



*The Family Funeral Service®*

## Staff Newsletter

September 2020

### Our Stapleford funeral home is on the move

*We have been granted planning permission to turn a disused bank on Derby Road, Stapleford into our new Stapleford funeral home.*

*The building is on the main high street and has ample parking to the rear. The plans (please see page 2) submitted will give us a larger, more modern facility which will improve the service we offer to local families. There will also be a residential flat above it.*

*Pete C. is hoping that the building work will start in the next few weeks, and will be complete by Spring 2021.*

*The funeral home on Church Street will close, and Tracey will move to her new office.*

*This will be the second bank that the company has converted. Littleover, a former bank was Pete's first building project when it was converted, with great success, in 2017.*



### Joanna conducts her first funeral

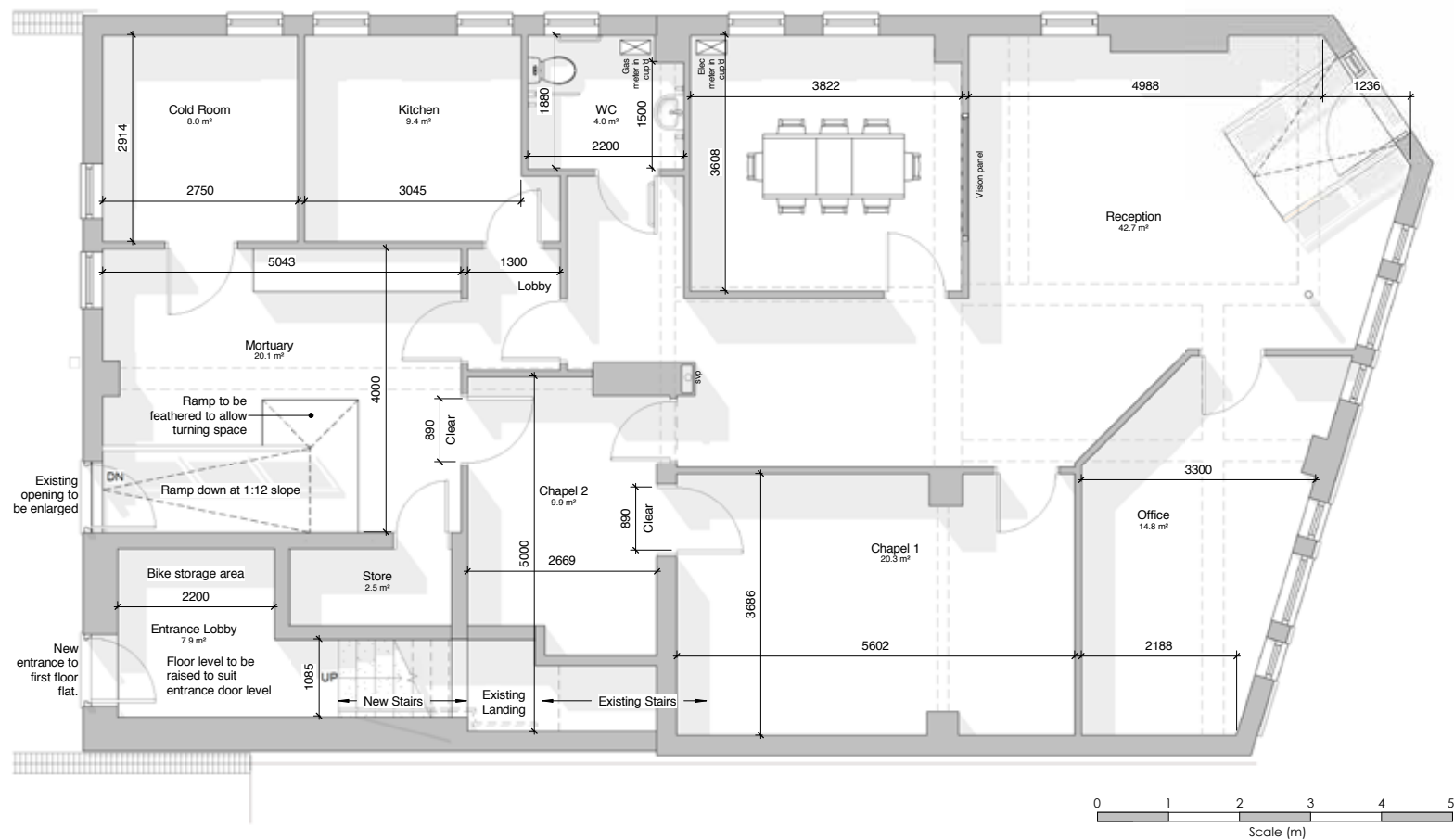


On Friday 14th August, Joanna conducted her first funeral.

Joanna joined the company in January 2017, and has worked as a Funeral Arranger in Aspley and Clifton before passing both diplomas and qualifying as a Funeral Director. Well done Joanna, all your hard work has paid off.

*'Our family serving your family since 1907'*

# Floor Plan for the New Stapleford Office



## Window Display Update

by Emma Percival

During lockdown I have been able to get on with some jobs that have been on my 'To Do' list for far too long! One of these is window displays and I think I am finally nearly there with the moveable window display idea which has been floating around for the last two or three years!

The first window display was installed in Nottingham during July, and has a 'What our clients say' theme (or as it is known in the Nottingham funeral home 'the Megan Window'). Other ideas that I am currently working on include;

- ◇ 114 Years of Service
- ◇ Not all Hearses are Black
- ◇ We also do Wedding Hire
- ◇ Flower Window
- ◇ All Call Answered by Local Staff
- ◇ Stone Masons
- ◇ History of A.W. Lymn
- ◇ Pre-Payment

There are plans for the window displays to travel around different funeral homes, depending on their window size. If you have any ideas, or would like a certain window to start with, then please let me know.



## *How many does it take to paint a workshop?*



The Coachworks (where Pravin was based) on Lowdham Street, has been emptied, cleaned and is now painted thanks to the Fleet and Maintenance teams combined.

## *Jaguars come to Nottingham!*



Still silver, but a little different from our usual fleet! A recent trade hire from A J Lloyd Funeral Directors.

Congratulations to Oliver and Zara Rose who won the competition to name Laura's bear. The winning name was Beanie.

They swapped their chocolate prize for fruit!



*Jo in City Flowers plays Bingo at work!*

# Out and About

*An impressive turn out at Carlton Cemetery.*



*Kirby with horse hearse and seven following cars.*

*Kirby's second set of horses in two weeks!*



*Kevin gets a hand from Nev at a Sikh funeral.*



To win a bottle of wine, can anyone think of a caption for this photograph of Megan?

Please send entries to Emma by 17th September 2021.  
emma.percival@lymn.co.uk  
07916 140 406



*Pete J. prepares a grave at Wilford Hill.*



# Grave vandalised

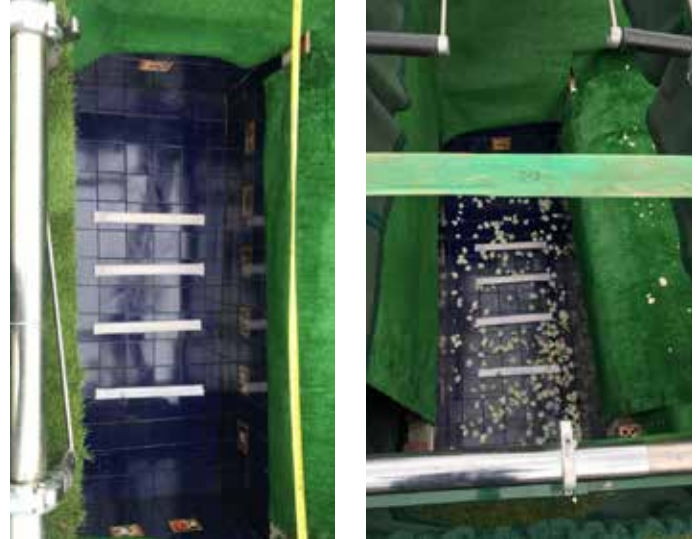
We were asked to prepare a grave, with canopy and chairs for a funeral in Sheffield on Saturday 15th August. Pete, Artur and Gaz built the grave and tiled it (the coloured tiles are the Stations of the Cross). When Pete arrived at the Cemetery on the Saturday morning to set up the chairs and canopy, he discovered that the grave had been vandalised. Some of the tiles had been pulled off, the grave had been filled with vehicle oil and sheets of asbestos thrown into it.

After a discussion with the family, Pete along with Nev and Pete C managed to clear the grave in time for the funeral to take place. Please see the photographs below!

The family could not thank us enough for what was achieved.



*The scene that met Pete J on Saturday morning.*



*After cleaning.*





# Client comments collected during July and August 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 – 86  
Good – 10  
Satisfactory – 4

## City Flowers

Excellent – 41  
Good – 8  
Satisfactory – 3

### **Arnold**

Utmost respect, presentation and professionalism. EN/RK

The initial phone call nothing was too much trouble for them, they listened and were very kind and considerate. EN/NLR

Yes we were very satisfied, all aspects. EN/RK

The language used e.g. we are taking your mum into our care now and we will look after her. EN/JLR

The personal and professional touch due to the corona virus. EN/RK

Extremely helpful with arrangements to gain access to another family member’s grave to leave flowers on that grave. EN/NLR

Kindness, knowledge, extremely helpful. EN/RK

With the restrictions of the Covid-19 They gave the best service possible the flowers were lovely the service too and the respect they gave my dad. EN/RK

Russell, Ellie & Beryl are all very helpful, kind, compassionate and understanding they do a fantastic job – and it was especially nice to see Nigel on the day conducting & Matthew as a bearer. RK/NLR

### **Beeston**

Very helpful advice and use of initiative when appropriate. DMC/DMC

Very helpful with every aspect of the funeral and in the chapel of rest!! GB/DMC

Everyone is so caring and professional. DMC/NLR

*I would just like to say thank-you so much for handling my mothers funeral. Everything was put together with such detail, we would personally like to thank Donna who did an amazing job. Nothing was too much trouble for her. She made every effort to do what we asked of her. Also a big thank you to Richard who put together a lovely ceremony.*

*Donna and Georgia, Thank you so much for your kindness and consideration to us and to mum at her*

*funeral last week. It made a bad time more beatable so thank you.*

### **Bingham**

Took pains to establish what I wanted. Made no attempt to drive up the costs at what is a difficult time. Delicately handled. DTL/DTL

The staff were kind and obliging. DTL/DTL

The clarity, the information provided, the patience. DTL/LJC

Very approachable and supportive. DTL/DTL

Any requests we had were adhered to and carried out. Very respectful. NLR/NLR

A very dignified service, personal attention by Dominic Lister Outstanding! DTL/DTL

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

*Dear Dominic, I wanted to write on behalf of the family to say a heartfelt thank you for the service you arranged for us and looking after my Dad on his final journey. Everything was so well organised and we are very grateful to A.W. Lymn for such excellent service. You knew exactly what we wanted just from meeting us once and your choice of celebrant in Chris could not have been better.*

*Jenny [Percival, Nigel and Jackie’s sister], Good Morning, just a quick message to say thank you to all the staff at Bingham for organising my brother’s funeral, which was held yesterday.*

### **Bulwell**

As well as could be expected during lock down. KLN/JRC

### **Carlton**

Prompt service on phone. NMR/RK They made us feel we had “an arm around our shoulders” during this sad, sad time. NMR/JLR All aspects were carried with

the greatest respect & totally professionally. NMR/NLR

The service we received from Mark Ridout was excellent, very informative and thoughtful. NMR/JLR

We were very pleased with Andy Bruce, he spoke very well. NMR/JLR

Mark Ridout was really pleasant & helpful. NMR/TK

Mark Ridout who we made all the arrangements with made a difficult time much more bearable, outstanding service. NMR/NLR

Everything was done in a professional, calm and caring manner. JMW/TK

Joanna Widdowson was lovely she made sure the service was everything I asked for, everything was perfect considering the lockdown. JMW/TLS

Due to Covid lockdown everything was telephone/mailed. It was an excellent service, friendly, professional and very helpful. JMW/TLS

*Hello Mark...on behalf of the family can we thank you for all your support helping us arrange a lovely funeral for mum? All the family loved the coffin, as did many who attended comment, it was just perfect for Mum. Everyone commented on the professionalism and kindness of yourself and your colleagues, and the little extra things provided so appreciated, please thank your colleagues. Thank you very much for the vase and flowers, lovely.*

*Dear Joyce and Mark, My family and I would like to express our sincere thanks to you and your wider team for your professionalism and expertise. Mum's funeral was befitting and beautiful and you were instrumental in making this happen.*

#### **Cotmanhay**

*We would like to thank all at A.W. Lymn for the professional and sincere way you treated my husband, myself*

*and family during our recent sad time. A special thanks to Michelle and Richard.*

*We all wanted to say a big thank-you to you and your team for all of the help and support you've given to our family at this difficult time. The funeral arrangements and service were everything that we'd hoped for, giving us all comfort when we most needed it.*

*Our family would like to send our heartfelt thanks for the way she was looked after and cared for. Michelle, thank you for all your kindness in caking care of mum and us. Mick for his reading at the cemetery, and Richard for his lovely words at the service. You have all been wonderful. Thank you so much.*

*To Michelle, Mick, Kevin, David and all involved with Mum's funeral and preparations. Michelle, you provided the most amazing service on such a personal level, I feel like I gained a friend in you. You took such care with my Mum. Her final journey was so very personal and I will be eternally grateful. All involved on the day were true professionals yet so friendly, David was so kind. The day couldn't have gone better, despite the damp start! Thank you again from the bottom of my heart.*

#### **Derby**

Always available and very courteous.

KH/KH

Friendly, compassionate and totally unhurried. KK/KH

*Thank you for all your efforts and going that extra mile for the family. Many thanks to all involved.*

*Hi Karen, I just wanted to say thank you for all your help with the funeral. Everything was organised and carried out really well, and the order of service was lovely.*

#### **Hucknall**

Caroline was very helpful, caring & professional. CM/AA

Caroline Morgan was absolutely brilliant, efficient, helpful and easy to talk to. Thank you. CM/TK

The attention of Caroline Morgan at A.W. Lymn in all our contact over the phone and at funeral director premises. CM/NLR

*Good Evening Caroline, We would like to thank you and your amazing team for their start-to-finish level of care with dealing with our mum's funeral yesterday; at every step we were impressed with the A.W. Lymn service. I had the first encounter with the team that collected Mum and had nothing but praise about the way they carried out their job, both sensitive and professional. Following on from the collection you totally put us at ease with your compassionate and supportive calls. We knew we were in safe and caring hands, and that nothing was too much trouble. On the day of the funeral the smooth arrival and sympathetic approach was credit to David and his team with just the right amount of presence; knowing when to be there and when to fall back.*

#### **Littleover**

We were impressed with the whole service given. The funeral director was very efficient in organising everything & patient & on the day of the funeral the staff were very kind and helpful to us. DB/DC

Very caring responses to all my questions. DB/JRC

*A big THANK YOU for all that you did for my mothers funeral on Thursday. You've been great!*

*Hi Dan, Would like to say a big thank you to all involved in the funeral arrangements for mum. The service was lovely and all went very smoothly. Could you also thank the florist for the beautiful flower arrangement mum would have*

*loved all the fabulous bright flowers especially the freesias.*

### **Long Eaton**

So very kind and understanding, very caring and patient. TAR/LJC

### **Mansfield**

The way they were with the family treated us well. TC/AA

Lovely sensitive manner & straightforward, reassuring & supportive. TC/JWB

Very smart, clean – couldn't fault it, extremely helpful, friendly & warm staff, particularly Tina at Lymns, Mansfield. TC/AA

Care & Compassion of all the staff we encountered at the Mansfield branch. TC/JWB

### **Mansfield Woodhouse**

The smartness of the staff – particularly on the day of the funeral & the kindness they showed. SB/AA

Seamless. JWB/JWB

We thought how professional and understanding they were. SB/JWB

Telephone conversations by me dealt with in a kind and helpful way with compassion. SB/AA

The fact the death was due to Covid 19 and I couldn't attend the funeral as I am shielding meant Jonathan Baker carried out my wishes to the letter. SB/JWB

### **Nottingham**

The personal service of Jackie Lynn Rose made us feel very comfortable, especially at this difficult lockdown time. JLR/JLR

A member helped with burying my mum, (Tony). MR/TK

The funeral director was very professional and sympathetic. We were very well looked after in strange (Covid-19) times. NLR/NLR  
Beyond expectations, overall support and patience and free access to Harry. NLR/NLR

### **Ollerton**

Everyone we dealt with before, during and after the funeral have

been excellent, very professional especially Colum & Jonathan. CJO/JWB

I never felt rushed into making a decision, always happy to answer my questions. CJO/CJO

Knowledge of Catholic services/ respect & dignity provided/ genuine, caring approach. CJO/CJO

### **Osmaston**

Mark was amazing kept me up to date with everything, if any changes he contacted me asap. MC/MC

Mark Chapman, I cannot thank him enough, he made a difficult time easier, so please pass on my thanks.

Mark did a fantastic job. MC/MC

### **Radcliffe on Trent**

Very nice lady nothing too much trouble she is a credit to Lymns (Lindsay). LJS/JK

Organising visual tribute. LJS/JLR

### **Rainworth**

Kind & Thoughtful. WEW/DCC

Because of Covid 19 my mother was limited to what we could have for her your staff from start to finish were utterly understanding in all our needs and provided us with a truly dignified service for our mother. DCC/DCC

Presentation of staff and hearse immaculate. WEW/JWB

Upgraded to Rolls Royce from Mercedes Vito for no extra charge. DCC/JWB

*Dear Wendy, Thank you for the brilliant service you provided, the amount of cards I've received praising her send off was overwhelming. Once again many thanks.*

*Thank you Wendy and all the staff at A.W. Lymn for your help through this difficult time. You made everything a little more bearable.*

### **Ruddington**

The excellent service provided by the Celebrant, Mr John Harris. CKG/TLS

My family were able to see service live in Australia. CKG/TLS

Graveside service with music played with precision with service by Teresa. The priest from Corpus Christi Church gave a lovely service with the help of Teresa, she was wonderful as I was very upset on the day she made the funeral service feel special. Thank you. TLS/TLS

Regular contact & confirmations combined with sensitivity. CKG/TLS

The Celebrant was excellent and provided a compassionate, sensitive service at a very difficult time. CKG/TLS

### **Shirebrook**

Jackie & Andy went above & beyond to accommodate our requests during (Covid-19) disruptions – special thanks to everyone involved. JP/AA

### **Spondon**

Talked me through everything personal, compassionate, lots of time given to talk & ask questions. Time for payments to be sorted – no rush. FH/KH

I felt completely at ease and nothing was too much trouble for Fiona, she was absolutely brilliant. FH/KH

Liked the fact that although in the middle of coronavirus I could do everything online. FH/MS

### **Stapleford**

Care & consideration given by all in extremely challenging circumstance (Covid 19). TSR/LJC

The celebrant was excellent (Richard Marshall) The local Lymn "coordinator" was also brilliant & helpful. TSR/LJC

### **Sutton**

The very helpful advice & regular contact with Karen at the Sutton office. KLH/AA

### **West Bridgford**

Personal service, put us at ease. AMB/JLR

The drive past her house, so people



who did not go to Wilford Hill could say goodbye. AMB/JLR

Lovely staff, wasn't rushed in making any decisions. Always answered questions I had, polite over the phone/kept up to date. AMB/JLR We thought Rob did an exemplary job throughout, from his communication, leading the hearse and stopping outside St Peters, to driving the limo back for us. Not everyone is lucky enough to know someone like Rob but we are sure he would do just as professional and personable job for all his clients. AMB/RL

To whom it may concern - We appreciate that due to Covid 19 the service you were able to offer was limited. Thank you for the excellent service provided under very difficult circumstances. AMB/TK

#### **Wollaton**

Kirby was very kind & professional thank you – she has a lovely gentle

manner. APM/KNC

The overall care, courtesy and consideration was most impressive. Kirby bowing to my Aunt was so kind and thoughtful. KNC/KNC

Showed compassion at a difficult time. JWB/JWB

Whole package. JWB/JWB

All staff were kind and professional. APM/JRC

*To Kirby, Thank you so much for showing such incredible compassion and empathy during the time of our Dad / Grandad's death. It was never going to be easy but with all of your help and support he got the send off he deserved, and for that, we are truly grateful.*

#### **The Craftsmen in Stone**

*Thank you all for your kindness and patience as these last few months have been stressful for everyone. We are so pleased with the headstone.*

*Huge thank you Mary for making the whole process so easy- you have been fab and the headstone is lovely! Really grateful for you.*

#### **Celebrant**

*Richard, on behalf of my family, I would just like to thank you for the beautifully presented eulogy you did for him, you did us proud, thank you. When we got back to the house several people commented on how good the eulogy was and were very impressed by how well it was presented.*

*Good afternoon Richard, Just wanted to say a big Thank you for all the work you put in to making Mum's farewell extra special.*

#### **Could Do Better**

Issue with the live web link.

### **This letter has been received at Aspley, what do you think?**

Dear Sirs, I went to a funeral at Northern Cemetery in July. The deceased came in a white carriage with white horses. All this was arranged by you. Fantastic. The close family arrived in two of your limos. As I stood admiring the cars I saw the registration number plate on the front car, it was 1 UG, I thought, my heavens that stands for 1 Under Ground. I made it round to the other car, another shock, that car must go to cremations. The number plate was 1 UF, 1 Under Flames.

Lovely cars not the best choice of reg! But you put on a great funeral.

Your Sincerely 75 NYD



### **The life of a funeral director!**



*"Catching forty winks after a long day. Over to you Mimi!"*



*A pub sign, made out of flowers from Jo at City*

# Bereavement Through Suicide

## Grief With The Volume Turned Up

*by Joanna Widdowson*

I recently took part in a virtual training event, aimed at empowering us to feel confident when supporting those bereaved by suicide, have the ability to use the appropriate language and be able to signpost when additional support is required.

The Suicide Act 1961 decriminalised the act of suicide and one of the first things we discussed was how so often we still refer to someone as having ‘committed’ suicide. More appropriate language is to say ‘took their own life’, ‘chose to take their own life’, ‘died through suicide’ or ‘loss through suicide’ to try to deflect any blame from what that person had chosen to do or infer that the person had committed a crime.

About ten years ago, there was a spate of young men dying by suicide in the village where I live and one of the bereaved parents set up ‘The Tomorrow Project’, which is a community-based suicide prevention, intervention and support service that comes under the umbrella of ‘Harmless’ - a user-led organisation, that provides a range of services about self-harm and suicide prevention including support to people who self-harm, their friends and families and those at risk of suicide. I have been involved in a number of the charities’ projects and met some really inspirational people – both those bereaved through suicide but also survivors who have received the help of those charities.

Globally, there are 800,000 deaths by suicide a year, with 6500 in the UK. Men are three times more likely to die by suicide than women, with the age range most likely to be 25-55 years. There has also been an increase in suicides under the age of 25 years. One of the participants on the training was a landlady of a pub who now dedicates much of her time to promoting awareness of suicide among young men following the death of her own son in 2018. Having someone on the training who could speak from first-hand experience was very enlightening.

We also watched a video of a woman who had lost her son to suicide. Her son had experienced mental health issues throughout his teenage years and she explained that she had spent her life in fear of getting a phone call or a visit from the police. When that visit did eventually come, she described the range of emotions she felt and as we might expect she felt shock, anger, shame and guilt but she also felt relief. Relief that she no longer



ever had to live with the fear of that phone call or police visit and that her son was finally free and at peace. As devastated as she was, she also recognised that his death was his choice and she chose to respect that.

We discussed the impact of grief on children and young people and their understanding based on the different age groups of 2-5 years, 6-8 years, 9-12 years and adolescents. How the death is explained to a child or young person can greatly impact on how they deal with it and come to terms with it. For instance, telling a child or adolescent who has just lost their dad that he’s going to be the ‘man of the house’ now, may result in them feeling they need to shelve their own grief and therefore not deal with their own emotions. Similarly, explaining to a young child that their parent had died in their sleep can cause the child to be terrified of bedtime and going to sleep themselves for fear of not waking up.

It is quite common for families who see their loved one struggling with mental health issues to see a calmness and a happier persona in the days leading up to their death through suicide and this is because they have come to terms with what they are about to do and feel settled that there will soon to be an end to their suffering. Sadly, this makes it particularly hard on the bereaved as they truly believed that their loved one had turned the corner and this will impact on their grief and feelings will be intensified. That is why bereavement by suicide is often referred to as grief with the volume turned up.

There is a wealth of information and support available and there is also a useful handbook called ‘Help is

at Hand – Support after someone may have died by suicide’. It is broken down into five subject areas:

- What you may be feeling
- What may be happening
- People with a particular connection to the person who died
- Helping someone who has been bereaved
- Getting through and facing the future

I have some copies of this handbook and if anyone

would like one, just let me know.

It is also worth noting that there is an App called Kooth, a free, safe, anonymous online counselling and support for young people. The App includes an online magazine, discussion boards, a daily journal to track feelings and emotions and to set smart, personal goals.

If anyone wants any further information about any of the above or about ‘The Tomorrow Project’ or ‘Harmless’ please let me know.

## Radford Care Group unveiling

*by Jackie Lynn Rose*

The Radford Care Group was set up in 1968 by Pauleen Davies as a community project for the elderly in Radford and the surrounding area. In the intervening years it has grown from strength to strength thanks to donations, the support of volunteers and funds raised by various activities. I have attended a number of the Radford Care Group quiz evenings which are always very well supported and tremendous fun.

The recent construction of a new purpose built community centre is testament to the fund raising ability, dedication and enthusiasm of the committee and success of the “Buy a Brick in Just a Tick” incentive.

The official, albeit limited by social distancing, completion of the centre on Prospect street at Radford coincided with Pauleen’s 94th birthday and it was therefore fitting that the building be dedicated to her.

On request The Craftsmen in Stone very speedily supplied, cut and mounted the plaque at the entrance to the centre at no cost to Radford Care Group.

Pauleen was delighted and surprised to unveil the plaque.



*View of Nottingham and Blackberries growing out of a grave, both at Wilford Hill.*



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

Lindsay Singleton has nominated David Hills.

'I would like to nominate David. We arranged a funeral for a lady who had lived in East Bridgford for around 60 years. Her daughter came in the day before the funeral, to say traffic lights had appeared on the route through the village. I ask David if he would have a look on his way into work the following day. He arranged with the workman for the lady to have her last wish. They let the hearse through and allowed them to enter the village. The deceased and her family could then do a last farewell through the village. The workmen then let them exit via the bollards. This was definitely over and beyond.'

Pete Jeffrey has nominated Pete Clarson\* and Neville Carridice

'Please could I nominate Nev and Pete for their help to sort out a vandalised vault before the funeral arrived?'

Mary Haynes has nominated Isabel Walton

'I would like to nominate Isabel for all her hard work whilst she has been in Sheriff House. She has got on with the job, has been a great help and has never complained. Isabel is really good with the clients and is always helpful and very polite. Keep up the good work Isabel.'

Jackie Lynn Rose has nominated Pete Jeffery and Neville Carridice

'Pete and Nev for tiling the vault in Sheffield and then having to clean it after it was vandalised.'

Ben Percival has nominated Mary Haynes and Isabel Walton

'I would like to thank/nominate both Mary and Issy for their help and support over the last two weeks. Despite being busy on memorial sales they have both pulled together and not only been a massive help to me but supported each other, thank you both.'

Ben Percival has nominated Mary Haynes, Isabel Walton, Dean Spencer, Jim Stead and Tom Beard

'With three members of my team still on furlough each and everyone of them has pulled together and done everything I have asked, thank you all for your continued support.'

Neville Carridice has nominated Pete Clarson\* and Pete Jeffrey

'I nominate Pete and Pete for the rescue work we did on the oiled filled vault.'

Pete Clarson has nominated Pete Jeffery and Neville Carridice

Please can I nominate Pete and Nev, who arrived at Shiregreen Cemetery in Sheffield on Saturday to set up the lowerer and canopy and were faced with waste and engine oil having been tipped in the lovely tiled vault overnight. They acted fast to clean out, mop up the oil, re-fix some tiles and spread petals on the base of the grave so the burial went ahead on time. The family really appreciated the amazing job the team did to recover a very difficult situation.

and the joint winners are

**\*\*Pete and Nev\*\***



#### \* A note from Pete C.

*These nominations are very much appreciated but I am ineligible to win. I was only too happy to help you both in these difficult circumstances. When I arrived in Sheffield to help, you already had the situation under control and the result you achieved for the family really was amazing.*



Glitter Coffins and Caskets are now available from our coffin supplier.

We have one in the showroom at Nottingham, and if popular they will be in the 2021 Services Brochure.