

## A moment with our CEO

Hello everyone,

### Three-year accreditation

In May we undergo our three-year accreditation by the Australian Aged Care Quality Agency.

It's an important part of making sure Crowley continues providing our residents with the best possible care. You could say it's about getting the basics absolutely right.

When they are here, the accreditation assessors will chat with staff, residents and families about Crowley and how we meet the required standards. I welcome this.

In monitoring the quality of Crowley's services we don't just rely on this three-year assessment. We continue monitoring our services through a number of channels including conducting our own regular surveys.

### New look Banjo's Café

You may have noticed we've completed the mini-upgrade of Banjo's Café – part of our mission to improve the consistency and quality of the café service.

I think you'll agree the new paint job is bright and cheerful. And I'm very pleased to report we now have dedicated staff working in the café.

Our goal is to serve consistently good quality food whilst making Banjo's a relaxing place for residents, visitors and staff. Why not come and give the new look Banjo's a try. Hope to see you there.

### Auxiliary Mother's Day Luncheon

A highlight in the Crowley Auxiliary calendar is the Mother's Day Luncheon, which occurs this year on May 6th.

The menu looks fabulous (see advert in this edition of Chatterbox) and I urge you to attend the lunch if you can as the Auxiliary do such great work.

Our Auxiliary is made up of wonderful volunteers who selflessly give their time raising money for special equipment needed for residents. What an amazing group they are and what a wonderful job they do.

### International Nurses Day

International Nurses Day on May 12th is a day at Crowley where we celebrate the contribution of all our staff, not just our amazing nurses.

My belief is that when employees love their work it shines through.

In fact a recent survey of our Home Care Staff asked – "What satisfies you most about your work at Crowley?" And the answers reflected some deep motivations why people choose to work here.

They include the rewards that come with helping others and knowing that you can make a difference to somebody's life by doing the smallest thing for them.

These are the things that truly matter.



**Michael Penhey**  
CEO

Manager Parish  
Aged Care Services

**Michael Penhey**  
CEO

## In this issue

Last Month at Crowley	2	Residential Care News	5	Maintenance News	10
Organisational News	4	Home Care News	8	Hotel Services News	12

# What happened last month at Crowley

## Out and About

BY THE LEISURE AND LIFESTYLE TEAM

During April residents enjoyed outings to Evans Head RSL Club for their regular coffee morning, a game of spinners and lunch.

An autumn shopping trip provided retail therapy at Ballina Fair and a lunch outing to a favourite of everyone's, East Ballina Golf Club, was enjoyed by all.

Our bus drives, as always, are popular. We've travelled all over the countryside including Eltham, Alstonville, Bangalow, Lennox Head and lots of little towns in between.

The autumn change in the weather has inspired residents to head outdoors to walk and enjoy the gardens. Pictured below is one of our volunteers, Cheryl, out for a walk with Aileen, Mary and Gwen.



As we welcome in the month of May, we also recognise and celebrate Mother's Day on the second Sunday of the month.

As we reflect on our own mothers we remember all the little things she reluctantly bought us at the cash register, the clothes and items we insisted on having but didn't really need and all the times she spent picking us up from practice, bending over backwards to make sure we had our costume/uniforms and attended games, rehearsals and play dates we planned.

Growing up and understanding the value of the dollar really makes you consider just how much parents sacrifice for their children. Mum also had to listen to all of our lifes dramas as well as be our friend, counsellor, costume designer, hair stylist, coach and all-round problem solver.

To all the mothers, we thank you.



### Easter Service

Residents enjoyed a non-denominational Easter service following morning tea on Easter Sunday. We thank Judy Conson and the volunteers for organising this special service for residents.

Our crafty ladies were busy leading up to Easter, knitting little chickens with a small chocolate egg to be distributed on Easter Sunday.

### Cooking

Residents recently enjoyed a great cook up of cheese scones with an added twist of bacon. They were delicious and both residents and staff claim to have been able to smell them across the facility. Our second cooking adventure took place in Lillipilli where we cooked French Toast that would melt in your mouth.



### Upcoming events

This month we recognise Diversional Therapy Week, Volunteers Week from 11-17 May, International Nurse's Day on 12 May and keep an eye out for our special resident's 1940's Celebration.

### Skittles

Residents from Riverview and Rosebank have been enjoying meeting up for an afternoon game of Skittles. Here is snap shot of the fun they had.



## What happened last month at Crowley

### Out and About

BY THE LEISURE AND LIFESTYLE TEAM

#### Reminiscence

Residents in Prospect recently enjoyed a walk down memory lane with a morning exhibition of antiques. Some items of interest were an antique barber's set, a bugle, a torch and a clothing brush. Merv Rowling was more than happy to blast a tune out of the bugle and he had a particular interest in the barber's set, having been a barber himself. It is amazing to think about how many changes and how much progress this generation has witnessed in a lifetime!



#### Garden Club

This month the Garden Club have been very busy planting annuals, peas and beans and taking cuttings from other plants to propagate. Some great examples of cuttings have come from roses, lavender, fuchsias, geraniums and gardenias.

## Heading to Gallipoli – our poppies on pilgrimage

BY THE LEISURE AND LIFESTYLE TEAM

#### A journey of remembrance

**28 March:** Twelve of Crowley's poppies are packed and labelled with a message awaiting departure for their epic journey to Gallipoli. They will spend two days in Singapore before heading to Abu Dhabi;

**7 April:** The poppies arrived in Milan, Italy and are happily tucked up warm and safe in luggage. It is cold and windy here. Snow on the Alps all around and the wind is icy;

**12 April:** Our travelling poppies have already had an amazing journey. Some scary moments on the wrong side of the road with crazy Italian drivers honking horns at us. We are still safely cared for and are making our way ever closer to Gallipoli;

**13 April:** After a stopover in Venice, we leave Italy by cruise ship to Istanbul in Turkey;

**24 April:** We are nearing the end of our journey as our poppies attend the Dawn Service, with some laid on the war graves. Others will come to rest at war commentaries at the Western Front including Vimy Ridge, Fromelles, Ploegsteert Wood and Messines. With the final ones journeying to Ypres and Belgium then onto Flanders.



#### Interesting facts to note:

The 'Gendarmes' (a police officer in any of several European countries), responsible for security matters in the Gallipoli area were there supporting the service. Australia was represented with an unusual presence on the morning of 25 April. At 4:30am surf boats, representing the original long boats of a hundred years ago, re-enacted the original landings by our Anzac's landing on the shore. At appropriate times they honoured our soldiers of a hundred years ago with a salute with their oars.

# Banjos

Banjos, our in-house café, has had a mini facelift.



We all know what a difference a lick of paint can do to a room and Andy, one of our multi-skilled hotel services staff, was the man on the scene.

The bright wall colours complement the café's chairs and you will notice the colour scheme continuing through to Banjo's crockery and decor.

Responsible for the day-to-day operating of Banjos are two faces you may recognise - Elizabeth has volunteered in Banjo's for more than two and a half years, and until recently, Kylie worked in Home Care.

Both ladies are looking forward to their new roles and welcoming you to our new look Banjos.



## Probus Presentation – Lennox Head

BY KELLI POTTS, EXECUTIVE MANAGER OPERATIONS AND FINANCE

I recently accepted an invitation by the Lennox Head Probus Club to address its members with a presentation on Aged Care.

We discussed the different aspects of Aged Care and the Australian Government's "Living Longer Living Better" reforms. These reforms provide more choice and flexibility for those seeking services and include changes in how families contribute to the cost

of their care. I was able to present statistics and information as well as what Crowley offers in aged care to the region.

It is very rewarding to represent Crowley in the community in this way. What is most rewarding is the enthusiastic interaction with our region's seniors and hearing the wonderful feedback many of them have about their experiences with Crowley.



## Volunteers - Crowley needs you

BY GAIL NORTON, STAKEHOLDER LIAISON COORDINATOR



Volunteer bus driver, John McPike taking residents out on a Friday morning drive

Crowley's volunteers provide friendship, company and assistance to residents and we are seeking wonderful people to help our residents feel more connected to the community.

We are currently seeking to fill a couple of volunteer positions:

### 1. Mass/Church Attendance assistance

Wednesdays only from 9.30am to 11.30am (approximately) to assist residents to and from the Chapel and with morning tea;

### 2. Newspaper delivery

Deliver papers/magazines to residents each morning. The paper round can take a minimum of 30 minutes or more if you would like a chat, and usually begins around 9.00am.

If you think you can assist with either of these vacancies, or you would like to volunteer your time assisting residents in other ways, please call Gail Norton at Crowley on **6686 5090**.

# Cold and Flu Season

BY CHRISTINE LAWTON, RESIDENTIAL CARE SERVICES MANAGER (DON)

The cold and flu season is upon us again and we have commenced vaccinations with our residents. The flu vaccine is recommended for anyone 65 years and over. It is available for free from your GP although if you are a resident in Residential Care we are able to provide this for you free. The vaccine may not prevent you from catching the flu but it will certainly lessen the symptoms and complications that can be experienced.

There is often confusion and discrepancies over whether you have the 'cold' or 'flu'. I've listed below a list of symptoms for each.

Symptoms	Cold	Flu
Fever	rare	normally high - can last 3-4days
Headache	rare	yes
General aches & pains	slight	usual, often severe
Fatigue/weakness	mild	can last 2-3 weeks
Extreme exhaustion	never	in early stages
Stuffy nose	common	sometimes
Sore throat	common	sometimes
Cough	mild to moderate	common, can be severe
Complications	Sinus, congestion, earache	Bronchitis, pneumonia

We all remember the old saying 'feed a cold and starve a fever' however, we must remember the importance of eating nourishing foods that will increase energy levels and help boost immunity while battling a cold or flu. I've listed below 8 foods that may help whilst you are unwell:

- **Chicken soup** – nourishing and hydrating
- **Toast and crackers** – to accompany the soup but sometimes that is all you can eat
- **Ginger** –has proven anti-inflammatory properties. Can be either taken as a tea or natural ginger ale
- **Bananas** – high in Vitamin B6 and potassium and will help to increase energy levels
- **Garlic** – has antiviral, antibacterial and antimicrobial properties and is immune boosting and helps to fight mucous congestion.
- **Ice blocks** - made from 100% fruit juices soothe sore throats and help keep you hydrated.
- **Green or black tea** – aids with hydration, can ease congestion, dilute mucous and boost immunity due to the germ fighting anti-oxidants
- **Fresh vegetable juices** – help boost immune strengthening antioxidants and good source of vitamins and minerals

[www.activebeat.com.au](http://www.activebeat.com.au)

The flu is caused by a virus and mainly spreads from person to person through the air by coughing, sneezing, talking and by touching people's hands, surfaces or objects. It is worth remembering that one of the best defences against contracting any infection is by practising good hand hygiene and coughing and sneezing etiquette. Because our residents are a vulnerable population, we would request that family and other visitors refrain from visiting Crowley if they have cold or flu symptoms.

You are hereby invited to a very merry *Biggest Morning Tea*



Now, statistics prove that it's for a good cause  
Every cup counts is the reason because  
To raise money for Cancer research I hear  
Precisely why we are gathered here  
Gather all your friends and take a seat  
Enjoy a nice cup of tea and a sweet morning treat.  
A morning with confections, characters and chatter  
Don't miss the fabulous tea party in the theme of the Mad Hatter!  
For being our guest we ask for a small favour  
A gold coin donation for the Cancer Council to Savour.  
Come eat, come drink and Don't Be Late!  
Join us as we celebrate.



Cancer Council

Australia's  
Biggest  
Morning  
Tea

Date: Thursday 28 May  
Time: 10.00am  
Where: Crowley Activity Centre  
RSVP: Tuesday 26 May  
Cost: Gold Coin Donation

*Crowley  
Auxiliary  
Mother's Day*

**MENU\***

**Main Course**

Duck Confit, Mirin, Roasted Apricots,  
Black Rice and Pomegranate Jus

or

Tuna Steak, White Quinoa,  
Micro Herbs and Cucumber Cream

**Dessert**

Mixed Plate of Individual Pieces:  
Lemon Citrus Tart  
Mini Choc Éclair  
Vanilla Slice  
Crème Chantilly

\*Alternate Drop Meals | BYO Drinks  
Please advise of any dietary requirements when booking  
Tea & Coffee provided

**Wednesday  
6th May**

12.00pm for 12.30pm

**Crowley Activity  
Centre**

Cost: \$25

Tables of 8 - 10 people

RSVP: Monday 4 May  
to Crowley Reception  
Ph 6686 5090

*Proceeds to the  
Crowley Auxiliary*

*Raffle Prize - \$100 Voucher  
Donated by - 'The Gallery Cafe'  
Cherry Street  
Ballina*



### JOKE OF THE DAY

Light travels faster than sound.  
This is why some people appear bright until  
you hear them speak.

### QUOTE OF THE DAY

*'A life spent making mistakes is not  
only more honorable, but more useful  
than a life spent doing nothing.'*

George Bernard Shaw



#### May Birth Flower:

The May Birth Flower is the  
Lily of the Valley.

#### Meaning of the May

#### Birth Flower:

The meaning of the May Birth  
Flower, the Lily of the Valley is  
Sweetness and Humility.

#### May Birthstone: Emerald

**Sign of the Zodiac:** Taurus

#### Dates:

21 April to 20 May

#### Characteristics of Taurus:

Affectionate, Reliable,  
Ambitious, Practical & Patient



## movie arvo

**Movie:** The Water Diviner

**When:** Wednesday 13 May

**Where:** Crowley Education Centre

**Time:** 1.00pm to 3.00pm, followed by  
afternoon tea.

**Cost:** Gold Coin donation

**RSVP:** Monday 11 May

*An Australian man travels to Turkey after the  
Battle of Gallipoli to try and locate his three  
missing sons.*

*Director:* Russell Crowe

*Stars:* Isabel Lucas, Jai Courtney

# Mother's Day

BY DEBBIE WILSON,  
HOME CARE SERVICES COORDINATOR

**Mother's Day is celebrated in Australia on the second Sunday in May. With Mother's Day fast approaching it is good to stop and reflect on our mothers and what they do and or have done for us.**



Each and every one of us has special memories of our Mother. Some memories are more poignant than others, some great and not so great, some funny and of course, some sad as well. Even if you have never been a mother yourself, I am sure you have mothered others and there have been times that others have looked upon you as a Mother.

The tradition of giving gifts on Mother's Day in Australia was started by Mrs Janet Heyden, a resident of Leichhardt, Sydney, in 1924. She began the tradition during a visit to a patient at the Newington State Home for Women, where she met many lonely and forgotten mothers. To cheer them up, she rounded up support from local school children and businesses to donate and bring gifts to the women. Every year thereafter, Mrs Heyden raised increasing support for the project from local businesses and even the local Mayor. The day has since become commercialised.

Traditionally, the chrysanthemum is given to mothers for Mother's Day as the flower is naturally in season during May and ends in "mum", a common affectionate shortening of "mother"

The Crowley Auxiliary is hosting a Mother's Day Luncheon on Wednesday, 6 May at 12.00pm for a 12.30pm start at our Crowley Activity Centre.

The cost is \$25.00 per person.

If you are interested in attending, please RSVP by Thursday, 30 April to Crowley Reception on

**6686 5090.**

Home Care Clients are most welcome to come and join in.

## A Poem that some can relate to

By one of our Veteran Clients

I remember the cheese of my childhood,  
And the bread that we cut with a knife,  
When the children helped with the housework,  
And the men went to work not the wife.

The cheese never needed a fridge,  
And the bread was so crusty and hot,  
The children were seldom unhappy,  
And the wife was content with her lot.

I remember the milk from the bottle,  
With the yummy cream on the top,  
Our dinner came hot from the oven,  
And not from the fridge in the shop.

The kids were a lot more contented,  
They didn't need money for kicks,  
Just a game with their mates in the road,  
And sometimes the Saturday flicks.

I remember the shop on the corner,  
Where a pen'orth of sweets was sold  
Do you think I'm bit too nostalgic?  
Or is it...I'm just getting old?

I remember the 'loo' was the lav  
And the bogey man came in the night,  
It wasn't the least bit funny,  
Going "out back" with no light.

The interesting items we perused,  
From the newspapers cut into squares,  
And hung on a peg in the loo,  
It took little to keep us amused.

# Australian Nurses - Gallipoli Memoirs

BY SHERRIE VINEY, COORDINATOR COMMUNITY NURSING

**On Tuesday, 12 May 2015 Crowley acknowledges and celebrates International Nurses day, including those Nurses who served in war. The theme for 2015 is 'A Force for Change – A Vital Resource for Health'.**

Australians associate Gallipoli with brave young soldiers and less remembered is the Australian nurse attending to hundreds of wounded men on hospital ships off Anzac cove.

The nurses were faced with the reality of the wounded, which undoubtedly challenged their idea of the glory of war and their nursing skills.

By the evening of the 25th April, 557 wounded men had been taken on board the Gascon hospital ship and over the next nine months the ship ferried more than 8,000 wounded soldiers between Gallipoli and the hospitals based around the Mediterranean and England.

Among the nurses who attended was Sister Ella Tucker: *"The wounded from the landing commenced to come on board at 9am and poured into the ships wards from barges and boats. The majority still had on their field dressing..these were soaked through. Two*

*orderlies cut off the patient's clothes and I started immediately with dressings. There were 76 patients in my ward and I did not finish until 2am.."* (Ref: Ella Tucker, in Barker, Nightingales in the Mud,p.30)

Working on the hospital ship Sister Lydia King confided in her diary: *"I shall never forget the awful feeling of hopelessness on night duty..I had about 250 patients to look after. Shall not describe their wounds, they were too awful. One loses sight of all the honour and the glory in the work we are doing."*

Serving on a hospital ship was the closest the nurses came to fighting during the Gallipoli campaign. The exhausted nurses cleaned, bandaged and cared for hundreds of casualties. Wards on the lower decks were crowded and poorly ventilated and seasickness affected all.

Conditions were harsh but nurse Nellie Pike was grateful for the opportunity to use her skills: *"We were all glad to be taking part in the great adventure. They were grim and tragic, but somehow inspiring days."* (Nellie Pike, In Barker, Nightingales in the Mud,p.42)

## Crowley celebrates International Nurses Day on 12 May

**International Nurses Day is celebrated around the world every 12 May; the anniversary of Florence Nightingale's birth.**

It is always a time for nurses to gather and celebrate the role of this profession in our society; remember nurses past and reflect on what nursing means to us as individuals.

Crowley will recognise and celebrate our 'Nurses' on Tuesday, 12 May with a BBQ breakfast for all staff to attend.



# Maintenance News

## Maintenance

BY ALBIE VIEL, ASSETS AND MAINTENANCE SERVICES MANAGER

**At our Mandatory Staff Training day on Wednesday 18 February staff were asked to complete a self directed education on dementia.**



One of our maintenance staff members, Mark Cross is pictured here completing his dementia training on line.

Through the month of April, the electrical tagging of all electrical equipment in the Residential Care building is being carried out by Rob Ebbott, Preventative Maintenance Officer.

## Refurbishment of our Independent Living Units has recommenced



**Have you ever wondered where you turn the water off in an emergency or where the electrical breaker is if power is lost or how you would direct someone to help in an emergency?**

Recently an Independent Living Unit resident had to think fast when a flexible water hose burst under the vanity causing water to overflow. In the Apartments the stop valve for water is in the laundry. In the villas the turn off valve is located in different locations; some at the front of the unit, at the rear external tap and in the ground under PVC cover.

The electrical circuit breakers switches for the Apartments are located in the laundry and the other villas are generally located in the overhead kitchen cupboards or in the garage.



*Power switches and electrical circuit*



*Various valve turn off points*

## News from the Men's Shed

BY IAN GREGOR

**Autumn has arrived and we continue to make steady progress with a number of projects.**

Many hours have gone into refurbishing a boat-shaped bookcase, painting it red with white trim for Banjos.

Activity has focused on the end of year/ Christmas sale with items such as small table size Christmas trees, Santa Claus models, wind chimes, Scottie dogs, lucky black cats for architrave mounting, bread boards from various timbers and various table top ornaments.



### Can you help?

We are hopeful some artistic residents from Crowley will be forthcoming to help rejuvenate the figures on the Christmas Nativity scene, somewhat faded now after two summer's exposure to the weather. Any assistance in this regard would be most welcome! The gardener's have refurbished some display stands and will be placing small pots of herbs at the shed entrance together with a gold coin donation box to help with future seed purchases. Our gardener's, Frank and John are happy to share part of their crop with residents who can drop by on either a Tuesday or Thursday morning.

## Independent Living Corner

BY JENNY KLIESE INDEPENDENT LIVING SERVICES COORDINATOR

### REMEMBER THIS - NEW FUN CLASS

**Do you have trouble remembering things?**

**Where you left your glasses, your passwords and even your neighbour's name? You are not alone – but it doesn't mean you are "losing it." It's just that you have to organise your many memories in a slightly different way. And that's not difficult.**

Independent Living resident, Graeme Eggins has volunteered to run a free four to five week course called "I'll never forget what's her name" in the Gardenia Room at a date to be confirmed. The course, based on a very successful, similar class run at Northern Rivers U3A, is a lot of fun as well as being helpful in your day-to-day life.

If you would like further information then please contact Graeme on **6686 8761**.

If you are interested in either of these two courses, please register your interest with Crowley Reception.

### Write your Life Group

There is another opportunity to join the wonderfully successful "Write your Life" group later this year. The Crowley residents who participated in Crowley's first "Write your Life" group have said they "enjoyed it immensely."

If you would like to see for yourself what fun it is to meet to talk about your life and take notes for your own autobiography, then please enrol now for the next "Write your Life" group.

The group consists of up to eight residents and the meeting will take place in the Gardenia room between 10am and noon for eight consecutive Tuesdays at a date to be confirmed.

All sessions are free and co-ordinated by Graeme Eggins.

**To ensure your place, please leave your name and phone number with Crowley Reception.**

### Falls and Fall Prevention

**Falls and Falls prevention is a topical subject. Everyone young and the young-at-heart are at risk of having a fall.**

However older adults are more vulnerable than others due to a decline in health, health conditions and their environment.

Unfortunately, falls can have adverse psychological impacts on the elderly people. They can lose confidence, motivation, become withdrawn and lose their independence.

*Some tips:*

- Stay active - keep mobile by walking and taking gentle exercise
- Healthy eating - eat regularly and drink plenty of water
- Removing trip hazards in your home like mats - do regular spring cleaning to remove items that might cause a fall
- Regular visits to your doctor for reviews of medication as this is a common cause of falls
- Correct footwear - comfortable fitting shoes are a must

There are some great resources available like the booklet **Staying Active and on your feet**, a NSW Government Health publication.

Healthy Lifestyle CHEGS run a great 7 week program "Stepping On". This program is popular and successful with proven results that are a useful lifestyle tool.

The next program commences after July and if anyone is interested in joining, please contact Mary Ward on 6620 7523 for further information.

CHEGS also run regular gentle exercise classes here at the Crowley Activity Centre. There is a class to accommodate everyone with five different classes to choose from.

If interested please contact Nerida Webb the Exercise Instructor on 6681 1442.

If you would like any further information please contact Jenny Kliese on **6686 5090**.

**Health Direct Australia**

[www.healthdirect.gov.au/falls](http://www.healthdirect.gov.au/falls)



## Tips to avoid comfort foods this Winter

BY TONY BALDWIN, HOTEL SERVICES MANAGER

**It's the time of year again when all we want to do is snuggle up on the couch and tuck into some warming comfort food and drinks.**

Most people find the cooler months difficult when it comes to sticking with their healthy eating plan – as well as getting their daily exercise.

If you are craving a hot drink, try green tea, fruit teas or give hot water a go (with added lemon or lime). Even a portion-controlled cappuccino can be a good protein and calcium rich snack and warm the body too.

Why not enjoy a healthy piece of fruit but warm it up. Stew some fruit to add to your cereal, for a mid meal snack or for a little treat after dinner. Warm stewed rhubarb, apple, and pear are all great options.

Protein can help you stay full for longer and potentially stop you from overeating. Foods such as lean meats, chicken, fish, nuts, seeds, legumes, eggs, dairy and soy products but remember to keep your portions in check!

Watch your intake of high carbohydrate foods such as breads, white pasta and rice, cakes and cookies. Pick nutritious wholegrain, high fibre and low GI (glycaemic index) choices such as wholegrain pasta and basmati rice, quinoa or grainy breads.

Introduce a small cup of healthy vegetable based soup before your main meal or as a mid meal snack to warm you up.

If you want something warm and filling, ditch the hot chips or pie and switch to a healthier choice, Try for breakfast some hot porridge with skim milk and fruit or poached

eggs and cooked vegetables in an omelette. For lunch or dinner, have a hearty vegetable based soup with a small multigrain bread roll.

Try and keep your focus on good health going all though the winter months and you will prevent adding those extra few kilos each winter. Improve the way you cook and switch the ingredients you cook with and either bake, steam or poach. Try not to fry.

Just because it is cold during winter doesn't mean you should slacken off your exercise!

Head outdoors, stretch the legs, and move. Go for a walk at lunchtime, if getting out of bed when it is dark and cold is a problem.

Have your workout gear ready, next to the bed. Maybe wear some to bed, so you just need to pull on a jumper and shoes and you are ready to go!

## Recipe of the month

BY JUDY ROBSON, HOTEL SERVICES

### Rhubarb and Crunchy Oats Dessert

#### INGREDIENTS

- 400 grams Rhubarb
- 150 grams Sugar
- 75 grams Plain Flour
- 75 grams softened Butter
- 60 grams Porridge Oats

#### METHOD

- Preheat the oven to 200°C, gas mark 6, fan forced 180°C.
- Lightly grease the sides of 4 ovenproof ramekins or teacups (don't use your finest china cups) and place on a baking sheet.
- Cut the rhubarb into approximately 1 inch pieces and put into a bowl.
- Mix together with 50g of the sugar and set aside. Put the flour into a bowl and add the butter, cut into pieces. Rub in with your fingertips until the mixture just starts to bind together.
- Stir in the remaining sugar and the oats to make a coarse crumble.
- Divide the rhubarb between the four ramekins or teacups and scatter the crumble mixture over the fruit, piling it up in the centre as it will sink after baking.
- Sprinkle with a little extra sugar. Bake for about 30 minutes until the crumble is golden and the rhubarb has started to bubble up. If you prefer to use a larger dish, make the crumble in a shallow 900ml ovenproof dish and add on about 5 minutes to the cooking time



## Other News

### To the Independent Living Residents,

The Salvation Army Red Shield Appeal will take place during the month of May and I will be walking around the village asking for donations.

Thank you.

Janette Short ILU Resident



### Men's Bus trip

Date : Thursday 7 May

Time: Departing at 10.45am

Venue: Tweed Heads



### Ladies Bus trip

Date : Wednesday 10 June

Time: Departing at 10.45am

Venue: Heritage House Tea Rooms

## Footy Tipping Results

Congratulations to Jill Taylor who picked 8 out of 8 winners in Round 6 of our Footy Tipping competition.

Well done Jill!

## Book Club with Judy Riley

We all enjoyed our last Book Club meeting themed around a best seller. There was a lot to discuss and much interest shown in a variety of novels.

**A Girl on a Train** by Pamela Hawkins is a recent story about a girl who becomes an alcoholic, loses her job and husband and has to cope with a lot of issues before being witness to a murder.

Neville Shute who we all remember from **A Town Like Alice**, **On the Beach** and **In the Wet** wrote an interesting novel called **Trustee of the Tool Room** in which the hero meets an author of "Small Mechanics". He sets sail on a yacht, runs into a severe storm in which the boat is damaged, including the mast, but the reward appears.. a very descriptive story unfolds.

More recently a movie titled **Still Alice** by Lisa Genova hit our screens and has been also written as a book. The story is based around Alzheimer's disease and how it affects the person's life and the life of her family and friends. The main character realises that something is happening to her, so she leaves memory cards and instructions for herself.

**To Kill a Mocking Bird** by Harper Lee was also made into a movie and starred Gregory Peck who was rearing his two children alone. He was also defending a black man in trial and this caused quite a stir. The story is set in the deep south of the USA. This is a wonderful read and the book can be found in our library in a compendium of three.

Another movie/novel we discussed was the incredibly popular **The Da Vinci Code** by Dan Brown. This is a rather complicated story to follow but a great read. The story is based on a body being found in the Louvre in Paris and there is a cryptic message on the body. This leads to much speculation concerning the legend of the Holy Grail and the role of Mary Magdalene in history. One for the historian to read!

Our next meeting's topic – A Good Mystery.

Happy reading!



### Accreditation

BY MICHELLE GOLDING, QUALITY COORDINATOR

#### Reaccreditation Audit Dates are 19 – 21 May, 2015.

The process of reaccreditation involves:

- Conducting a self assessment against each 44 expected outcomes
- Submitting an application (Crowley also includes the self assessment report)
- A team of at least two Aged Care Quality Assessors conduct a desk audit, examining the application
- The same team will conduct a three day site audit, which includes:
  - Interviews with residents, families, staff and management
  - Documentation review including resident notes, policies, procedures and supporting documentation
  - Continuous improvement log review
- The Assessment Team will then consider its findings and make recommendations for whether or not to accredit the service.

### Spotlight on Policies

#### Electrical Equipment - Inspection Testing and tagging electrical equipment

The inspection and testing of electrical equipment and appliances ensures Crowley and its employees are compliant with legislative requirements. These requirements are AS/NZS 3760:2010 In-service safety inspection and testing of electrical equipment, the *Work Health and Safety Act 2011 and Accreditation Standards*.

This process provides a safe and productive workplace and living environment for our employees, volunteers, residents / clients, families, contractors and all stakeholders

#### Who does this?

Only qualified Crowley staff that have a Certificate in Electrical Safety Testing are allowed to do the testing. Our team is as follows:

- Robin Ebbott – Preventative Maintenance Officer
- Anthony Weeks – Technical Support
- Brendan Lewis – Maintenance Officer

#### When

The inspection and testing frequency depends on the type of environment and/or equipment and is carried out in accordance with Crowley's Electrical Equipment Inspection Testing and Tagging Schedule. All electrical equipment and or appliances owned by our residents are inspected and tested every 2 years.

#### How

All electrical equipment is tested by a Portable Appliance Tester. Following testing, compliant equipment shall be fitted with a coloured tag. Where equipment fails to comply, the equipment is appropriately labelled with a Yellow Out of Service label and corrective action taken.

#### What should I do if I am bringing electrical appliances into Crowley?

If you are bringing electrical appliances / items into Crowley for a resident, please ensure it is first handed into Reception. We will then ensure the item is inspected, tested and tagged before it is taken to the resident's room.



### Making Feedback Flow

BY MICHELLE GOLDING, QUALITY COORDINATOR

**Our recent Employee Satisfaction Survey asked Home Care Service staff “What most satisfies you about your work”?**

We share some staff comments and look forward to bringing more results from this survey over coming months.

**What they said:**

- *The rewards that come with helping others, such as job satisfaction and to get paid for that also. Being respected by my colleagues. Working around my availability.*
- *To know that at the end of each working day I have achieved Crowley’s vision by undertaking tasks to assist our clients to achieve their goals of remaining at home and living independently as they possibly can.*
- *Knowing you have made a difference in somebody’s life.*
- *Being able to monitor the person’s health and if necessary, consult medical authorities if that person’s health deteriorates in any way. Also, a visit from the Crowley staff helps the clients well being.*
- *Assisting to maintain a quality of life for the elderly.*
- *The little things that I do for clients that make such a BIG difference to their lives. I end each day feeling wonderful that I have helped.*
- *Coming to work with a smile.*
- *Relationships with clients and staff.*
- *Clients are happy with Crowley staff. I like to make a difference. I enjoy learning new procedures/work.*
- *Our wonderful clients, the stories they tell, and beautiful smiling faces. And fantastic support from staff.*
- *Meeting new people, helping others improve quality of life. Variety of work,*
- *I am happy and I feel as though I have done a good job to the best of my ability each day.*
- *Knowing I have helped someone in some way.*
- *Managing and supporting staff client care management.*
- *Seeing the residents happy.*
- *Delivering kind, considerate care to the elderly.*
- *Being with clients and assisting them to stay at home.*

### New faces at Crowley

Introducing our fabulous new staff members.



**Residential Care**  
Chris Izzard



**Residential Care**  
Franki Coulthurst



**Residential Care**  
Kelly Arthur



**Residential Care**  
Simone Patterson



**Residential Care**  
Jess Powers



**Hotel Services**  
Kylie Ellis



**Hotel Services**  
Elizabeth Smith



**Hotel Services**  
Reece Towner



**Hotel Services**  
Michaela Trattles



**Hotel Services**  
Ely Boney



**Home Care**  
Brunhilda Venter



**Home Care**  
Lyn Gardiner



**Home Care**  
Linda Baker

## 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

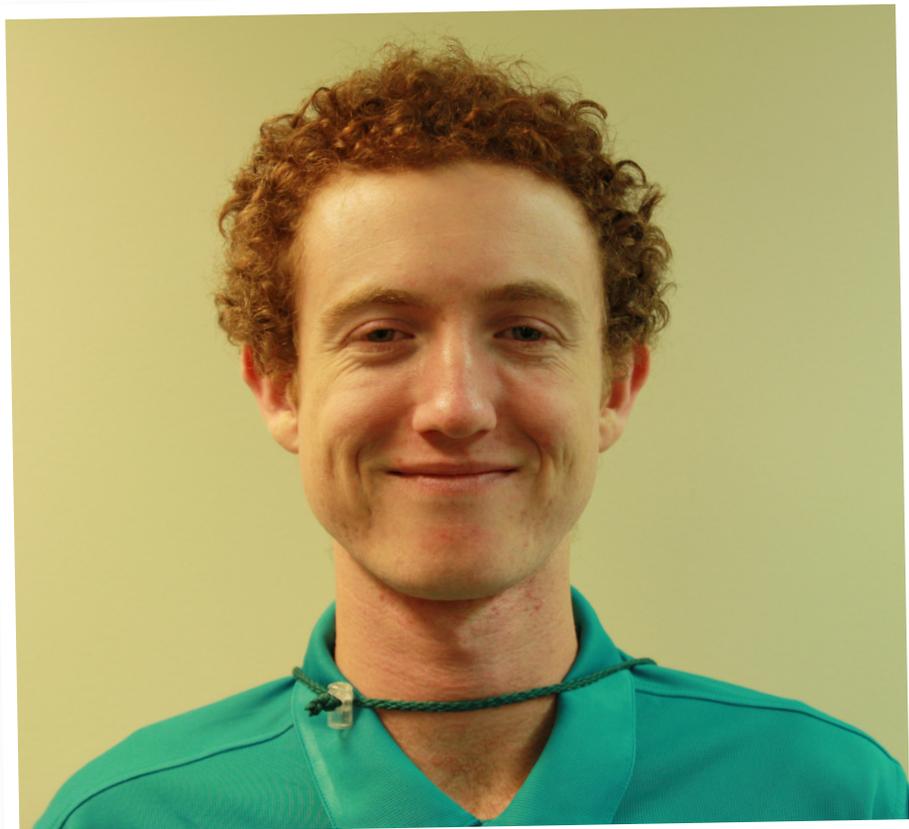
**Commonwealth Carelink Centre**  
Free Call 1800 052 022

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:

### DECLAN McDONNELL - HOTEL SERVICES



- 1. What made you want to work/volunteer at Crowley?**  
Help out the community.
- 2. What do you think you bring to Crowley?**  
Positive attitude and easy going personality
- 3. What was your first job?**  
Night filler at Big W
- 4. What keeps you up at night?**  
My neighbours dog.
- 5. What is the best piece of advice you have ever received?**  
Pace yourself everyday.
- 6. Name someone you admire?**  
My Dad
- 7. What skills or qualities do you wish you had?**  
I would have liked to have completed my horticultural degree but it never happened.
- 8. Hobbies or interests, maybe a favourite movie?**  
Reading and writing, I particularly enjoyed 'Catcher in the Rye'.
- 9. Can you tell us one thing many people would not know about you?**  
My hair is all natural!