



The Family Funeral Service®

Staff Newsletter

May 2020

David Meek - 1092 1938 - 2020

We are greatly saddened by the death of David Meek who loyally served our company, providing funerals to thousands of families in Derby and building a strong foundation with the Muslim community there.

Although David was long acquainted with George and with Nigel, through their connections with the local Association of Funeral Directors, I did not meet him, until the late 1970s when I was a trainee embalmer and was asked to embalm a deceased at the premises of Derby and District Funeral Service where David was Manager. I had not been forewarned that the deceased in question was a “man of title” nor that the premises did not have a proper embalming theatre but, David’s kindness was overwhelming, I completed the task and earned £4.00 for my services.

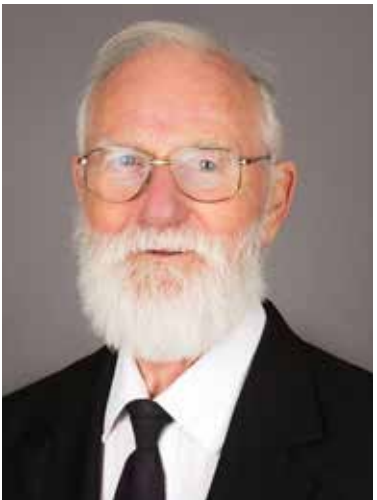
Ultimately, Derby and District was taken over by the Co-operative Society and David sought a new challenge which coincided with the expansion to Derby of A W Lymn , the company having acquired a disused petrol station on Becket Street.

On 1st July David commenced employment initially in Nottingham moving to the refurbished premises at Becket St, Derby in November of that year. David was the only full time employee at that location frequently co-opting his wife Shelagh to help in the office although their daughter Laragh was just an infant at that time. Eventually Shelagh joined David full time at Derby and “Team Meek” became a formidable and reliable entity fuelled, in those days, by Benson & Hedges!

The rest of the team at Derby were retirees working on a casual basis all of whom had the greatest of respect for David. All out of hours work was covered locally by David + One (occasionally Shelagh), regular trips to Heathrow and to Manchester to deliver deceased bound for Pakistan followed a full day’s work. Such was David’s dedication he even drove to Aberdeen and back in one day to collect a deceased.

David worked full-time until 2010 when he semi-retired but continued to conduct funerals and carry out any duties asked of him to help guide Kevin Hall and his team. He was delighted that the fifth generation had Matthew at the helm.

Sadly, Shelagh died on 11th April 2013 and David had more time on his hands and was very keen to keep active, until early 2019 when he retired fully. At that stage he moved into the home of his devoted daughter Laragh and was cherished by his many grandchildren.



Later in 2019 David’s health deteriorated and he moved into a Care Home where I visited him in November. Sadly his memory was failing but he did not forget that he was a FUNERAL DIRECTOR and neither shall we forget that.

David died seven years to the very day that his beloved Shelagh died and, whilst the current situation will preclude most of us from attending his funeral he will be in our hearts and minds and his legacy will live on.

Jackie Lymn Rose

Diploma Success



Congratulations to Alan Matthews at our Wollaton funeral home on passing his Diploma in Funeral Arranging and Administration.

Kim and Gary were pleased to welcome Only Fools and Hearses to Bulwell!



March's charity donation winner was Mrs Deane from Gedling, who chose to donate to PACT in Sheffield.

PACT (Parents Association of Children with Tumours and Leukaemia) supports families of children with cancer to help families get quality time together.

Thanks again for donating

We're sending it straight to PACT (Parents Association of Children with Tumours and Leukaemia) so you'll be making a difference very soon.



A word from PACT (Parents Association of Children with Tumours and Leukaemia)

Please accept our sincere thanks for your support to children who are receiving treatment for cancer or leukaemia. We are so grateful to each and everyone of you. Thank you.

Easter Eggs



Catherine, Caroline and Denise started to collect eggs for the Easter Bike Run, but when the event was canceled the eggs were redirected to Rev. Wendy at Carlton to be distributed to local children.



Client comments collected during March 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 – 110

Good – 8

Satisfactory – 0

City Flowers

Excellent – 73

Good – 2

Satisfactory – 0

Arnold

How kind the staff are. TC/RK
Felt personal, very clear and well informed. EN/RK

Special mention must be made to 'Beryl' in the office, who was very kind and compassionate and also to 'Mark' who organised things on the day of the funeral, both a credit to your company. EN/NMR

Respect shown to all who attended. EN/RK

All of it was very good. EN/RK

It was all excellent, but the choice of Celebrant (Cheryl Smith) was outstanding! EN/RK

All. EN/MLR

Both my mum and myself just wanted to say an enormous thank you for the beautiful funeral this morning for my father. I knew it would be beautiful but as I remarked to the two gentleman in attendance, it was even more beautiful than I'd imagined. Thank you also for your sensitivity and professionalism at this time and for the smooth running of the process throughout.

Aspley

Dignified and respectful, did not feel hurried and a feeling that nothing was too much trouble. LEF/RK

Lovely people, very caring, helpful & gentle with my poor old mum. LEF/NLR

Beeston

Everything. GB/DMC

The staff was very kind and caring. DMC/DMC

Very compassionate service by Georgia Bell at Lymns Beeston. GB/DMC

Donna Conroy is always attentive, respectful and considerate of the pain myself and my family go through at these times, she's like family. DMC/DMC

Donna was wonderfully sensitive and caring throughout the process. We were very impressed with the entire service and felt mum had been afforded so much dignity. DMC/NLR
I dealt mainly with Georgia – she was

always friendly & helpful, nothing was too much trouble for her. GB/DMC

Bingham

Professional, well-paced, empathetic and efficient. DTL/DTL

Dominic Lister was fantastic throughout arranging and caring for our baby daughter. DTL/DTL

I was grateful, at all stages, for the calm, kind, practical and straightforward way Dominic supported us. It made a bewildering time much easier. Thank you. DTL/DTL

Bulwell

Personality of my late husband was shown to an excellent level. KLN/LJC

She was very personable. KLN/TK

Carlton

Care and attention sensitive to needs of widow. DM/NMR

Personal attention. DM.NMR

Caring and very professional, special thank you to Diane Morris. DM/NMR

To A.W. Lymn Directors, I would like to put on record my personal thanks to Diane and Mark at your Carlton Branch for all their help and support as we prepared for my fathers funeral at Gedling Crematorium. Their help as we guided our way through registering the death via both the registrar and coroner was invaluable at such a difficult time for us.

Clifton

Explained everything and were very informative on every aspect of what would happen then and during the day. JMW/LJC

Hi Joanna, Thank you so much for the recording of the service. It was beautiful, and so good for us all here in Canada to see. What a wonderful tribute we all partnered to produce. Thank you so much from the bottom of our hearts. We so appreciate the love, and care and consideration that was poured into it on our behalf. It

was great to be able to put a face to a name after talking on the phone to both you and Diane, and so many emails going back and forth. We look forward to receiving the orders of service and copy of Diane's service. Until then, take care and stay healthy.

Cotmanhay

Everything was 5 star service Michelle made us uplifted and at peace. Xxx Everything was done to a personal level, Michelle was fantastic with everything from start to finish. The whole service provided was excellent. Thank you so much. 100% yes Michelle & Mick made such a difference during a very difficult time. MNI/MS

Dear Michelle, Just wanted to say an enormous thank you for all your support from everyone for getting everything organised for yesterday. The service was beautiful, all your team were absolutely fantastic, and the whole family commented how good it was that we were able to have such a personal service for mum in their crazy circumstances. For my part your very warm human touch made my role easier and I'm very grateful to have had such support from you - you struck just the right tone with me and meant a lot to me.

Derby

Everything from start to finish was brilliant. KH/KH

Karen, May I thank you for arranging the funeral under difficult circumstances? We were looked after professionally and sensitive to the occasion. Also for the exact music requested.

Hucknall

Caroline Morgan was excellent. Very warm and friendly, calm and waiting to make everything right. CM/JLR
The driver was very considerate and

didn't "rush" one after the actual service, so giving us time to speak to people. CM/TK

Not wishing to be sexist but all the management I met were female and I found them to be very sincere and kind. CM/SB

I was pleased that attendees were able to sit inside the chapel instead of waiting outside in the cold. Also that a chair was provided for me. CM/NLR

All of it. CAB/CAB

Ilkeston

Very friendly – polite respectful. NAA/MS

Personal touches made by Nikki. Also lovely & much appreciated memory box. NAA/DMC

Staff were first class. NAA/KH

Nicola was very understanding and did everything we requested.

Professional, put me at ease and made me feel I was in control (haha)

Mick was fab with us all. NAA/MS

Littleover

The respect shown to the family & on the day of the funeral the funeral director bowing at the side of the hearse. DB/KH

Hello Dan, Just to let you know that although it was simple mum's funeral went without a hitch. I'd like to thank you and your colleagues for your service at this difficult time.

Dear Dan, Thank you very much for all your help and advice in guiding us through Mum's funeral arrangements, during what must be a very difficult time for you too, given the current situation. Could you also please thank Kevin and the rest of your colleagues who helped to make everything run so smoothly.

Long Eaton

Great staff, A1. LJC/LJC

Friendliness & courtesy. TAR/LJC
The service reading by the celebrant Richard Marshall was thoughtful &

well read. LJC/LJC

Helpful as funeral not held in Nottingham & organised everything with previously unused local authority. TAR/LJC

Mansfield

David was very compassionate and nothing was too much trouble Jonathan was very patient at the cremation. DC/JWB

I would like to say what a fantastic member of staff you have – Tina Clay – she was supportive, friendly, professional & went the extra step & I would like her to know I appreciated it. DC/SB

We were given the utmost care and consideration when we were making all the arrangements by Tina and also Andy at the Crematorium. TC/AA

Mansfield Woodhouse

Beautiful service – the service chapel was all I could have wished for. The very personal care given to both my husband and myself and the family. Special thanks to Elaine, Jonathan and Sarah (celebrant) SEJ/JWB

All communications/meeting were professionally conducted in a very sympathetic and helpful manner. SEJ/AA

Very caring and professional, really went the extra mile. SEJ/JWB

How professional all the staff were. JWB/JWB

We liked being able to hold the service in the chapel. All the staff were lovely. SEJ/DCC

Jonathan's attention to detail, care & knowledge. JWB/JWB

Named person to speak to with any questions – continuity. SEJ/JWB

The personal touch & respect shown to my mum at all times – very professional. SB/SB

Nottingham

The kind, caring service provided by Matthew Lymn Rose and Sharon Draycott. MLR/MLR

Attendee cards folder. MR/TK
Very understanding, caring and very professional. MR/MJC
Overall we were very satisfied, the only downside was the initial meeting we had with a member of staff. They lacked knowledge and weren't forthcoming with information. After that all contact with other members of staff was excellent. Funeral director on the day of funeral was excellent; very professional, courteous, treated family with respect. Explained how the day was going to run & was in control. JMW/MLR
Personable approach by Megan Rosier. MR/NLR
Everything from beginning to end. MJC/MJC
Nigel walked head of the cortège as we left. NLR/NLR
Kindness of the staff. MJC/MJC

To A.W. Lymn and Brendan Flanagan thank you very much for arranging our brother's funeral family and friends said what a wonderful service. From Pat, Jean, Michael & families.

Dear Jackie, Following the recent cremation service for my husband, at Bramcote, I wish to thank you and all your colleagues for the time and dedication given, ensuring our family will always cherish memories of a fitting farewell to a dearly loved husband, father and grandfather.

Ollerton

The respect when they came to remove him & special route to crematorium, efficiency of staff. CJO/JWB

Osmaston

Mark, Just a quick e-mail to say thank you for today looking after Mum at Aston Crematorium. Considering the current situation I cannot think of anything we could have done better to give her a send-off. I think the general atmosphere

currently puts us all on the back foot regarding our fragility, however I truly believe she is now in a better place and will not need to endure the suffering so many are going through in care homes around the country. Thank you again for you care and service, she would have approved. Best regards and take care.

Radcliffe on Trent

All handled very efficiently. LJS/JK
Very friendly & kind ladies in the office at Radcliffe. LJS/JK

Rainworth

All aspects excellent service was lovely to see Wendy and David again from previous contact. WEW/DCC
Personal wishes respected at all times. WEW/DCC

Ruddington

Rebecca was excellent. CKG/TLS
Very professional, understanding and helpful throughout. TLS/TLS
Calm, efficient and kind at all times. TLS/JLR

Shirebrook

Jackie very helpful. JP/AA
Personal touch, Jackie was brilliant, nothing was too much trouble. JP/AA

Spondon

Fiona Hall was very friendly, helpful and understanding. FH/MLR
The arrangement of the photo tribute was excellent. FH/KH
A very personal and compassionate response. KH/NLR

Stapleford

Everything as planned, very pleased. TSR/JRC
Very supportive, clearly explained. The service was very professional. TSR.JRC
Very pleased with the service from Lymns overall. All direct face to face contact – excellent. Liked that the hearse was escorted at entry to

crematorium. This is not common these days. All funeral arrangements from collecting her on 15/12 to the service in January were faultless and very much appreciated. TSR/LJC

Sutton

Very professional. JWB/JWB
Liked it all. KLH/AA

West Bridgford

Went above and beyond to help with all queries and issues. AMB/JK
It was very nice the way that she was presented in her last hours when I visited her. AMB/JRC
Friendly and compassionate to the situation. AMB/JK
I liked Andrew's attention to detail. AMB/RK
All staff were very professional, friendly & well presented. AMB/JLR
Efficiency and empathy. AMB/NLR

Wollaton

The friendly & very helpful staff, i.e. Alan Matthews & Julia Carty who helped us through a very sad time. APM/JRC
All aspects. APM/JRC
Good understanding of all services and friendly manner. APM/JRC

Stonemasons

Dear Mary and everyone at Lymns This was just a quick thank you for sorting my stone out for my parents. We are so happy with the stone and the flowers that were there too, which was so kind of you. At these difficult times, I hope everyone is staying well and thank you for being the best funeral directors ever.

Could Do Better

None

Working during lock down



Catherine's sun-bed becomes a useful shelf.



Gary and Nev try out the new PPE.



Mark's new assistant Mimi, fails to pull her weight.



Lorraine keeps on top of the accounts.



The stonemasons is being run from a dining table.



Anne makes it look easy!



The garage remains full during the day.



Wilford Hill adheres to social distancing.

Grief Support Feedback

- Anne-Marie is an amazing, kind and considerate lady. She is thoughtful and always happy to listen to what you have to say. Thank you.
- Anne-Marie is very kind, such a lovely lady, talking with someone that wasn't family helped.
- I really enjoyed the meetings.
- Helped me see that I'm not the only one feeling like this.
- Couldn't thank Anne-Marie enough, she is amazing.
- The realisation that all the feelings of grief are normal.
- Helped me understand that what I am going through and my reactions are normal.
- Sharing thoughts, views, feeling, experience. Seeing how others respond to grief.
- When I went through the door for the first time I was very apprehensive and wanted to run away, I felt very emotional but feel a little better now.
- "Wonderful"
- The group has gelled from the word go and I look forward to continuing the friendships we have made. Anne-Marie is fantastic could not have wished for anyone better.
- I wouldn't change anything Anne-Marie has been excellent and helped me a lot.
- It has helped me realise I am not on my own.

I was sent to the chemist to get a face mask. There were non in stock and the pharmacist suggested that I try Boots.

I have now spent four hours in A & E trying to get a wellington removed from my head.



Tina caught this naughty squirrel eating the flowers at Long Eaton.



These lovely pin badges have been sent out from our order of service provider Graphic Services.



nottinghamshire hospice
adding life to days

Forget Us Not Appeal

We have been speaking to Nottinghamshire Hospice about a new idea to raise much needed funds. The hospice have invested a lot of money in hand painted steel Forget-Me-Not flowers. The flowers have a hollow stem, for a message or note to be contained. These were due to be available this summer, however because of Covid-19 the manufacturing has been disrupted and they will not be able to have a gathering to launch the initiative.

They are asking people to register their interest for when the ornaments do become available.

<https://www.nottshospice.org/get-involved/forget-us-not-appeal/forget-me-not-flowers/>



Forget-Me-Not Flowers

Catherine's children have created a rainbow picture for the window at Hucknall.

If you have a rainbow in your window, please send the photograph to emma.percival@lymn.co.uk



Spud puts his back into digging a grave at the Cathedral.

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

Nomination from Matthew Lymn Rose

'I'd like to nominate **everyone** this month! Specifically though I think **Gary Cooke** for stepping up in his role in the Operations Room with Matt Winman away, and the added pressures of the Corona Virus situation. He's been a rock and shown his real ability and commitment to the company.'

Nomination from Matt Winman

'I think **all the staff** should have best practice this month. From what MLR tells me, they have all been so dedicated to their job in this weird and scary time.'

Nomination from Wendy Walker

'Up here in the frozen wastes of the North, **Trevor Royston** and **Eugene Coyle** have been absolute diamonds, with every single task they've carried out, as of late. I'm sure that the Mansfield team will agree that is this current climate, they've stepped up to the mark, absolutely without question. 'BIG' clap to both of them.'

Nomination from Kim Nichols

'**Julia Carty** has looked after my office when I had two days off.'

Nomination from Nicola Anderson

'I would like to nominate **Mick Schofield**, he has gone out of his way alongside his busy daily duties to deliver paperwork to be sign and collect clothes, sometimes having to attend the address more than once. He has been amazing and a big help to me here in the office, as not everyone has an internet connection especially the older generation.'

Nomination from Michelle Ibbett

'For the past few weeks **Mick Schofield**, has gone that extra mile and more for our clients who are unable to get out during these difficult times collecting paperwork, clothes etc, going above and beyond his normal role to still give each family that personal touch.'

Nomination from Chlöe Lymn Rose

'I would like to nominate **Brian York** and **Kyle Higginson** for all their hard work in the coffin shop dealing with the large number of coffins, coming in for the delivery on good Friday and helping supply the Muslim caskets for the Ghousia Funeral Service in Luton.

Also **Gary Cooke**, for dealing with all the PPE supplies at RHH and being a great help on the Ops desk while Matthew has been super crazy.

Finally, it is probably not allowed, but I think **Matthew Lymn Rose** deserves a nomination for working flat out for weeks!'

Nomination from Gary Cooke

'I would like to nominate **Keira Morrison**. Who has continued to beaver away with her heavy work load, in isolation at RHH as she is in the at risk category. Keira is a help to so many members of staff, including Matthew and myself, with help in the idiosyncrasies of funeral manager.'

Nomination from Pete J

'Please could I nominate **Keira Morrison**? She is never in a situation to be nominated so with all the corona virus she has come into work and isolated herself away from everybody in NLR's office and just got on with her work.'

And the winner is.... all the frontline team.

"So when posed the question as to which of you should be this month's winner Jackie, Matthew and I decided that we could not single out any one of the frontline staff who have continued to commute to work during this most difficult period. Therefore, this month we are paying all those staff a bonus equivalent to 10% of their basic monthly salary, and any of you who have been off either showing symptoms or due to self-isolation have had an uplift back to your usual daily rate rather than just receiving basic CV SSP. A bonus has also be calculated for Casuals. Again I thank you all for the continued support being given to Matthew as he strives to lead our family company through this time of unprecedented numbers of deaths.

Do not think that your hard work and devotion to those we serve has gone unnoticed"

MLR

