



Rushcliffe Oaks Newsletter

summer 2024

Welcome...

...to the latest edition of the Rushcliffe Oaks Newsletter. In this issue we'll be looking at the changes to the statutory paperwork required for a cremation to take place from 9th September, updating you about some of the developments around the crematorium, and highlighting some of the facilities on our website that you might not have realised were there.

As always, we extend our thanks to all the Funeral Directors and Celebrants with whom we work to ensure the families who come to Rushcliffe Oaks receive the highest level of kindness, care and compassion on their most difficult days.

Rhonda



New Statutory Paperwork

As we're sure you are aware, on 9th September 2024 a new Death Certification Process will begin. For cremations, the old Cremation Form 4 will cease to be used, and there will be new 2024 versions of Cremation Forms 1 and 6, and the 'Green' form.

All deaths that occur from 9th September onwards will use the new forms, but there will also be a few cases where deaths occurring before the 9th will need the new paperwork – where a death has occurred, but has not been registered by the 9th, nor has the Medical Certificate of Cause of Death (MCCD) been signed by the attending practitioner. All other deaths occurring before 9th September will use the old system of the 2018 forms.

As we transition from the old arrangements to the new there will inevitably be a period of settling in. We're sure that you will already be geared up for these changes, but if you do have any queries please don't hesitate to contact us and we'll provide whatever help we can.

A PDF version of the new Form 1 is available to download from the **Forms for Cremation** page of our website, under the **Funeral Directors** section.

Feedback

In our previous Newsletter there was an invitation to let us know how we are doing and to put forward ideas for improvement. Thank you for all your responses. The team were overwhelmed by what was an incredibly positive exercise.

There were many ideas for our ongoing improvement, some of which have already been implemented. For example, we are now able to display the words to hymns on our screen where Obitus have made these available, and we are moving the name cards in the flower court, so that the current service is always the furthest stand (staff permitting), to ease the movement of people exiting the Ceremony Hall. The rest of your suggestions are being considered, and while some will need a little more time and money spent on them, over the next few months we'll be working through them all to see what the possibilities are for implementation.

Increased Seating Capacity

Following a rearrangement of the chairs within the Woodland Hall, we now have seating for 130 without the need to open our lobby partition screen. To reflect this, our Instruction Form has been revised, and we have also added a tick box for you to let us know if pre-seating is required. Please use this latest version of the form as soon as you are able. It can be downloaded from the **Forms for Cremation** page of our website.

As a reminder, we have the facility to open the partition screen between our hall and lobby, creating a large amount of additional standing room and enabling us to accommodate up to approximately 250 mourners within the building. For even larger gatherings, we can also leave the outside speakers on under the porte cochere, where our large glass windows enable even those outside to stay connected to the service.



Umbrellas

On rainy days, we are finding that many people prefer to leave their umbrellas in the waiting room or lobby rather than take them into the service with them, but are then having to return to the front areas to reclaim them afterwards. This can be an issue when attendees of the next service are arriving before the first service has finished.

To assist with this, we have positioned an umbrella basket in the lobby into which they can be placed. During the service, one of our team will then transfer this to the flower court exit, so guests can collect their umbrellas on their way out.

Floral Floods!

There have been a number of recent services where floral tributes have been so heavily watered that they have leaked large pools of water across the floor of the Ceremony Hall – especially in the case of ‘tray’ type tributes, which are propped upright against the end of the catafalque. This can, of course, become a potential hazard to guests in the hall, as well as a risk to the electrical equipment boxes situated beneath the lectern.

Please could we ask that, where possible, Funeral Directors attempt to drain these tributes before bringing them to the crematorium, but to help alleviate the issue we have also purchased plastic drip trays into which the tributes can be seated.

If you think there is a risk of your tribute leaking, please let your Attendant know, so that they can place it into one of these trays. Should the amount of water still be too great, we will unfortunately need to place the tribute directly into the flower court rather than allowing it inside the hall.

Woodland Drainage

We are pleased to announce that the majority of the work to improve drainage across the site has now been completed, especially in the Quercus Woodland area. Gravel paths now trace their way around this part of the memorial grounds, and eight new benches have been installed alongside them, giving more opportunities to sit and reflect.

Over the next few months further development will include the encouragement of wildflower areas and more planting to enhance the area as a welcoming habitat for local wildlife.

We will continue to monitor the drainage over the next few months, to see if there are further works required, but we are delighted that we can now make the area available for the placement of memorialisations and for the greater enjoyment of our visitors.

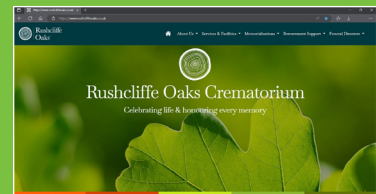
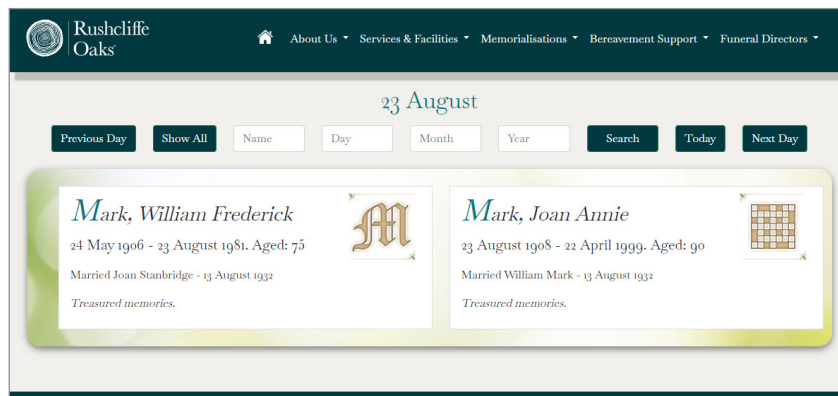


Rushcliffe Oaks Book of Remembrance

We have a free online Book of Remembrance that can be accessed via our website and is available for anyone to use, regardless of whether there has been a service or cremation at the crematorium.

To place an entry, go to the *Memorialisations* menu and click on *Book of Remembrance*. There is then a link to the *Entry Request* form. Once received, each entry will be checked by our team before being made publicly accessible on the site. A range of motifs are available to accompany the entry, and there is space for a significant date to be included, as well as the dates of birth and death.

Each day, the online book shows all of the entries in which that date appears, and there is a facility to cycle through from one day to the next, or to search for a particular date or name.



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Useful Forms

As well as the statutory forms for cremation and our Instruction Form, mentioned elsewhere in this Newsletter, we have also added a couple of other useful forms to our *Forms for Cremation* page:

- Our *Hazardous Implant Removal Declaration* form can be used to confirm to us that a pacemaker or similar has been removed.
- There is also a *Change of Instruction* form that can be used when an Applicant has changed their mind about how they would like the ashes of their loved one to be handled after cremation.

Online Notice of Upcoming Services

Did you know that the services coming up in the next seven days at Rushcliffe Oaks are publicised on our website, once all their paperwork has been confirmed? Through our crematorium management software provider, PlotBox, we have a *Discover Ever After* minisite, accessible from our *Services at Rushcliffe Oaks* page.



Private Services: If a family does not wish to have their service publicised, please do make sure to tick the **Do not publicise / Private Service** box, found at the top right of our Instruction Form. This will keep the service from appearing on the website, as well as letting us know not to include it on the schedule sheets we place at the entrances to the crematorium each day.



Don't forget that the service name will also appear on our Obitus 'Order of Services' screen in the lobby unless you tick the *Private Service* option box on the Obitus dashboard for the service.

OBITUS have recently launched their *Obitus Academy*. This includes methods of learning about all the services they offer and how to use their system. To access this information go to www.obitus.com/obitus-academy, email learning@obitus.com or call 03333 447 440.

MAISIE has been nominated for the BBC Radio Nottingham *Make A Difference* award, and will find out on the 13th September whether she has won! It's a tough category, but the team are delighted that the work Maisie does to comfort families when they need it most is being recognised.



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