurators Fiscal involvement or the NHS facility or mortuary has other procedures to complete prior to allowing removal, we will inform the caller at the earliest opportunity. We must seek to ensure the caller has the right to instruct us, this should be an: Executor, Spouse, Child, Grandchild, Parent, Sibling or descending relative or in-law, followed by the Responsible person from the home or property they lived and/or died in. A friend or flatmate can also authorise if no other is available. We will always bring the deceased into our refrigerated mortuary (temperature constant 4 deg C) as soon as practicable and inform the client. Occasionally we will have to await third parties allowing access. All our staff are trained in safe and dignified uplift, and our equipment and vehicles are state of the art to accomplish this. Any bereaved persons present will be afforded time, space and consideration to pay their respects.

At the point of removal, we MUST:

- **Confirm identity and place a wristband for continued confirmation**
- **Obtain signed authorisation from the responsible person present**
- **Advise in writing where the deceased will be cared for, with contact details.**
- **Record personal effects and remove any items requested.**

Care of the Deceased

As professional funeral directors we take the safety and dignity of those in our care very seriously, and we subscribe to the Health & Safety Executive's guidance on managing infection risk when handling the deceased.

We will treat every person in our care with dignity, care and respect. We wash and prepare them to have a serene repose with their eyes and mouths closed, appearing asleep. However, if a client does not wish this, we will not perform these actions and

record them. Due to the nature of the service, this will not automatically be actioned for clients who request Direct/Unwitnessed Cremations.

All our staff are trained to guide clients through the arrangement and legal processes surrounding a funeral. We offer a variety of services and products to suit any wishes expressed and will offer honest practical points of consideration, without upselling or jargon. We offer bespoke personal services which can vary significantly in price and skilled involvement and will always defer to the wishes of the responsible person.

Our facilities are safe & secure, and all are cared for in individual refrigerated spaces, awaiting coffining or within their coffin, within 1 of our 2 mortuaries, Harthill or Livingston. Our mortuaries can accommodate all sizes and body types, and we have specialist equipment for their safe and dignified handling. We keep various sizes of coffins to minimise any delay in coffining, once a style has been chosen.

We check the appearance and condition of every person in our care daily. If we foresee a problem, the client will be informed as soon as possible. Occasionally we may recommend embalming to rectify any pre- or post-mortem conditions. We do not embalm as a norm; as our uplift, care, and refrigeration procedures mitigate most short-term risks. We will always seek permission prior to Embalming or Aspiration of fluid.

We never refuse viewing, however due to changing circumstances we may have to recommend a coffin remain closed for either the dignity of the deceased or best interests of anyone exposed. We stress this recommendation is rare and will be recorded.

Viewing is by arrangement, and we offer unrestricted access during office hours and by prior arrangement after hours. Mortuary inspection can also be arranged, if desired.

The care and dignity of the deceased, combined with protecting everyone's health and safety, has priority over any other wishes.

Arrangements

We can only take funeral instructions from the responsible person, as mentioned on First Contact. Funeral Plans have no legal priority but will be treated as funeral wishes, meaning the person arranging can modify them if they believe the deceased had changed their mind since the time of purchase. All funeral plans come under the Financial Conduct Authority which has regulations pertaining only to the funding.

Under Scottish Executry, a deceased's estate is responsible for the cost of a funeral, if the estate has insufficient funds, then the person arranging the funeral takes on that responsibility. We have a full itemised pricelist online but nonetheless an estimate, along with payment terms and conditions, will always be issued prior to any arrangements being confirmed. Any changes which affect the final invoice will always be explained and a new estimate issued to reflect those changes and services will only be confirmed once payment terms have been agreed.

The Funeral

You have engaged a professional funeral director to deliver a Funeral service for your loved one.

Therefore, we:

- **follow instructions received, as far as reasonably possible and legal**
- **ensure statutory requirements are met and any recommendations are legal**
- **liaise with third parties professionally for a dignified service**
- **manage and record donations appropriately, transparently, and securely**
- **ensure the deceased is presented in accordance with wishes, as far as reasonably possible**
- **ensure staff are trained, competent and suitably presented**
- **ensure ashes dispositions are recorded and safe whilst in our care, and only returned to the applicant for cremation or someone authorised by them**

Complaints

We have a written complaints procedure within our website.

We automatically self-refer any breaches of the Code of Practice directly to the Scot Gov Senior Inspector of Burial, Cremation & Funeral Directors.

Business Continuity Plan

We review our business annually and have in place a written continuity plan to pre-empt and minimise interruptions to service due to unforeseen events, as far as practicable.