

West Lothian Crematorium Newsletter

Autumn 2018

Welcome to our 7th annual newsletter!

All the staff at West Lothian Crematorium would, firstly like to take this opportunity to thank you for your continued support since we opened in April 2010. With your help we have managed to carry out over **6,900** cremations. It is an honour to be able to provide utmost care for grieving families.

The **Westerleigh Group** take great pride in ensuring that their crematoria are beautifully created within peaceful landscapes. Our high quality service and exquisite grounds have ensured that West Lothian Crematorium continues to be a large part of the community.

Staff Changes

West Lothian Crematorium welcomed Amber to the team in August. As crematorium assistant, Amber helps with many jobs within the office, chapel and grounds when required. Having recently graduated from Dundee University with a BSc Honours degree in Forensic Anthropology, Amber is settling into her new post well with many compliments on her attentiveness and professionalism towards the public.



Site Developments West Lothian Crematorium thrives to better their grounds and services from year to year.

1. Within our vestry, West Lothian crematorium are now the proud owners of a defibrillator, with two first aiders on site, Cameron and Amber. This device can help save a persons life, if breathing has ceased prior to the ambulance arriving.
2. During 2018 new memorial areas were installed surrounded by chipped paths due to previous path becoming very slippery and muddy during the wet seasons.



3. Many trees have also been planted to further increase our beautiful landscapes however, with the summer of 2018 bringing unusual heat waves to Scotland, West Lothian crematorium ensured that these trees would continue to grow with the use of water bags. The bags will continue to be used for our developing trees and have proven to be a success, greatly helping our groundsman Cameron with the upkeep.



Winter Preparation

At West Lothian Crematorium we take great pride and care to ensure that throughout adverse weather conditions, families always receive our highest support.

Our groundsman Cameron, undertakes continuous work to ensure rock salt is replenished and laid in advance, creating a safe environment for all visitors.



Carol Service

Our annual Carol Service has been confirmed for **Wednesday 5th December 2018 at 7pm.**

Everyone is welcome to join us at West Lothian Crematorium for a joyful evening of popular Christmas Carol singing and light refreshments led by Rev'd John Povey.

As always our beautiful Christmas Tree will be on show, where remembrance cards can be placed in memory of loved ones who are sadly no longer with us.

We are lucky to have pupils from a local youth charity, V.I.P Sports and Arts Academy, singing everyone into the chapel this year.

All proceeds will be in aid Teenage Cancer Trust and British Lung Foundation.

We hope to see you all there on the night!



The introduction of online registration and event scheduling have been a great success. The opportunity to create your own portal, where you can view everything in the one place

has enabled communications with ourselves and families, to become more streamline. West Lothian staff would like to thank you for familiarising yourselves with this new update.

If you have not already registered your details, you can watch online training videos on their website and if you have any further questions please don't hesitate to contact us, where we will be happy to help.

www.wesleymedia.co.uk

OUR PROMISE TO YOU

- To make sure every funeral service is regarded as a major event and receives the same priority as if it were for a member of one's own family or a civic or national dignitary.
- To provide improved facilities for the public, funeral directors, clergy and staff. Facilities include the level of personal care afforded to these groups as well as physical assets such as buildings and roads.
- To provide a well maintained, clean and comforting environment for mourners, clergy, funeral directors and staff, both within and outside the building. This includes landscaping to the grounds to ensure that a natural and beautiful setting is provided throughout the year.
- Flexibility and adaptability. We exist for the benefit of the public and not the reverse. As a result we have to constantly review the provision of our service.
- Providing for different community groups to meet their needs. The differences between communities are something which we can encourage as it displays our ability to be flexible and to create a funeral ceremony that they want.
- Innovation. This is needed for management systems and administration, where modern computer programmes are to be developed, as well as introducing new methods of working for the maintenance of grounds and service delivery.
- To develop and train all employees to improve their ability to meet the aims of the company.
- To grow. We can achieve this by increasing the number of services we carry out at our existing sites as well as acquiring new cemeteries and crematoria.

Online Booking

This service continues to be a great success, around a 3rd of our services were booked this way over the last year. Funeral directors can book services without contacting the crematorium direct. If you require further information please don't hesitate to contact us.

Our annual total raised via the metal recycling, kindly donated by generous families is over £3290.00!

We are delighted to announce that this money will soon be distributed to various local charities.



Our Facebook page has been recently updated and the staff at West Lothian would be grateful if you could help us increase our followers.

fb.me/westlothiancrematorium

Please feel free to follow our Facebook page to keep up to date with any up in coming events and developments at our site.



Deer Problem

During the winter months of 2017/18 West Lothian received some frequent visitors, who were eating our memorial garden flowers, particularly roses and carnations. These actions were upsetting the families as they believed that their memorials were being vandalised and flowers were being removed.

With the help of local councillors, senior management, representatives from a local wildlife charity and family members, we were able to come to a solution. Woodland Trust provided West Lothian Crematorium with information on repellent and with careful observation can conclude that this has been a success. Our groundsman, Cameron continues to use this product and will be useful in the coming winter months when the deer return.

Cameron managed to catch the culprits in action at an appropriate spot, in front of our deer statue!



Scatter Areas Explained

Within West Lothian Crematorium there are three designated areas for the scattering of ashes, this can be carried out witnessed by the family or otherwise a member of staff will scatter on behalf of the family without witness.

One area, Kirkton Wood is situated behind our pond areas and it is common for families to request this area if their loved one had a passion for water sports, fishing or were in the navy.

Our second area, Tailend Wood, the largest of the three, is situated between 3 rows of trees, overlooking our raised memorial beds. This area is often requested as it overlooks our deer statue.

Lastly, Starlaw Wood is a quiet, private area lined with trees.

Families are not always aware of these

Tailend Wood



Kirkton Wood

Centre of excellence

Yet again the training scheme for cremator training is proving to be a great success. Darren has mentored 15 trainees throughout the year and is heading down south in October to continue to pass on his expertise with fellow technicians. Darren's work has been rewarded with certification and positive feedback from the Federation of Burial & Cremation Authorities.

Finally...

Our team would like to offer our sincere thanks for your continued support, and as always your feedback is important to us, allowing the growth and development of our site. We look forward to working with you in the future.

*Carole, Darren,
Cameron & Amber*

thank you

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