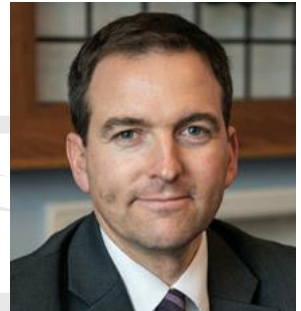


# Consolo

B E R E A V E M E N T   S U P P O R T   N E W S L E T T E R

*If you are among those travelling the winding path of grief, you're probably quite familiar with the immensely painful feelings of loneliness and grief. With an overwhelming sense of missing loved ones comes the crushing awareness of all that you have lost. You'd give anything to be together again, if only long enough to be relieved of your loneliness and to be reassured that your loved one is still a part of your life.*



Our culture isn't comfortable with the subject of death, and few of us know how to cope with the pain of loss and grief which can lead to isolation from others. We don't permit or encourage the free expression of sorrow. Instead we learn to control our feelings and hide our pain so we won't disturb other people.

You may be too embarrassed or ashamed to show your emotions, feeling isolated, different and apart from everyone else, convinced that no one understands and you must grieve alone. You may feel stunned at the normalcy of life around you as people go about their business, totally unaware that your world has stopped.

Some people you know may be done with your grieving long before you are, expecting you to be 'over it by now' or worrying that you're

somehow 'hanging on' to your grief. Uncomfortable with your strong feelings, they may change the subject or avoid any mention of your loved one's name.

Inside this newsletter, you will see some suggestions for coping with loneliness and isolation, but also a range of resources for grieving people whether it be a bereavement group like STEPS, attending a coffee morning or borrowing a helpful book. Everyone grieves in their own way and I hope that you will find a way of bereavement support which helps you.

A handwritten signature in black ink, appearing to read 'James Tovey', written in a cursive style.

James Tovey

**TOVEY Bros is pleased to share the news that our family business has expanded with the recent opening of new premises in Usk. Extensive refurbishments to transform the former doctors' surgery at Monmouth House into a funeral home have now been completed. Features include a wood panelled chapel, specially commissioned from Andrew Williams of Quails Interiors, where relatives can pay their last respects to loved ones.**

The new office is conveniently located near the main town car park in Usk but there will also be some parking available on site. Reception is staffed by two locally-based employees, Diane Richards and Jayne Hancock, who are supported by our existing team of funeral directors from our main offices in Newport's Cardiff Road. James Tovey said: "We are delighted to have purchased this well-situated building in Maryport Street which previously operated as a GP surgery. For many years we have looked after families in the Usk and surrounding areas and felt there was a need for a local provision to serve the community."

The official opening was carried out by Kay Peacock, The Mayor of Usk, supported by Tony Kear, Chair of Usk Businesses, Shops and Events. In attendance were Ross Hickton, First Vice President of National Society of Allied Independent Funeral Directors and Barry Pritchard, Immediate Past President of National Association of Funeral Directors. The chapel was blessed by Reverend Sally Ingle-Gillis, Ministry Area Leader for The Heart of Monmouthshire. The date of the official opening marked the 60th anniversary of Humphrey Tovey joining the family business.

James added: "We are committed to continuing the hard work carried out by previous generations of our family, ably assisted by our many dedicated and caring staff members who themselves have often worked with us for decades.

"Caring for the deceased and their bereaved families is a privilege and we are honoured to be able to bring this service to Usk and to support local families in their hour of need."

Many local people have already called in to ask questions about funeral plans or to have a look around the building. You are welcome to call in for a chat with our team and to see how the building has been transformed.



Receptionists Diane Richards (left) and Jayne Hancock.

# Home Opening...



The official opening, carried out by Kay Peacock, The Mayor of Usk, supported by Tony Kear, Chair of Usk Businesses, Shops and Events.

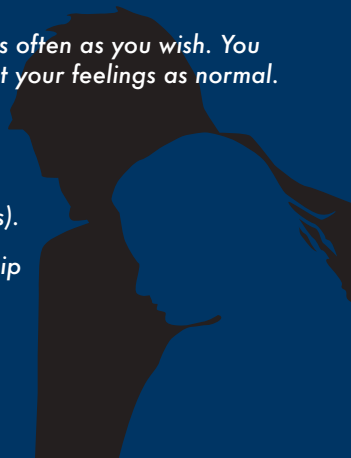


Left to right: Emily Tovey Davies *Seventh Generation*, Kay Peacock *Mayor of Usk*, Barry Pritchard *Immediate Past President NAFD*, Humphrey Tovey *Fifth Generation*, James Tovey *Sixth Generation*, Ross Hickton *1st Vice President SAIF*, Sally Ingle-Gillis *Ministry Area Leader, Heart of Monmouthshire* and Tony Kear *Chair UBSE*.

## Loneliness and isolation in grief...

### Suggestions for coping with loneliness and isolation:

- Be honest with others about what you're feeling. Allow yourself to express your sadness rather than masking it and don't expect others to guess what you need.
- If all you want from others is help with simple errands, tasks, and repairs, say so. Or if you find it hard to ask for help, write a list of tasks on your kitchen cupboard and invite visitors to choose one.
- Go somewhere and have a good, long cry – and do it as often as you wish. You have every right to miss the person who has died. Accept your feelings as normal.
- Identify your loneliest times and think of how you can alter your routines and environment (for example, rearrange the furniture in a room; plan your weekends ahead of time; use your microwave for quick, easy meals).
- Realise that no one can totally understand the relationship you had with your loved one.
- Ask people to remember, talk about and share stories about your loved one with you.





# Happy 10th birthday to our STEPS bereavement course...

**Our popular bereavement support group, STEPS, is marking a milestone ten years of supporting bereaved people in Newport and the surrounding areas. STEPS, which was established by Tovey Bros in 2014, has helped many hundreds of people on their grief journey with a blend of education around the grief process and group emotional support.**

New course co-ordinators Louise Morris and Amanda Lacey joined the team in March and are continuing to provide this excellent service which now runs four times a year to meet increased demand.

STEPS is free to anyone over 18 who has suffered a bereavement, irrespective of where their loved one's funeral took place, and is held in person at Lysaght Institute in Newport. Previous attendees have shared they felt the group was a safe space to talk about their loved one without having to 'mask' the very distressing emotions they might be feeling on losing a significant family member or friend.

James Tovey said: "Although STEPS is a group focus, we try to accommodate the very different 'types' of grief each individual brings to the course and ensure a non-judgmental, supportive environment. Everyone's loss is unique to them but by sharing their story at a pace they feel comfortable with, they can be reassured that this is not a journey they have to travel alone."

Anyone wishing to enrol on a course in 2025 can contact [steps@toveybros.co.uk](mailto:steps@toveybros.co.uk) or ring us on 01633 266848.

Tovey Bros has also launched a monthly TLC coffee morning (Tea, Laughter and Cake!) as an opportunity to meet others and for informal bereavement support. This is held on the first Saturday of the month from 10.30am to 12.30pm

at Ridgeway Community Centre on Ridgeway Hill. We hope it will provide a safe place for bereaved people in Newport and the surrounding areas to connect with others who have also lost loved ones. Please note that December's meeting (7th December) will start at the later time of 11.30am.

During our work with the bereaved, we have researched many books dealing with grief that encompasses all types of losses, and a great number of attendees have found solace in our STEPS lending library. This service is open to the public irrespective of whether they have attended our course and offers a range of books tailored to different needs including classics such as 'On Death and Dying' by Elisabeth Kubler-Ross which examines finding the meaning of grief through the five stages of loss – denial, anger, bargaining, depression, and acceptance to more contemporary reads such as Joan Didion's 'The Year of Magical Thinking'. There are also a good range of children's bereavement books for those caring for a child navigating grief. Anyone interested in borrowing a book can contact Kim at Tovey Bros.



STEPS course co-ordinators, Louise Morris and Amanda Lacey.

To receive 'Consolo' via email please contact: [info@toveybros.co.uk](mailto:info@toveybros.co.uk)



**TOVEYBROS**  
FUNERAL DIRECTORS

Newport Funeral Home 9-11 Cardiff Road Newport NP20 2EH  
Usk Funeral Home Maryport Street Usk NP15 1AB  
Telephone: (01633) 266848 or (01291) 625000  
Email: [info@toveybros.co.uk](mailto:info@toveybros.co.uk) Website: [www.toveybros.co.uk](http://www.toveybros.co.uk)