

Questions asked ... *about our Mortuary*

Knowing where your loved will be kept and cared for,
this leaflet explains about our Mortuary



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 our Mortuary



WHAT IS A MORTUARY?

Our Mortuary is a dedicated facility that provides all the essential needs of care and preparation for those entrusted to us. Our Mortuary is more than just a room; it's a series of specially designed areas, including Housing, Preparation and Dressing, Embalming Theatre, COSHH Management, Consumables, Equipment, and Health and Safety provision. It provides a temperature-controlled environment, helping to slow down the process of Mother Nature. The way in which we house our guests far exceeds regulatory requirements. Our Mortuary Centre is our single, most substantial investment and is at the heart of everything we do.

Care of the deceased is our fundamental role; it's what we do, so having the necessary facilities and resources is essential. Unfortunately, not all funeral directors take the same view.

WHERE IS OUR MORTUARY?

Our Mortuary Facility is located at our Havant Funeral Home. Given the costs associated with managing such a sizable and sophisticated operation, having everything under one roof affords a more sustainable, controlled and efficient system. There are times when we have many guests in our care, and having them in one place enhances their welfare and security, with dedicated staff on hand to provide the necessary attention around the clock.

All of our Funeral Home locations have a Chapel of Rest. Once preparation is complete and they are ready for visitors, we transfer them to your preferred Funeral Home until the day of the funeral.

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IS YOUR MORTUARY SECURE?

YES ... We have invested in a range of electronic systems that assist in Guest Welfare. CCTV monitors every area of our Mortuary. PAX Door Entry Systems secures all restricted areas, and we can monitor at any time who enters any given location and when. We have an integrated Fire Alarm System and Intruder Alarm, both of which are managed by a specialist Contractor. In addition, we do NOT permit all staff access to our restricted areas, and only those with approved security clearance can enter our Mortuary.

We also maintained strict Health and Hygiene protocols; our processes ensure high levels of cleanliness and safety for staff and visitors to our premises.

WHAT OTHER SYSTEMS DO YOU HAVE?

We are required to manage the journey of every Guest in our care from the moment they join us until the day of their funeral. We operate a comprehensive 'Guest Care Policy' which includes our 'Guest Register'. This is a digital system that monitors, processes and manages each Guest through every stage of their journey. We also take identification very seriously and, to aid in maintaining strict management systems, employ both computer-generated and printed ID. Wristbands.

Our staff operate a comprehensive audit management process, and each Guest is treated with dignity and respect at all times. We utilise technology to help us manage the various processes required, so nothing is left to chance. We have responsibilities and we take them very seriously.

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ARE YOU SUITABLY QUALIFIED?

YES ... all staff responsible for care and preparation are extensively trained to ensure their actions far exceed any regulatory requirement. We have strict, workable policies that govern various processes; everything we do is considered and acted on appropriately. In addition, every stage of the funeral journey is managed by Andy Searson, who has over 40 years of experience. He is extensively qualified, he is integral to the care of every Guest, and he retains control and oversees every Guest and every stage of their journey.

ARE YOU INSPECTED?

YES ... Being a member of the National Association of Funeral Directors means we are inspected to ensure we meet regulatory requirements and operate in alignment with the UK FUNERAL DIRECTOR CODE. In addition, we have countless policies, processes and systems that are freely available to the Health and Safety Executive, the Environment Agency and our local authority Health and Safety Officers.

We have an online documentation library containing our Policies, Risk Assessments, COSHH documentation, and Health and Safety compliance. This is assessable for inspection by governing authorities at any time. Recently, we were inspected by Health and Safety Officers from both Havant Borough Council and Portsmouth City Council and were found to meet the required standards.

Should you have any questions or concerns over our Mortuary and how your loved one will be cared for, speak to a member of our family. We are open, offer full disclosure, and will address any concerns you have.