

the chatter box.

FEBRUARY
2015

NEWS FROM CROWLEY CARE SERVICES



A moment with our CEO

Hello everyone,

I'm standing in again for Michael who is taking a short break. 2015 promises to be a really exciting year for Crowley as we build an even better future.

Christmas spirit

But first, what a great Christmas spirit we had. Many families visited to take residents out or came and joined their loved ones for meals. It made for a great social time adding a true sparkle to life at Crowley. Not to be outdone the Independent Living Christmas Party was fabulous with staff leading the Karaoke Carolling and our 'Resident Santa' arriving.

Redevelopment on track

I'm very pleased to inform you this year we begin the redevelopment of our residential care facility which will truly be a wonderful place to live.

In fact we are progressing well with our plans to commence construction later this year.

Part of the upgrade will see 32 new residential care beds with 20 additional beds announced late last year by the Federal Member for Page Kevin Hogan. These beds were in addition to the previously announced 12 beds awarded to Crowley last year.

When complete this development (part of our overall master plan) will see beautiful purpose built buildings that better maximise our waterfront site and tailored to the lifestyle needs of our residents. Very exciting.

We will keep you informed as we progress and as more details come to hand.

Continuous improvement

In May, Crowley's Residential Care undergoes its three year re-accreditation visit by the Australian Aged Care Quality Agency. Part of this audit looks at how Crowley

continually improves our Residential Care services. It includes how we respond for example, to residents' concerns right up to national major industry reforms. So the review is wide ranging and gives us a good benchmark of how we are travelling in many areas. We welcome it.

Because we believe it is important to continually improve all service areas, we undergo similar approaches to benchmarking our services for both Independent Living (voluntarily) and for our Home Care services. It's important for our stakeholders to know just how we are progressing and the resulting improvements we make in all that we do.

In this Chatterbox you will see some significant technology improvements mentioned that enhance our service quality and management information.

Our first project for completion is a Wi-Fi installation followed by a Nursecall and new telephone system. It is all part of our continuous quality improvement program.



Kelli Potts

Executive Manager
Operations & Finance

Kelli Potts
Executive Manager
Operations & Finance

In this issue

Last Month at Crowley	2	Residential Care News	5	Maintenance News	10
Organisational News	3	Home Care News	8	Hotel Services News	12

Out and About

BY KAREN O'DONNELL

December Highlights

We had a wonderful visit to Xavier Catholic College. We were greeted upon arrival and each resident was personally escorted by a student on a tour of the College and its fantastic facilities. Afterwards we were treated to an exceptional morning tea all catered and served by the College's Hospitality students.



Our Resident & Relative Christmas party on 13th December was a lovely day to share with family and friends before the rush of Christmas. Good company, lovely food and beautiful music by the Lennox Headliners provided the perfect combination for an enjoyable afternoon for all attending.



The Ulysses Motorcycle Club visit always proves to be very popular and this year's visit was no different. Residents enjoyed morning tea under the front portico with a great crowd of biking enthusiasts. Stories were exchanged, bikes were admired and a date was set aside to catch up again in 2015.



This year's Christmas Lights Drive saw both Crowley buses head off on a convoy to find the district's best lights. Both Residential Care and Independent Living residents enjoyed the



evening. Sanctuary Village in Lennox Head was the highlight of the evening with their great light display and demonstration of community spirit. A special thank you to our volunteer driver Frank Lynch who made it possible for us to take both buses on this evening.



Jeff and Ollie Muir celebrated their 65th Wedding Anniversary at Crowley with family and friends on the 17 December, with a special morning tea. Congratulations to both of them on this wonderful occasion. We were fortunate to have Paradise FM Community Choir include us in their busy schedule leading up to Christmas. A great variety of all the classics as well as some modern takes on the ever popular Christmas Carols were enjoyed by all who attended.



January Highlights

Outings for January included lunch at the Canal Road Bowling Club and the Bangalow Museum as well as drives to Wardell, Byron Bay and Ballina beaches.

Australia Day was celebrated on the 26th with much patriotism, fun, enthusiasm and Aussie traditions. Australian colours were worn; damper and cockie's joy were enjoyed for morning tea whilst we sang along to some great Australian songs. A BBQ for lunch topped off the day with a gumboot/thong throwing competition afterwards and some great Australian poetry.

Party Time in Paradise

BY MICHELLE GOLDING, QUALITY COORDINATOR

Cool afternoon sea breezes, a genre of music from decades past and a scrumptious three course meal set the scene for the inaugural Staff End of Year Party.

This year the party was held off site at the beautifully located Lighthouse Beach Surf Lifesaving Club. The Hawaiian theme was carried through from the decorated room and gorgeous table decorations, to beautifully hand painted and decorated fish (made by our residents).

A huge thank you to our Staff Engagement Group for their efforts in organising the venue and to our residents, what a fantastic job you did!

As the sun set over our beautiful coastline, Crowley's own Leadership Group worked the bar popping corks, pulling beers and serving more than 300 meals.

Judy Robson, Albie Viel, Jenny Kliese and Tony Baldwin were a well-oiled machine plating each meal to perfection.

A wide variety of Hawaiian shirts, grass skirts and floral prints filled the room from over 100 staff who attended. Music echoed from the building as staff put on their dancing shoes and boogied the night away from the disco beats of DJ Mark.

A great time was had by all, with lots of pleasantly weary party goers at the end of the night.

What a way to finish off 2014, well done Crowley we can't wait for next year!



Chinese New Year 2015 - The Year of the Goat

Happy Chinese New Year

This years Chinese New Year falls on February 19 and it is the year of the Goat in Chinese astrology.



Lucky Colours: brown, red, purple

Lucky Numbers: 2, 7

Lucky Flowers: carnation, primrose

Year of Birth: 1919, 1931, 1943, 1955, 1967, 1979, 1991, 2003, 2015, 2027

Reminder to all pool users



When entering and using the pool, can you please observe the showering and soap protocols which are clearly stated on the initial registration form you completed and signed. This will ensure all users continue to enjoy the cleanliness of both the pool and our facility.

Thank you.

Reminder!

Please note the Library does not currently require any further donations of books or magazines. For future reference, can you please check with Reception first for any further donations.

Thank you.

Leisure and Lifestyle

BY JUANITA MOHAMMED, LEISURE AND LIFESTYLE



Garden Club

Community Nursing Coordinator, Sherrie Viney, was guest speaker at our January Garden Club meeting. Sherrie spoke about Bromeliads and Rock Orchids that she brought in from her own garden. Sherrie's garden is a 23-year work in progress and she has spent countless hours keeping it well maintained.

The residents were lucky enough to view an Alcantera which only flowers once every 10 years. Residents were impressed with Sherrie's presentation and on discovering the difference between the types of Bromeliads and Cacti. Sherrie kindly donated some of her plants to the Garden Club.

Stand free herb planter

Crowley recently purchased a stand free herb planter which currently sits in the pergola area. Tony Baldwin, Hotel Services Manager kindly donated the micro herbs.

Lillipilli

Recently a few small plants have been added to the Lillipilli outdoor area. Residents have enjoyed the additional plants to look after and water.

Front pots

Residents helped revamp the large pots at the entrance to Crowley recently. The residents are enjoying their gardening projects and will continue to spread their work and ideas around the facility.

Poppy Club blooming

Crowley's Poppy Club success has continued with 151 poppies already made and on display in our Entertainment Room cabinet.

Both Community and Independent Living members have continued making the poppies throughout Christmas and the holiday period.

The final count will be on the 1st week of March and the poppies will be packed up and transported to be laid at the ANZAC centenary celebrations.

Please note the next meeting of the group will be held on the Wednesday, 18 February at 3 pm in Lillipilli and everyone is welcome to join us.



Residential Care Update

BY WHENUA ONER, RESIDENTIAL CARE SERVICES MANAGER (DON)

1. Moving Into Care Project.

Last year Crowley partnered with Alzheimer's Australia in a state wide project that explored the experience of residents with dementia moving into residential care. There are a few stages to the project with the ultimate aim being an improved experience for residents, families and staff in their journey into residential care.

This month you may receive a survey asking about the experience you have had in admitting your loved one into care. Your feedback and response to this survey is critical in maximising the value of the project and allows us to really understand what the experience is from your perspective.

2. Leisure and Lifestyle changes.

Crowley really appreciates receiving feedback about the services we deliver and we ask for your input regularly, notably in the annual QPS survey (you would have received this at the end of last year). We use this information to guide our focus in improving our services.

Over the last 18 months we have reviewed the Leisure and Lifestyle program. This process

has involved reviewing feedback, external consultation, major policy and procedure review and consideration of the outcomes that we want our Leisure and Lifestyle program to achieve.

We are now at the place of change and during February you will start to notice differences. Primarily, the staff roster shift times will change and the Leisure and Lifestyle hours will increase.

We will have three Leisure and Lifestyle staff working Monday to Friday who will focus on the Nursing, Hostel and Dementia areas of the facility.

The new times will be 10.00am to 6.30pm, although there may be some modifications whilst we ascertain exactly what works best for residents.

Currently being considered is how we deliver the weekend program. For the time being it will continue in the current format, but watch this space for exciting developments in the coming months.

This is a big change for our staff and residents and I am keen to hear your thoughts on how the improvements are working.

I would like to also ask for your patience whilst we transition into this new framework.

WATCH THIS SPACE FOR WHAT'S ON IN MARCH...

St Patricks Day

WORLD GLAUCOMA WEEK

National Wound Awareness Week

Seniors Week

EASTER LUNCHEON

Harmony Day

Palm Sunday

Australia's Healthy Weight Week 16-22 February 2015

BY CHRISTINE LAWTON, RESIDENTIAL CARE SERVICES ASSISTANT MANAGER (DDON)

Healthy Weight Week is an initiative of the Dieticians Association of Australia and it aims to raise awareness of the importance of achieving and maintaining a healthy weight and lifestyle.

For older people, gaining weight doesn't need to be an inevitable part of life.

Maintaining a healthy weight can be achieved by enjoying a healthy, nutritious diet and some physical activity daily.

Only one in ten Australians over the age of 50 do enough activity to gain any cardiovascular benefit.

It has even been suggested that about half of the physical decline associated with old age may be due to a lack of physical activity. People over 65 require adequate fitness levels to help them maintain independence, recover from illness and reduce their high risk of disease.

As we know, being overweight can increase your risk of

coronary heart disease, high blood pressure and cholesterol, diabetes and gall bladder disease, gout, arthritis and other joint issues, sleeping problems, including sleep apnoea and certain types of cancer.

Top tips for maintaining a healthy weight include:

1. Think small – smaller serves, swapping to low fat milks and low fat dairy products;
2. Use less salt;
3. Drink plenty of water;
4. Limit the intake of high fat foods;
5. Include fruit and/or vegetables in all meals;
6. Limit your alcohol intake; and
7. Enjoy a variety of foods from the core food groups to receive as many nutrients as possible.

To compliment maintaining a healthy weight, there also needs to be some form of physical activity.

The benefits of regular exercise for older people include:

1. Maintaining muscle mass;
2. Help to reduce the decline of bone density and osteoporosis;
3. Maintaining a healthy heart and lungs;
4. Keeping joints supple and healthy; and
5. Reduce body fat levels.

Some simple suggestions for getting active include:

1. Start off slowly and aim for small improvements;
2. Choose activities that you enjoy and find interesting;
3. Exercise with friends;
4. Walking, swimming and cycling are safe and easy forms of exercise;
5. Include weight bearing exercise; and
6. Don't let yourself dehydrate – drink plenty of water.

Enjoy life and live longer!!

References : 1. www.healthyweightweek.com.au 3. www.heartfoundation.org.au
2. www.nutritionaustralia.org 4. www.betterhealth.vic.gov.au

Valentine's Day

To celebrate Valentine's Day on Saturday 14 February, residents and staff are encouraged to dress in **Red**.



Saint Valentine's Day, also known as Valentine's Day or the Feast of Saint Valentine, is a holiday observed on February 14 each year. It is celebrated in many countries around the world, although it is not a holiday in most of them.

Ash Wednesday is on 18 February 2015.

Ash Wednesday is the first day of Lent and occurs 46 days before Easter.

Ash Wednesday gets its name from the practice of placing ashes on the foreheads of adherents as a sign of mourning and repentance to God.

Shrove Tuesday is on 17 February 2015 and

is traditionally the last day of feasting before Lent begins on Ash Wednesday.

The tradition comes from a time where any rich foods were eaten the day before Lent, and fasting begins.



JOKE OF THE DAY

A college student challenged a senior citizen, saying it was impossible for their generation to understand his. "You grew up in a different world," the student said. "Today we have television, jet planes, space travel, nuclear energy, computers..."

Taking advantage of a pause in the student's litany, the geezer said, "You're right. We didn't have those things when we were young; so we invented them! What are you doing for the next generation?"

QUOTE OF THE DAY

You must do the thing you think you cannot do



February Birth Flower:
The February Birth Flower is the Violet

Meaning of the February Birth Flower:
The Violet symbolizes faithfulness, humility, and chastity.

February Birthstone:
The Amethyst

Sign of the Zodiac: Aquarius

Dates:
January 21 - February 19

Characteristics of Aquarius:
Friendly, Intuitive, Independent, Social, Artistic, Honest



When: Wednesday 18 February
Where: Education Centre
Time: 1pm to 3pm, followed by afternoon tea.

Cost: Gold Coin donation
RSVP: Monday 16 February

A vengeful fairy is driven to curse an infant princess, only to discover that the child may be the one person who can restore peace to their troubled land.

Director: Robert Stromberg

Stars: Angelina Jolie, Elle Fanning

Home Care

BY SHERRIE VINEY, COMMUNITY NURSING COORDINATOR



A special New Year's message for all of our Carer's – you are valued and we remind you of some things you can do to keep yourself healthy and well in 2015.

Spending time with family and friends and enjoying those relationships that allow you to have a break and just be you, are important.

A twenty minute coffee break with a friend or a walk on the beach may be all that you need to rejuvenate. *Some other suggestions could include:*

- Make time for exercise and healthy eating which can prevent burnout as caring can be physically and mentally demanding;
- Be aware of good practices for lifting and transferring the one you care for, by utilising equipment and lifting devices or other people to reduce the risk of injury to yourself or the person you are caring for;

- Access assistance with assessed clinical care/ personal-care for eligible Veterans and War widows through the DVA Community Nursing Program. Call our office on 6686 5090 if you require information about the Crowley DVA Nursing Program;
- If you are caring for someone with Dementia then you can access support, counselling and information for all forms of dementia through Alzheimer's Australia at www.alzheimers.org.au or call the National Dementia Helpline on 1800 100 500;
- Would you benefit from having a personal alarm for the one you care for in case of emergencies? This device can link you directly to emergency contacts/services. Please talk to your health provider if you are interested;

- You can apply for respite care or plan for respite care for 2015. You can apply for home respite through the DVA Veterans Home Care Program by calling 1300 550 450 or for residential facility respite bookings you can contact the National Carers Respite Service on 1800 052 222;
- Veterans and Veterans Families Counselling Service provides free and confidential counselling services for Veterans and their families for a range of issues including relationship and family issues, anxiety, depression and post traumatic stress disorders.

PLEASE CONTACT THEM ON:

1800 011 046.

You are important so don't be afraid to get some help when you need it. It's natural to have or want a break from each other from time to time.

Go well Sherrie

Byron Bartley

BY JENNA TOLSON, CLIENT SERVICES OFFICER

Byron was born in Bangalow in 1928 and grew up on a dairy farm. He worked long hours whilst juggling his schoolwork at Boomeye and Woodenbong Schools.

At the age of 17, Byron was accepted to join the Royal Australian Airforce but unfortunately one of Byron's neighbours spoke to the Defence Force and advised them if Byron was to leave, he would have to close his farm down. This put an end to Byron's plan to join the Defence Force as he wasn't granted release from his duties on the farm.

Eventually upon leaving the farm, Byron worked in metal manufacturing and then purchased a banana farm. To this day, Byron says the banana farm was the worst thing he ever did. He would send his bananas up to the Brisbane markets for sale and would end up getting a bill!

Byron was quick to get out of the banana game and got a job at the Department of Agriculture as a 'Ticky', another name given to a tick

inspector. He worked as a Ticky for 38 years covering the areas of Woodenbong, Kilarni, Bonalbo, Grafton and Tabulum. Byron says he found more ticks than anyone else on the job. Interestingly enough, between five of us in the Crowley home care office, three of us have relatives who Byron has done work for as a Ticky on their farms. During his time as a Ticky, Byron relocated to South Grafton where he met his wife Aileen. After spending some time at Grafton, Byron and Aileen relocated their family to Lennox Head, where they enjoyed many wonderful years before relocating to Crowley seven years ago.

Today, Byron is best known for riding his scooter all over Ballina. As a keen fisherman, he is always on the lookout for a good catch of fish. Byron is already on his third scooter (on top of a couple of borrowed ones). When asked about this, he said "I wear them out". These days



besides his passion for fishing, Byron's goal is to make registration plates mandatory for scooter users in NSW (as it is in QLD). He says he has seen too many scooter users run red lights, and with his own wife Aileen having been hit by a scooter, he strongly believes all scooter users should have insurance for their rides.

COTA: FOR OLDER AUSTRALIA

What does COTA stand for?

COTA is an abbreviation of the Council on the Ageing. In 2009 it was decided to drop 'Council on the Ageing' and be known simply as COTA as they felt the name no longer reflected that they work on behalf of people over 50. Today they no longer think of people over 50 as 'the ageing' and they now use the tagline 'for older Australians' to more accurately reflect their work.

Who is COTA?

COTA Australia is the peak national organisation representing the rights, needs and interests of older Australians. COTA Australia is the national policy and advocacy arm of the COTA Federation which comprises COTAs in each state and territory. COTA Australia is working in partnership with members of the COTA Federation to deliver the peer education sessions. The key roles of state and territory COTA's

include policy and advocacy representation, programs, services and member benefits.

So COTA is coming to Crowley to provide education for our residents, clients and families.

Venue: Crowley Cherry St Ballina, Education Room 2

Topic: Controlling My Own Life

Date: Thursday, 19 February 2015

**Time: Session 1 - 10:30 am
Session 2 - 2.00 pm**

This is a FREE information session on 'Making the most of CDC' (Consumer Directed Care).

Session numbers are capped and each session will be for 1 hour.

For bookings, please contact Crowley Reception on (02) 6686 5090 and indicate which session you will be attending by Friday 13th February.

Maintenance

BY ALBIE VIEL, ASSETS AND MAINTENANCE SERVICES MANAGER

LED Lighting has many benefits

Using LED lighting is one way we reduce our electrical costs.

LED is short for Light Emitting Diode. LEDs are initially expensive to purchase, but are very efficient using up to 85% less energy than that of halogen or incandescent lighting.

LED has a much longer lifespan than other types of lighting with 30,000 to 50,000 hours of life.

LED is environmentally friendly, cuts green house gas emissions and reduces landfill.

Installing LEDs reduces labour costs as there are no bulbs to replace. Currently we replace

fifteen light globes in the Independent Living Units and nineteen light globes in the Residential Care building per month. LED lights are brighter than other forms of lighting. There are varied light colours available. We mainly use cool white for task-orientated areas, in kitchens and laundries.

Warm white is used in bedrooms and living areas. We use LED lighting for the Apartment's external wall and street lights. When we carry out refurbishments, we have been utilising LED down lights in the lounge, hallways, bedrooms and

over bathroom vanities. LED lighting has been introduced to the exit lighting, security lighting and dining/lounge room areas in our Residential Care building.

ILU Annual Skips

Independent Living residents are reminded unwanted items can be placed in the skip from the first of March. **Strictly no fridges, gas bottles, paint and chemicals are allowed in the skip.**

Computer screens and televisions are to be left at the scrap metal bay near the workshop. If residents require assistance, please contact Reception.



From the Men's Shed

BY FRED CLARK, MEN'S SHED CO-ORDINATOR

2014 ended with a successful sale day on 4 December.

Our End-of-Year Party was well attended by our regular workers together with Crowley Administration and staff who were able to see the recent progress made in the shed set-up and surrounds.

Over the holiday period the raised vegie and herb garden has

thrived thanks to the attention of our keen gardeners.

We will continue with some further consolidation of the woodworking machine area in 2015.

This will enable us to produce a range of useful items and ornaments we hope will be of interest to residents and visitors. We look forward to resuming our activities in 2015 beginning

on Tuesday 3 February with regular Tuesday and Thursday openings between 9am and noon thereafter.

All residents are most welcome to come and participate in our activities at these times - or alternatively just come for company and/or morning tea.

From the Independent Living Corner

BY JENNY KLIESE, INDEPENDENT LIVING SERVICES COORDINATOR

Welcome to 2015!

As I pondered this month's topic, I thought we continually make promises of what we will or won't achieve for the next year. So if you don't have any inspirations yet, here are some ideas to ponder.

Story Writing

Have you ever thought about recording your life for your family or yourself, but don't know how to go about it? You don't need to be a writer – just able to remember the people and events that have shaped your life so far.

Crowley resident and former publisher Graeme Eggins, has led groups of up to eight retirees in answering 300 questions about their life over a period of six to eight weeks. You can keep your answers private or share funny moments with others round the table.

When you have answered all 300 questions, you have in effect written your biography. It's that easy – and great social fun as well.

So if you are interested, please **come along to an Information morning on Tuesday 10 February at 10.00am in the Gardenia Room in the Apartments.** If you would like more information please contact Crowley Reception.

Moving

Why not spend some time in the Crowley Gym? All you need is a certificate from your doctor deeming your health is okay to use the equipment. If you are unsure please contact Crowley Reception for forms.

The Broadband Kiosk

The kiosk can be found in the Library here at Crowley. All residents are welcome to utilise

the kiosk especially if you are interested in learning or refreshing your computer skills

Joining a club/group

The Lighthouse Club is a day club for those who through age and or disability have difficulty getting out and socialising. It is held weekly on a Thursday at the Richmond Room beside the Ballina Library. The first meeting commences on Thursday 22 January. For all enquiries please contact Fay Morris, the Coordinator on 6686 3517

BDCSA Day Respite centre based program provides day respite for people in the community with Dementia. The group provide transport to and from the centre. There are different levels of services that run Monday to Friday. Please direct all enquiries to Kate on 6681 7400.

Independent Living Men's Bus Trip Amendment

- March:** Murwillumbah
(Lunch followed by a trip to Pinnacle Lookout en-route to Nimbin)
- May:** Tweed Heads
- July:** Woodenbong via Kyogle
- September:** Rocky Creek Dam via Bangalow
- November:** Yamba

Independent Living Ladies Bus Trip - Summerland House Farm

- Date:** Thursday, 12 February
- Time:** 10.45am
- Venue:** Summerland House Farm



How many years has this been your resolution?

BY TONY BALDWIN, HOTEL SERVICES MANAGER

This is the time of year when many of us resolve to lose weight and exercise more and to be healthy. Isn't it discouraging to set a goal, not accomplish it, only to set it again next year?

How about looking at this resolution differently to "I will strive to be healthier this year." The weight loss will be a secondary benefit.

I'm talking about "a lifestyle change...not a diet." Trust that your body knows what's good for it and fuel it with the energy it desires to produce fantastic results. Start an exercise regimen by walking outside or on a treadmill for 10-15 minutes with the goal of increasing to 25-45 minutes. Don't psych yourself out by biting off more than you are ready to chew, in my opinion 95 percent of eating healthy and being healthy is motivation and willpower, lots of people don't want to admit this. As soon as you are convinced that you have to exercise and you have to make healthy food choices, you are on the path to long-lasting success.

**Resolution:
"I will lose weight this year"**

**Solution:
"Don't diet...
change your lifestyle"**

Have a healthy and happy 2015 and remember it's all about lifestyle changes, not diets!



Here are my simple, painless steps you can take to get started on this path to success.

1. Give your refrigerator and pantry an overhaul...stock up on healthy foods.
2. Leave the junk foods at the grocery store where they are not in easy reach and never go grocery shopping hungry.
3. Learn how to read labels...an educated consumer is a healthy consumer.
4. Deprivation leads to overindulgence...treat yourself to small portions of the higher-calorie foods on occasion.
5. Learn how to cook with less fat, salt and sugar...healthy food can be both nutritious and delicious.
6. If you have a setback, keep moving on...lifestyle changes do not happen overnight.
7. Watch your portions...calories are still at the core of weight loss and weight gain.
8. Exercise at least 30 minutes (cardiovascular and resistance training) most days of the week.
9. Keep yourself hydrated...choose water and seltzer over other beverages.
10. Accept the fact that there are no quick fixes... visualize success and take it one day at a time.

Book Club with Judy Riley

Our last Book Club Meeting for the year in November had Christmas customs as a topic. We heard about times in North Queensland, Woodenbong, Melbourne and family gatherings in the Gunnedah/Manila area. One of our readers even had her Christmas in India, New Zealand and Andorra. How different they must have been.

We enjoyed sharing Rus Tyson's book "Australian Stories of Christmas" and also a beautiful edition of "Water Gardens of England."

Going to Church was a family custom from the children's service to the midnight Mass in many households and the massive house preparation, not to mention the cooking, and present wrapping and the 101 jobs to be done were all part of our Christmas discussion.

Times have changed somewhat but fortunately many of the lovely old customs have survived. It's still a happy question to ask friends and neighbours "What are you doing for Christmas?"

One lady talked about the times in England, including the carol singers, the cold weather, the snow, the tangerine in the toe of the stocking, the lovely baked dinners and the wonderful Christmas puddings complete with

magic charms and the sixpence tucked into it to be enjoyed with family and friends.

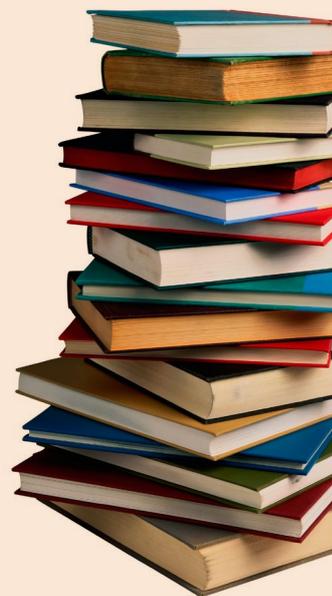
How fortunate we are to enjoy all this and so I hope you all had a very joyous Christmas and wish you all the very best for the year ahead.

I would also like to take this opportunity to pass on my gratitude to those who have assisted. Firstly, the Crowley Auxiliary for their generous support to the Library as we have been able to purchase several hundred large print books from the Ballina Library. Also, on the thank you list I would like to thank the readers. Carol, Marion and Karl and also the Administration girls and the Jigsaw lot, you are all appreciated so much!

We will meet again on Thursday, 26 February at 3 pm and everyone is most welcome.

Our next foray is on a 'famous Australian sports person'.

Bye for now,
Judy



Volunteers live longer and are healthier

According to some studies volunteers are happier and healthier than non-volunteers. During later life, volunteering has been found to be as beneficial for one's health as exercising and eating well. Older people who volunteer remain physically functional longer, have more robust psychological well-being, and live longer. Crowley Auxiliary would like to invite men and women who want to be part of a friendly, supportive

team. You can meet new people, make lasting friendships, and feel great about making a valuable contribution to the lives of people in your community. A willing heart and helping hand is sometimes all it takes. Why not volunteer your time and make a difference?

For more information you can contact Maureen Boyce on 6686 5387 or Anne McIntosh on 6686 5373.

Accreditation 2015

BY MICHELLE GOLDING, QUALITY COORDINATOR

As 2014 draws to a close the New Year will see our Residential Care facility undergo our Re-Accreditation by the Australian Aged Care Quality Agency in May.

This process involves –

- Conducting a self assessment against each of the 44 expected outcomes
- Submitting an application and including our Self Assessment Report
- A team of at least two aged care quality assessors then conduct a desk audit, examining the application
- The same team then conducts a three day site audit, this site audit includes:
 - Interviews with residents, families, staff and management
 - Documentation review including resident notes, policies, procedures and supporting documentation
- Continuous Improvement Log review
- Meetings and discussions with management and staff
- At the end of the visit the assessment team considers its findings and make recommendations for or against re-accreditation of the service
- The recommendations are considered by the Agency and Crowley is notified.

Congratulations!

The winner of the Auxiliary Raffle drawn on 31 December 2014 was S Morison. We hope you enjoyed the hamper.



Laundry – New Garments

We would like to remind residents and their families about our system for bringing in new garments. This is especially important for the items that you bring in after the initial admission process.

All new and unlabelled clothing should be labelled by Crowley laundry staff.

Our staff at Reception will be happy to log your new clothes for labelling and pass them on to our laundry staff to attach a label to each garment. Items brought in on a weekend or public holiday should be given to a senior nurse on duty and will be stored until the next working day. **Please do not leave unmarked clothing in the rooms.**

In an effort to improve our management of resident clothing your assistance is greatly appreciated.

New face at Crowley

Introducing our fabulous new staff member.

Residential Care
Peni Tiatia



Jill Taylor and family would like to thank all who sent condolences on the passing of Albert. They brought great comfort to us during this sad time.

Making Feedback Flow

BY MICHELLE GOLDING, QUALITY COORDINATOR

Feedback

To Crowley Care Services

“So grateful for everything you did for my father, with thanks Penelope”.

To the Board, Management and Staff

“Thank you for my birthday card and good wishes. We had a very pleasant day with contact from family and friends. What more could one ask”.

Kind regards
Carol Smith

To Gail, Kelli and the staff at the Hostel

“A thank-you note does not convey how much I appreciate your presence and advice when I called in for a phone being out in Unit 25. Thank you for putting yourself above the call of duty and as always just being there. Take care of yourselves”.

With appreciation
Mary Hackett

Dear Debbie and all the members of your Home Care Team especially Gai, Brendon, Narelle, Sarah and the others

“Thanks so much, your thoughtfulness meant even more than you could guess. Hope to see you all again sometime”.

John & Elizabeth

Survey Season

A huge thank you to all our Residential Care residents and relatives for completing our recent QPS Residential Care Satisfaction Survey.

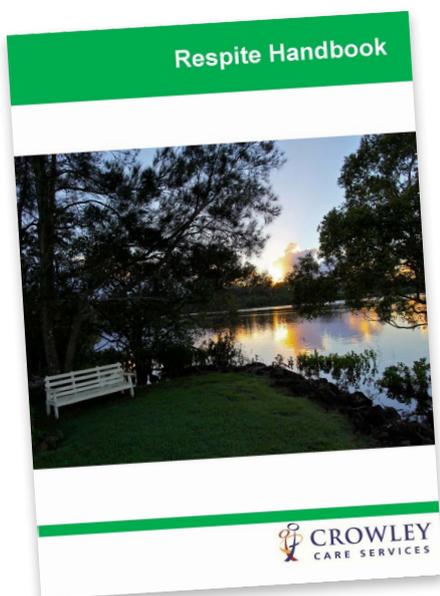
Our annual surveys aim to identify our strengths and areas for improvement. They provide residents, clients, families and staff with the opportunity to have input into the planning process and with suggestions to drive improvement.

We look forward to publishing the results from these surveys in later editions of the Chatterbox.

Continuous improvement to Respite

One recent improvement is to our Respite process. Crowley has 730 allocated respite bed days per year. Over the last couple of years we have taken on more private respite. This increase is meeting the needs of our clients in the community including emergency and palliative care respite.

In order to simplify a process which can be quite complicated we have developed a series of new tools to assist our clients and staff. These tools include a Respite Handbook, Feedback Survey and Thank You Cards to support your care needs.



Your Crowley Contacts

Crowley Administration
6686 5090

Crowley Business Fax
6686 6082

Crowley Home Care Ballina
6686 2287

Crowley Home Care Lismore
6621 8956

Crowley Residential Care AH
6686 5055

Crowley Meal Service
6686 5090

Crowley Hair & Beauty Salon
6620 5664

Crowley Independent Living
6686 5090

St Francis Xavier Parish
6681 1048

Your local emergency contacts

Emergency
000

Ballina Fire Brigade
6686 2038

Ballina Police
6681 8699

Ballina District Hospital
6686 2111

Commonwealth Carelink Centre
Free Call 1800 052 022

We wish to acknowledge the contributions of staff, residents, clients and others to our newsletter. Unfortunately we cannot always include all material we receive for various reasons. Enquiries should be directed to the Crowley Administration.



Crowley People: Jaya Cork, Hotel Services



- 1. What made you want to work/volunteer at Crowley?**
I love to work and get involved with the residents.
- 2. What do you think you bring to Crowley?**
A happy and cheery face with a fantastic sense of humour.
- 3. What was your first job?**
Child Care – looked after babies through to children aged up to 4 years.
- 4. What keeps you up at night?**
Scary movies
- 5. What is the best piece of advice you have ever received?**
Always look on the bright side of life
- 6. Name someone you admire?**
Michelle Pfeiffer – she is a fantastic actress.
- 7. What skills or qualities do you wish you had?**
My original career goal was to be a police officer but I was too short!
- 8. Hobbies or interests, maybe a favourite movie?**
I love all sports and my favourite movie is The Notebook.
- 9. Can you tell us one thing many people would not know about you?**
I met the Dalai Lama in 2003 before I got married, he was an absolute legend!