



The Family Funeral Service®

Staff Newsletter

August 2020

Diploma updates

In March the National Association of Funeral Directors (NAFD) announced that from the end of the month they would not be accepting any new diploma applications. This led to a number of students signing up to study for their Diploma in Funeral Arranging and Administration (Dip.FAA) and their Diploma in Funeral Directing (Dip.FD). These students will sit the examinations in 2021.



NAFD : Strength through Education



The Dip.FAA which was launched in 2013, has now been discontinued and the current students will be the last to study for it. The Dip.FAA will be replaced with the Certificate in Funeral Arranging, an on-line course over nine months which they will still receive my support on. As a company we currently have 11 holders and five studying towards the Dip.FAA.

The new Dip.FD is due to be launched in September and will be a combination of tutor led sessions and on-line assessments. This is a new approach which replaces the current vast number of reports and written logs which the current diploma requires. Entry to the Dip.FD will be by completing the Certificate in Funeral Arranging or for long standing Funeral Directors without a Diploma, entry can be made through CPD and five years experience.

Dominic T. Lister

Training Programme



Monogrammed horse drapes were just one part of a red themed funeral, more photographs on page 7.



Our new 'Training Programme Prospectus' is now available for any student wishing to find out more about our four year programme.

For a digital copy please email careers@lymn.co.uk

'Our family serving your family since 1907'

Liam Rixson

Nigel conducted the funeral of Liam at the end of June. Liam was born with Cystic Fibrosis and sadly passed away after fighting an infection and 21 years of suffering. His family has set up a charity fundraising page to help other families going through the same pain and suffering that cystic fibrosis causes to both the children and the family around them. Any donations would help with developing new treatments and facilities to help others, the link to make donations is:

<https://bit.ly/3eLabTH>



As you may be able to tell from the photographs, Liam was a huge Gunners fan and his friends and family had team shirts made to honour him.

Matthew paging at Gedling crematorium whilst the family follow



Client comments collected during June and July 2020

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 EN/JLR was arranged by Ellie and conducted by Jackie.

Any comments in *italics* are from letters received.

Online reviews are also available at www.funeralguide.co.uk/funeral-directors and www.facebook.com/pg/awlymn/reviews/

Drivers

Excellent – 104
Good – 16
Satisfactory – 1

City Flowers

Excellent – 37
Good – 6
Satisfactory – 0

Arnold

Stopping for a while outside his home address – he came home♥ RK/RK
Everyone polite, helpful, offering explanation of COVID process etc. EN/RK

Caring and professional. DD/RK
Attention to detail in arranging the service. DD/NLR
Everyone I spoke to was very professional but friendly. They never made me feel that any of my queries were trivial. EN/RK

Beeston

Donna was absolutely brilliant, she is a real asset to your company. DMC/DMC
Great service, great care, great advice. 10/10 DMC/DMC

Friendly, sympathetic and understanding. GB/LJC
All staff very pleasant & helpful given COVID-19 restrictions. Nigel officiator at funeral was very pleasant & helpful. GB/NLR
Due to COVID-19 funeral plans had to be altered. We as a family were very pleased with the funeral arrangements & the compassion of all concerned. DMC/DMC

Bingham

Any enquiries were dealt with quickly and politely. DTL/DTL
Well organised, even though restrictions in place due to COVID-19 Pandemic. DTL/DTL

Dear Dominic, Just a few words to express our sincere thanks and gratitude for the way you looked after our Aunt and took care of her funeral arrangements. It was everything we could have hoped for. We appreciated the assistance the consideration and the care which you have shown. You and your colleagues all acted with the utmost respect and dignity. Please pass on our thanks to all of them.

A big thank you to everyone for all your help and support during this difficult time. I must say the service we received was excellent! I would highly recommend you to anyone.

To Dominic and the fantastic team at Lymns, Thank you so much for all your support during this very difficult time. You have all been amazing.

Bulwell

I was reassured from day one and everyone went above and beyond to ensure everything went smoothly, lovely, thoughtful and caring staff and I, thank you from the bottom of my heart. KLN/JLR

Telephone manner was empathetic and calm. KLN/TK

Everything excellent. KLN/NLR
The civil celebrant was very good. KLN/JLR

The kindness and understanding our needs at our sad time. KLN/DMC

Carlton

Personal service given with consideration, especially in COVID-19 conditions. NMR/RK

Their professionalism. DM/JLR
Professional service, very kind and caring, didn't feel rushed when talking through the service. NMR/JLR

I thought that Mark Ridout was outstanding in his service. NMR/JLR
The overall service provided was outstanding. Mark was sympathetic & helpful, Jackie was amazing on the day. NMR/JLR

In very difficult circumstances due to COVID-19 we felt that the service by the funeral director (Mark Ridout) was handled exceptionally well. NMR/JLR
All aspects. NMR/TK

One to one with the funeral director at the funeral directors premises. NMR/RK

I was unable to attend, however photographs were taken of the funeral. This was very much appreciated. Please may I take this opportunity to thank everyone who gave guidance, help and support during this very difficult time, The service Mark and his colleagues gave was outstanding. Also Father David went over and above to ensure the services pre-planned were followed as requested within the confines of COVID-19. DM/JLR
Mark Ridout was excellent throughout. Lisa also at Wilford Hill. NMR/RK
As satisfactory as possible bearing in

mind the circumstances. NMR/JLR
Mark was really good. He kept us informed of everything happening. NMR/AA
They were caring and respectful. DD/JLR

Clifton

All communication with the office (Joanna) was very compassionate, friendly & efficient. At all times I was confident that my expectations would be met. JMW/JLR

We were given time to make choices as a family, before making final decision. As only two persons could attend the premises due to current situation. JMW/TLS

Cotmanhay

Due to the lock-down the funeral directors held the service on our behalf. MNI/ Direct Cremation

Satisfactory given lock-down & distancing rules. MNI/MS

I thought the man who spoke about my husband at the Crematorium was wonderful. Everyone thought the same. MNI/MS

Given at the time of our mother's death there was a lock-down we was most impressed by the funeral home's help. MS/MS

Derby

Dear Karen, a huge thank you for all the hard work, support and advice you gave us.

Dear Karen, We would just like to take this opportunity to thank you for all your hard work, guidance and compassion in ensuring our mothers funeral arrangements went to plan. The service from A. W. Lymn both before and during the day was outstanding and your care made a difficult and sad occasion so much easier to bear. Once again pass on our thanks to all concerned.

Hucknall

Although minimal service, it was very personal, calming and peaceful. CM/AA
Caroline was very helpful and efficient. CM/ Direct Cremation

Able to comply as much as possible to, our alternative wishes. CAB/CAB
Caroline from Hucknall Lymns was absolutely incredible. CM/AA

Ilkeston

Given the current situation Nicola was extremely helpful, sorting out flowers, a minister etc. and guiding me through. On the day Julie was brilliant, explaining what was going to happen in these difficult circumstances. NAA/LJC

Kindness. NAA/MS
Because it's a family run business. Very friendly people. NAA/MS
Helpful and friendly when we met at cemetery. NAA/MS
The minster and all that were involved on the day. NAA/KNC

Littleover

Dan was excellent & dealt with the family sympathetically a real asset to you. The pall bearer & Dan were excellent and a credit to your business. DB/JRC
Friendliness and caring. DB/MS

Long Eaton

Very friendly & professional staff & celebrant were excellent. TAR/LJC

Mansfield

Tina Clay was amazing throughout the whole process. Thank you. TC/AA
The whole service was excellent – Tina was lovely. TC/DCC
Tina was excellent. TC/DCC

Mansfield Woodhouse

Minister was very good. SB/AA
They went above & beyond. Stacey was always polite, professional & friendly – particularly with the COVID – answered each question, kept fully informed at all times. The location is fabulous. The chapel truly beautiful, & both Jonathan & Stacey were always welcoming, made such a difficult time much nicer. I cannot thank both Jonathan & Stacey enough nor can I praise their services any higher – they were brilliant throughout. SB/JWB
It all went smoothly and all my questions were answered pleasantly. SB/JWB

Very personal service, delivered with such compassion, attention to every detail, approach to the Crematorium, walking behind hearse to the chapel was a nice idea. SB/JWB

Nottingham

Personal support from Jackie. JLR/JLR

Personal yet compassionate especially in the current climate. JLR/JLR

Friendliness of staff. MJC/MJC

Their willingness to do all they could in such difficult circumstances, for example placing silk flowers on my mother's coffin without being asked to, which was very touching to my sister and myself. MJC/MJC

Megan was warm, personable and efficient – the live stream took 2 weeks to arrive and she even offered help with this delay. MR/DTL

Just the way the all the staff was, so understanding and really helpful. MJC/TK

Personal service, helpfulness, assistance with making decisions. JLR/JLR

Dealing with funeral directors – he made a professional approach. TK/TK
Excellent service from Megan. MR/JLR

Ollerton

When the hearse arrived at home the Funeral Director removed his hat as a sign of respect as he passed the hearse. CJO/CJO

Two telephone calls and all was arranged. Very civil & easy to deal with. CJO/CJO

Colum is a credit to the company, so kind & understanding, & always happy to listen to me. CJO/CJO

Osmaston Park

Mark at Osmaston was fantastic really helpful. MC/MC

His manner was excellent, respectful, helpful and empathetic. MC/MC

Giving us both time to discuss the funeral and what we wanted for my father. Involving all the family and making us feel welcomed. MC/KH

Radcliffe on Trent

In these difficult times Lindsay was helpful and caring even though we could not meet. LJS/TLS
Everything was dealt with in a professional and compassionate manner. Also kept well informed of arrangements. LJS/TLS
Very friendly & helpful. JK/JK

Rainworth

Very patient, understanding and very helpful explaining new process due to pandemic. WEW / Direct Cremation

Ruddington

The celebrant's delivery of the tribute and the kindness and consideration by all staff throughout the process. CKG/TLS

Shirebrook

Hard to explain but made to feel you was important to them and full of respect for my husband. Thank you so much. JP/AA

Spondon

Fiona Hall has been very attentive & supportive, helpful, given good guidance in these difficult times, made worse by COVID-19 restrictions. Also Kevin Hall at Crematorium was most helpful, polite & supportive. FH/KH

Stapleford

Compassion. TSR/LJC
Tracey's help & advice, a true asset to A. W. Lymn! TSR/JLR
Tracey & Louise were extremely kind & understanding in relation to my brother (who has learning difficulties) TSR/LJC

Sutton on Ashfield

Friendliness and empathy. KLH/AA
Excellent communication, good listening skills and very supportive at a difficult time. KLH/DCC
From beginning to end staff were kind, thoughtful, sympathetic & respectful. Thank you. KLH/AA

West Bridgford

Under present circumstances, we were advised well by Andrew. AMB/JLR
Professionalism, personal touch,

suggestions made in planning the funeral. AMB/NLR

Willingness & respect was excellent to help in this uncertain time. AMB/KNC
Good to be offered live webcast (but felt this was not 100% satisfactory, sound wasn't great, and family to the right in the chapel not seen – shame as two readings came from family sat on the right). AMB/JRC

Wollaton

The lady was very considerate under the COVID circumstances & friendly. APM/JRC

Due to the difficult times with Covid-19, and restrictions in place the support and service from Kirby was superb. KNC/KNC

Alan and Kirby gave me compassion and comfort during a very distressing time, in a friendly but professional manner. They always had plenty of time for me even though they must be very busy. APM/KNC

Live streaming. APM/KNC
The person I spoke to (Kirby Cranshaw) was very friendly and helpful because I had never actually arranged a funeral before, and I was on my own isolating. I was also impressed by the funeral celebrant (Richard Marshall) KNC/KNC

Was treated with respect on all levels – Thank you. APM/KNC

Kirby was amazing throughout, she has excellent customer service skills and is an all-round genuine lovely person. KNC/KNC

Kirby had a very caring attitude & was very kind & professional. I felt mum was being looked after whilst at Lymns. KNC/KNC

Arrangements for recorded music. KNC/KNC

Hello Kirby, Thank you for the kind, sensitive and extremely helpful way you treated me during the arrangement of Michaels funeral. Your choice of Elaine to conduct the Order of Service was just right and the manner in which she carried out the funeral was excellent. Elaine was friendly and extremely helpful to me in putting together the elements of the Order of Service. It is much appreciated. The

Funeral itself was perfect and thank you for arranging for the attendees to enter the Chapel. You were first class throughout and I am extremely grateful to you.

Dear Kirby, Julia and Team. I again express mine and my family's heartfelt thanks for your services. Everyone at or viewing the service said how beautiful it was and this was largely due to your help and support. You are all so friendly and helpful; you have made a difficult time much easier.

The Craftsmen in Stone

To all staff involved in the completion of Dad's headstone a huge thank you to you all for doing a great job at such a difficult time.

City Flowers

Hi Kerry, I would like to say the flowers you sent to Wilford Hill Cemetery, for the funeral, on behalf of my family were excellent. The tribute along with the two cards have touched the hearts of my family and I am sure many others. Thank you for an excellent service and your thoughtful kindness.

Could Do Better

Video of funeral did not show slideshow at period of reflection.

The card for my husband was not with the flowers.

Minister mumbled & just read out the Eulogy notes we had given him.

Webcast lost connection during the service.

Confusion with pre-paid funeral.

The
A.W. LYMN
Centenary Foundation



Dear Chloe, Emma and the team at A.W. Lymn,

We would like to extend our gratitude for your continued support, and for your recent purchase of 21 Forget Me Not flowers.

All proceeds from the sale of these flowers is going directly towards supporting some of the most venerable members of our community.

We look forward to continuing this relationship and working collaboratively in the future.

With sincere thanks,

Rebecca - Community Fundraiser



**ROBERT MELLORS
PRIMARY ACADEMY**
PART OF THE REDHILL ACADEMY TRUST

I would like to thank you for your generous donation to our school library fund. As you can imagine things are not quite the same as usual in

our school at the moment but we were thrilled to receive your donation and are very excited about choosing the books that will best inspire our children. Even though we do not have all the children in school we are still working hard to make our library an lovely place to share a book.



**Leicester Children's
Hospital Appeal**

On behalf of our patients, our staff and everyone whose lives are touched by Leicester's Hospitals, I'd like to say a heartfelt thank the Trustees of The A W Lymn Centenary Foundation for their recent donation of £100.00 towards the Leicester Children's Hospital Appeal.

This gift means so much to the children and their families who will benefit greatly from this new development, as well as the wonderful staff who care for them.

Your contribution is helping us make this new hospital a reality for the children across the East Midlands who visit Leicester's Hospitals to receive care. You are helping us to secure a future for children's healthcare of the highest quality for our region, which is something all of us can be rightfully proud of. Thousands of children can get a better start in life, improving their prospects to live a healthier and longer life.

Again, on behalf of all those involved with the Leicester Children's Hospital Appeal, thank you for showing your support in such a generous way.

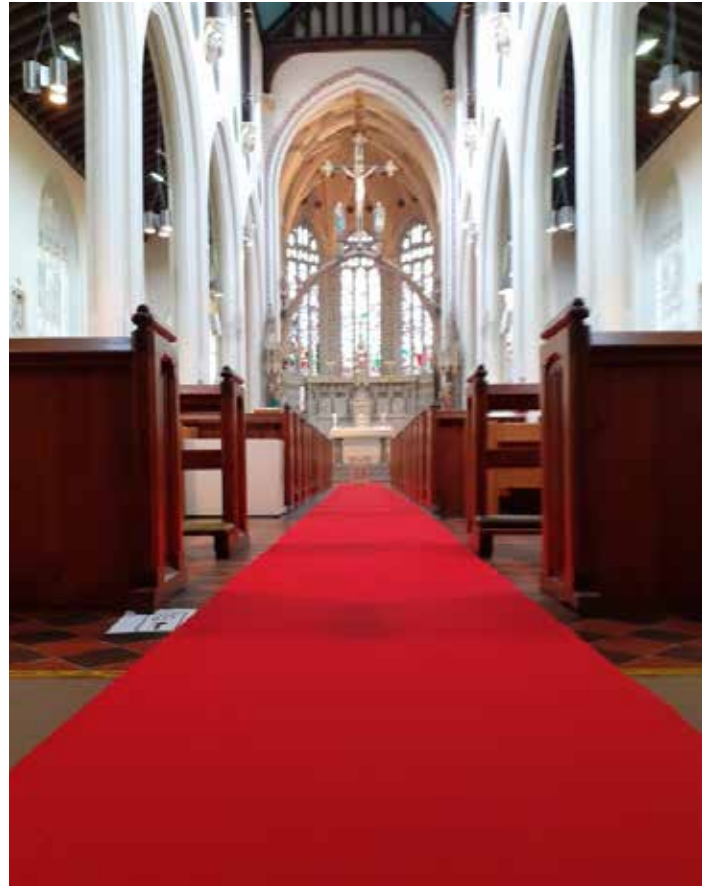
Trustees: Jonathan William Baker, Anna Cecilia Burrows, John Stanley Bennington Hayes, Jackie Lymn Rose, Nigel Lymn Rose.

Registered Charity Number: 1124161

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Continued from front cover...



Matthew arranged and conducted this funeral, which included red carpets, doves, red velvet ropes, balloons, a piper, red roses and seven following cars!



Nigel conducted this funeral in May with a unique twist. Have a look at the t-shirts! Grannie taught the family to play cards, so it was only fitting to include them in the ceremony.



Thank you so much for your help arranging the funeral, especially in these uncertain times. Your support, kindness and care were very much appreciated.

P.S. - NOTTINGHAM



Your professional yet highly personal approach helped and supported us through such a difficult time

P.S. - NOTTINGHAM

For those of you who follow us on social media, you may have spotted these 'What our client say' squares. If you get a nice letter or email, then please feel free to send it over to Emma to be included in the Newsletter and on our social media channels.

Names are always removed to protect privacy.

The 'Best Practice of the Month Award'

the nominations are:

Nomination from From James Myers

'I would like to nominate both Anne Cooke and Lorraine Saxton. They have been crucial in keeping the finance office functioning over the past few months during these unprecedented times despite both having to work from home in order to follow government guidance. Since I joined the business at the start of the year both Anne and Lorraine have been extremely welcoming and supportive. And since the lock-down started they've both got on with the situation, had to think outside the box and demonstrated a "can do" attitude!'

Nomination from From Rob Lippitt

'Please can I nominate Olivia Cotterill? Recently while she was doing her normal daily job as a mortician at RHH she sadly had to take into her care a recently deceased young motor cyclist. Unfortunately he suffered horrific injuries but thanks to Olivia's care, attention and dedication she worked really hard to make him look at peace so his family could say their last goodbye. She really shone, and it was lovely for me to see a young lady taking so much pride in what she does so well. Well done Olivia, you're a credit to A.W. Lymn.'

Nomination from From Pete Jeffery

'Please could I nominate Deanna Dale for covering Bulwell? With all the building works and disruption going on she has not moaned at all and just got on with her job.'

and the winner is

****Olivia****



Working from home!

I am not sure George (age 9) completely understand the use of the account stamp!

He was told that Ben and I need to use the stamp to get things paid by Anne and Matthew....

He is still waiting! Emma

A.W. LYMN
The Craftsmen in Stone

10% OFF
on all memorials and restorations
when you mention this offer in the leaflet

New Memorials & Restorations

- A large range of new memorials in stock
- No obligation quotations available
- Over 130 years combined experience
- Fully qualified staff
- Finance available
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* T&Cs Apply (please see website below)
Follow us on Facebook & see our 'Offer of the Week'
@awlymnthecraftsmeninstone/
www.lymn.co.uk/memorials

The Craftsmen in Stone are sending a leaflet to 10,000 homes in the Clifton area with a list of their services and a special offer on it.

If you think your area would benefit from something similar then please get on touch with Ben via mobile 07958 351 680 or e-mail ben@lymn.co.uk



Laura has had this gorgeous COVID-19 Funeral Director bear made.

Does anyone have a name for him? If so please email your suggestions to Laura. The best suggestion will win a box of chocolates.