Introduction to the Podcast and Backstory

Welcome to the Wellness [music] on Tap podcast with your host, Dr. Debs Eastwood. >> And that's what the podcast is about is having conversations with people and finding out >> why they're doing what they're doing really, what their backstory is, where they come from, >> what drove them to do it, cuz that's fascinating.

>> Yeah, it is. and and also that person me you sometimes we don't understand why we're doing certain things I don't know how I've arrived here sometimes from that little girl that was you know in those days nobody diagnosed ADHD I was climbing the walls I was creative light bulb this this that >> and nobody had hope for me you know parents did but so you you arrive somewhere in life and you think oh what journey >> so you were one of those kids at school that never sat still. I guess >> I was terrible. I was not I was very nice, but I was on the go. I always had to be creative. Didn't know why. But my par my brother's a lot older than me.

He's 72. I mean, he's not a lot older than me, but he's older than me. So, when I was born, he was 11. And um he just has memories of me being a complete nuisance. I mean, we're, you know, we're good friends, but a complete nuisance.

And that nobody could ever watch TV. >> You were handstanding over the TV. You were doing this. And I can remember all of that. And I said to him, I just always been that way. I mean, he thinks I should retire now because come on, you've done enough. And I'm like, I'm just getting started again.

>> Yeah. >> So, um, and I said, what did mom and dad really think about me being when I look back? I mean, I was really, really busy. I was I mean, how my parents cope with me, they didn't know any other really, but my brother was laidback and I was hyper. And he said, "They never said anything. They just got on with it. We all got on with you being in the house.

[laughter] That look on your face is a picture. >> Yeah. But it's still there. I can chill a little bit more, but I I'm not one to watch TV much or settle down. My partner's complete opposite.

>> I'm I would say in a way always working or I'm always developing me what I like in life, what I want in life. [snorts] >> Growth, >> you know, not not always about money but growth.

>> Yeah. >> Yeah. So that I guess the scattiness because it's who you are. >> Yeah. >> Manifested itself in school as well. And did you settle into a job or a business fairly?

>> My dad was an entrepreneur in engineering. He was a great designer of um I just imagine you would call them um conveyor belts. But the days when cars were not made by robots, he designed all the conveyor belts for vauels. So he had an engineering company. Mom was the stay at home. Typical stay at home. She was the northern Yorkshire lass.

Childhood Energy, Family, and Early Work

So he was in the army and then they moved down here and had my brother and then 11 years later had me. Um my brother said my father was very strict but he wasn't really necessary with me.

>> He did have his rules. >> So brother said it wasn't fair, you know. >> Um but girl, you know [snorts] um so he was always about education. Do well, go to school. Mom was the opposite. You learn more in life. So there was always that conflict.

didn't know it was conflict. >> Don't think they argued about it, but mom would say I'd say to mom, >> maybe early teens, like I don't feel well. I got the tummy ache, mommy. Oh, just stay off. We do some stuff together where dad

would come home at lunchtime.

He had his own business. What's she doing here? Get back to school. So, that's all I had really. But I saw my dad work very hard and I saw the stress that he had. Sadly, he died at 59 >> with um sad. He had two major heart operations within um 11 months of each other. went down in Guinness Book of Records apparently. Um, open heart surgery, the whole lot. So, he wasn't he was but I think I learned a lot from him and and probably because if he wasn't pushing me a little bit um I don't know what would have happened. So, I had to do well because dad wanted me to >> but not great grades apart from creativity at school.

>> Yeah, >> those are the days we learned shorthand and typing. >> Oh, do you know >> people say to me what was that? I was amazing at it. Amazing at it. And I ended up getting going to business school. He sent me to business school and I ended up going into secretarial work. Do they do that now? I don't even know. But I did have a really good job in the end with whites.

Really good job. >> Yeah. So that was there. But I didn't have any true desire to be in business myself. Although I did set I got married at young 19. My husband was about 24 and he was a builder. And I had this idea one day he was going to lose his leave his job.

>> Oh. >> So I did didn't realize I was doing it, but I set up a a building company that is now going. He's died four years ago sadly. And because of that, my kids have now got some very good inheritance.

>> Oh wow. >> So I didn't know I was entrepreneurial. >> Yeah. >> But that I got initially I mean I gave my shares back when I got divorced. Very amicable. great relationship we had to the end. But it was me that pushed him into it with a friend and a business partner. So that was probably my first taste of it. But I was still working for Whitbreads then. So I wasn't too sure. I just knew there was a future >> that we we wanted security for the future, you know, that was it really. So that was probably my dad's side of it, you know, rather than >> sounds like, you know, >> but very active, very very shiny object syndrome, creativity. Yeah. Amazing.

>> It sounds like there was some motivation there to get hubby out of >> Yeah. >> off the tools. >> I could see potential. >> I could see potential and I just thought, well, my dad had his own business.

>> Um, we we can have our own business and that was it, you know, and I was earning a good salary for >> a 23 year old. Um, I suppose I was at that point or maybe a little bit younger. Yeah, 23. And um I just said to go and speak to your friend. Let's let's get going with this. And I said, "Well, I can carry the mortgage." We had a big mortgage. If you remember 80s, it went up to 70%.

>> That was tough. Um and I just said, "Let's just go for it. I've I can cover the mortgage for about 3 months. Just go and get one big job." They got a big extension and that was it. It just took off.

>> Wonderful. >> Yeah. So yeah, we used to sit on the floor with an old calculator doing the VAT ringing up council. So we managed to get in with lots of councils and tendering.

>> So >> that lit a fire in your belly by the sound of >> I did because I wanted him to earn good money [laughter] and not work for somebody, you know.

>> Yeah. >> Cuz I wanted babies eventually. So >> yeah. >> So was that next then? >> Yeah. Well 19 I got married 25 my son came along. Wasn't too well before then.

Dad had died at 23. So I got glandular fever. Um, I had to take over everything, deal with mom didn't mom was a at home. So, I had to deal with a business and it was a lot for a 23-y old to deal deal with, but I took it on cuz my brother was like my mom, quite laidback and I was like my dad.

>> So, I took it all on, closed everything up and sorted things out. And I just knew that in time I wanted, >> you know, some children. So, it wasn't until we could get established with the building company. So, >> yeah, I did. Um, yeah, 25. I wanted them earlier but which is a good job I didn't really. So 25 um like a lot ladies you have a

miscarriage first of all.

>> Oh bless you. >> And um and then my now 36 year old son came along Elliot. >> Lovely. >> Yeah it was lovely. Really really lovely. A very hard pregnancy.

Marriage, Business, and Motherhood

Um lots of things I was poorly many ways. Five stone went on unnecessarily. Nobody knew why what was wrong with me. They just said I ate too many pairs. You know, you know, back in the days how cut back on your fruit or cut back on something, you're putting on a lot of weight. I was a really poorly girl, >> but we got there in the end.

>> Yeah. >> Yeah. And he came along. >> Excellent. >> Yeah. >> So, when did the interest in your health come? Cuz it sounds as though you'd had a couple of >> health hiccups through either your own journey or close family's journey.

>> My brother said to me, I've always been a sicky child. Um I can't remember that. He said, "You were born with a sicky eyes. You couldn't see out your eyes.

Dad was bathing your eyes. You've always been a sicky child. I can't really remember that. I was like any other child getting measles and things. >> Um and then and then after he was born, my son, I went downhill quite quickly. Couldn't lose a five stone. Um they just said it's best post depression everything.

And um so that in the end I had my well my doctor at the time was quite supportive and I became very debilitated. So I had to stop breastfeeding because I couldn't deal with that and my husband who was the builder getting up at 5 in the morning had to deal with the baby and feed him. Um and it was a struggle you know we're going back into 19 when was he born? 1989 long time ago. Um, and in those days they didn't test for things like thyroid when you're pregnant. But what it did, it opened me up to um they they started to correct that eventually. Took a year of being debilitated. Um, but it didn't make any difference. Not much difference. The thyroxine levels were okay, but it took some time.

So while this was happening, I would never have thought of doing what I do now. never, you know, I was 25, 26 then. >> Um, but I knew the business was able to carry me while I didn't work or if I if I wanted to go back to work.

>> So, it went on and on and on and then eventually my GP said, "I think you've got something called postviral syndrome." He said, "As doctors, we don't normally believe in yepy flu." >> Ah, >> yeah. This type of thing. Um, he said, "But I got ill with the flu or glandular fever." He said I was in bed for 6 months. So I sort of have an understanding of where you are. So he sent me off privately to be assessed. Um it was very hard to find the right type of assessing then.

>> So yeah. So I did get assessed and he said you've got me. >> Yeah. >> That explains a lot then doesn't it? >> Yeah. I said well is it not the thyroid?

He said the thyroid hasn't helped but what's happened is you were dealing with your dad. You got stressed. You had glandular fever. You had a miscarriage.

Bad luck. And then you've got a thyroid problem. Nobody identified or listened to you. That's level now. But it's opened you up. You've now this is why you're you are where you're at. So yeah, tough time.

>> Yeah. I couldn't drive for two years, >> which doesn't help your mental health at all, does it? >> Oh god, it was terrible. Support my mom. She retired then. Well, she went out to work when dad died to get out and about, >> but then she would help what she could.

And the poor husband honestly 5:00, you know, feeding a baby through the night [laughter] >> and they didn't have these Tommy tippy machines then, you know, he was going to bed with a flask of hot water to heat your bottle. Um, poor him. He was brilliant, you know, really, really brilliant. But he was like, you didn't know what was going on

really because he tried to get me out of bed in the morning. Sometimes I couldn't get out of bed. I had to be, it got worse, you know, really worse. And the weight wouldn't go. So it was, you know, because I couldn't move around a lot. So >> yeah. So it was one of those days where people thought you were a bit cuckoo.

Yeah. Yep. Flu. Yes. City corporate person type of busy person gets that type of thing. As you know now it's highly recognized. Um but I was determined not to stay like that.

>> No, you don't strike me. I mean I've known you not well but I've known you for a few years now, haven't I? And you have never >> struck me as being a person that will settle for something if it's not where you want to be in life.

>> Yeah. Yeah. It was I never thought about business that point. Um when you're laying in bed most of the day and all you can just do is go to the toilet and come back and you've got this baby. I mean I we I could get down the stairs on my bum. It's ridiculous. Carrying the baby and they used to have these like bouncy things, don't they? They still babies still couldn't move the bouncy things. So I put him in that and we were in the house where the toilet was upstairs.

Health Crisis and Recovery Journey

>> But it was an open plan stairs so I could go to the toilet, get to the top, but I couldn't get back down. The good thing is with it being an open plan, I could sit and watch him, make sure he was all right. I couldn't get down. I had to wait till I had the energy to get down. That's how bad that's how debilitating Emmy can be.

>> Yeah. >> Um and then I found more people that had it. a girl of six debilitated in a wheelchair sadly [snorts] and the pharmacist near to me. She always didn't look very well and looked tired and one time I went in there nearly fainted and she said what's going on and said they've diagnosed me with me. She went Tracy I've got that I've had it for years. So you know it's that communication then she said right let me let me give tell you about what you should be eating what you should now be seeking. So that was the start of me there is another route to get better because the medical world can't help me and that was it.

>> I love these chance or as I used to think of them universe driven. I now think communications >> communication share you know a lot of people I wasn't you know a lot of the other families the family relatable they just thought you know it could be getting attention and everything. So it was the start but what I did daily so [clears throat] people do this now a lot of people do this side of visualization I didn't know I was doing visualization manifesting >> so all I could do most of the time is lay in bed close my eyes and man manifest a beach the sun because I wasn't really going out I was like stuck in the house so much so the the I thought I'm going to get there I didn't know if I was going known to. But the manifesting was the sun on the beach with my mom and my little boy.

>> A that's nice. >> Yeah. Yeah. I had to do it cuz what else could I do apart from look at the walls and >> be I couldn't even pick up a kettle. I didn't have the strength to pick up a kettle.

>> So, so I did that a lot. But it got to a stage where I wasn't really getting any better. And um once I was overly religious and Christian and everything, I just said to God, I said, >> "If you don't help me get better soon, I'm ending it." >> That was how fed up you were.

>> That's a low place to be, isn't it? >> Yeah. >> Could have been mindset cuz things started to change. >> Yeah. >> Good. >> It was tough. >> Yeah. Do you think looking back that it was an important part of your development? Absolutely.

>> Going through that. >> Absolutely. It whether it's the right word, it was a catalyst. >> Yeah. Yeah. Because I started to get better because I was going to a healer.

I was having acupuncture every week. I sourced a French homeopathic GP who came over was used to come over to these well-being centers. Wasn't many of them then.

>> He looked at my bloods. He looked at homeopathy and other alternatives that I should take. I mean, I had a

whole drawer of this stuff. Um, he I did eat meat at the time. I haven't eaten meat for years now, but everything had to be organic. So, back then there was one company doing it, so we had to make sure we got every food was organic. He got me eating garlic cloves and olive oil wrapped in lettuce.

>> Oh my [laughter] goodness. Do >> you know, we know what that does now, but you know, I had no idea back then. So, with that coupled with anything I could source or or receive on the well-being side, on the alter alternative side, cuz the medical side wasn't prepared for this.

>> No. >> So, that's what I did. And gradually, I got better and better and better. It's never gone, but I got better. >> Yeah. >> And um and [clears throat] I could take over more and I started to drive a little bit. You know, it's two years gone by, so it was brilliant. Yeah. And we did end up on the beach.

>> Yay. Oh, I'm glad to hear that. >> Yeah. So, manifestation, it's mindset. >> Yeah. >> Yeah. So, that was the catalyst. So, what happened after that school odd on it, as I said, just odd grades, good at shortand and typing. I thought >> I'm going to do something else. So, I wasn't well enough to go back to that job. So, I had to leave a very, very good job at Whipreds.

And I thought never got on at school. Didn't like teachers. They didn't understand me. >> I'm going to become a teacher >> to try and change it from the inside.

>> Yeah. >> So, I had to go and get my A levels and um night school and all of that. It took a long time cuz I still recovering, but yeah, that's what I did. And then I thought, I'm going to do my basic teaching. What are you going to teach software? I'm going to learn coding and software. Don't ask me where this came from. I just taught myself all the things that I could have learned maybe at college or other places. So I did and um yeah it it started that was that was the catalyst being poorly [clears throat] would it have happened probably >> or maybe I've been more involved in the in the building side but >> I had a point I had a point I had to do you know I just want I was on that that's it didn't know where I was really going but it's I've got my life back.

>> Yeah. So you're moving away from pain. >> Yeah. moving away from pain and still very much into the holistic side, the well-being. Yeah, definitely. And um yeah, I did.

And um I got better and better. Went to uni, did my teacher training there after my first one. And then I thought, right, okay, software is very big. I'm going to open up a training academy.

>> Ah, so did you work in teaching for a long time or did the academy fair soon? It was always part-time because I had by then two children. Another one came along, Ashton.

>> And um it was always part-time, but loved it, you know, loved it. I trained in software, front end software and and business skills and stuff and would teach that as well. And I then I utilized those skills to go and set up a training academy by the London Luton Airport.

>> Ah >> yeah. Yeah. I just thought why not? >> Yeah. There's a skill gap. So that's what I did. Yeah. >> And that's the sort of ADHD. >> Oh god. in us, isn't it? Is that >> We didn't know about that then. Did we know? Did we know?

>> No. No, we didn't. No, we didn't. We were just >> busy kids, weren't we? >> Nuisance. I was classed as a nuisance. A lovable. He said, my brother said, "You're a real nuisance, but you were such a lovable nuisance." >> Yeah.

>> Yep. That sounds about fair, doesn't it? And like like you said as well, that that classic phrase, the shiny object. >> Oh gosh. just can't help but >> chase it. It's magnetic completely, isn't it?

>> Yeah. >> You got to feel it. You got to really feel it as well. >> Yeah. >> Oh, this is the best, you know, next best thing. But, no, you got to be sensible about it, but I really feel it and that's what I did.

>> Yeah. >> Yeah. So, I I I did very well. I had a I managed to win the big London Luton International Airport

contract and >> Wow. Well done. brought in management leadership people and we did soft end training and business management training.

>> Yeah. >> Wow. Yeah. That just sounds really important. >> It is, isn't it? But when I think back, I thought, yeah, I really enjoyed doing all of that and and bringing people in to do the training and, you know, from the CEO of the airport down to everybody was important at that point when London Luton Airport was owned by somebody else. It was every the the CEO at the time, he knew knew everybody's names, believe it or not, cuz my brother worked there as well, down to the the cleaners, you know, they had to have some training. It was great, you know, it was really purposeful, >> but the divorce was happening then, sadly. You know, we we still good friends, but the divorce was happening, so it was time to sell it, so I sold it.

>> Right. >> Yeah. >> So, >> yeah, >> you were looking then for something else to do. >> Where do you want to start? [laughter] >> Yeah. Wherever. [clears throat] >> I could have time off. I had time off for a while just to settle and you know and and do things. So >> yeah, I thought do I want another business? You know, do you need to do another business? What what do you want to do, Trace? And I thought, I just want to work for somebody for a while. I haven't worked for anybody since I was at Whitbreads. You know, you've built the B business up, the building business. You you've now done your teacher training and you've had an academy. You know, what do you want to do? So, um, I applied, you remember Yellow Pages?

>> Yeah. >> Yeah. That's when Yellow Pages was the main thing. >> It was the thing, wasn't it? >> I thought, do you know what? I can sell. So, yeah, I got through their tough tough interviews. Really tough. [snorts] >> And um, yeah, I became a salesperson for Yellow Pages.

>> Was that selling individual adver advertising business pages, remember? Talking pages. >> Yeah, I went into all sorts of businesses. I loved it. >> Beautiful car, great benefits. I thought this is great working for people.

>> Yeah. Got promoted, got hired, you know, but there's only so long you can do sales in my opinion. >> It burns you out. So, you know, there were long days. Most days I was traveling maybe 150 miles a day and seeing about seven clients.

>> So, it was that sounds exhausting, >> but it was it was brilliant. And um everything that I'd learned and achieved so far in life, it was it was the right time for that.

>> Yeah, it was great. It was great. And then um I earned very good money, great bonuses. It was a great company to work for. Absolutely. Great times. And then I decided I would leave and look after my mom who was ill at the time COPD.

>> And obviously I was sensible with money. I had plenty money to keep me going for, you know, fund the house and everything else. So, looked after my mom and um and then, you know, when she she left this world, >> it was time to take a deep breath again.

Dad left when I was 23.

Teaching, Training, and Building a Career

Now, I was what 39 maybe, >> right? >> So, it was time to re really sit and think about everything experience and kept coming back to health and well-being.

So it's really quite when you think about it it's like hold a minute you've done sales corporate and well-being and spirituality you know what are you >> you know it was a bit of like what are you Tracy >> and I just thought well you're that whatever you want to be >> but all this just sounds to me I mean I agree with you and I felt exactly what you're feeling >> but it sounds to me like the skill sets that you'd acquired along the way >> are absolutely prime time in you to >> go for it and be an amazing successful >> you forget you forget about those I have to like at a certain age you start questioning are you good enough for whatever you're doing now are you good enough for this type of world I mean I don't mean anything departing the world but what [clears throat] are you now you know you

have to think think >> all I get reminders people say Tracy don't think you realize what you've done so the skill sets are so important but equally If somebody goes if somebody starts a job when they're 20 and then they um retire at 55 and they've been in that same job, it's like people say, "How can somebody stay in the same job all their life?" But if if if that's right for them, >> we're all different.

>> It's all different, you know? It's just different different paths. We're different beings, different path. We we we go along. >> Yeah. But I wonder if for me what you've just alluded to about asking yourself if you're good enough is because we're always starting something new.

>> So we're always at the beginning of something and question how can I do this? >> And we don't look back and think, well, I've done this in sales. I've done this in teaching. I've done this in setting up a business. So I've got all the skills I need for this.

>> Yeah. >> I'm just putting them into a different vessel. But I have all the all the skills. But we don't see it, do we? We're not very good at that.

>> No, not really. No, no. I have to remind myself, you know, but I think also touching just briefly on menopause can um create those doubts >> or questions about where you're at, you know, different decades, different challenges or different things, you know. So, I think, oh, shut up, Tracy, for God's sake. Just get on with it. You know if you cl cl cl cl cl cl cl cl cl cl cl cl cl cl cl cl cl cl cl climbed a huge mountain before you can you can do you know anything really.

>> Yes. >> Yeah. So it was tough losing mom. She was a great support to me while I was traveling with yellow pages doing this doing that you know. Poor woman.

[clears throat] She was brilliant. She was a great Yorkshire woman. >> Did she help with the kids? >> Yeah she was brilliant. I couldn't you know I could not have done any of that without my mom. the university. Um my baby was 3 months old and I just announced I've joined I've enrolled on university. Can you have the baby breastfeeding? She's like what am I to do? [laughter] But she never said don't you know >> no I'm not doing it. So I could never have gone to the uni to do that. I could never have gone to work for my own my own business or Yellow Pages if my mom wasn't able to pick the kids up from school.

>> Yes, of course. Yeah. >> Don't get me wrong, I did pick my kids up from school but there was times when mom would do that. So support system so important in life.

>> Yes. >> You know, I was very lucky to have that. >> Absolutely. And that's something else that we've got in common that I didn't realize. I started med school when my youngest was 3 and a half months old and I was still feeding her.

>> Yeah. We do it though, don't we? We get it done. >> Yeah. >> No, no problem. Our express um mom and if I'm late back, she'd all be I'd have to The university was in Luton, so I was lucky. I didn't I wasn't away at university. So, um, I'd be driving quickly across town to get to my mother's house and she'd be standing at the door waiting thinking, "Hurry up, you know, do a bit of breastfeeding and then I would go off again." So, yeah.

>> Yes, >> it was it just >> I remember a couple of times being in class and uh clearly hadn't expressed as much as I should and looking down and going, "Oh, >> yeah. Oh, dear.

>> Have I brought another top with me today?" I do hope so. [laughter] >> Yeah. But we get it done. The as long as babies are fine, they're cared for, they're fine.

>> Exactly. >> Exactly. And I wouldn't have done it had I not known that she was going to be with >> That must have been that must have been a real challenge cuz med school I mean it's full time, isn't it?

>> Yeah. >> Yeah. >> Yeah. It was interesting. >> And like you say, people were saying to me, "How on earth, you know, are you doing that?" And I'm like, "Well, you just do, don't you?" Very much like you just said, "You just do."

>> Yeah. Just get on with it cuz it's what you want to do. Yeah, >> you're excited about it.

>> I mean, you have to consider family. You have to consider people around you. But if they're there to say, >> if it's what you want to do, you know, here she is going off again doing something else. And >> if it makes you happy, yeah, I'm go do going to do it. So, yeah, very fortunate to have her. But with her leaving, >> um, that was tough, you know, cuz we felt, my brother and I felt like orphans. They're we're grown up people, you know. He was like what what in his was he in his 50s then? And I was 39, 40. Yeah. So we're grown up, but you felt like orphans then. So I really I >> I was again in a good position where I could take my time to think >> about what I'm going to do next. And that's that's when I am now. That was the change.

>> And because I'd been so so helped with holistic with healers, with um holistic doctors, it stayed with me forever. So I decided I would go back to college.

Excuse me. I decided I would go back to college and learn um go for education to be a listic therapist. >> Ah >> yeah. >> So what did that look like that training?

>> Yeah it was um part night school to begin with then full-time. So the listic courses were um individual units were um aromatherapy, Indian head, >> hot stone massage, >> um all of those type of treatments that back then back then people wouldn't knew about them, but >> now it's big.

>> Yeah. >> Yeah. So that's what I did and and trained and I loved it. I loved the peace of it. I loved the calmness of it. Yes. >> I loved helping people feel better because I was one of those once poorly.

>> Yeah. >> All just needed that care and that nurturing. >> So that was the other side of me. You see, that was the caring and nurturing side coming out. And I love that. Um I didn't go and work in a salon or anywhere with that. Um I sourced somewhere that I used to drive past all the time in a little small town near outside of Luton in within Bedfordshire.

moon still and there was this big white building I used to look up think what is that in there it was called spectrum I thought what's that in there always curious so one day >> I thought I must go in there one day and see what that's about at this point I was qualified but I wasn't necessarily doing I was doing it on family friends >> right yeah >> um this might sound pretty random but I woke up one morning and something said to me go to Spectrum right today right now >> I love it I love it I love it so I did I got in the car. It was only up the road.

Kids were at school. I knocked on the door and they said, "Come on in." And I went into this place that was you were cocooned. It felt like there was angels in there. There was chandeliers. It was warm. It was cozy. It smelt divine. The aroma therapy and there was a receptionist. I said, "We got any rooms?" >> Yeah.

>> She went, "Oh, we have got a room here, but oh, the lady who owns this, you've just missed her." I said, "Oh, can I sit down for a minute and just sit and chat?" She went, "Yeah." And I was just saying this, I don't know what it is about this place, but you know, I'm a holistic therapist. I'm looking to rent a room.

From Beauty Therapy to Paramedical Skin Work

She went, "Yeah, we've got a beautiful room up in the top." Like, it's like a really old building. Beautiful inside and out. I went, "Oh, right. Okay." Anyway, the owner come back in. She'd forgot her keys. Oh, meant to be or what? [gasps] Yeah. And and she went, "Oh, can I help you?" I went, "Well, looking for a room." She went, "Come upstairs." She showed me. I said I have it.

>> That was it. >> Wonderful. And that was it. >> That was it. So after mom's mom dying, it was a great time for me to be there because this place cocooned me.

>> Yes. >> It was amazing that the precious. Oh god, it was I can't explain explain the daily feeling of being in this building >> and doing the work I did. So I did.

That's what I did. So I was a freelance person working within that that family of people. >> There was um Bowen Bowen technique. There was a guy doing that. We had healers. Um I was going to say witches.

I don't know if I say witch. I don't not too sure what I could call her, but she was a healer, but she classed herself as a witch. A lot of people think what's Tracy doing now? You know, she's in this building. There was all different alternative.

>> I like that there's a full range. >> Yeah, there was um allergy testing um back then, kinesiology, different all different things, you know. And there was me working with a Spanish brand of beautiful um beautiful brands and oils for um facials and body massage. And I do this with my fingers because I can feel it.

>> Yes. >> You know that it was beautiful. >> So I was there for some time. Um but it didn't it didn't wasn't able to pay myself well with it. >> No. That's a lot of the problem, isn't it?

>> Yeah. Yeah. Cuz I'd taken on the mortgage, given my shares over, took the house. So, I got the house and given my shares away. So, it was always about always being able to manage and earn my good money.

>> So, um yeah, I I took it with me. Um what did I do after that? Can't quite remember really. Where did I do? Oh, that was still There you go. Went back to college. Trained in beauty therapy and just to get up to the level where I could because I had this vision that I would be doing more than beauty therapy.

It wasn't quite for me. I had a vision and um I still did the holistic within the family and myself. So yeah. >> So it felt like beauty therapy, this is not an insult to beauty therapist was more surface level, but you had to be working deeper.

>> Yeah. Yeah. Because I needed deeper skin. I could have made still done it with holistic, but I just felt okay, let's just go down this route and see how we feel about it.

>> So there you go. That was the where I've arrived now because skin, body, well-being has always fascinated me. >> Yeah. So, you have a clinic now. >> What does that offer? What does it look like, feel like?

>> Yeah. Well, before I answer that, I did go and buy a clinic salon. >> Okay. >> Nearby in a beautiful town cuz I wanted that experience of being in a clinic.

So, I had seven staff. So I um it wasn't doing that well, so I bought it and turned it around and then about six years later sold it. >> Okay. >> But it gave me um a good understanding of that front-end client care. So I do reception >> um do all sorts of things.

>> Yeah. >> Um I wanted to feel what it's like >> in a salon environment, clinic salon environment rather than just being a solo >> with you. >> And I loved it.

>> Yeah, >> I loved it. I really did. But it was time to sell it. And but whilst I had the salon, I was also developing myself as um a freelance per makeup artist.

>> Wonderful. >> Yeah. Yeah. With a skin background. So and then eventually after about 15 clinics I used to go and visit providing all those services I started my own by London Luton airport in 2012.

>> Was that quite unusual then combining actual skin therapy with makeup? I think because I had the beauty training before I trained in per makeup. >> I had that love for skin, facials, >> understanding the skin, the science behind it.

>> You are what you eat, what you do in your life, your skin will show you. You know, you feel off, feel poorly, your skin will show. So, I had that that side of it. So the per makeup has been an amazing journey for me because I became a medical tattooist working with are you know areas scarring burns and everything.

>> Do you know one of the most interesting ones I've seen cuz my daughter's a tattoo artist and part of her motivation was wanting to go into the areola tattoos and things. [snorts] Somebody sent us a picture of somebody who'd had like the little finger and the ring finger partially amputated >> and somebody had tattooed the nails on the stumps and your brain readjusts and make the makes the fingers look like a normal size.

>> Yeah. >> Yeah. How healing must that be for that person? And it really struck me. >> Yeah, it is. So, I'm a paramedical artist, so I do that. >> I do are >> probably like your daughter. Um, >> she's not at that yet. She's only been three years in tattooing. and she wants to get more experience.

>> Yeah, that's good. Good choice. >> So, >> yeah, I left about 3 years before I went into that side of it. >> So, very rewarding. >> Yeah. >> Very different um vibe with the clients.

Very, very different vibe. >> So, yeah, it's amazing. Amazing. Amazing job. >> But the skin side of it, you know, said as a beauty therapist, I did that side of it. So, so I trained and trained more and gained more experience for skin, more qualifications for skin. where the qualifications came from, I don't know because school, remember, didn't really offer me much. So, no, but all of a sudden, well, not all of a sudden, but that point when I was poorly, it was important to have that recognition.

>> Yeah. >> So, yeah. So, what it what I've got now is in a very big building near London Luton Airport. It's part clinic, part academy. So, I teach and I treat.

>> Wonderful. >> Yeah. Yeah. So, it's a nice nice big room. Um, we do teach in there. people that want to learn, excuse [clears throat] me, people that want to learn the job.

>> Um, but also my clients come there and um when Yeah, I mean it's just beautiful. It's beautiful to have that space, your own space. It must be. >> And I think as a client, I would find it quite reassuring >> to know that the service I was receiving as a client >> was under the same umbrella with the same person in charge as was training the new people that were coming up. So that service would continue even if my individual practitioner >> went elsewhere, decided he didn't want to do it, had kids, whatever it might be.

>> Yes. Yeah, very important and it's not something I it's not something I I probably should expose that more to my clients, my clinic clients and also um the people that come to train to me with me. I should put say well I do say to the people that are going to train to be honest. I'm conte to myself there is that I I do work in clinics still. So it's not I do maintain my own skills.

>> So but with my clinic clients I don't necessarily push that. I think there a lot of them are aware of it. my regulars, when I say regulars, you know, the ones paint makeup and other things, they come yearly or every 18 months, I think they are aware of that, but I don't really talk too much about it really.

>> Um because it's also their time. >> Yeah, true. >> On the couch, you know, it's their time. It's it's it's listening. Yeah. Listening to them. Um there's times when they can speak obviously when there's needles around and times when they can't speak.

>> Absolutely. >> But I always make extra time for them before and after. And um yeah, it's >> so what sort of things is that? Is it eyebrows, eyeliner, lipstick?

>> Eyebrows, eyeliner, lipstick, lip blush, those type of things. Um with scarring. I do skin needling on the skin as well. The pills, you know, we I put programs together for people, you know, not just like, oh, come and have a peel or come and have a skin needle. Let's look at what you're wanting to achieve, what's what's going to be achievable really. So those type but the per makeup side.

Yeah. But you with the per makeup also you can do camouflage on scarring. >> Yeah. With a with a with your device and specific medical grade pigments which some people say they're ink and they're not ink but they're similar >> and that can help with the scarring as well. So yeah, that's what my days my days are so varied.

>> Yeah. So varied.

Mentoring, Hypnotherapy, and Future Plans

I will say recently the um are I've been doing areola since 2009 and it's one of those that it can go quiet and be a bit busier but since January it's gone very busy which is great but also it's it's you know you think about these pe these ladies you know and guys >> yeah yeah >> yeah it's such a rewarding job >> it really is and it's probably the longest I've been in so it's 21 years >> so you've definitely settled into something new I Yeah. And maybe it's because it's partially because of the variety of it.

>> It's the variety, but it's also the nurturing. >> Yes. >> I like to look after my clients. >> Yeah. >> Yeah. So, we talk about well-being. >> They ask me lots of questions.

>> I mean, I can't, you know, I just tell them what I've been doing >> on bio identical hormones and, you know, try to guide them a bit with their skin.

>> So, but the well-being and that nurturing always comes in. Same as when I was in sales. I was brilliant at sales because I just chatted. >> Yeah. >> Nurtured them, looked after them.

>> Because it's not it's in sales, it's so much about the person, the interaction between the two >> or more humans that are there at the time, isn't it?

>> Yeah. >> I mean, the product's important or the service, whatever it is, >> but it's the individual interaction that >> will sell, >> isn't it? It's trust.

>> Yeah. >> Trust. Trusting that person. I was never hard sell. I wasn't a hard I had high targets. I mean, we're talking about millions, [snorts] >> but I was always there was no hard sale.

>> Yeah. >> Hope they're not listening. [laughter] >> I brought them lots of money in. >> Well, they're not going to complain, are they? You know, like you were saying, you clearly did well.

>> Yeah. >> Yeah. >> You know, and if you did it by being a human being and a decent, trustworthy one at that, >> Yeah. Yeah, >> that's commendable. >> Yeah, I loved it all. I've loved everything about it. Yeah.

>> Yeah. So, I think it's always it's you got to like people about being with people. You got to be front end. >> Yeah. I completely agree with that. >> So, even though you're settled and have been enjoying this for 21 years, >> do you see anything further or I mean at some point?

>> Yeah, I have. >> Oh, >> I have. So, um, I claimed to be a coach, mentor. So, um, and I wanted to help other businesses. So, I signed up for the help to grow with the government scheme.

>> Ah, lovely. >> Yeah. So, um, haven't done any of that for a while, but I'm there for people in my industry. >> Yeah. >> Um, if they they need that. So, they go through the help to grow scheme. Um, and I'm part of the ABM mentoring. So, I have been mentoring people in my industry, some outside about, you know, where they're at with the businesses.

>> Um, some of it's strategic, some of it's a little bit more consultancy. It just depends. So, that side of it is I love as well. >> Yeah, >> we were talking about this earlier, weren't we? Like, >> um, and going might be quite eclectic, but I trained last year. I'm not yet qualified as um, I'm going to say hypnotherapist.

>> Bless nonrance. I did learn trance. So I did all my training last year, done some case studies. This year I've been bus. Last year I was very busy. So this year I'm just finishing that now. Um that again it's about the mind. Yeah. It was about the mind working with people.

>> Yeah. So I'm not sure where that would take me. All I know is it it's there. It's something I wanted to do. >>

Yeah. Yeah. It sounds as though from the overview kind of thing, you absolutely still want slash need that personto person.

>> Yeah. >> Involvement, but that sounds like futurep proofing. >> Yeah. >> What you're telling me is that you can still do a lot of the training without too much >> what's the word I'm looking for?

>> Effort almost. And the same you can do a lot of the other things online or you know with low impact on you in person. So >> I love that. I love that future proofing. You're absolutely right. It is that and we spoke before about you know you can you can be so busy with things that you're not really getting any footwear or you're wearing yourself out.

I have to always be mindful that I can have relapses. >> Yes. >> You know I'm lucky I touchwood. I don't get too many, but I I am prone can be prone to to just be in bed for a few days.

>> I think I'm ill. I'm coming down with something. But it's not. It's just that that back to when I was 25 when I got ill. So, I have to be aware of that at this age now. Still very young, of course, we both are, but what do you want in life? So, future proofing is absolutely spot on really where it is.

And you're absolutely right because now I've got trainers that are freelancers, but I know them well. They are doing some of the training for me. >> Yes.

>> Uh the beauty stuff and all of that. I do more of the per makeup training. Um only about 10 people a year I do now. One to one. So yeah. So yeah, great. I can make more money with more, but onetoone is what I'm about. I'm about people that are very serious about ch changing their careers coming into that industry of skin per makeup and helping them and mentoring them, >> you know, big investment with me to be able to take that next step to be their own boss >> to be in business cuz yeah, that's what I did all those years ago. And I don't blame you for wanting to have the satisfaction of knowing that somebody is properly trained >> because my daughter will say to me, there's people that are going to like a weekend tattoo school.

>> I know there is >> with fake skin and she it just fills her with horror. >> Yeah, there's a lot going on out there. >> But there are regulations that are potentially coming in on for that and also for the injectables. We'll see.

It's been going on since 2012, but I think it we're getting close to consultation. So, you're absolutely right about that. There it is busy. I mean, when I started, I think >> back in 2005, I think there's only like 40 of us in the UK doing it, >> you know. So, it has grown, which is great. Which is great. But, yeah. Going back to what you're saying about the future proofing. Yeah. Yeah. There's only so many people a day you can do per makeup on.

>> Yeah. >> If you want to do it properly and do it good, you can become quite tired. >> Yeah. Um, and it's been great for me. But, you know, so >> yeah, future proofing definitely. I like that.

>> No, I don't blame you because you see a lot you're a lot like me in that your mind is >> always creating other opportunities, other paths it wants to go down, other >> things it wants to satisfy. And so to have something that you can do that you excel at that you've been doing for a long time that fulfills your soul.

>> Yeah. >> With not a lot of impact on you will allow you to do that as well, won't it? >> Yeah. Fulfill the soul. I think Yeah. That's it. Isn't it? Especially people that like to be doing different things.

>> Yeah. >> Yeah. Or or what what's next, you know? >> Yeah. And if you're searching for a what next that is of an interest or brings you joy as opposed to and you're coming from a place of already feeling fulfilled.

>> That's much more of a stressfree joyous journey, isn't it? >> Yeah. Yeah. >> Yeah. Yeah. I have an ultimate goal. Live partly abroad. >> Wonderful.

>> And work here. Come back. I have that goal >> somewhere warm. >> Yeah. Do you know what? just Spain, you know, just Malaga in the mountains. >> Peace, fresh air.

>> Fresh air. Working from a laptop a little bit, mentoring. Um yeah, just being part of a community, flying back, seeing the kids, >> grandkids. >> Yeah.

>> Um doing some work here, you know, just life. Life's for living. >> Absolutely. >> So much. It's been such a journey. It's like >> Yeah. Busy, busy, busy. It's just for enjoying, isn't it?

>> Yeah. >> Yeah. Yeah. And my goodness me, you've been through enough. You need time to >> enjoy the fruits of your labors. >> Absolutely. Yeah. Loved it all. Wouldn't have changed anything.

>> I love that. >> Yeah. >> I wish you all the very best going forward. >> Yeah. And you >> and with your current plans as well, long may they continue.

>> Yeah. >> Get that qualification finished, etc., etc. >> Yeah. >> Yeah. Well, [clears throat] I know that we're going to talk in the future. If anything new comes up, I'll let you know.

>> Wonderful. >> I appreciate and I'm so grateful you invited me on the podcast. >> No, >> I like a good chat >> and it shows and it's wonderful. I've really enjoyed it. Thank you, my darling. Thank you.

>> Thanks, darling.