



The Family Funeral Service®

Staff Newsletter

June 2020

Still Trying Hard

So over two months elapsed and in spite of the traffic becoming heavier, the parks becoming busier and social-distancing so often being ignored we are still in the midst of this dreadful pandemic. The team have continued to be amazing and without a complaint or a moan everyone has been extremely flexible meaning the road on the extra mile at our family company has been very busy.

I know many of the furloughed staff members and those that have been able to follow government guidance and work where possible from home have found it extremely difficult as they have not been able to associate directly with their colleagues at work. In spite of this the ancillary funeral activities including the pre-need sales and funeral administration, the memorial sales and removals, the accounts department, the coffin trimming and supply, the mortuary, the fleet and property maintenance and of course the ops room and the control of funeral manager have all been maintained and some of these people can easily be forgotten and overlooked as they are not immediately seen on the front line.

On behalf of all the Management I once again thank you for the untiring support and assistance you have all consistently given.



David Clarke conducted a funeral for a retired paramedic. He estimated that there were 40 following ambulances and the streets were full of (socially-distancing) paramedics and front line staff.



Whilst the limousines are on charge in the garage, taxis (with driver screens) have been arranged to follow hearses.

'Our family serving your family since 1907'

Recalled to the NHS



Thank you and good luck to Diane who has been recalled to nursing. We hope to see you soon!



A.W. Lymn The Family
Funeral Service
£100.00

"On behalf of Oliver Rhodes,
whose mother won a donation
to a charity of her choice."

April's charity donation winner was Mrs Rhodes who chose to donate to Nottingham based charity The Dyslexia Association.

Caption Competition



Can anyone think of a caption for this photograph of Joe?

There is a bottle of Champagne for the best answer. Please send entries to Emma by 19th June.

emma.percival@lymn.co.uk or 07916 140 406

*Pete models
company issue
shoes whilst
getting stuck
in to vault
building.*



We are really pleased that Louise Revill's husband, Mark, is now out of hospital and seems to be making good progress.

It has been really lovely to see how everyone, especially the RHH driving team have supported her during this time.

SENDING GOOD
WISHES YOUR WAY

**Feel
better
soon!**

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
and
www.facebook.com/pg/awlymn/reviews/

Drivers

Excellent – 191

Good – 9

Satisfactory – 0

City Flowers

Excellent – 52

Good – 4

Satisfactory – 1

Arnold

We were particularly happy with all the care and attention and Russell telephoned the previous day to go through it with us. EN/RK

Just generally very caring but also professional. RK/RK

Care & attention to details, greeting at the crematorium, very caring and attentive, your staff were exemplary. EN/NMR

Could not fault anything. Ellie Nightingale was kind caring & very professional. Answered all our questions. EN/MS

Russ Kemp at Arnold branch was very professional, caring and respectful and made collection of my mother to be able to attend from hospital much easier. RK/RK

I was kept informed at all times and no detail was too much trouble all staff were kind and respectful of our traditions – we would not have got through this hard time without your help. EN/RK

Staff – nothing was too much of a problem. EN/RK

The ability to contact the member of staff very easily by mobile telephone. RK/JK

Beeston

My father was 97 years and thought it was a lovely touch that they asked if we would like vintage cars and Dad would have loved them, staff and very caring at difficult time, amazing staff at Beeston. GB/DMC

Georgia a delight to deal with. Richard Marshall the Celebrant was exceptional. All staff treated us with kindness and respect. GB/KH/

Every communication – personal or email – made us feel cared for and in safe hands. DMC/NLR

Georgina was very personable – sensitive but straight forward. GB/DMC

Bingham

A personal service by Dominic who is someone with compassion, understanding calm and an ability to make problems disappear! DTL/DTL
Dominic was very sympathetic and

professionally helpful. DTL/DTL

Good Afternoon Dominic and Kirby, Thank you for your guidance, patience and understanding with the planning of my mum's funeral on Monday. Her close family said the service was perfect for her. Thank you particularly for finding the exact versions of the music I chose, as this was very important to me; your reassurance when I arrived with mum's outfit and your help when I came to see her. My daughter reported that the webcasting was a successful experience. She and her husband dressed formally; they cast the service on their TV; they could see everything and really felt part of the service. Since we last went to Gedling Crematorium in 2017 the landscaping has become more established, therefore I feel it is a lovely location for spreading mum's ashes. So at the end of mum's life we all gave her the best farewell possible within the current restrictions.

Bulwell

Kim was extremely kind and thoughtful. KLN/TK

Carlton

All aspects. JLR/JLR

Caring and extremely competent personnel. NMR/NMR

Very personal, excellent guidance provided. NMR/NMR

All staff were very professional & helpful at all stages. DM/RK

We were really impressed by all aspects of the Carlton Branch of Lymn's service. They helped us through a very difficult time. NMR/NMR

Dear Mark. We should like to thank you, Russell and your colleagues for ensuring that yesterday's funeral met all our requests so well. It was very intimate and personal; just what I think he would have wanted. He was not one for large gatherings. Despite the current pandemic and restrictions everything was carried out with true dignity and respect. All stages of the ceremony including the final operation

of the curtain, choreographed with the music beautifully. The Gedling Crematorium created exactly the right setting to say goodbye to such a quiet and reserved man. Please pass on our thanks and gratitude to all concerned.

Dear Mark, We were all extremely happy with the funeral service yesterday evening. My mum would have loved the Rolls Royce!

We were very lucky with the weather, the setting was beautiful and your staff were exceptionally professional and courteous. We were delighted to meet Andy and we were very happy with his service. The flowers look and smell lovely. We could not have wanted anything better. Many thanks again for all your assistance with the paperwork and funeral arrangements.

Hi Mark, hope all is well with you and your family. Can I take this opportunity of thanking you and the team at A W Lymn for all the care and respect shown to us and our Mum in organising her cremation. Times are very hard at the moment but we didn't feel that affected the service you offered us and actually I personally felt that only having 8 of us there made it more personal. Thank you all!

Dear Mark, Please pass on our thanks to all your team for all their work concerning Dad's funeral. As you well know, the death of a family member is never easy, but COVID-19 has made it so much harder just to deal with practicalities, let alone emotions, and I know that it has also made your jobs so much harder too. It's been a consolation to know that, even though Dad couldn't start his funeral in our church, that at least he started his final journey in your chapel with the alter from St. Bernadette's - THANK YOU for that. We could not have wished for anything else, despite

circumstances. Please keep safe and well, all the best wishes for your continued work.

Clifton

Everyone was wonderful. JMW/NLR

Overall Knowledge, friendly & professional. JMW/TLS

The professional and caring attitude of all the staff. JMW/NLR

Dear Joanna, Thank you so much for your help arranging our mum's funeral, especially in these uncertain times. Your support, kindness and care were very much appreciated. The funeral was delivered with so much care, compassion and as always professionalism. Please extend our sincere thanks to all the staff at Lymns.

Cotmanhay

Everyone I spoke to made it easy & personalised, much immediately understood our family sense & humour I was spot on. I can't recommend you enough! Thank you. MS/MS

It was a perfect send off for my Mum. Mick ensured all requirements were met, his patience and understanding was excellent. MS/MS

All of it, made very welcome and couldn't do enough to help. MNI/MS

Hello Michelle, jut to let you know that everything went according to plan today and the service was as I wanted it, under the circumstances. Also the flowers were lovely.

To Michelle, thank you for everything you did for my Grandad.

Hucknall

Catherine was excellent from start to finish. CAB/CAB
Everything. CM/TK

Ilkeston

Particularly impressed by Nick Sharp made me at ease at home & day of funeral.

Dear Nicky, Thank you for your help and support in arranging my Dad's funeral. My mum sends her love too!

Hello, Thank you for conducting a lovely funeral at the Bramcote crematorium this afternoon (Wednesday). The gentleman in charge was a credit to your company and he made the whole experience more comfortable than it might have been.

Littleover

Staff members were very friendly but were very respectful of the situation. DB/KH

That they carried my mum in instead of on a trolley was such a kind touch from them. DB/KH

Dear Dan, I just wanted to say thank you so much for organising everything so well for dad's funeral and for all your time and patience. Everything was just right on the day. We really liked the car which was so much nicer than a usual hearse. We were also impressed with the order of service and being done so quickly and to such a high standard. I have been able to give these to people who couldn't attend and the webstream meant that friends and family could still watch from a distance and we have had good feedback about that. Please could you pass on my thanks to Donna and the team who were excellent and looked after us and guided us very well. They made a difficult day a lot easier. Thanks again to you and the team for providing such a good service.

Good afternoon Dan, I just want to say a very, very big thank you from my mum and all of us. We were touched by the special care and attention that was given to my dad's

funeral arrangements. Please thank all your staff. A special thank you to you and the lady that looked after us all on the day she was amazing. Lymn's personal touch made all the difference. Thank you Dan

Long Eaton

All aspects from beginning to end, very professional, Louise, Tina and Richard Marshall very sensitive, patient and thoughtful to detail. LJC/LJC

Very kind and considerate. RK/DMC

Everything was explained clearly, nothing was too much trouble. Tina was very professional and so was Louise and all the team. TAR/LJC

The phone call, the day before the funeral, to go through arrangements was very reassuring and appreciated. Throughout the planning and the funeral itself we were not rushed. It felt very personal. TAR/LJC

Everything but especially the friendliness of Louise and Tina, most kind and helpful.

Mansfield

Very respectfully, empathy, Celebrants service. DC/DC
Sympathetic approach. TC/JWB

Mansfield Woodhouse

Very pleased with everything. SB/SB

Personal touch! And very helpful with 'what happens next' questions. SB/SB

Very pleasant and a welcome atmosphere. SB/AA

All staff were friendly, kind and helpful. SB/JWB

Nottingham

Communications. KLN/TK

The kindness shown by staff when visiting my mum, Thank you so much. MR/TK

Dear Jackie, My father's death of COVID-19 was a huge shock.

The following circumstances of lockdown made my grief even more difficult. You and your team took away so much stress from me and my sister. Your professional yet highly personal approach helped and supported us through such a difficult time. Right from the first phone call we felt confident and safe our Dad was in your hands. You will never know how much your service helped us. The funeral was, in a very strange way, beautiful. The journey to the crematorium and you meeting us at Bramcote is a special memory. The service was perfect, exactly as my Dad would have wanted. I have written to Heather, our celebrant to thank her as her reading was very moving. In today's current climate, most people are having to change how they live. I would imagine you are having to constantly change your practice, sometimes on a daily basis with very little warning. Not once, from the first phone call to leaving the crematorium, did we ever feel something was different, you all carried out your roles to the highest standard. Thank you Jackie. Please thank your whole team for giving me, my sister and my dad's partner, the opportunity to say goodbye to Dad in such a dignified and moving way.

Dear everyone at A.W. Lymn, I wanted to write to thank you for the exceptional quality of service you provided for my wife. In such awful tragic times, wishes of loved ones are often robbed. Although this was the hardest thing I've had to go through in my life, every member of your staff, including Megan, and those who were responsible for her service went above and beyond what I ever could of imagined. We were a small funeral, but the dignified send off, you were able to give her, is something that my family and I found extremely comforting.

Ollerton

Very attentive and caring particularly Colum and the Celebrant Annette Terry. CJO/CJO

Excellent attention to detail. CJO/CJO

A recording of Grimethorpe Colliery Band playing the opening and closing music, also the presentation given by Kirsty Dowling the funeral celebrant and Colum O'Shea. CJO/CJO

Osmaston

Cars, staff & order of service person. MC/MC

To commend Mark Chapman for his devoted & personal care, for myself & my late husband before & after funeral. KH/MC

Very respectful. KH/MC

Dear Mark, I wish to express the heartfelt thanks of myself and my family for the wonderful way that you handled the funeral of my husband Roger Lewis. From the moment I contacted you your sensitive and supportive manner helped to make this heartbreaking experience bearable. I really appreciated the fact that you were readily available for questions and advice. The actual day went as well as it could have done under the present dreadful restrictions. It was a fitting tribute to a wonderful and much loved man. My mother-in-law was very impressed by the kindness and patience shown by the driver who drove her to and from the crematorium. I also want to say how impressed we were by Lisa Bonito-Day who conducted the service at the crematorium. Despite the difficult circumstances she managed to capture the essence of Roger as a man of great strength, drive and, most of all, love for his family. All of the friends and relatives who joined us in person or via the internet commented on the quality of her contribution. I have already written to her to thank her personally.

Radcliffe on Trent

Lindsay Singleton is an exceptional lady, who made our life at this sad time so much easier, a real asset to the company. Also all the other staff were so professional on the day. LJS/JK

Very, very nice reception form Lindsay Singleton whom was the best we could have had with all information. LJS/JK

Personal touch – the deceased known to many members of the team. LJS/JLR

The respect and friendliness. JK/JK

Rainworth

Respect from staff 1st class. Always kept in contact, smart appearance of staff at all stages. Made to feel special and important. WEW/DCC Friendly & helpful. WEW/DCC

Thank you to Wendy for her dedication in obtaining the exact type of funeral we wanted for Mark. To Jonathan Baker for being pillion rider for the first time as we drove to the crematorium. WEW/JWB

All conducted very professionally. WEW/DCC

A note of thanks from the family. We would like to say from the day you looked after her for us, we felt she was in such loving care. Thank you for looking after us as a family too, in these unprecedented times! Especially David who showed our mum such respect and was a tremendous help throughout.

Ruddington

Everything was explained very well and it was pleasant and unexpected to be offered a hot drink. TLS/TLS Helpfulness and efficiency. TLS/TLS

Theresa was very personable and understood the family, setting us up with the best vicar. TLS/TLS Very difficult circumstances Re:

Corona Virus – Teresa was friendly, efficient and thoughtful. TLS/TLS

Shirebrook

We had a budget, which did not allow for pall bearers, however on the day they carried my mother, no extra cost. JP/AA

More of a not so sad day, everything for my mother went off lovely. Professional, polite people. JP/AA Totally professional & understanding, also kept in touch during the process. JP/AA

Stapleford

Always happy to help, very friendly and pleasant. TSR/LJC

Their kindness and professionalism. TSR/TK

Celebrant speech excellent. LJC/LJC

Sutton

The friendliness and competence of Karen Horton. KLH/AA

General politeness of all staff especially bearers. KLH/AA/

Karen was very efficient, kind and helpful in a very difficult situation. KLH/AA

West Bridgford

Helpful & friendly service provided by Andrew at West Bridgford. AMB/TK

I was able to take the flowers home, I also liked the Christmas tree tributes in the window. AMB/TK

Mark Ridout put in a lot of effort to fulfil all the varied wishes, he is excellent! NMR/NMR

Pleasant manner and readily available. AMB/JLR

Red and white rose petals offered at graveside to mourners. AMB/JLR

Hi Andrew, Just a quick message to say thank you to A W Lymns and especially yourself with your help to organize the funeral service

today. The drive past along her street was a nice closure for her coming to the house for the final time and well appreciated by her close neighbours and friends.

Thank you to Jackie for her professional service leading the car and directing the funeral at Wilford Hill. Also a big thank you to Elaine Maydew for giving the service today and who helped me and supported me whilst writing the tribute to her. A very professional service from Elaine that received appreciative comments from everyone as we chatted afterwards.

Wollaton

Nothing was a problem. Hearse went around to Frank graham's address to pay respects and called neighbours to follow hearse. APM/JRC

1. All staff we met, Alan and our Mercedes van transport and all drivers excellent. 2. When Dad's body was collected at 04.30am the staff were lovely and respectful – meant a lot. 3. Alan was lovely, polite, professional throughout and our Mercedes driver – so supportive. Thank you. APM/DMC Very helpful advice re; coronavirus we were given guidance as to how to proceed & the funeral, given the circumstances went well. APM/KNC

Could Do Better

None

VE Day



Although many plans for events near our funeral homes were cancelled due to the current pandemic, a few offices still managed to get into the festivities including:

Top: Radcliffe and Nottingham

Middle: Ilkeston and Ruddington

Bottom: The Stonemasons (home office)

Email received by Jackie....

Hi Jackie,

So after several false starts I have finally moved!

I would like to say thank you so much to every member of your company who I have had the great fortune to work with. You are all lovely and I appreciate your kindness, caring but most of all the laughs.

It would be great if you could pass on my love to everyone. If you ever need help in Northants please let me know!

Much love

Heather



Acknowledgements

HAGUE

Denise Margaret

I would like to thank everyone who attended Denise's funeral and all those people who could not attend due to current circumstances including neighbours, friends and Denise's ex work colleagues but they kindly donated to Multiple Myeloma Research totalling £400. Also Michael Elliott for a brilliant summary of Denise's life and Debbie for the lovely flowers and finally A W Lymn and especially Tina. Thank you all, Dennis Hague.

Tina was overwhelmed to read this acknowledgement in the local paper!

COMPETITION

If you take any interesting work related photographs then please send them to Emma (emma.percival@lymn.co.uk or 07916 140 406). The best photograph will win a VE Day inspired hamper.

Below are examples taken by Pete Jeffrey, Matthew Lymn Rose and Rob Lippitt.



Welcome to NAFD Wellbeing

We're very aware that the Covid-19 pandemic is an especially stressful time for funeral professionals. As well as long hours and unprecedented restrictions on your working practices, you may be experiencing distress that you cannot offer the time, service and personalised touches you normally would for the bereaved families in your care.

It is imperative, in these challenging conditions, that funeral staff take good care of their own emotional wellbeing and mental health.

That's why we have launched NAFD Wellbeing, a completely free of charge and confidential helpline service for all NAFD members.

NAFD Wellbeing is available Monday-Friday, 9am-9pm, and can be accessed by calling 0333 242 3103 or sending us an email at NAFD@professionalhelp.org.uk. You'll be able to talk to an experienced professional who will listen to your

concerns, provide emotional support and signpost you to other services as needed.

Concerned about your bereaved clients?

Unfortunately, due to the overwhelming demands of the current pandemic, you may be feeling that at the moment you can't offer the dedicated and supportive service to bereaved people that you normally would. When we can't meet someone face to face, can't offer a warm handshake or kind words in person, something valuable is lost. You may be wondering what you can offer people in its place.

GriefChat is a confidential, online chat service that connects users instantly to a qualified bereavement counsellor and is free of charge for all bereaved people. It is available Monday-Friday 9am-9pm at www.griefchat.co.uk. At a time when already stretched UK bereavement services are overwhelmed, and that special relationship between the funeral staff and the bereaved family feels compromised by the necessary safety restrictions in place, GriefChat offers timely, specialist support.

Contact us for more details on any of the above.

NAFD Wellbeing is here for you, completely free of charge and confidential. If we're talking to other clients when you call, leave a message and we'll come back to you as soon as we possibly can.

Phone: 0333 242 3103

Email: NAFD@professionalhelp.org.uk

Double Funerals



We have unfortunately conducted four double funerals in two weeks. Jackie conducted one such funeral where there were no mourners present but the “fly on the wall” photographer took some photographs. The family permitted the photographer to be there and the service was web cast as the family was self-isolating. The story was picked up by several newspapers, and the photograph of Jackie sitting on her own at the service has been used in a second news article.

A.W. LYMN
The Craftsmen in Stone®



The stonemason’s office is still closed due to the government guidelines, however Ben is still working, mainly from home, but in cemeteries with the help of Dean when required. Due to social-distancing and the delay in parts arriving to fix the lorry, headstone removals are looking a bit different to normal!

We advertise monthly in the Ilkeston Times. One of their regular columns is by Betty. The article she wrote and illustrated in the February edition, showed an insight to how different life was not so long ago. She has kindly allowed us to reproduce it.

Coffins, candles and Sanatogen Wine

The front room (or parlour) was used only on Sundays, or special days by just about all working class homes up until around the Sixties.

It was not even for Sundays in our house, but even so everything was polished daily and the brasses and the fire irons were shined with brasso once a week until they were gleaming (my job). It was Mam's pride and joy. Only I was allowed in daily, for one hour's piano practice.

We would all sit together in the living kitchen in the evenings, when my uncles still lived with us, listening to the wireless (powered by a battery called an accumulator). The gas mantle would be hissing and popping, the coal fire would be burning brightly and casting flickering shadows around the room.

'Journey into Space', 'Dick Barton, Special Agent' and 'Man in Black' were popular radio programmes of the time, listened to by our family and most of the country. When these had finished and if there was nothing else interesting on, we would sit and talk about our day. The adults might mention accidents that had happened at work or an event that was in the papers or perhaps there had been a murder trial that had been followed by everyone in the country, reported widely on the wireless and in the newspapers. If someone was due to be hanged for murder the next morning, at 8am, I remember there would be comments like 'he won't get much sleep tonight' or 'he won't be hanging about much longer' and 'hangings too good for him!' Supernatural stories were told in hushed voices, our uncle Ted was a master at telling these and I would sometimes go to bed in a state of terror. A little cruel really but as I've said before they were not so 'touchy-feely' at that time and found it amusing to scare us until Mama would put a stop to it. 'Enough now, pack it in our Ted!' she would say. Too late Mama, I'd think!

When the 8 o'clock 'pips' on the wireless went the next morning at breakfast before we went to school, Mama or Mam would say of the condemned man, 'That's him gone now and good riddance too.' No sympathy for murderers then.

When people died they would be laid out in the parlour, and left in their open coffin for three days until the funeral. Neighbours would call in to see their deceased friend or relative for the last time and pay their respects. When a friend of mine died, Mam took me along to her house to see her. She lay in her coffin in the new dress that she had just had for our Sunday School Anniversary day. She had died on or around her birthday, so they had put all her birthday presents in with her at her feet. It was very sad. It didn't distress me, but I can still recall every detail in that room, all of the women there around the coffin, one crying, even down to a damp patch in the corner of the room, as if I'd seen it yesterday. When we got

home, Mam gave me a glass of Sanatogen wine, and she had a large one too. I was never taken to see anyone else. I think Mama had a word. I loved Mama dearly, she was a real mother hen. No wonder though that they used to give me Sanatogen wine daily for my nerves.

One day my Mama was taken poorly and had to lie on the sofa in the kitchen. One of her sons, my uncle Ted, sent for an ambulance but Mama died suddenly as she was being put into it. The crew refused to take her saying she was logged as having died at home and Dad and my uncles would have to take her back into the house. The sight of my uncles and dad struggling to carry Mama up the street and through the narrow side door into the front room was imprinted on my brain forever. I was fourteen with the emotional resilience where my Mama was concerned of a ten-year-old. It affected me deeply for a long time the awful scene would play back in my mind's eye for years. She was laid out by Mrs Deering, a nurse at the Ilkeston Hospital and a neighbour who performed that task for people and Mama was put into a coffin in the front room.

My young sister was taken in to see her and told me 'she looks beautiful with her hair plaited and her best nightie on.' I refused to go in to see her I just couldn't believe she was gone forever. Relatives would be calling and they would go into the front room to see her, chatting to Mam and Dad and each other, having cups of tea and reminiscing about Mama as if she had been gone years and not just a day or so.

When my sister and I were going up to bed, with our candle casting giant shadows in the darkness of the hall at the bottom of the stairs on the night before the funeral, Dad asked us, as we passed the front room with the door ajar, 'Would you like to go in and say a last goodbye to Mama?' We shot up the stairs like all the hounds of hell were on our heels. My sister, who had spent the day telling anyone who would listen how she hadn't been frightened at all, nearly tore the nightie off my back in her efforts to get past me. 'I didn't mean to scare them', our Dad protested to Mam when she told him off. He was a lovely dad but I didn't believe him then, and looking back I still believe he wanted to get a reaction from us (he succeeded). 'Give her some Sanatogen,' he said 'she'll be 'rate.'



Continued over

I loved my Mama dearly and had slept with her from being born. I had never slept without her beside me. That night, in bed, thinking of her alone in the front room in her coffin was the worst night of my life. I spent the night half-asleep, half-awake watching the door half expecting it to open and Mama to be standing there in her best nightie. Losing her as I've said affected me deeply for a long time. I flatly refused to go to the funeral despite a lot of pressure from Mam. I just couldn't bear the thought of what was to happen. Mama was in the Salvation Army, they were very kind and they held the service in our kitchen but it all seemed surreal, seeing all these people,

crowded into our little kitchen with the Captain in his uniform and his wife in her bonnet, saying prayers and singing hymns. My mum and dad's generation and their parents before them had, I think, been exposed to so much more horror, loss and tragedy than we generally are now. They grieved just as much then as we do today but many had lost babies, family member to illness and men to accidents and to two world wars. People also died much younger then. I think the general attitude was a case of it's sad but 'that's life.'

betty@ilkestonlife.com



• LETTER FROM A CLIENT •

I just wanted to let you know that people are thinking about you at this very difficult time. We used your services 2 years ago when my mother passed away, and we were very grateful for the kind and dignified manner in which everything was arranged.

In these unprecedented times, I know that all of you will be under a lot of extra pressures not least because of the additional dangers you are facing on a daily basis but also having to act in place of families who cannot be present at the funerals of their loved ones.

Please know that you are in our thoughts.

Stay safe.



A rare sight, four Phantom VII Hearses at RHH.



Our vintage fleet in Christchurch for a two day trade hire is flanked by a vintage Bentley.

Lockdown grandchildren



Matilda, born 14th March.
Great-granddaughter to
Sheila Lynn Rose.



Chester, born 8th April.
First grandson for
Deana Dale.



Logan, born 27th April.
Fourth grandchild for
Lorraine Saxon.



Harley, born 17th May.
Third grandchild for
Tracey Sweeting-Rowe.

.....Congratulations also to Eugene Coyle (Poppa Genie) on the arrival of his grandson Jax on 16th March.

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

Nomination from Jackie Lynn Rose

'Olivia Cotterill and Gary Seymour for deep cleaning the mortuary floor.'

Nomination from Julia Carty

'I'd like to suggest Matthew Lynn Rose for keeping us all safe and looking after us all during these uncertain time.'

Note from Matthew - thank you for the nomination, I am ineligible to win, but do appreciate the sentiment.

Nomination from Deanna Dale

'My nominee is Mark Ridout. I covered Carlton whilst Mark (though reluctant) has taken a well-deserved few days off. There were 15 active funerals. I know from speaking with Mark that he's been coming in early every day and leaving late every night. He was supposed to break up on Friday but came in the Saturday morning to tie things up. He has been driving to clients houses dropping and picking up. He is now finally on holiday but only a call or message away. He seriously is a real trooper. Not once have I seen him get upset or frustrated. He's so calm on so many levels and always appreciates as little or as much you can give him. I know many staff are working above and beyond but to have run an office of normally three staff and kept it afloat, well.... Bravo Mark.'

Nomination from Kirby Cranshaw

'I'd like to nominate Dean for best practice. Whilst positioning a particularly heavy casket over a grave, the centre strap fell into the grave leaving us with just two available for lowering, when we definitely needed the strength of all six team members. In what felt like a slow motion moment of panic, most of us stood staring at the strap at the bottom of the triple depth grave wondering what to do next. Even the gravedigger wasn't willing to help! Dean immediately asked the gravedigger to provide his hook, he attached it to one of the remaining straps and lowered it to the bottom of the grave to fish out the fallen strap. He managed to retrieve it without fuss or drawing the attention of the family. We were then able to lower the casket safely and I was extremely grateful to him for allowing things to proceed smoothly. Good thinking and thank you Dean!'

Nomination from Ben J. Percival

'I would like to nominate Dean. Although the retail part of the Stonemasons has been shut, Dean has carried on working for the funeral side of the business whilst also helping me, even coming in on Saturday to help me remove headstones.'

and the joint winners are

****Olivia and Gary****



Olivia in action.



Gary recreating the scene.

New Starter

The most recent casual to join the driving team will be a familiar face to most!

Glenn Rose is married to Chlöe, and has acted as a hearse driver on several funerals conducted by Nigel.

Welcome to the team Glenn!

