



The Family Funeral Service®

# Staff Newsletter

March 2022

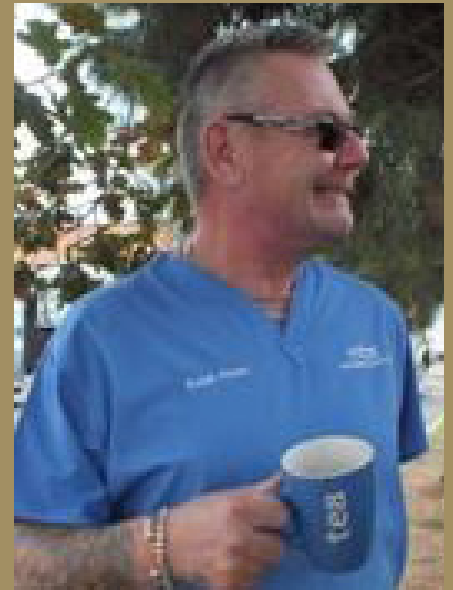
## Ralph Nixon 1957 - 2022

It is with great sadness we announce the death of our loyal friend and colleague Ralph.

Ralph's funeral will take place on Saturday 5th March 2022 and those who can are being asked to make a guard of honour at the crematorium.

A full obituary can be found on page two.

<https://www.funeralguide.co.uk/obituaries/97749>



## Well Done

This month sees our largest ever nomination (and win) for Best Practice of the Month with 23 members of staff involved! Please see the back page for more information.

We are also delighted with our Client Questionnaire score. Matthew comments 'This month's overall score of 9.94 represents the highest since we started recording them like this. I think given the difficulty of the past couple of years it is of great credit to all of our team that we have managed to do so. Well done all, and of course the next target will be to beat it again! Thank you.'



Jackie paging outside Meadow Lane, the home of Notts. County with Reverend Liam O'Boyle at the funeral of 'Mr Notts. County'. More photographs can be found on page three.

## Implanted Medical Devices

Pages four - seven have been reprinted with kind permission of The MazWell Group and SAIF. This is a reduced version of an original article written to discuss the management of Implantable Medical Devices for Burial and Cremation. If you would like a copy of the full article, please email [emma.percival@lymn.co.uk](mailto:emma.percival@lymn.co.uk).

The author, Ben Whitworth from The MazWell Group is currently working to turn the article into a reference guide for funeral directors and embalmers and once this work is completed, they are planning on distributing to us, for future reference.

FCA regulations for pre-paid funeral plans will result in changes from 29th July 2022. More information coming soon.

*'Our family serving your family since 1907'*

# Ralph

Ralph Nixon, Mortuary Manager and long standing member of staff aged 64 sadly passed away on the 17th of February after a long illness.

Ralph first began his career in the funeral industry when he joined Ilkeston Coop in the 1970's. A few years later in 1981, he received his diploma in funeral directing from the then president of the local Association of Funeral Directors, Nigel Lymn Rose.

It was in 2003, when Ilkeston Coop sold its funeral homes, that Ralph became part of our family company. Being a skilled and qualified embalmer, Ralph set up our Long Eaton embalming centre in 2007 before heading back to Robin Hood House in 2010.

Ralph was a valued member of the business who played a key role in training and nurturing various members of the team over the years.

Ralph's career path was varied and milkman (for Ilkeston Coop Dairy in the morning, so he could work on funeral in the afternoon), painter and decorator, doorman and private gravedigger, can all be added to his resume.



Nigel comments: "We are extremely saddened to hear of the passing of Ralph. He had years of experience and a real passion for his work, Ralph has left a lasting mark on everyone he has met. Known as a jack-the-lad that'll turn his hand at anything



MR. Ralph Nixon receives his diploma in funeral directing from president of the local Association of Funeral Directors, Mr. Nigel Lymn-Rose, financial director of A. W. Lymn, of Nottingham.

This was Mr. Nixon's first attempt at obtaining the diploma. He was tutored by the funeral director of Ilkeston Co-op, Mr. Mike Chamberlain.

Left to right are Mr. J. H. Ayre, president of Ilkeston Co-op, Mr. Lymn-Rose, Mr. Nixon and Mr. Chamberlain.

that comes his way, it was an absolute pleasure to have him as part of the team for so many years. One thing that sticks in my mind, having lost my father George in July 2018, I thanked Ralph for the way that he had prepared and presented him – his response was 'it was a privilege'. I found this extremely moving.

"Ralph made a real impact on the community he served, many families have already been in touch to share their condolences, kind words and memories. He had a certain way of making people feel at ease, and his thoughtful manner has helped many people during their darkest moments.

"Our thoughts are with his family during this time, may Ralph's legacy continue to live on at A.W. Lymn and the wider community he served."

## Valentine's Roses



Fiona was pleased to be contacted by Nottinghamshire Hospice to see if we could help with some Valentine's Day fundraising.

After talks with Matthew, it was agreed that 10% of any Red Rose bouquets sold over the Valentine period would be donated to the Hospice. Having never before pushed Valentine's Day sales it was an interesting trial for our new florists!



Matthew was pleased with what they achieved, and commented 'I know we said 10% of the roses, but I'd like to donate 10% of everything we took on non funeral flowers for the Valentine Period'. Paul Hawkins from Nottinghamshire Hospice said 'That's AMAZING! Thank you so much to you all! I think there is some learning for the hospice team in terms of whether Valentines is a good subject to base a campaign on but that amount is a huge positive!'

*Pictured is Nigel presenting the cheque to Paul.*



# Oak Engraved Coffin

We have had the first Solid Oak Deep Engraved coffin in the workshop and both Brian and Matthew were happy with the quality and finish.



## Post Mortem Live

Jessica Raynor from our Carlton Funeral home was tagged in a post of Facebook by a friend who felt she might like to attend an event called Post Mortem Live which was to be held at The Village Hotel in Chilwell.

The experience offered a live insight into forensics and pathology based on a real life murder investigation. The body was a moulded shell of the victim and the aim of the event was to analyse stages of decomposition to ascertain time of death, examine markings on the body to understand the sequence of events in the post-mortem interval, analyse soil and rock samples to identify the movement of the body and piece together microscopic evidence from, hair, fibres and biological fluids to identify who was responsible for the victims death.

Jessica signed up and commented 'It really opened my eyes and help broaden my knowledge as to why post-mortems can take up to 14 days. There's so much involved that I hadn't realised. It was interesting to see how information is gathered to find the cause of death and solve the crime'.

If you would like any more information then please speak to Jess or have a look at the website <https://www.thepostmortemlive.co.uk/>



## Colin Slater MBE

Jackie conducted the funeral of Notts County Commentator and BBC Broadcaster Colin Slater.

The funeral started from Meadow Lane, before doing a loop of the BBC roundabout and then headed for an invitation only service at St. Mary's in the Lace Market.





# RESTRICTIONS, REMOVALS, AND RISKS

Ben Whitworth talks about managing implantable medical devices in the deceased

Embalming has been practiced in Europe since the 17th century, and as far back as 5,000 years ago in Ancient Egypt. However medical technology has advanced hugely over that period and has particularly accelerated in recent years. Now, working alongside the Institute of Cemeteries and Crematorium Management (ICCM) and the Federation of Burial and Cremation Authorities (FBCA), Ben Whitworth has compiled a guide to highlight the risks new medical implants pose to funeral service professionals. *SAIFInsight* caught up with him to find out more...

## Why did you decide to write the guide?

"I worked with Julie Dunk and Brendan Day, representatives of the ICCM and the FBCA, because there have been some issues whereby crematoria have insisted on the removal of different devices and then this has been met with resistance or difficulty from the bereaved family's point of view. The goal was to write a piece that explains the implications for different devices to give some guidelines as to what they look like, where they might be located within the body, and then how to go about removing them to comply with the requirements of the different crematorium authorities. Each



## About the author...

Ben Whitworth, CFSP, Dip FD, LMBIFD, MBIE, MEAE, MNZEA, is the Education and Technical Support Lead for The MazWell Group Ltd, a leader in the field of manufacture and supply of embalming chemicals, equipment and supplies.

authority is going to have its own rules, regulations and, ultimately, the medical referee is going to make a decision based on the paperwork that's submitted and they're all slightly different."

## is it specifically aimed at embalmers?

"No, I wanted to help to educate and inform all those who worked within the bereavement service sector about the different medical implants and the advances in medical science that have made some of these implants slightly more complicated, or slightly more difficult to detect. Everything is getting much smaller and more compact, and that can be problematic. There are various rules that pertain specifically to the cremation of the deceased human body, and some implants that have to be removed under the laws pertaining to cremation. We will have to find newer and better ways of overcoming the challenges these advances have on the care and preparation of the deceased as well

as to the care and support that we provide to the bereaved. We will all have seen many changes in our work and what we are required to know and do. Professionally speaking, if we have a desire to learn and share the benefits of our experience with our colleagues, there isn't much that we cannot overcome."

## As a profession, do we need to talk more freely about embalming?

"Yes. The MazWell Group provided training to a large family group of funeral services. They wanted to be more positive and more proactive about the embalming process. By giving them the tools to talk positively and properly about embalming, and addressing any myths or misconceptions they had, they actually increased the amount of embalming and viewing they did. They had an increase in positive feedback from their clients, too. There is a claim that the embalming process is about denying death and that by attending to the body and removing some signs of pain or struggle, and improving the overall appearance of the deceased, we are denying death. I would challenge that. We are not. We're doing it because we wish to encourage the bereaved to come in to see the deceased person and to confront the fact that the death has occurred, but in a way that is not going to be

“ MEDICAL ADVANCES ARE PLACING MORE PRESSURE ON FUNERAL PROFESSIONALS ”





## “ MEDICAL IMPLANTS POSE A RISK OF EXPLOSION WHEN EXPOSED TO HIGH TEMPERATURES ”

are entrusted with the care of the deceased. My own personal view is that embalming is one of the best ways that we can ensure that care of an individual.”

### What was your experience throughout the pandemic?

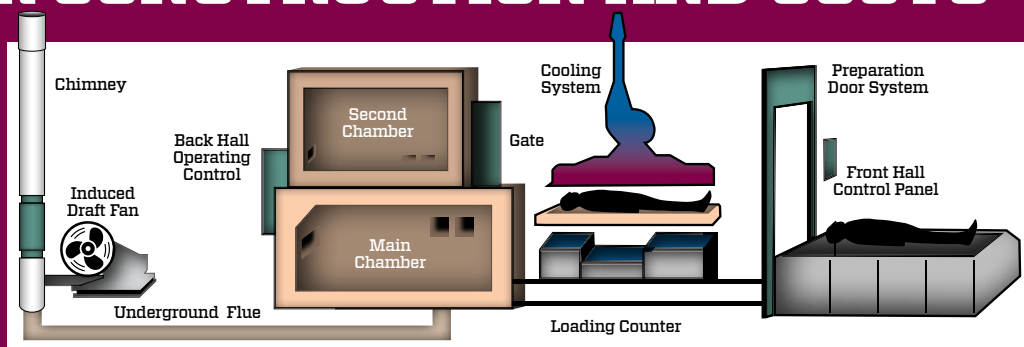
“We have to remember the human aspect to this, and not being able to see a loved one while they’re in intensive care and ultimately dying, is going to have an enormous psychological effect. Being told that jewellery or clothing can’t be removed or returned from the deceased will be very traumatic for some. And, ultimately, as funeral directors within our communities, we’re seen as the experts when it comes to the care and the careful management of the deceased and the bereaved. The company that I embalm for from time to time found themselves dealing with probably four times the normal volume of

as distressing. A family which says they do not wish to see a loved one’s body after death may have had a very bad experience previously. A family which has always had a positive experience will probably

always embrace that approach. We need to be more aware of what we’re doing and ensure that what we’re doing is done to the best possible standard. Professionally speaking, as funeral directors we

## CREMATOR CONSTRUCTION AND COSTS

The internal refractory brickwork of the cremator makes two chambers: the primary and secondary combustion chambers. In the primary or main chamber, the coffin is burnt, and the gasses pass through a port into the secondary chamber where they are mixed with air and burnt again. This process of secondary combustion helps to reduce emissions. Older machines may feature a tertiary combustion chamber, but with advances in combustion engineering and the installation of abatement and filtration equipment there is little need for this set up in newer machines. The internal refractory brickwork of a cremator is very intricate and can cost between £35,000 and £45,000 to ‘reline’ or replace.



The following implants can cause problems during cremation...

- Pacemakers
- Implantable cardioverter defibrillators (ICDs)
- Cardiac resynchronisation therapy devices (CRTDs)
- Implantable loop recorders
- Ventricular assist devices (VADs), left ventricular

assist devices (LVADs), right ventricular assist devices (RVADs), or biventricular assist devices (BiVADs)

- Implantable drug pumps including intrathecal pumps
- Neurostimulators (including for pain and functional electrical stimulation), bone growth stimulators

- Hydrocephalus programmable shunts
- Fixion nails
- Any other battery powered or pressurised implant
- Radioactive implants
- Radiopharmaceutical treatment (via injection)
- Therapeutic patches

work in the second wave, and we continued to embalm. We knew that embalming would kill the virus and that we could sanitise the body. Because the hospitals were so busy, many individuals who had come to us hadn't necessarily received the same standard of care that they would have done in normal, everyday business. Shaving and bathing of these patients wasn't taking place with the same frequency, so there was an opportunity to restore dignity to the deceased when they came into our care and to make those attendances that maybe hadn't been available during that terminal event. We were facing quite long delays for crematoria facilities. Not only was it that there was a delay at the crematorium, but it could be that the spouse was having to self isolate so we couldn't have a funeral straight away. By embalming these patients – we were able to ensure their safety and their dignity up until the funeral would take place.”

**Why do you embalm?**

“For me personally, whether it's a family that I am looking after as a funeral director, or I am looking after one of my own deceased loved ones or family members, which I have done on multiple occasions, I will always recommend embalming because I believe it's in everybody's best interest. What's important is that people are upfront and honest about it, and that they have the tools to be able to accurately explain what's involved and what's going on, and why it's necessary. There shouldn't be any secrets and, unfortunately, I think we get these myths and then they perpetuate stories which are untrue.”

**Apart from training, what other steps would you like to see?**

“I think there needs to be a minimum standard by which all funeral homes are accountable in terms of mortuary facilities and back of house infrastructure. It doesn't have to be overly expensive, but does there need to be some sort of air conditioning or refrigeration for the temporary storage of the body? Yes, there does. Does there need to be some sort of racking? Absolutely, yes, there does. Does there need to be a level of training as to what to do when the deceased is first moved from the place of death to the funeral home, and then last offices or first offices through to dressing or through to embalming and final preparation? These are things that would set us in a better position



for the future. I think some sort of licencing would serve us all well as professionals, and it would better reinforce for the general public that we are professionals within our field, and that they can trust us and that we have their interests at heart. If I go to a dentist, I'm going to a qualified licenced professional; if I use an electrician, I'm using a qualified certified professional, so it should be the same logic for funeral service professionals.”

**Finally, Does embalming raise any environmental issues?**

“There is lots of negativity involved with embalming and people have very different viewpoints on the subject, which have to be respected. There's also a lot of misunderstanding and mistruths and the biggest relates to formaldehyde. Formaldehyde is a naturally occurring organic compound which exists at very high altitudes in the air. It's released by human beings as a by-product of metabolic processes and it's found in the soil and in trees. It's also broken

down in the atmosphere in the presence of sunlight and oxygen and decomposed in the soil by different bacteria, enzymes and elements. Used in embalming, it reacts with the proteins of the body and once that reaction has happened, it's no longer formaldehyde, so formaldehyde is not leaching from buried bodies into the ground. In the cremation process, what is released is carbon dioxide and water because formaldehyde gets broken down in that process. As far as the medical implants go, some of the devices are now so small that the manufacturers claim they don't need to be removed, and there's no inherent danger to cremating them. That's very beneficial but there are some questions that come off the back of this. Some of these devices use expensive, very precious metals, so is it right that these devices are simply created and then the metal is recovered as part of the cremation process and sent for recycling? Or is there more benefit to these devices being surgically removed from the deceased so they can then be reprocessed and redeployed in a more sympathetic way? Is there an ethical consideration to be made about that? Also, a body that has been properly embalmed doesn't require refrigeration, so I would question the environmental impacts of refrigeration versus the environmental impacts of embalmed bodies.” ●

“ SOME SORT OF LICENCING WOULD SERVE US ALL WELL AS PROFESSIONALS ”



# MEDICAL IMPLANTS: A GUIDE

## What to look out for – and the risks attached

### Therapeutic patch

A drug delivery system attaches directly to the skin, most commonly associated with treatment of addiction support (e.g. nicotine patches) but has been developed to deliver hormones and medications into the bloodstream.

**RISKS:** Angina patches contain nitroglycerin, which poses a risk when subjected to cremation temperatures, so should be removed prior to cremation.

### Pacemaker and defibrillator

A pacemaker is typically used to treat abnormal cardiac rhythms and shocks the heart if one is detected. A defibrillator monitors heart rhythms and provides a shock if a dangerous rhythm is detected.

**RISKS:** These units contain a larger battery which poses a risk of explosion during the cremation process. In the case of a defibrillator, checks should be made to ensure that the unit has been deactivated prior to removal as it may generate a shock which could harm the person trying to remove it.

### Implantable loop recorders

Also known as insertable cardiac monitors, these are small devices, about the size of a packet of chewing gum, which are placed under the skin in the thoracic or chest region. These are used to monitor the heart function and record abnormal heart function, high heart rates and abnormal rhythms.

**RISKS:** They contain a battery which poses a risk of exploding during cremation.

### Ventricular assist device

A mechanical pump which is fitted to people with weakened hearts to support blood flow. These devices can be referred to as left or right ventricular assist devices (LVAD or RVAD) or biventricular assist devices (BiVAD), referring to where the pump is located in and on the heart.

**RISKS:** The battery packs for these devices are worn externally by the patient and should be checked and removed when the deceased is prepared. The implantable unit may be safe to undergo the cremation process, but this should be checked with the manufacturer and

Example of a traditional pacemaker with leads



implanting hospital as well as the medical referee of the crematorium authority in question.

### Implantable drug pump

Typically used for targeted pain management and most frequently used in cases of chronic pain, the unit itself comprises a pump unit with a drugs reservoir and delivery system. It is placed under the skin, usually in the abdomen, or the gluteal region.

**RISKS:** These units contain a battery and there is a risk of explosion during cremation.

### Radioactive implants

Also known as brachytherapy, radioactive iodine-125 seeds are used in the treatment of various types of cancer. Most commonly used in the treatment of prostate and cervical cancer, radioactive seeds are usually placed within or next to the area requiring treatment and offer a continuous low dose of radiation.

**RISKS:** The radiation in the seeds typically lasts for up to 12 months and, should the patient die within this time, the seeds need to be removed. Following a period of 12 months, the seeds can remain in place and should pose no problems for anyone handling the deceased or for burial or cremation.

### Fixation nails

Typically made from surgical titanium and inserted into the medulla or marrow cavity of a long bone, most often the femur, and usually done following breakage

or loss of bone density owing to conditions such as osteoporosis.

**RISKS:** The steel rod or nail is hollow and is pressurised using a sterile saline solution, so there is a significant risk of explosion when subjected to cremation.

### Implantable stimulators

Used to manage chronic pain, wires from the unit are connected to the epidermal space, near the spine. The device is roughly the size of a pocket watch and is implanted under the skin of the abdomen or in some cases, in the gluteal region.

**RISKS:** The unit contains a battery and is at risk of explosion when subject to cremation.

### Transcatheter system

The latest advance in implantable medical devices is the Micra Transcatheter Pacemaker, which is 93% smaller than a traditional pacemaker and is implanted directly to the wall of the ventricle of the heart. Up to three units can be sited and these units can also be used in conjunction with traditional pacemakers or defibrillators, meaning that the deceased could have a Micra Transcatheter Pacemaker and a more traditional unit in situ.

**RISKS:** Documentation from the manufacturers of these devices along with tests from some of the major manufacturers of cremation equipment show these devices to be compatible with cremation, however each individual crematorium authority or company will have their own directions as to whether these newer types of pacemakers need to be removed or not prior to cremation. If in any doubt at all, clarification should always be sought from the manager and medical referee. Those arranging a funeral should satisfy themselves as to what type or number of implants may be in place and seek clarification regarding this as necessary. ●

**To read the full report, go to [themazwellgroup.com](http://themazwellgroup.com) and search 'Implantable Medical Devices and Their Management for Burial and Cremation'**

# 100 Hearts

Jackie was pleased to attend the 100 Hearts Service at St Paul's on Boundary Road in West Bridgford.

She commented that the service was lovely with great music and Rev. Tim paid special thanks for the hearts created by all the children at Lymns.



## Charis

Charis was invited to speak on BBC Radio Nottingham to mark the start of apprenticeship week.

She did an excellent job of representing the company. If you would like to listen again please use this link from 48 minutes.

<https://www.bbc.co.uk/sounds/play/p0bjys3v>



# Trestles

Jackie delivered a new set of trestles to Father Liam Carpenter at Our Lady and St Edward in St. Anns.

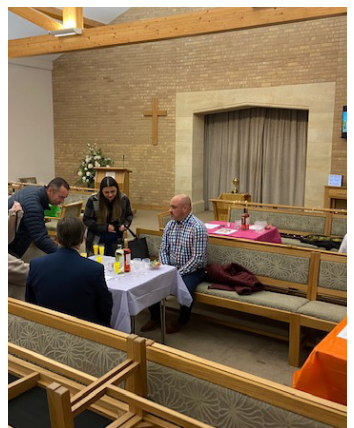
Danny was the first funeral director to use them the following day for an evening reception.



## Gedling Quiz

Team Arnold and Team Carlton joined forces to attend the Gedling Crematorium Quiz in aid of Hayward House at Nottingham City Hospital.

Congratulations to the Cop who won, although rumour has it they used A.W. Lymn pens, so maybe we can claim an assist?



# FIAT-IFTA

You should have all received a copy of FIAT/IFTA certificate for display. Jackie has written the following information about the organisation.

FIAT-IFTA stands for International Federation of Thanatologists Associations. A Thanatology is the scientific study of death and practices associated with it. Although we have been Associate Members for many years, this is the first time I can recall having received a certificate to endorse that. Please display it with pride.

FIAT-IFTA - The World Organization of Funeral Operatives founded in 1970 has proven to be the prestigious global networking platform for Funeral Service providers, Repatriation Companies and high quality Facility Suppliers.

FIAT-IFTA is the only NGO accredited with United Nations ECOSOC and UNESCO representing the Funeral Branch in social and economic issues and in the field of Funeral Heritage.

The practice of embalming as we know it in UK and USA is far removed from the that in many other countries as you may have experienced on receiving human remains from overseas. Indeed, some countries do not permit modern arterial embalming as we know it but one can expect that care of the deceased by a FIAT-IFTA Member company will be of a high standard.





# Congratulations



*Alice Sheila Lister made a dramatic appearance into the world (more details below) on Monday 7th February 2022.*

*Congratulations to Dominic and Natalie on her safe arrival.*



*Congratulations to Deanna Dale on her engagement to John.*

*The happy couple met at school before reconnecting on Facebook last year.*

## Call the Midwife: Series II

Dominic swapped his stripes for scrubs when he delivered his second child on the side of the A60 in Ruddington.

He made it closer to the hospital than last time, when he ended up delivering his son Elliott at home!

The story has made the news:

Nottingham Post: <https://www.nottinghampost.com/news/funeral-director-helps-deliver-child-6664997>

BBC Radio Nottingham <https://www.bbc.co.uk/sounds/play/p0bkcq66> listen from 1:25 onwards



## Welcome to....

Kevin Corah has joined the driving team at Robin Hood House. Kevin who lives in Hucknall with his wife Charlotte has spent the last 21 years as a NHS ambulance driver. 15 of these years as a technician with A&E and the last six with the neonatal team, transporting premature babies to specialist hospitals throughout the country.

Outside of work, Kevin is going to get used to having more free time at the weekends which could include his love of motorbikes and rugby.

Kevin has three children and two grandchildren.



## The next generation?

Best friends Alice (Matthew's daughter) and Harley (Jessica's daughter) have a go with at working out the phone system.





The Family Funeral Service®

# Client comments collected during December 2021 and January 2022

After each funeral we send a questionnaire out with our invoice. There is a section 'Were there any aspects of the funeral directors' service that you particularly liked?', The comments from the most recent are here, in regular font. The initials at the end of each comment relate to the funeral arranger and the funeral director, for example WEW/AA was arranged by Wendy and conducted by Andy.

Any comments in italics are from letters received.

Online reviews are also available at  
[www.funeralguide.co.uk/funeral-directors](http://www.funeralguide.co.uk/funeral-directors)  
and  
[www.facebook.com/pg/awlymn/reviews/](https://www.facebook.com/pg/awlymn/reviews/)

## Drivers

Excellent – 73

Good – 5

Satisfactory – 2

## City Flowers

Excellent – 36

Good – 2

Satisfactory – 0

## **Arnold**

Everything was perfect! ES/RK  
The hearse used was lovely with the lighting with the coffin. ES/RK

## **Aspley**

Everything, she was amazing and couldn't ask for a better funeral director. JW/NLR

## **Beeston**

Support, care & attention given to me, nothing was too much trouble for them, listened patiently they were very sympathetic for the loss of my dearest mum. DMC/DMC

*To everyone at Lymn to make my mum's funeral so memorable and beautiful. Especially Georgia, Richard and Mick. Also the people who looked after the horse and carriage.*

## **Bingham**

Everyone was so pleasant & respectful. The celebrant was excellent. DTL/NMR

I was always kept informed. DTL/JLR  
Generally, very supportive & respectful. DTL/DTL

Care and kindness. DTL/DTL  
Being able to arrange everything in one place, i.e., flowers, celebrant etc. DTL/JK

The dignity given at all times. DTL/DTL

Very personal – Dominic was brilliant in every way. DTL/MLR

## **Bulwell**

All of it, it was just great. TK/TK  
Pall bearers & drivers very dignified and respectful. KLL/TK  
Everything was lovely. KLL/TK

## **Carlton**

The whole service was conducted thoroughly. NMR/NMR

The whole procedure was very well and sympathetically organised. DLD/DLD

Was excellent from start to finish. JAR/NMR

*Jessica, The day was beautiful, and the sun shone bright. I was overwhelmed by the turn out. I very much felt the love and support for mum and I. Thank*

*you for all of your help, and Mark, from the bottom of my heart, you are amazing xx*

*Hello Jess...thank you so much for everything you have done. We appreciate your kindness & utterly professional service. x*

*A huge thank you to all at Lymn's who looked after my dad's funeral arrangements. It was the most perfect and fitting day. Special thanks to Mark and Jess you are wonderful.*

## **Clifton**

Would like to thank Joanna Widdowson, for her kindness, helpfulness and support through it all from initial contact through to the funeral. JMW/JMW

*Joanna, I just wanted to say a big thank you for all that you did to make yesterday a success. Everything went perfectly and I was particularly pleased how well the music and photographs went. I have appreciated your excellent and prompt communications, guidance and attention to detail - you are very good at what you do! I feel that we did an appropriate job for my Auntie and I'm sure she would have approved.*

*Hi Joanna, Just wanted to say thank you for Mum's service on Friday, everyone commented on how nice the service was. My Brother and his family simply described it as perfect. Many thanks to you and your team for enabling us to give Mum a great send off. Thank You.*

*Hi Joanna, Thanks again for arranging the ashes scattering yesterday, I thought it was very appropriate and well done. I particularly like your words and thought they were tailored to Auntie very well.*

*To Joanna and staff, we just wanted to say thank you for everything, especially all of your support shown to our family. You made the hardest time in our lives that little bit easier and we thank you for that! A very special thank you to Joanna for being there*



*every step of the way and ensuring his special day went smoothly as it could. We are extremely grateful thank you.*

*day it was what she deserved and I felt confident that she was pleased with it all thank you.*

*I found viewing of the body very peaceful. Also liked the priest at the graveside. JLR/NLR*

### **Cotmanhay**

*To everyone at Lymn to making my mum's funeral so memorable and beautiful. Especially Georgia, Richard and Mick. Also the people who looked after the horse and carriage.*

*Thank you to Caroline and the Lymn's team for a wonderful service - the best - and exactly what my mum would've wanted.*

*Hi Paul. We just wanted to say a massive thank you for organising the funeral. You made our difficult day so much easier. We really appreciate all the planning and organising you did going above and beyond. I was very touched you were part of my dad's funeral all those years ago. Hopefully you will always remember my son's funeral.*

*Good afternoon Michelle, Firstly I would like to thank you from the bottom of our heart arranging my Grandmas funeral, in a sensitive manner and being there to support us. Secondly Tim Bailie who carried out the service in the Chapel was absolutely fantastic .. it was a pleasure to have him on board. Tim covered everything around our Grandmas life which was amazing. Also the Drivers was again absolutely brilliant ..Stuart, Frank and Wayne and Mick. Thank you so much for the lovely send off we gave our Grandma she would have been so proud. Well done Team.*

### **Ilkeston**

*To Nicola, Tim and all involved at A.W. Lymn. Thank you very much for all your help at this difficult time, and thank you for making the service beautiful.*

*Hello, I came to see somebody about my brother's funeral and I came across Mr Philip Wilson who I found was so helpful, so caring. Nothing was too much trouble when I spoke to him about my brother who was very complicated and very odd but I wanted to explain to Philip about this horrible life he had lead and Philip listen to me and understood me. I wanted to pay tribute to the kind caring lovely man. He was just great and I would like not hesitate and tell anyone who loses anyone to go to A.W. Lymn and ask for Philip Wilson (top man).*

*To Michelle and Tim and the team. Thank you so much for the support with grandma's funeral arrangements.*

### **Littleover**

*Came to home to arrange everything attended to any requests and problems. DBB/KH*

*Just wanted to acknowledge what has been an excellent service you provided for us. Everyone involved was kind, thoughtful and professional. We couldn't have asked for better. I have to say a special thank you to Kevin, his kind of support and guidance throughout made this difficult time much easier for our family. Thank you all again you're all fantastic.*

### **Derby**

*Julia was so kind & caring made a bad experience much easier. JRC/JRC*

*The professionalism and compassionate service will always be remembered and valued. DBB/KH*

### **Long Eaton**

*We were kept closely informed during the whole process. DB/JLR*

### **Hucknall**

*Care & Compassion. CAB/CAB  
Celebrant Richard Marshall, Excellent. CM/TK  
Very friendly, helpful & informative. CM/TK  
Caroline was extremely professional, supportive, friendly and approachable – we felt cared for and know that 'Mum' was in safe hands – on the day of the funeral the funeral director & limousine drivers were friendly, courteous and professional. CM/TK*

### **Mansfield**

*Cooperation with red ties for pall bearers. JWB/JWB  
Everything & every person involved were brilliant. We can't thank them enough. DD/JWB*

*Hi Jackie, I hope you are well. Thanks a lot from all of us for the incredible service that you and your team provided. From day one onwards to completion, the support was great. Thank you for accommodating all our special requests on belongings and death certificate collection etc. Our team who supported her mother in India, messaged me to say that 'I must say that the coffin and body were so neatly packed that it looked pristine. He looked so fresh as if was just sleeping.' Thanks a lot for everything and your great support.*

*Dear Caroline, I just wanted to drop you a line and say thank you for all your help in organising mums funeral. Managing it all over Christmas and the weeks leading up to the day was hard but you have been very supportive and I really appreciate it. Your team are very professional and respectful on the*

### **Mansfield Woodhouse**

*The two people I spoke to Jonathan & Wendy were very personable, capable & understanding, very professional. WEW/AA  
Very personal in tune, strong local links with my family for many years. JHB/AA  
They explained everything in good detail. WEW/JWB  
The dignity and compassion shown to our family. Jonathan was very calming and reassuring on the day of the funeral. WEW/JWB  
Outstanding compassion and care. JWB/JWB*

### **Nottingham**

*Kevin Browne's guidance & keeping us informed was excellent & put our minds at rest. KDB/TK  
The service was perfect – the celebrant was wonderful. CB/RK*

*Dear Kevin, I want to thank you for the professionalism of the service we were given by Lymns. We, as a family felt welcomed and supported throughout the process with you. Many thanks for this.*

#### **Ollerton**

Pre-service run through CJO/CJO

#### **Osmaston Park**

Please thank Matthew Lymn Rose for his personal attention on the day of the funeral. MC/MLR

Fiona made the most horrific time a little easier! FH/FH

#### **Radcliffe**

Always available to answer queries, staff friendly and sympathetic to the situation, helpful in all aspects. EH/JK  
The very smooth running of the day. The quality of the funeral cars and personal feel to the day, by Jackie Lymn Rose especially who was excellent. JLR/JLR

#### **Rainworth**

All excellent. RSH/AA

The staff were very supportive, they went above and beyond which was a great comfort at a very difficult time. RSH/AA

Everything was great especially, Becky at the funeral parlour a credit to your firm. RSH/DCC

#### **Ruddington**

Edward's calm manner, nothing too much trouble, kept me informed at all times. Nigel was fantastic on the day. I cannot praise them enough. Everyone I spoke to and met from Lymns was polite and helpful. I felt completely looked after very professional. EPM/NLR

#### **Shirebrook**

Just care and attention given to everything. JP/AA

#### **Spondon**

All aspects were good, lovely conversations with Fiona & Michelle. MNI/KH

Fiona was so gentle & understanding, I wanted to arrange the funeral asap. She got me in within 12 hours and I

appreciated it. FH/FH

#### **Stapleford**

Tracey kept me fully informed, was always available if I needed her, she was fab. TSR/MLR

Really helpful, friendly, nothing to much trouble such caring people. TSR/LJC

#### **Sutton**

Karen Horton at Sutton branch went above & beyond with her kindness & professionalism, nothing was too much for her. KLH/DCC

The funeral arranger Karen Horton was particularly helpful, sensitive & welcoming. KLH/AA

#### **West Bridgford**

Role of celebrant. SNN/AMB

Both Santanna and Andrew were very helpful & understanding. Andrew particularly helped me with the flowers on the day and I really appreciated that gesture. SNN/AMB

Friendliness, patience of staff. SNN/AMB

Richard Marshall just gave an excellent picture of deceased life & made him come "alive". AMB/EPM

#### **Wollaton**

Very professional. KNC/KNC

Very professional & friendly staff. KNC/KH

The personal touch of all the staff we encountered. Their demure to make the funeral run smoothly for us. KNC/MS

Caring & reassuring. JHP/LJC

Jack at Lymns Wollaton was excellent and great service to us throughout, great employee. JHP/KNC

*Kirby, Jack and all the team at Lymn, we cannot thank you enough for the care that you gave to our family. Your service was professional yet caring, courteous and respectful at all times and you made a difficult time far easier. You always out with issues in a calm and positive manner which we thank you.*

*To Jack and Kirby, I just want to say how much I appreciated your support at such a difficult time. Your kindness*

*and professionalism you showed us both before and during the funeral shone through. You are both a credit to the company.*

*I know we spoke earlier but I'd like to formally my thanks for the service we received today. You and your staff all worked so splendidly together. Respect for the occasion seems to come so natural to you all. It may be something you all repeat daily but you do make it seem such a unique occasion. Please pass on our thanks to all involved. I'm amazed how hands on you are in every respect. That's perhaps why you understand the business in every respect and make the process so smooth from the very start. The fact that Jack seems to shadow you and can step in when you are not there so seamlessly gave us, as customers, great confidence. This is all very much appreciated.*

*Dear Sirs [MLR], Just a few words to thank A.W. Lymn, especially Jack Pestell & Kirby Cranshaw at your Wollaton branch. For Jack for all his attention to detail in the days leading up to the 22nd. For Kirby for all her attention on the day to make it run all so smoothly. Nothing was missed out on what we wanted. Thank you & many thanks to them both. It was made so much easier than we ever thought.*

#### **City Flowers**

*Hello my mum's funeral was on the 25th January and we ordered the flowers via Lymns at Arnold. We ordered the CF - 31 which was a double ended coffin spray in the Lymn's brochure. We would like to say thank you to all the staff this arranged it was absolutely beautiful and exactly like it was in the brochure. Huge thanks.*

*To the ladies of City flowers. Thank you so much for the beautiful vibrant coloured floral wreath you made for my late uncles funeral on Monday, the 14th of February. As well as myself the family members were amazed at how gorgeous it was. I can appreciate how busy must've been in the run-up to Valentine's Day so thank you again the service itself was perfect.*



Just to say thank you so much for my lovely mum is funeral flowers. Sheila flowers annual flowers are beautiful. We are lots of comes after the funeral I want to say looked. Thank you once again.

### The Civil Celebrants

Good evening Richard, I would just like to take this opportunity on behalf of our family to thank you for such a wonderful service you gave mum. Many people who attended the service ensured they let us know just how professional compassionate & caring you were. You helped make a very difficult time for John myself & our family easier to bare with the command you took & covered everything accurately. Again thank you so very much and we extend our heartfelt thanks to you for everything you did - before & during the service. Kindest regards & much gratitude

### The Stonemasons

Dear Sharon, regarding the headstone at Redhill Cemetery. I just want to send a note of thanks to you and the stonemasons for the work done on my father's headstone. It looks as dignified as we type it would thank you and best wishes.

Just a little note to thank you all sincerely for doing my parents headstone with such diligence and empathy. Just a special note to Mick Pooley who we first went above and beyond, as you ordered to make us feel so special. Please tell him that Gary and I really enjoyed in appreciated talking with him.

Dear Mary, Thanks for doing a good job on our family headstone.

### Could Do Better

Could have a better range of urns.

## Questionnaire Data

Every questionnaire asks the client to mark the service they received out of 10. Below are the average scores by funeral home for February.

\* n/a - no questionnaires returned

Arnold	10.00	Mansfield Woodhouse	9.80
Aspley	10.00	Nottingham	9.25
Beeston	10.00	Ollerton	10.00
Bingham	9.89	Osmaston	15.00
Bulwell	10.00	Radcliffe on Trent	9.67
Carlton	10.00	Rainworth	9.67
Clifton	9.00	Ruddington	9.80
Cotmanhay	n/a	Shirebrook	10.00
Derby	10.00	Spondon	10.00
Hucknall	10.00	Stapleford	10.00
Ilkeston	n/a	Sutton in Ashfield	10.00
Littleover	10.00	West Bridgford	8.75
Long Eaton	10.00	Wollaton	10.00
Mansfield	10.00		

**COMPANY AVERAGE 9.94**

Joanna was delighted to receive this card, which was signed by most of the family, and accompanying flowers and chocolates after a recent funeral.



Thank you for everything you did for nana + Grandad

xx

Thank you for looking after my Nana and Grandad. xx

To Joanna and Team,  
would just like to say a very big thankyou for all your care and support you gave us all throughout this sad time. They both had beautiful services from all of you.

Thank you once again from the bottom of my heart and family

Core of

xx

Thank you for everything you did for mum + Dad. you made a hard time a little bit easier

Joanna + team  
Thank you so much for everything you've done

Thank you so much!

Joanna and team,  
thank you for everything you have done for Nana and Grandad!

Joanna + team  
We would just like to thank you for all the kindness + compassion that you showed us with the loss of our mum + dad. Sheila + Jim began once again thank you

Thank you for all you have done for nana + Grandad from

xx

The  
**A.W. LYMN**  
 Centenary Foundation

The A.W. Lymn Centenary Foundation was formed and is continually financed by the Company to mark its first 100 years of service. Its aim is to help those in the communities the Company serves.



**CRIMINON UK**  
 CHANGING LIVES THROUGH KNOWLEDGE

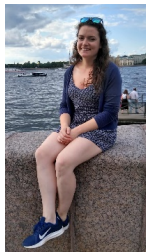
PO Box 200 East Grinstead West Sussex RH19 4GL  
 01342 316042 info@criminon.org.uk www.criminon.org.uk

This is to confirm receipt of the kind donation of £340.30 to support our offender education work in Nottinghamshire.

I would also like to use this opportunity to thank the Trustees for their further support of our work which is greatly appreciated, particularly as offenders during lockdown have received very little in the way of education.

Kind regards

**Dear Chlöe, I would like to thank you and Nigel for your generous contribution from the A.W. Lymn Centenary Foundation towards Radcliffe Olympic Boxing Day Charity Match 2021, your continued support is greatly appreciated.**



Amy Sugden – One of Our Own

Amy “Suggs” Sugden grew up in Radcliffe on Trent, playing football for Radcliffe Olympic from a young age with her best friend Katie. She was an absolute warrior in defence and loved the muddy, wet matches where she could slide tackle anyone that came across her. Amy was fearless so would happily play in goal if needed – the rest of the team was incredibly grateful for this and she loved coming off the line to tackle any nearby strikers!

At 18 she moved to the South to follow her chosen career as a paramedic. She trained in Brighton, then worked in London and Eastbourne. She was dedicated to her job and was constantly giving to others and doing everything she could to save lives.

Sadly, on the 8th October 2021, Amy took her own life. Amy was fiercely independent and didn't let anyone see that she was fighting a battle with her own mental health. It was clear to see from Amy's memorial how loved she was, and how many lives she had touched in a positive way. Amy also ensured all her organs were able to be donated upon her passing, showing what an incredibly selfless person she always was.

A charity football match was held at SNA in November in memory of Amy. Over £4000 has been raised for Papyrus (a suicide awareness charity for young people). If you would like to donate to the charity in Amy's memory, please scan the QR code below.



*Jackie conducting outside RHH.*



*Mark celebrates his birthday.*



*A rainbow over Derby.*





*CUV (and friend) on a recent funeral.*



*Trade hire to Birmingham.*



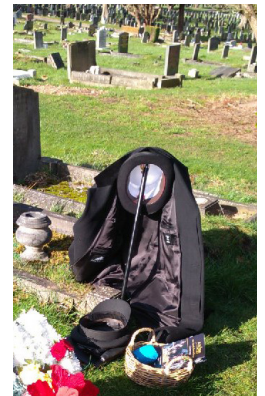
*Ian Richardson, David Hills, Adam Jessop, Mick Ince-Tivey & Paul Frier all dressed appropriately for a Sikh funeral, conducted by Nigel.*



*The bus accommodates a double funeral.*



*Philip Wilson has started conducting funerals for the Nottingham Funeral Home. His second included a back fill.*



*At the Nottingham, Derby & District Funeral Directors Association AGM at The Carnarvon in Teversal.*

*The Outgoing Chair, Debbie Sneath, presented the incoming Chair, Paul Brown, with the jewel.*

*The association also presented Ray Jones with a decanter which marked 60 years of him attending the local association meetings. This was presented by Nigel Lynn Rose, grandson of Harold Lynn, who was President of the association when Ray first attended.*





# The 'Best Practice of the Month Award' nominations are:

**Matthew Lymn Rose** has nominated **Shaun Caine, Neville Carridice, Gary Cooke, Frank Don, Paul Ferrie, Paul Frier, Kevin Hall, Dean Hamer, David Hills, Adam Jessop, Wayne Lambard, Edward Martin, Joe Parton-Buckeridge, Jack Pestall, David Powell, Neil Reeves, Ian Richardson, Paul Richardson, Trevor Royston, Gary Seymour, Stuart Stemp, Michael Tivey and Jennifer Warnes**

'I'd like to nominate all of the driving staff. The last few weeks have been mayhem with Travellers and Trade Hires, 4am starts, nights out, and four days a week out of town. Without complaining or declining the team have got their heads down and got on with it, and I think that I would like it to be recorded that their efforts have not gone un-noticed. Thank you all.'

**Sharon Draycott** nominated by **Emma Percival**

'I would like to nominate Sharon Draycott, she is always helpful and ready to lend a hand when I need it. When the SEIB photoshoot was taking place she helped me look after our guests to really create a great impression.'

**Fiona Moore, Sam Taylor, Marie French, Jacqueline Kennedy and Olivia Taylor** nominated by **Emma Percival**

'I would like to nominate the new florists. It is never easy starting a new job, but the ladies have had a tough start as a completely new team. They are always smiling and have a real 'can do' attitude and they worked their socks off over the Valentine's period.'

The winners are...

**\*\*The Driving Team\*\***



*and  
just to  
prove it  
was not  
all hard  
work.*



*Louise had a family come to her office to discuss a memorial stone. On looking at their address in Giltbrook Louise commented that they must have passed a few A.W. Lymn funeral homes to get to Long Eaton.*

*The reply 'We wanted the lady who was in the paper'.*