



*The Family Funeral Service*®

## Staff Newsletter

June 2021

### *Rolls-Royce 1956 Silver Wraith*

Some weeks ago we were offered an unusual low mileage Rolls-Royce Silver Wraith. It had not been our intention to start another fleet of an era between the vintage 1930's 25/30 fleet and the classic 1960's Phantom VI fleet but this Silver Wraith had to be viewed. Built in 1956 and sent as a rolling chassis to the famous coach builders Messrs Hooper, he worked throughout 1957 to build this unique limousine with occasional seats, electric division and most unusually with a pair of large P100 headlamps and a boot designed to carry a trunk in the open position, both features reminiscent of pre-war vehicles.

The vehicle was originally supplied by special order to Mr J C Lawrence, a specialist housebuilder in Scotland building affordable houses who became chairman of Rangers FC, and then purchased by Sir Ralph Perring, who produced electrical equipment for the RAF during WWII and then became Lord Mayor of London in 1962. Following this, in 1992, it was exported to a private collector in the South of France from which time it has been treated as a show car and hardly used. It returned to the UK to a new owner in Devon in 2019 but unfortunately, due to changes in circumstance, he relinquished the car after a few months and it was sold, destined for New Zealand. With the onset of lockdown this journey proved impossible and the vehicle was dispatched for safe keeping to a collector in Wales.

The vehicle was offered to Nigel some months ago and on inspecting was found to be in extremely good condition, requiring just a very small amount of body work and a repair to the clock. Everything else appears to be in magnificent order and the vehicle is due to be presented with black leather to the front, traditional West of England cloth to the rear and, as can be seen from the photographs, finished in burgundy over black. Having covered only 52,000 miles in 65 years it will be a glorious addition to our fleet and we are now searching for a hearse of a similar vintage to run as its sister.



In partnership with



**We offer Covid-19 testing to our staff**  
Helping us keep you safe

Ask a member of staff for more information.

*'Our family serving your family since 1907'*

# Those behind the scenes that have kept us running through the pandemic

For the next few months, we will be looking at the unsung heroes of our family company, who have been working away in the background, through the pandemic, to look after the clients we serve.

Brian, the stalwart of coffin production has put the following together

*“There is only one word to describe the coffin shop during the pandemic... CRAZY.*

*During the first wave of the pandemic, I experienced lots of consumable stock shortages. With this in mind, I was able to use the time between the first and second wave to buy extra stock to make sure the company was ready for the predicted death increase. To use ‘non viewing’ gowns as an example, we normally have between 80 to 100 gowns in stock, but Matthew allowed me to purchase 500, which meant when the wave did hit, I was able to simply get on with the job rather than having to worry about stock levels and when the next delivery was coming.*



*The busiest day saw 42 coffins being finished in the workshop, which I believe is a company record! During the really busy weeks it was not unusual for me to be at my work bench at 2 or 3am, where I would lock myself in and just get on with the days work. Although things have started to quieten down, we are still busier than normal for this time of year, but things look like they are starting to become a little less hectic.”*

## Staff Party 2021

Please don't forget that the individual vouchers that replaced our usual staff party will expire on the 30th June 2021.



LAGAN  
INDIAN TAPAC



THE  
TAILORS  
Arms.



Luke Ingham captured this panoramic photograph of Vicarage Lane Cemetery in Ruddington.

## From the Archive...

It is 15 years since Chlöe discovered a break in

Ollerton opens and Jane Turner joins the Long Eaton team as an usher in June 2011.

### Computers stolen...

Thieves broke into Ernest Smith Stonemasons, Sheriff House on Wednesday May 31st 11.45pm breaking a back window using a brick, and taking off with 2 computer base units..



The offending brick.

As Ernest Smith is 95% computer based and the thieves stole the only computers they had, it meant that Ben was put out of work for four days and Chloe for eight, returning to 'back to basics' management (pen and paper) with families having to receive hand written quotes.



Broken window where access was gained

Chloe was first on the scene on the morning after, arriving at work as usual and noticing the window was boarded up (see photo above). The police had attended during the night but had not informed night service of the incident so no-one was actually aware of the problem.

As can be seen by the photo on the right the thieves left considerable mess, with broken glass and brochures littered over the floor.



### The A.W. Lynn Centenary Foundation is pleased to introduce the new board of trustees

Following a meeting on 12th April 2016, Nigel Lynn Rose and Jackie Lynn Rose are pleased to welcome Jonathan William Baker, Anna Cecilia Burrows and John Stanley Bennington Hayes as fellow trustees to The A W Lynn Centenary Foundation upon the recent retirement of Tim Cullen. Tim had served as an independent trustee for the nine years since formation of the Trust and his consistent hard work and advice has been much appreciated.



The  
**A.W. LYNN**  
Centenary Foundation

*Note from Jackie: Tim Cullen sadly passed away in 2019*



Kerry and Jo spent over 12 hours creating this garland from spray roses, before attaching it to the roof of the Rolls-Royce Phantom VII hearse.



Jackie was interviewed by Rob Sisson from BBC East Midlands Today, regarding the Covid testing (with family consent) of those who have died in the community.



The (leaking) asbestos roof above the attic at Robin Hood House is being replaced.



Joanna visited Courtney at her new home to see how she was getting on and to give her a card and gift voucher from her colleagues in the south area (and a few extra colleagues that she managed to catch).

Joanna commented that Courtney was looking very well and is excited and impatient for the arrival of her baby girl, who is due very soon.



Congratulations to Kate Edwards on her new role as President of the National Association of Funeral Directors.

Kate has tutored many of our staff through the NAFD Diploma Course and is married to Arthur William Lymn's great grandson, Graham Lymn.



Jackie was surprised to pick up a leaflet from Church of England Funerals, and spot the familiar face of Teresa from our Ruddington Funeral Home.

**Breaking news - the baby was born as we were going to print! Update and photographs next month! Congratulations to Courtney and Adam**



Edward was delighted to collect a floral tribute in the form of a Cat. The unusual tribute was created by Jo in City Flowers.





Happy Birthday to Megan. Her gorgeous balloons were created by Barbara's daughter Janay and her friend Olivia at J & O Events.



Joanna and Emma braved the weather to set up a market stall in Clifton on Saturday 15th May. As part of the stall there was a free of charge raffle for a voucher and three chocolate bouquets (created by Kerry in City Flowers). Margaret and Bob are pictured with their prizes below.



The red rugs and plumes on these black horses in Clifton looked stunning.



Kirby was pleased to welcome Morris Minor Funerals to Wollaton.



The Bingham funeral home has been given a fresh coat of paint.



Pete J. has added new window stickers to the old Stapleford funeral home.



The new signage at Stapleford is up! It is a new mirror gold design, which looks extremely striking.

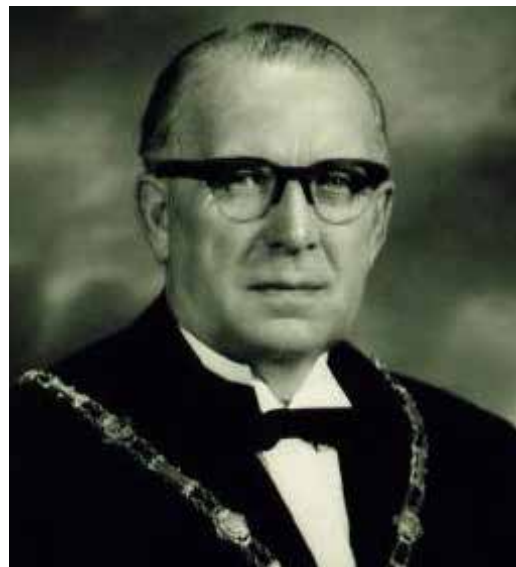
**On Sunday 9th May Ben was invited to St Mary's in the Lace Market for the 80th Anniversary Commemorative Service to mark the Nottingham Blitz.**

**Ben's great-grandfather, Harold Percy Lymn, was on duty that night in 1941 and Sheila (Harold's daughter and Ben's grandmother) remembers the evening well.**

**She has remembered the following bits of information about that time.**

Harold was the chief mortuary attendant at Victoria Baths. The family had moved to Carlton Hill in 1939, so he was no longer living across the road (above the funeral home on Bath Street). The baths were suitable as temporary mortuaries because of the tiled surfaces. Two of the three pools were emptied and became mortuaries. On the night of the big blitz he was on duty. Sheila was nearly 13, she had no idea of the seriousness of the blitz or thoughts that he might not come home. Fortunately he wasn't harmed physically and in those days 'mental health' was not a consideration. You just got on with it.

As Harold also knew the man who ran Victoria Baths, the pool was closed but Sheila was allowed in to swim. One day as a 13 year old she was happily enjoying a solo swim when the doors flew open and a troop of soldiers came in. Within seconds they all stripped off and dived in the pool naked. Rather a shock for a young lady who'd led a sheltered life! She crept out and hid in the changing cubicle until they'd gone!



*Harold Percy Lymn*



*The memorial in situ at St Mary's, a close up image of the memorial and Ben's helper George takes a break.*



*Sheila was pleased to receive this certificate .*

### **Nottinghamshire Fire Service Preservation Society**

10<sup>th</sup> May 2021

#### **Firefighters' Memorial - 80<sup>th</sup> Anniversary Commemoration**

I am writing to thank you for your help with the Commemorative Service at St Mary's on Sunday 9<sup>th</sup> May 2021.

As you are aware the event was a great success and it attracted a good deal of positive publicity in the press and grateful comments from those who attended, including the relatives of those being remembered.

It was notable that once again, you were unstinting with your time and efforts to ensure that everything went smoothly, and the guests had seats and an awning in case of rain. The Nottinghamshire Fire Service Preservation Society has asked me to place on record our gratitude that once again, you have supported us free of charge and this is of great assistance as we receive no external funding for these events.

Can you also pass on our thanks to George for his help, I hope he found the service of interest, and that it did not make him late for his cricket match.

Yours sincerely,

D. A. Needham.  
Vice Chairman.

*Letter received thanking Ben and George.*

# Client comments collected during April and May 2021

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 KLN/JLR was arranged by Kim 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 – 95

Good – 9

Satisfactory – 1

## City Flowers

Excellent – 57

Good – 5

Satisfactory – 0

## **Arnold**

The constant check-ins to make sure everything is to my satisfaction etc. ES/RK

Emma who arranged our service went above and beyond. On the day of funeral our funeral director was amazing. ES/PCR

*Dear Emma, I just wanted to write to say how wonderful the whole Lymns team were yesterday, making a bad situation the best it could have been. We were especially touched by the fact that Russell walked in front of the hearse onto the main road, this traditional approach was just what we needed to set the tone. Everything was exactly as we discussed and there were nice extra touches like the silver plaque on the coffin with Mum's name on it which was lovely. Anja was absolutely perfect and got the tone exactly right and I think her words have really helped Dad. The thing which really pleased me the most was the respectful way that the coffin bearers, Russell and Anja all bowed their heads to the coffin it made me feel really proud of my mum and that she was getting a very dignified send-off. Thank you again and please pass my thanks onto all the team who seemed genuinely kind and caring.*

## **Aspley**

Courtesy of staff, quality of cars. LEB/NLR

Very supported, very approachable and friendly. DD/NLR

## **Beeston**

Georgia very helpful. Minister chosen was just what my Dad would have liked. GB/TK

Our arranger (Georgia) – incredible, nothing was too much trouble. Our celebrant to (Anja) – Took so much trouble to compose the service we wanted and delivered it beautifully. GB/LJC

The whole process from start to finish. DMC/LJC

## **Bingham**

Dominic's professionalism, friendliness and personal customer service. DTL/DTL

Very efficient made a difficult time easier to bear. DTL/DTL

*Hi Dominic, I just wanted to thank you and your staff for the wonderful service we received from yourselves My family and I are very grateful for you making what was a sensitive and upsetting time stress free. Your booklet gave us great guidance in what we wanted for the day and it all went smoothly, my dad would have been so proud of the send off we gave him. Best wishes for the future and once again many thanks for all your help and support during this time.*

## **Bulwell**

Excellent support on phone made me feel at ease. KLN/MS

They were very professional and sympathetic. KLN/TK

The calm, reassuring manner of all those I dealt with. The way they treated us all, and especially my mum (deceased widow) with respect on the day. KLN/MLR

Kind & caring. TK/TK

## **Carlton**

Mark was so kind explained in detail all aspects of service lovely man may thanks to him. MJC/NMR

Presentation, cars, dignity. MJC/NMR

Nothing was too much trouble, they were prepared to find out and off any additional requirements I asked for. MJC/RK

They were very obliging and after the funeral they personally took floral tributes and put them on our parent's grave. MJC/NMR

Very gentle & personal approach, keen to ensure I could be in touch at all times. MJC/NMR

The kindness and thoughtfulness shown, very professional and informative. MJC/NMR

*Dear Jackie, I just wanted to thank you and all your wonderful staff*

*for everything you all did to make my Mums funeral go so smoothly. It is obviously such a difficult time and you and the team made us feel comfortable and cared for throughout. The Order of Service that Mark [Collishaw] produced was so beautiful and we are so grateful for his patience over the constant changes we kept making. Your genuine kindness and care really meant so much. Thank you again.*

### **Clifton**

Very patient with my inadequate on-line skills to arrange the service on-line over the phone. JMW/JMW

Professional service provided by Joanna & very friendly a lovely person to deal with our mum's funeral! JMW/JMW

Yes very pleased with Joanna she walked in front of the car which it felt very professional. JMW/JMW

They were lovely, understanding and showed empathy/sympathy. They helped with what was being asked of them. Understood our wishes and acted accordingly. JMW/JMW

Joanna at Lymns Clifton saw us through from beginning to end & was excellent. JMW/JMW

Very respectful of deceased and family members. JMW/JMW

The funeral director was extremely kind & comforting. Arranging to meet me at the office on a Sunday to hand over the ashes. JMW/JMW

Made it a very personal service. Joanna was excellent. JMW/JMW

*Hello Joanna, I wanted to send you my personal thanks for guiding us through a potentially stressful and daunting event. It was very nice to be able to make it a personal and private occasion and I appreciate your help in making that happen without hesitation.*

*Hi Joanna, I want to sincerely thank you for everything you have done. From start to finish. I know you class it as 'it's your job' but honestly having never dealt with any of this before and feeling like a little scared child*

*you helped me so much and when it felt so wrong not seeing my dad that one last time, you suggested putting the lid on to see if I'd feel better. You know I'm in no way religious but going in then gave me a totally different picture and feel of him at peace. Everything was perfect. Once again a huge Thank You for all your support, you've been amazing.*

*Dear Joanna, I can't begin to thank you enough not only for your professionalism and attention to detail but also your kindness and compassion. I will never forget your selfless generosity particularly in relation to my Dad's ashes. Keep well and once again THANK YOU*

### **Cotmanhay**

Michelle was very, kind, helpful & caring. MNI/MS

All staff were very professional but at the same time sympathetic and thoughtful, showing great respect for the whole family at a really difficult time. MNI/MS

*To Michelle and the staff at A.W. Lymn, Thank you for all your support to the family and to the deceased at this sad time.*

*Michelle, There are no words what can ever express our gratitude to you. You helped us through the most difficult time in our lives when we entrusted him into your loving care.*

*You became our guardian angel and we will always keep you in our hearts/ The words 'thank you' just don't seem enough but we will be forever in your debt.*

*Dear Michelle and the team at A.W. Lymn, Thank you for your help and suggestions regarding my dad's funeral. The internal link was wonderful for those unable to get. The bus was so fitting and we travelled past Dad's school, old place where he lived and the church where mum and dad married. Please thank Tracey for her service.*

### **Derby**

So friendly. FH/KH

Very good service. KK/KH

Fiona Hall was very caring, helpful and professional. FH/MC

Having dealt with the company 3 times now I am always impressed with the professionalism & kindness & efficiency of all staff. KK/MS

### **Hucknall**

They were very helpful and took all of the weight off us with the arrangements. CAB/CAB

### **Ilkeston**

Nicola and Mick went out of their way to make sure it was a special day also the way they looked after my 96yr old Dad. NAA/MS

All aspects were completed professionally and with empathy. NAA/DMC

Everything was professional. NAA/TK

The quality of the cars and the professionalism of the staff. NAA/MS

Director of the funeral on the day was excellent. (Julia Carty) TSR/NAA/JRC

### **Littleover**

Co-operation. DB/KH

Limousine (hearse) – general standard of advice, funeral director walking in front. DB/KH

Very supportive and empathetic throughout the process. DB/KH

*Dan Thanks you very much to you, Mark and his team for helping my sister and I so much and providing a superb service.*

### **Long Eaton**

Just very personal. TAR/LJC

Staff – excellent. TAR/RK

Personal contact with Nigel. Good to see a friendly face. Tina: professional, personable and compassionate. LJC/NLR

### **Mansfield**

All staff very friendly. TC/JWB

Very friendly & helpful at difficult



time. TC/AA  
Complete dignity & respect. JWB/JWB  
She was very understanding at such a stressful time. TC/AA

Tina was very helpful talking through everything in detail, I could call anytime if needed too. In fact it was like talking to a trusted friend. TC/AA

It was all dealt with sensitivity and efficiently. TC/AA  
Friendly Approach and always made time for you. TC/AA

### **Mansfield Woodhouse**

Professionalism. SB/JWB

Attention to detail. WEW/AA

Loved how Jonathan walked from my house around the corner to Meden Road, Dad's old house & stopped there. His old neighbours stood on the pavement in respect for Dad. Lovely!! JWB/JWB

Outstanding service, went above & beyond for us. Andy was amazing on the day & a great comfort to us. SB/JWB

Wendy was very considerate on the phone to me especially the very first phone call. Jonathan was very considerate about Ann-Marie given the unusual circumstances and I am amazed at how professional you all are, the pall bearers are exceptional. WEW/TK

A rose was passed to me from my husband's floral display. WEW/DCC  
Service sheets/book WEW/AA

Tina Clay was excellent as was Andy the funeral director. TC/AA

Just thank you to all involved. WEW/JWB

### **Nottingham**

Family feel, personal care and attention. Nothing too much trouble. Sensitivity of staff. Professionalism. JLR/PCR

Thank you so much when I was asked if Beryl's grandson's wanted to carry Beryl into the chapel. JLR/PCR

Very patient. PCR/PCR

All of it. PCR/PCR

*Dear Kevin, A very big thank you for making my mum's funeral such a special occasion. You helped me every step of the way and I'm most grateful for your kind and courteous manner. It was lovely, too, that you arranged for the hearse to stop briefly outside Sycamore House which was a lovely gesture and much appreciated. Also, the flower arrangement is absolutely beautiful and I wonder if you could please tell me who the florist is as I would certainly use them again. Please would you pass my thanks on to all those other members of your staff who helped in any way.*

*Good morning Kevin, It was very nice to meet you yesterday. I would like to express my thanks to you for so respectfully and professionally arranging mum's funeral. You were always spot on with everything and you made a difficult time that much easier. I'd also like to thank your chaps, who on the day, did a fine job. I'd certainly recommend Lymns as the ones to turn to at such times.*

*Afternoon Kevin and Karen (please can you also share with Kevin from Derby Office), I just wanted to say a huge thank you for all your help with my sister's cremation. You have been continually patient, supportive and compassionate throughout. The service felt very personal and we were all able to say our goodbyes in our own way.*

*Hello, I'm writing to tell you that I found a diamond in your Nottingham Reception area this morning. The diamond is Barbara, who demonstrated impeccable customer care and top quality customer service. In my humble opinion, and with 50 years in retail, working for a global blue chip company, I think Barbara is a high-value corporate asset. Please pass on our sincere thanks and deep gratitude to Barbara.*

*Afternoon Jackie, Just to update you, the remains of Mrs S. are now in Malawi and are on the way to her*

*home village for burial tomorrow. The family in Malawi and ourselves are thankful for your services, they did not need to even change clothes as she made it home in perfect condition. Once again we thank you for your help at this difficult time, will recommend your services to all our Malawi community here in UK. Unfortunately I hope not to see you again anytime soon. Lol*

*To Paul and Jackie, We just wanted to pass on our thanks to you both for the service we held for our mother. It was a very beautiful service, everyone said it was prefect and very 'mum'. You made the whole process so much easier for us, you were so professional and genuinely caring. We are so happy that we chose to have Mum's funeral with you and are very grateful for all you did. Thank you.*

### **Ollerton**

From our initial contact to the cremation the funeral director Colum was excellent in every way. CJO/CJO

Smart, authoritative, efficient, smartly presented premises & very clean. CJO/CJO

### **Osmaston**

Just very warming/friendly but still professional. MC/MC

Couldn't fault anything from start to finish. MC/KH

Very kind. MC/KH

### **Radcliffe on Trent**

The consistence of care to me & my daughter by Jane Keetley never had to speak to anyone else. Was very patient & caring. Directors very reassuring on collection & took my concerns seriously & respectfully. JK/JK

We were dealt with by the same person throughout and she was particularly supportive and helpful. (Jane at Radcliffe) JK/JK

The service was excellent in all aspects. Everything was perfect – Thank you. LJS/JK

### **Rainworth**

The girl in office was very understanding and made me feel at ease. DM/Direct Cremation

Very helpful upon returning the ashes to a different branch for collection. DM/DCC

Staff were well organised. DCC/AA

The politeness, caring and genuine. DM/Direct Cremation

Telephone courtesy of Denise, clarity of brochure & pricing clearly set out, everything 'as good as your word' – and dignified. Thank you for all you did to make the process so dignified and calm. DM/DCC

### **Ruddington**

Compassionate, professional but friendly, guided through what was a very daunting prospect. EPM/EPM

Very professional but also empathetic, supportive and I had complete confidence in them. EPM/EPM

That they had my father's details from 11 years ago for reference. TLS/DTL

Professional, compassionate, friendly, made me feel comfortable, easy to talk to. EPM/EPM

Funeral procession through Bradmore village. EPM/EPM

Teresa Spencer had an empathetic supportive manner that I found kind & helpful in difficult circumstances. TLS/TLS

Very professional & helpful. EPM/EPM

Edward was at all times helpful, patient, reassuring, respectful and dignified. EPM/EPM

### **Shirebrook**

The receptionist was very pleasing and helpful at a sad time. JP/AA

### **Spondon**

The comprehensive arrangements. FH/MC

### **Stapleford**

Outstanding service & attention to detail from Mrs Tracey Sweeting-Rowe! We were genuinely reassured & delighted to have her arranging our funeral. TSR/MLR

Celebrant. TSR/MS

### **Sutton**

Karen was out of this world in short bloody brilliant you are not paying that woman enough. KLH/AA

Karen and the team had the right balance of compassion and professionalism. KLH/AA

Karen came across as a caring & friendly on initial contact, the staff on the day were excellent. KLH/AA

### **West Bridgford**

All of it. CKG/DMC

Courtney kept us informed and up to date every step of the way. Nothing was too much trouble, she gave very clear explanations. CKG/KDB

All excellent. CKG/KDB

The availability on an unusual car. – Morris Traveller. CKG/LJC

The service Matthew and his staff gave were fantastic. The day was beautiful and we were very comforted. AMB/MLR

The kindness shown by all staff members. Courtney was helpful with all advice. CKG/LJC

*Dear Courtney, I just wanted to say a personal thank you from myself and my family for your kind attention to my mother's funeral and for the care shown to us by yourself, Jane and the drivers on the day of the funeral. I can appreciate the difficulties brought about by the pandemic and it was good to see all the precautions which Lymns have put in place. This has been a difficult time for my family, as we have just had another bereavement, but I wanted to let you know that we thought the funeral went well and that we also appreciated the time allowed us after the funeral, to speak with family members, some of whom had travelled a long distance. Please also thank the flower people - beautiful!*

### **Wollaton**

Very personal, understanding and support, total professionalism from Kirby Cranshaw. KNC/KNC

Kirby, the funeral director. KNC/KNC

I wanted to distribute cake after the service and they were happy to accommodate & advise the best way to do. KNC/KNC

Kind, calm, efficient service, going the extra mile to get choice of music played. KNC/KNC

Becoming a part of our family and understanding our needs and looking after us. KNC/KNC

### **City Flowers**

*Morning ladies, I have just spoken with the daughter of Mrs S. who's flowers you did yesterday. She couldn't stress more how beautiful they were and how much they loved them. They said the peach coffin spray was even better than they could have imagined and so full and the blue and white heart was just beautiful! They were really impressed with all of them. So, thank you very much Jxx*

*Also see West Bridgford*

### **Craftsmen in Stone**

*Hi Mary, We visited the cemetery on Saturday and we are so pleased with the restoration of Mum and Dad's headstones. They look like new and my sister and family and myself were over the moon when we saw them, especially with the lovely and thoughtful touch of adding flowers to the vases too. We would like you to pass on our sincere thanks to the craftsmen who restored them and tell them we are so very grateful for the work they have done. The stones themselves and the plinths are perfect. Thank you for all your help*

### **Could Do Better**

None

# Welcome to...



**Danielle  
Beechey**

*Funeral Arranger Long Eaton*

I am a former Funeral Arranger for Central England Cooperative at Shepshed. I will start working with Louise at the Long Eaton branch this month and I am very pleased to be serving my home town and local community.

I have three gorgeous children Xavier, Amahrya and Shakira and twin stepsons Moontaha and Marwan.

**Jack  
Pestell**

*Funeral Arranger Wollaton*

Hello! My name is Jack Pestell and I'm excited to begin my new role with A.W. Lymn starting on the 24th May 2021 as a Funeral Arranger (training to be a Funeral Director).

After my induction at Robin Hood House I will be based at Deer Park Hall at Wollaton, working alongside Kirby. I have spent the last two years working at Central England Co-op as a Senior Funeral Service Assistant back of house, but prior to this I trained and taught as a secondary school teacher in Burton and Tamworth teaching History (Successfully) and Geography (Unsuccessfully...). I studied Archaeology at the University of Nottingham before becoming a teacher; I never found anything of interest or value!

I'm extremely excited to join the team and to meet you all over the coming weeks and months.



**Santanna  
Nightingale**

*Funeral Arranger West Bridgford*

Hi I'm 24 and was with Audi Nottingham for five years as a Customer Service Advisor. I enjoy the gym and practice weight training. I'm a very creative person so I love to paint and also have qualifications in makeup artistry and classic eyelash extensions.



**Dean  
Hamer**

*Driver Radcliffe-on-Trent*

Hello, I am Dean and have just started work at Radcliffe-on-Trent. I am originally from Melton Mowbray but will be moving to West Bridgford with my wife Collette shortly. I have a son in Bedford and a step daughter in Dubai.

I have got 20 years of experience in the funeral trade, working for Leicestershire Co-op, Midlands Co-op and Richard Barnes.



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

Matthew Lymn Rose would like to nominate Deanna Dale for making suggestions on how to improve the Chapel of Rest experience for our clients (see email below).

Matthew Lymn Rose would like to nominate David Green and Jennifer Warnes for helping members of the public after an accident (see email below).

\*\*\*The winner is\*\*\*

## Deanna Dale



Hi Matthew

I am passionate that any viewing in the Chapel of Rest is the best it can be. It is the very last visual memory of the deceased which can imprint and may have a big impact on our clients view of our care towards their loved one.

To me the care of the deceased is key and should always be reminded to family throughout. The words "don't worry he/she is in good hands we will take good care of he/she". I have found over the years that those few words mean so much.

As you know I work at several funeral homes and the difference in equipment is noticeable. I have been thinking about this for a while now and I want to put an idea to you about sharing best practice ideas.

I will start-

\* I think every chapel should be equipped like you do the cars with an Inventory of certain equipment (that gets replaced once used). For example if a lady is in a chapel and her hair is pump flat and the picture on file is her hair curly. I can easily find tongs/ curlers etc. (Deanna has started to put together a list, and this should be appearing soon).

\*It may sound silly but I ask if the deceased is of a certain age, I ask if they prefer tea or coffee. I then make sure the preferred option is in chapel with them.

These little things can make a real difference.

*If anyone would also like to share an idea they feel would benefit the clients then please forward your suggestions to Emma. A monthly prize will be given for the best idea.*

Dear Team

I'm writing because at approx 9.15 on 6/05/2021 my vehicle was struck by an Electric Scooter whilst driving south down Huntingdon Street. Fortunately the female rider was not seriously hurt, and thankfully several other road users stopped to assist.

I'm writing to you because I believe that the one of the vehicles that stopped was your silver Mercedes V-Class.

I would like to offer my deepest thanks for their help. Two people from this vehicle immediately stopped the traffic and got out to assist in the rain. Their presence was one of professionalism, respect and reassuring calm. They greatly helped all parties involved as what was quite a traumatic moment.

They then proceeded to offer to escort me home with my punctured wheel, a very selfless gesture on a cold wet night, when everyone just wanted to get home. Although I eventually parked close to the scene of the incident, the offer itself was much appreciated.