



The Family Funeral Service®

# Staff Newsletter

July 2020

## Stonemasons Reopen

After 11 weeks of being closed, I was pleased to welcome back Jim and Tom to the workshop on Monday 8th June. Dean and I were able to prepare all the memorials ready to be lettered, so on their return they were able to get straight to work on the backlog.



Mary opened up the showroom on Monday 15th June and can now see clients, if required. She is also now answering the telephone and dealing with most enquiries, which means Emma is back working in her normal role.

If anyone has any memorial questions or ideas then please get in touch.

*Ben J. Percival*

Welcome to the world

## Alice Margaret Lymn Rose



Matthew, Alanna and Louisa are delighted to introduce Alice Margaret.

Alice was born at 7.33am on 10th June, at the Queens Medical Centre weighing a tiny 6lbs 2oz.

Alanna and Alice were allowed home the following day (in time for Alanna's 30th Birthday on the 12th), and both are doing well, with Alice putting on a whopping 10oz in the first week!



*Alanna, Louisa and I would all like to thank you sincerely for the messages of support and well wishes following the birth of our second child Alice. When I emailed on the morning of her birth I did want to let my friends and colleagues know she had been delivered safely, but the number of warm and heartfelt messages I received in return really touched us all.*

*I am very lucky to work with such a wonderful group of kind people, and your messages and thoughts meant so much to my family on that day.*

*With very special thanks, and love, Matthew, Alanna, Louisa & Alice xxxx*

*'Our family serving your family since 1907'*

# Seeing double!



*Alice Margaret with Sheila Margaret*



*David at Rainworth and Kirby at Wilford Hill - 'Only Fools and Hearses'*



*A client was surprised to see a very similar car in our car park!*

# Welcome to Kevin Browne



Kevin is a familiar face to many having worked in the industry for a number of years. He is a holder of the Diploma in Funeral Directing and has worked as an Embalmer and done the study that goes with the role, but most recently has worked in Crematorium Management at Bramcote and Gedling.

Kevin is spending the next few weeks in different departments so he understands our company from the inside before he starts full time at in the Nottingham Office.

**Congratulations to Glenn Rose, who's caption**

**“You can't catch Covid over the telephone can you?” was (blind) selected by Penny.**



The other entries were...

“How do we answer the phone again?” Rob Lippitt

“Where is Wilford Hill?” Rob Lippitt

“I don't know what all the fuss is about” Chloe Lynn Rose

“I have put the wrong fuel in what?” David Clarke

“I don't know that the problem is, running the Ops Desk is simple” Ian Whitham



# Client comments collected during April and May 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](http://www.funeralguide.co.uk/funeral-directors) and [www.facebook.com/pg/awlymn/reviews/](http://www.facebook.com/pg/awlymn/reviews/)

## Drivers

Excellent – 101

Good – 17

Satisfactory – 4

## City Flowers

Excellent – 18

Good – 3

Satisfactory – 1

## **Arnold**

Prompt responses to questions, regular communication. JLR/JLR

Jackie made it by walking in front of hearse round our estate for all the neighbours to see as they wasn't allowed at the crematorium. RK/JLR

My mother & I found it very beautiful & comforting when the funeral directors opened the hearse and slid my father's coffin back for us to stand close to & touch outside our home. EN/RK

The friendliness & professionalism at a difficult time & the communication updates to changes during COVID-19 situation. EC/RK

*Dear A.W. Lymn, The feedback form didn't really allow me to compliment you on your service at this difficult time with the pandemic. I also wanted to thank Beryl Spencer in your Arnold office for the attention to detail that she showed in ensuring that all the details from the Order Of Service brochure to the music selection were correct for our wishes. I would also be pleased if you could send my thanks and appreciation to our officiant, Steve Eustace. His knowledge and assistance in pulling the service together was a great help. Our relatives also commented on how nice they found the service and presentation.*

*Good morning, on behalf of myself and my family, I would like, to thank you, for the lovely send off you gave. He [the deceased] was a lovely man, and he deserved, all the best fuss we could have given him, under the circumstances. Beryl, we thank you from the bottom of our hearts, your patience, care, and kindness was well appreciated, the flowers, were amazing, he was looking down on us all we a proud smile, a big thank you once again keep up, the good work, please stay, safe, kind regards and best, wishes love.*

## **Aspley**

Everything was excellent. Particularly; the presentation of Mum, the Minister Nick Sharp and special conduction by Jonathan Baker – Thank you! The cleanliness of funeral car was outstanding as was the service provided by pallbearers. LEB/JWB

## **Beeston**

Was a very nice service, despite difficult circumstances we were happy with

everything, Thank you. DMC/DMC  
Personal contact with Donna Molloy who give a professional but very caring and reassuring service. DMC/DMC

*Good morning, I just wanted to express my gratitude for the wonderful service provided by all at Lymn for the care and respect shown after my dad passed away at home and the funeral yesterday. This was my first experience of a funeral of someone so close and I'm not sure how I would have coped without your help. You have been so helpful and Julia was lovely. Dad was quite the joker, he would have enjoyed her gentle humour and appreciated her respectful guidance. On behalf of my family, I wish you all well.*

## **Bingham**

The on-boarding by Dominic Lister at Bingham was excellent. Polite, informative and excellent advice in difficult circumstances given Covid-19. DTL/TK

Calm, friendly, compassionate advice & understanding. JK/JK

All was excellent. DTL/DTL

*Dear Dominic, We would like to thank you very much for the personal and dignified service you gave today Sadly we were unable to be there but it was very comforting to be able to join in via modern technology. We have been sent videos of the gathering at the Horse and Plough what a turn-out. Best wishes to you Dominic.*

*Dear Dominic, Thank you so much for your support throughout this terrible time for our family. You have helped make this period or time bearable. The service we received was exemplary and I am so grateful to you for your help.*

## **Bulwell**

The overall handling of the service was very professional and delivered with sympathy. KLN/TK

Kim was very patient with us, given we had to change plans due to COVID-19. KLN/ Direct Cremation

## **Carlton**

We were really pleased with the Celebrants service. NMR/NMR  
The professionalism on the day was superb – no complaints. DM/RK  
All satisfactory. JF/KH

I have written a note of thanks to Carlton & past on my personal thanks to

attending director at the Crematorium. We received exemplary support from your staff in Carlton, especially helping with death certificates and 'sorting out' doctors in Burton Joyce. DM/JLR Thoughtful, respectful, sensitive & quick to respond to any questions & needs. NMR/RK

The very personal service, nothing was too much trouble. NMR/JLR

Just the kind words. NMR/JLR

Personal service. NMR/AA

Mark who dealt with our funeral was excellent, nothing was too much trouble. NMR/JLR

Very sympathetic to COVID-19 situation. JF/JLR

### **Clifton**

Joanna was very, very caring and understanding also helpful. JMW/TLS Organised bespoke coffin, they did my brother proud, releasing dove afterwards, organised during lockdown Lymns did amazingly well. Thank you. JMW/JK

This funeral was arranged long distance from Canada due to COVID-19, and we were not able to attend the funeral. The funeral arranger was supportive, encouraging, and very caring throughout the entire process. JMW/JK

Extremely warm and friendly person, showed great compassion, and empathy. JMW/JK

*For many years our family have always used Lymn's funeral services. Mum's funeral was conducted with dignity and compassion. Everything was done in a professional, calm and caring manner. Thank you to Joanna Widdowson for everything she did to accommodate the personal touches. It meant so much and helped comfort us at this sad time.*

### **Cotmanhay**

Michelle Ibbet was very good – excellent staff member. MNI/MS

Communication was excellent generally on a daily basis with Michelle. MNI/MS The adaptations required for COVID-19 were well thought & explained fully & with sensitivity. MNI/JRC

### **Derby**

Service very respectful and did an excellent job under very difficult current circumstances. KK/KH

Kindness, dignity afforded to myself & family, helpfulness, prompt responses. KK/KH

*Hi Karen, I would like to thank you and the team at A.W. Lymn for providing us with a first class funeral for Mum, The whole team showed professionalism, compassion an unhurried service throughout and the kind gesture of A flower vase and cross with name plate was appreciated very much. We would thoroughly recommend you.*

### **Hucknall**

The service of the staff was brilliant. CAB/TK

Service took place during COVID-19 pandemic so limited service. Taking into account the restrictions due to COVID-19 the service was excellent. CM/TK

### **Ilkeston**

Nicola Anderson was excellent throughout the whole process. Particularly when you consider all the restrictions because of the Corona virus. She always made herself available to respond to our requests. We are very impressed by her care and consideration. Thank you. NAA/KH

My only contact was with Nicola. She was a breath of fresh air, so helpful. NAA/MS

Considering the current circumstances all aspects were covered as best as they could. NAA/DMC

Being it was in the lockdown service was excellent. NAA/KNC

They did their best to accommodate us in unprecedented and difficult circumstances. MS/MS

Under the circumstances the services and staff were very helpful in the whole process. Thank you. NAA/MS

### **Long Eaton**

Attention to detail. TAR/LJC

Louise Cook went out of her way to accommodate the wishes of my nephew and his parents (my sister). LJC/LJC

Under the circumstances the service was excellent Louise was outstanding. LJC/LJC

All good given the current climate. Thank you. LJC/LJC

### **Littleover**

Extremely professional & very considerate to our requirements. DB/KH Because of the lockdown circumstances the service was minimal, but the FD, despite being uncomfortable with the restrictions, were providing a

professional service. DB/KH

There was arranged at very short notice during a pandemic, not knowing immediately the cause of death, Dan Barnes was extremely helpful and kind. DB/Direct Cremation

Professionalism given during a difficult time. DB/MS

### **Mansfield**

In the current circumstances we chose a direct cremation – the person on the phone took time to assure us that we were doing the right thing. Much appreciated. TC/JWB

Kindness & respect very helpful. JWB/JWB

Personal touch, very empathetic and helpful. TC/DCC

Being able to use the video link for family unable to attend due to corona virus. TC/AA

### **Mansfield Woodhouse**

Their kindness and care throughout. KLH/AA

The fact they arranged to deliver papers & obtain deceased clothes by courier to help with COVID-19 issues. SEJ/DCC

With all the restrictions at the moment I appreciate the advice and care that Jonathan gave at all times – so Thank you Jonathan. JWB/JWB

### **Nottingham**

I felt very comfortable when making arrangements & well looked after by the staff, especially as the weather was awful & traffic bad. Everyone was calm and caring. MJC/TK

Professional, pleasant and personalised at all times, even though COVID-19 was prevalent. MJC/MJC

Given the current unusual circumstances, the arrangements were all explained and performed with appropriate consideration within the parameters allowed, services were excellent. JLR/JLR

Very good communication in the unusual circumstances. Thank you. JLR/JLR

Everything brilliant. MJC/MJC

A very personal and yet professional service. JLR/JLR

All staff very professional. MR/TLS

Personal attention to detail, did what they promised. Fantastic service in very difficult (Covid-19) times. JLR/JLR

### **Ollerton**

*Colum, I would like to formally thank you for the personal support, care and*

*professionalism you have given myself and my family over the past two weeks, both in relation to the arrangements and the actual funeral. I felt you went the extra mile throughout to ensure that our wishes were fulfilled while taking off us any unnecessary arrangements. The funeral itself, despite corona virus restrictions, was wonderful and truly reflected what we wanted. I felt I had so much confidence in the fact that everything would be in place and run smoothly and you definitely did not let me down. You have truly represented the values and expectations associated with Lymn's – thank you.*

### **Osmaston**

Mark helped and guide us through the whole experience without him I feel it would have been a nightmare. MC/MC  
Just general helpfulness of Mark Chapman – attention to detail and patience. MC/MC  
Maintaining personal service despite Covid-19 restrictions. MC/MJC

### **Radcliffe**

Given the difficulties at this time, I was treated in a sensitive way. Everything was as he would have wanted. LJS/TK  
I was looked after by Jane at my mother's funeral and father's funeral. Nothing was too much trouble. Thank you for your kindness during a difficult year. JK/JK  
Helpful friendly staff made the experience as comfortable as possible in the circumstances. LJS/TLS

### **Rainworth**

Under the circumstances with the coronavirus, everything was perfect. WEW/AA  
The care and respect shown to us. WEW/JWB  
Wendy and David very helpful, understood my feelings at such a difficult time. Thank you. WEW/DCC

*Hi David, I just wanted to say thank you so much for all that you and your colleagues did on Wednesday as it went absolutely perfectly. The organisation was spot on and everything went to plan as I had hoped. I really appreciate the time and effort that went into it by yourself and Colum. I couldn't have asked for more and felt totally supported by you throughout.*

### **Ruddington**

Person that I dealt with was extremely professional & nothing was too much trouble especially in these Covid-19 times. CKG/TLS  
Regular communications and updates. CKG/TLS  
Good communication throughout, friendly because this was the second funeral in 11 days. CKG/TLS  
Teresa at Ruddington was excellent. TLS/TLS

### **Spondon**

Everything was excellent. FH/KH  
Very supportive at this difficult time due to the coronavirus that impacted on certain aspects of the funeral. Communication good. FH/KH  
All faultless excellent throughout. FH/KH  
We were given clear instructions. I felt that what I asked for was accommodated fully. FH/MS

### **Stapleford**

Tracey was wonderful in every way. The presentation of my partner. TSR/LJC  
Considering the climate at the moment that we are going through, the funeral in its limited form ran smoothly and all attendees were very satisfied. TSR/LJC  
Considering the Covid-19 circumstances excellent service given by Tracey. TSR/LJC

### **Sutton**

They were very kind & considerate towards me especially Karen & Team on Station Road. I can't thank them enough. DCC/JWB  
I was made to feel comfortable and felt at ease with the staff, in what was a difficult time. KLH/JWB  
Respectful and understanding during a very difficult time for the family. DCC/AA  
Very friendly and direct, kept in touch through difficult time. KLH/AA

### **West Bridgford**

Very professional Andrew was really nice to deal with. AMB/JK  
At the end of the service the funeral director asked if the flowers were out of the garden & would I like them to stay on the coffin. AMB/TK  
Under unusual circumstances, Andrew was extremely understanding and caring. We had contacted Lymns previously for

my mother's funeral and felt the same way then. AMB/TK

### **Wollaton**

Personal & friendly & compassionate service – Kirby & Alan are excellent. Also Elaine Maydew-Deakin was the most perfect celebrant. KNC/KNC  
Kirby went over and beyond expectations delivering the paperwork and ashes personally out-of-hours. Exceptional service under very difficult circumstances. Very grateful to her. KNC/KNC

They presented our son really nice, making it look like he was sleeping, made the experience less stressful. APM/JRC  
Their attention to detail putting us at our ease going out of their way to be helpful. JRC/JRC

Very good at explaining the current restrictions and had details of florist who could still arrange tributes. KNC/KNC

My first point of contact was Alan who was excellent thereafter we dealt through Kirby. We cannot speak too highly of the way she conducted herself & helped us through our tragedy in difficult times. KNC/KNC

*Dear Julia, I can't thank you enough for your help, support and infinite patience! The service was perfect - from the beautiful flowers to the orders of service. And of course all the little details you thought of (the webcast worked - result!) Thank you for 'holding my hand'*

### **City Flowers**

*Hello, thank you for the most beautiful coffin spray I ordered through your Arnold branch, for my mother's funeral. I asked for white with touches of pink and lilac, and the flowers were absolutely stunning; perfection. I couldn't have wished for better, my mother would have loved them. What a wonderful talent you all have. Thank you so much,*

### **Could Do Better**

Name spelt incorrect.

Crematorium late opening for service, no webcast available (neither were Funeral Directors fault)

Let down by the streaming webcast failing.

More compassion on initial call, an offer of condolence not just fact finding.



# *It's a long way down!*

In the late 1960s, as a teenager I was involved in building the next two vaults for a tiny cemetery. The idea was that we built each grave as deep as possible and slab after each interment thus accommodating the maximum number of burials in each grave. The convent closed its doors and was converted to flats and the few remaining Nuns were mostly buried at a cemetery near their new home in the south of England. Anyway eventually the first grave was filled about a ten years ago and the first interment took place in the second vault.

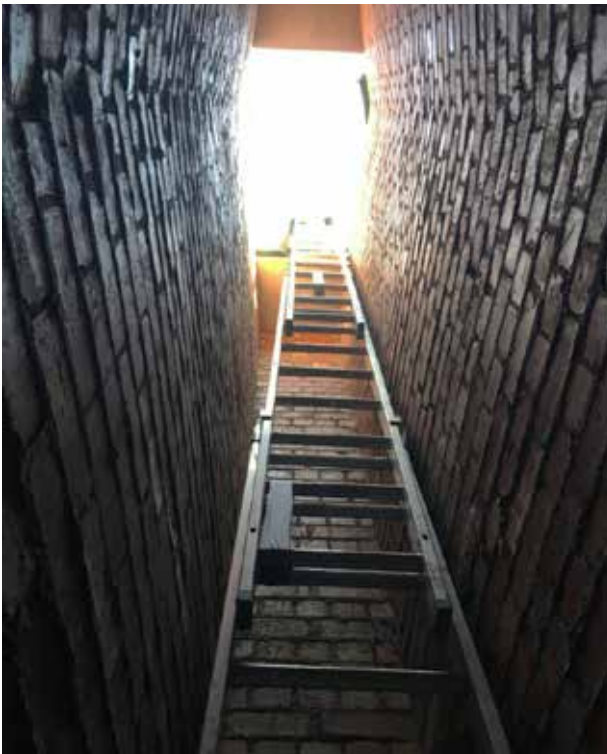


*Spud starts to open the grave*



*A view from the top of the grave*

A few weeks ago one of the nuns, originally resident in Nottingham, died and it was her request that she be buried in the little burial ground in Nottingham. Jackie arranged and conducted the funeral whilst Ben and Spud opened the grave left and managed to take a few photographs.



*The view from the bottom (well nearly the bottom as one interment had already happened years ago) but note that we still required a triple extension ladder to go down to seal off after the second interment!*

Anyway just look at the view – I bet we could not build another vault like it today as we simply could not conform to the H and S requirements of the 21st Century!

*Myself*



Louise paged a rather unusual hearse at Bramcote Crematorium, in the form of a tractor. The coffin has been loaded into the front bucket.



Rob dusted off his stripes to conduct a funeral of his friend. The cortège headed through Ruddington and approximately 100 people stood clapping outside the local school.



# Photographic Competition

Congratulations to Megan on winning this months competition. Her photograph of Mark attempting to unblock a drain was picked by Penny. Lets hope she shares the hamper with Mark! Thank you to everyone else who entered, their photographs are shown below.



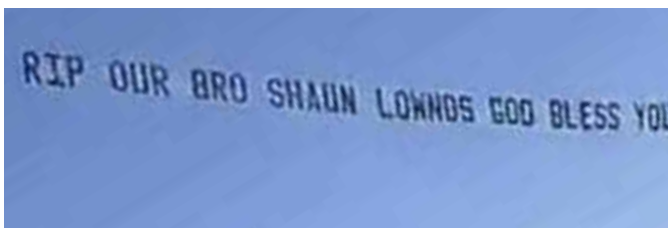
*'Aeroplane over Wilford Hill' from Ben J. Percival (see below)*



*'Sunny in Surrey' from Richard Marshall*



*'One man went to mow' from Rob Lippitt*



Aeroplane banner arranged by Kim at Bulwell. This was flown over the funeral cortège.

Mr Harber died suddenly in May.



*Frank drives on a trade hire, which appears in The Sun.*



*Cakes delivered to Mansfield and Sutton from the Mansfield and Ashfield Area Support Group.*



*Karen put her Notts. Hospice Forget-me-not into the window.*

## Trade Hire

This gorgeous montage was put together by Joanne Hergest, from Hergest and Cavell Funeral Directors in Gravesend.

Joanne commented

*'Stuart was our driver today. He was very polite, punctual and a great help today'.*



*Rob's sister sent him this lovely support Funeral Director.*

# The 'Best Practice of the Month Award'

## AKA The Gary Cooke Appreciation Society

### the nominations are:

#### **Nomination from Jane Keetley**

'Can I please nominate Gary Cooke for Best Practice of the Month. While Matt W has been off, Gary has worked over and above for the company'.

#### **Nomination from Laura Beard**

'It may sound a little biased but I'd like to nominate Tom for Best Practice. On Sunday afternoon whilst I was on the phones, I had a telephone query from a family who couldn't find a grave. Despite checking our records on funeral manager and electronic archives, I couldn't find the reference number because it was a new grave. Tom offered telephone advice on how to find the grave but the family seemed unsure with his instructions. Despite being in the middle of eating his dinner, he went to meet the family at Northern Cemetery. He walked around with the family for over an hour until the cemetery closed trying to help them'.

#### **Nomination from Nigel Lynn Rose**

'When Gary came to the Ops Room he cannot have imagined that he would find himself in the midst of a pandemic with both Matt Winman and Matthew Lynn Rose off for good reasons and him left holding the fort. I acknowledge that covering in such an emergency is perhaps part of his job but without hesitation he stepped up to the mark. He proved excellent and rebutted my help as he wanted to lead the way. Well done for coping so well in such exceptional circumstances and I take great pleasure in nominating him for employee of the month'.

#### **Nomination from Joanna Widdowson**

'I would like to nominate Gary Cooke for this month's Best Practice. Ha was coped so well during the pandemic on what must have been the busiest desk. No doubt offering excellent back up support to Matthew and then going solo on the Ops Desk, he did a great job!'

#### **Nomination from David Clarke**

'I nominate Gary Cooke, I think he has done a brilliant job on the Ops Desk with Matthew being away. This is a thankless role and very demanding'.

#### **Nomination from Kim Nichols**

'Olivia Cotterill get's my vote for Best Practice. Unfortunately a pacemaker was missed in a decease but was noticed when we checked the removal form. Olivia called into my office in the early morning to check and remove it. Olivia you are amazing and I much appreciated your help'.

#### **Nomination from Richard Marshall**

'I know Nigel can't really be nominated for Best Practice, however... I was officiating at a funeral ceremony yesterday that Nigel was FD on. At this particular crematorium only ten mourners are permitted in the chapel. An 11th mourner was present and was prevented from entering the chapel by the attendant. Nigel lent the mourner his smartphone and asked that I slightly delay the start of the ceremony to ensure that the mourner could watch the ceremony over the live stream on Nigel's phone outside the chapel. That small act of kindness will have meant the world to that mourner and will have made an already terribly sad occasion a tiny bit better'.

*Note from Nigel - thank you for the nomination, it is much appreciated.*

#### **Nomination from Jackie Lynn Rose**

'I would like to nominate Sharon Draycott for "keeping all the plates spinning" at Nottingham Office over the past few weeks'.

#### **Nomination from Lindsay Singleton**

'Can I nominate Gary Cooke for all the hard work and how he dealt with the last few months'.

and the winner is

**\*\*Gary\*\***

