

the chatterbox

NEWS FROM CROWLEY CARE

APRIL 2019





CONTENTS:

April Issue

03 **A MOMENT WITH OUR CEO**
Catch up with [Michael Penhey](#) on life at Crowley

06 **LAST MONTH AT CROWLEY**
Get the latest gossip on the goings on

10 **RESIDENTIAL CARE NEWS**
Behind the nurses station at Crowley

14 **INDEPENDENT LIVING NEWS**
What's been happening in the village

24 **HOME CARE NEWS**
Out and about with the team in pink

28 **HOTEL SERVICES NEWS**
What the team has been up to

29 **RECIPES FROM THE CHEF**
Delicious and fresh treats to enjoy

31 **MAINTENANCE NEWS**
Tips and tricks from the team

32 **ORGANISATIONAL NEWS**
News from behind the scenes of Crowley

33 **FEEDBACK COMMENTS**
Compliments and recommendations from you

39 **GAMES CORNER**
Try your hand at these mind melting quizzes!

COVER PHOTO

Our adorable resident Jean has been enjoying getting into the Easter spirit.



A Moment with Our CEO

Hello everyone,

How does Crowley compare?

Each year we ask our residents and families to tell us how we are going with a survey so we can improve on our care and services.

The survey is independently verified by Quality Performance Services (QPS) who compare well over 100 aged care facilities across Australia and New Zealand.

The results are in and Crowley has done better than ever. Our Resident Experience Index, which looks at our residents' satisfaction of our care and services, realised a score of 90.75, up from 86.08 the previous year and well above the national average of 84.82.

The areas surveyed by QPS are comprehensive and include: our services, meals and dining experience, activities and lifestyle programs, the quality of our accommodation and overall satisfaction.

Our Relative Experience Index also saw an improved result from the previous year to 90.76 which was well above the national average of 85.50.

Our results contained many positive comments from Crowley residents and families highlighting the warmth and friendliness of our staff. "Crowley staff are extremely genuine, so caring and so respectful" and "At Crowley there is great harmonious atmosphere", were typical comments.

Both results place Crowley in the top 15% of facilities surveyed across Australia and New Zealand. They highlight to me that when we have happy staff we have happy residents and happy families.

It was also really pleasing to see that our residents and families are highly likely to recommend Crowley to others. That's the best form of marketing we can have.

Let's barbecue

We have a team of potential future leaders at Crowley who are going through a high performance leadership training program.

Recently this team took it upon themselves to organise a barbecue for staff. More than 100 staff attended this impromptu event which was designed as a simple thank-you for the amazing work our staff do each day. Some staff came in on their day off to cook and host the



barbecue or just catch up with workmates. It was a big hit with lots of smiles.

It's clear to me there is a strong correlation between our staff feeling valued and happy and our residents and families noticing and complimenting the great nature of our staff. It's what we called in a previous Annual Report "the circle of happiness"- where smiles create smiles. I think this is evidence that it truly works!

Our great Auxiliary

The Crowley Auxiliary is going from strength to strength with 35 current members. They contribute to Crowley in many ways.

Auxiliary President Tess Colenso recently reported on their activities for the year and it is a truly impressive list.

From multiple Bunnings appearances to raise funds to special luncheons and fundraisers, the Auxiliary is an important part of the fabric of Crowley. Their members epitomise the selfless service to others.

That wonderful coffee machine you see in Barney's was donated by our Auxiliary and there is a great connection between our staff and the Auxiliary volunteers which is wonderful to see.

I know our residents love connecting with the Auxiliary ladies each week as they travel around the facility.

Michael Penhey
Chief Executive Officer



Catch Up With Kelli

Kelli Potts
Executive Manager Operations and Finance

International Womens Day

This year, Friday 8 March marked International Womens Day - a day to recognise women and their achievements. In celebration of women all around the world, Crowley was a sponsor of the International Womens Day Luncheon at the Ballina RSL. We decided to invite women from all areas of the organisation.

Our guests for the luncheon were:

1. Two of our lovely Board members, Carolyn and Cheryl.
2. Two of our new residents from Independent Living – Pat and Coralie.
3. Margo – the daughter of our residential care resident Kay.
4. And three of our amazing staff, Judy Donna and Kim.

We were spoiled with a beautiful lunch and listened to guest speakers Ellie Wicks from Prime7 and Jacqui Patterson, The Champagne Celebrant and former Australian Survivor contestant.

It was such a great lunch, and opportunity to spend time with women from all areas of the Crowley Family and broader community.

Kitchen Progress

The planning of our new kitchen is really starting to get exciting. We now have a proposed schedule of works, and are in the final stages of planning.

Barney's Café

Barney's has exceeded our expectations here at Crowley, with tables often full at mealtimes. We are truly lucky to have such a great café (and coffee) onsite at Crowley, and Tony's Team keeps wowing us with their great meal options available.

Human's of Aged Care

An ACSA Initiative

Crowley's very own Peni Tiatia was recently featured on Australia's leading aged care peak body's website. As part of ACSA's Humans of Aged Care series Peni told his unique story of why he loves working in aged care and at Crowley.



“Seeing a smile on the residents’ faces at the end of the day, and creating special friendships with the residents and their families makes me really appreciate the work I do. Every day is different and knowing that you are helping someone leaves you feeling very humble and content.”

PENI TIATIA

Carer, Crowley Care, NSW

I've been working in aged care for five years now, joining Crowley Care when I was 23.

I was previously a labourer and got injured playing football so was unable to work. Instead of being miserable and doing nothing while I was recovering, my wife encouraged me to take advantage of the situation and to make a career change to something I am really passionate about.

While I was off work I did my Aged Care Certificate. Crowley Care was where I did my placement for my course and I have been here ever since.

I have previously worked with high dependency dementia residents and absolutely loved that, but at the moment I am working in a mixed area for residents, so people who are starting to have the beginning symptoms of dementia.

Because I am young and strong, I do a lot of the physical assistance, but I also really enjoy taking my time with each resident to get to know them and have a chat every day. I really love getting their and their family's input into how I can best care for them.

Working in aged care has taught me a lot about life and people, mainly to really appreciate the life I have and my family.

I am Samoan, I was born and raised in the Islands (and did not come to Australia until I was 16), so caring for my elders is a strong cultural influence for me. There are no nursing homes in Samoa because back at home you and your family look after your elders yourselves, it's very different there.

I love that I can still give that care to people when their families aren't able to, and share some of my culture with the residents here. Some of the residents don't have any family anymore, I like that I can be sort of a new family to them and not let them feel alone.

The residents always talk about their own families and how much they miss them, it makes me want to spend as much time with my own family as I can. It has taught me that people need a lot of reassurance and to feel validated and important.

Seeing a smile on the residents' faces at the end of the day, and creating special friendships with the residents and their families makes me really appreciate the work I do. Every day is different and knowing that you are helping someone leaves you feeling very humble and content.

I would encourage anyone who is thinking about starting a career in aged care to come and give it a go. You need patience and passion to give those you care for what they need, but it is a very rewarding career.

Out & About

Our residents have been busy during the last month at Crowley Care! Check out these highlights:



Wishing a warm 'welcome back' to the children of St Francis Xavier. Let the games begin!



We look forward to listening to our visitors' stories and we appreciate the care you take in reading your books to us.



It was a battle of the minds when we joined St Francis Xavier students for a friendly game of Connect Four.



Our Men's BBQ is held bimonthly, and are always a hit! Big thanks to Brian and Allan for all their help on the day and special thanks to Doug for his mandolin entertainment! If you like beer, snags and jokes, then come along blokes.





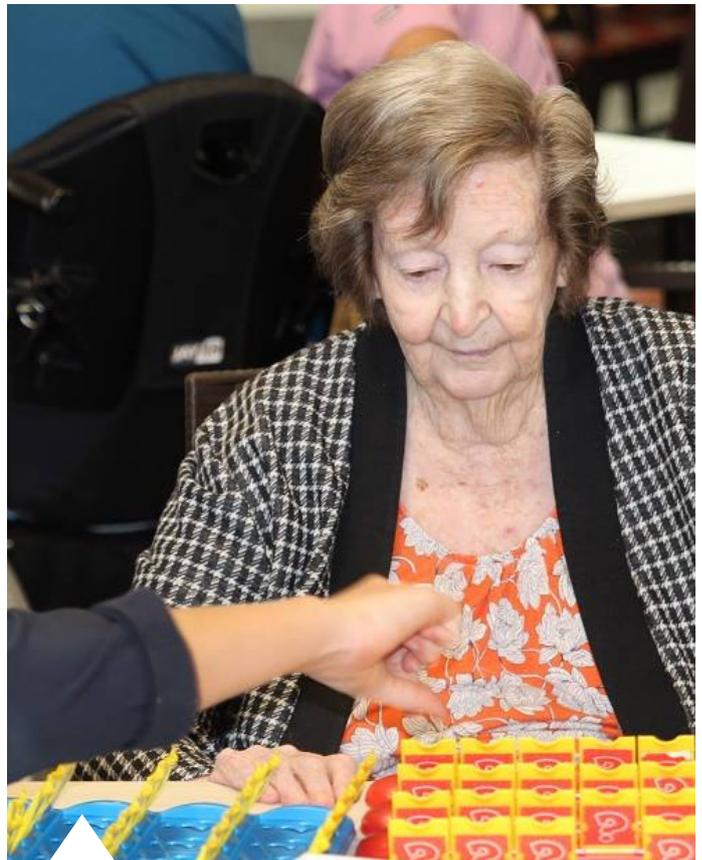
Everyone is Irish on St Patrick's Day. We love our dress up days at Crowley, and this jolly day of green was no exception. Our leprechauns danced around the halls, spreading luck and cheer to all. To be sure, to be sure!



We are very excited to be spending time with the students from Xavier Catholic College each Friday.



It's hard to know who enjoys these visits more – our residents or the students!



Our Intergenerational Program is the perfect opportunity to connect with the bright young minds of Ballina.

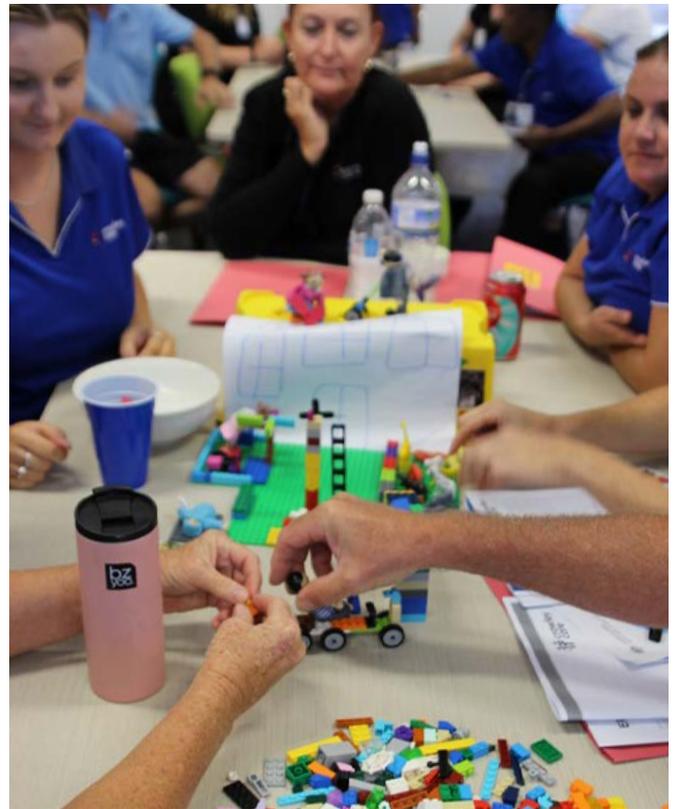
Mandatory Training 2019

Gail Norton
Human Resource Manager

Our first of seven Mandatory Training days for 2019 was on 5 March with more than 30 staff attending. Subjects included Manual Handling (theory and practical demonstration), Infection Prevention and Control, Workplace Bullying and Harassment, and Elder Abuse.

Workplace safety consultants presented our safety and fire training session. This education gives us the knowledge and understanding of what a fire is and the practical use of real emergency equipment at our facility. We are also educated on how to react in other emergencies, which may occur in any workplace.

A highlight of each of these days is the Team Building Games Afternoon. Michael and Kelli ran this segment and this year we changed it up again to keep it fresh and entertaining. Lego bricks were used to plan the 'Crowley of the Future'. I am particularly interested to see how many of these ideas Crowley will use. A Crowley Zoo with a number of African animals was a common thread in a few of the masterplans!



**POLKA DOT
DRESS UP DAY**

Thursday 4 April

Non-Denominational Easter Service

Easter Sunday

21 April 2019

Crowley Chapel

Service starts at 11.00am





Oral Health

Christine Lawton
Residential Care Facility Manager

This year at Crowley we have taken the opportunity to build some new relationships and engaged the services of Dr Kim Davies and Bytes Dental in Ballina. Dr Davies is happy to see residents onsite here at Crowley which is very helpful for our resident population. We use Coco's Beauty Salon for these appointments, Dr Davies can conduct an assessment and clean if required onsite at Crowley. If further treatment is required, we will consult with family to make an appointment at the surgery for follow up.

On admission to Crowley all residents have an Oral Health Assessment, and this leads to an oral hygiene management plan. This is reviewed every 3 months. We need to know what your usual daily oral care is.

There is current evidence of a link between poor oral health and the risk of aspiration especially in the elderly. Aspiration can lead to pneumonia.

Crowley supplies colour coded toothbrushes that are changed seasonally, toothpaste and Steradent for dentures.

Current advice with regards to good oral hygiene is:

1. Take good care of your oral health. Clean teeth and dentures twice daily and rinse your mouth after eating
2. Eat a healthy diet that is low in sugar
3. Avoid tobacco and high alcohol consumption
4. Have regular dental check ups

A Good Night's Sleep

Improve Your Energy and Health

Kelly Roberts **Clinical Manager**

Nearly half of older adults experience difficulty achieving consistently good sleep with insomnia the most common complaint, occurring with increasing age and more frequently in women.

Lack of sleep or poor-quality sleep, can have a significant impact on our quality of life and also exacerbate underlying illnesses. Not sleeping well or for long periods, can also alter both mood and behaviour, resulting in reduced brain function and increase the likelihood of accidents or falls.

Modern research into sleep and sleep patterns has progressed significantly and there is now an understanding of how little attention was paid to the importance of sleep in older adults. We now understand the importance of light in maintaining body sleep wake cycles. Older adults who find they go to sleep very early in the evening, will often report waking very early in the morning, around 3 or 4am.

Despite the myth that as we age we need less sleep, the requirements for sleep do not change as we age. The quality of our sleep does alter though, in that we sleep less deeply and perhaps wake more often.



Tips for achieving a better sleep and things to do before getting ready for bed:

- Cutting down on caffeine or sugary drinks is a MUST! Our Hotel Services team have been trialling alternatives to Milo in the evening drinks round. Malted milk, hot milk with honey, Camomile tea and Green tea are all available for residents to trial in an effort to achieve better sleep. Milo may be great for giving you a pick up if you're going to be exercising but doesn't help you settle to sleep as you process all the sugar at bedtime. Please see one of the staff members in Hotel Services if you'd like to try something different
- Cut down on alcohol before bed
- Turn off the TV and try to reduce the amount of time spent in front of the screen while in bed
- Melatonin is a natural hormone that can assist with achieving a better night's sleep and there are many other medications available. Talk to your GP or Nurse Practitioner to find one that may be right for you
- Go for a walk after dinner. Eating large meals before bed time can interfere with the onset of sleep
- Keep your room warm in the evening
- Manage your pain before settling down for the night- often pain can delay sleep or wake people unnecessarily. Talk to the nurses or your GP if you think pain may be affecting your sleep
- Get some sunlight each day
- Try to relax! Practice tensing and relaxing your muscles progressively when you hop into bed to assist with overall relaxation

Crowley Connections

Judy Robson

Judy has been a member of the Crowley family for more than 30 years.

She is a ray of sunshine in the lives of many of our residents and staff. A wonderful team member who is quick to assist anyone who needs it. She is also a champion of our dress up days!

Judy is our Food Services Coordinator here at Crowley and while we think all her cooking is amazing; she is especially famous for her scones!

When she first started at Crowley she was tasked with making scones. She said, "No problem, I can do that." Only there was a small problem - she did not know how to bake them!

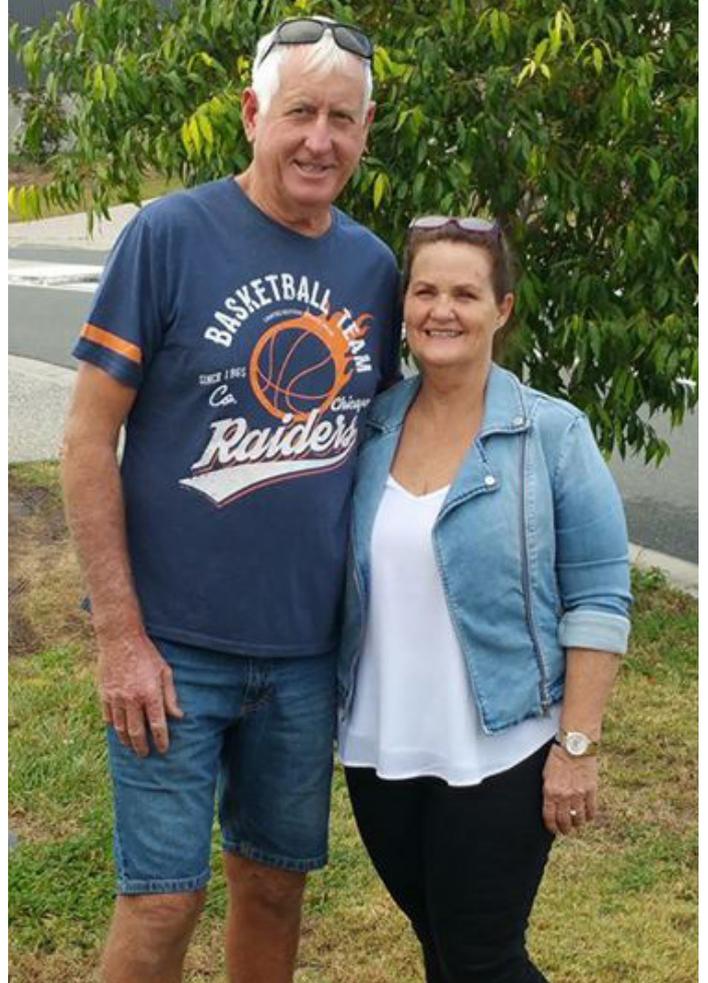
A quick call home to her mother and Judy was armed with a secret family recipe. Ever since her scones have been perfect every single time. Even chef Tony is the first to admit that he cannot bake a scone like Judy!



Judy's days at Crowley start early preparing the yummy morning teas we all love. Some days Judy might also have three or four resident birthday cakes to bake and decorate. Then it's time to prepare lunches and plan and prep for dinner. That is just a normal day. If we have a special event onsite Judy is often found cooking the beautiful luncheons for Auxiliary events or other special bookings.

Judy says her days are always full, exciting, and different - she loves working at Crowley, ensuring our residents are always happy and enjoy what is served to them.

After a long hot day in the kitchen, Judy often zips home to Evans Head to enjoy a walk on the beach and an ocean swim or a quick dip in the pool at home.





Judy lives with her husband Darcy in Evans Head where they have just finished building a stunning new home. They have three children and four grandchildren who bring much joy to their lives.

Judy's grandchildren Georgia, Charlie, Jordan and Jaxon make sure she is busy when she's not at Crowley. She loves caring for them, shopping for them and is always thinking of yummy treats she can cook for them. What a surprise!

Judy loves to travel and enjoys sharing adventures with her husband, children and grandchildren. They have been on cruises together which she loves.

Judy and Darcy also have a caravan which they enjoy taking on long trips in the countryside and visiting friends and family along the way.

Something you may not know – Judy has a BIG fear of flying which some might agree would make travelling difficult, but Judy and her family have figured out a solution – cruising and road trips!

Every two weeks Judy routinely donates plasma for Red Cross Australia. Something she is extremely passionate about and encourages everyone to do. Donating blood or plasma while it might seem a little confronting is actually the MOST joyful experience and as a BONUS – you can save many lives with just one donation. We think Judy is a Crowley Superhero!





Crowley and the Community

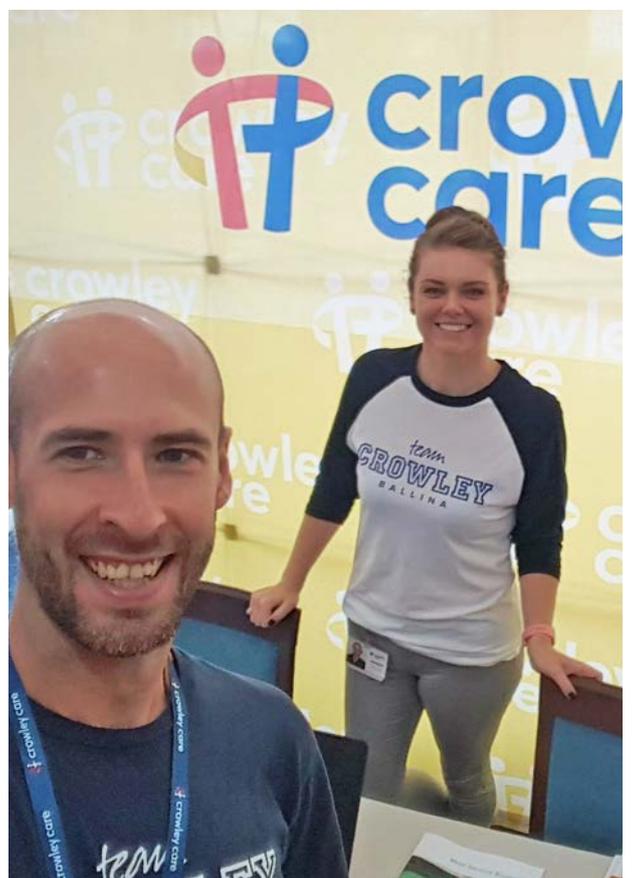
Dave Crosby
Customer Service and Independent Living Manager

Crowley was invited to attend an Ageing Expo hosted at Palm Lakes Resort in March. The expo was aimed to educate people on the pathways available to proactively plan positive health outcomes during their later years. This included navigating government support packages and funded assistance right along the care continuum from basic in home services, through to navigating the requirements of residential aged care.

Majority of conversations focused on Home Care. Many viewed Home Care as an ideal strategy to remain living at home (independently) even with health challenges, with the ultimate goal to prevent or delay entry into aged care.

The event was very well received with a few hundred people participating in the morning. It was great to see so many attendees taking charge of their health, investigating what assistance is available to keep them healthy and living independently.

Crowley was able to showcase a suite of care services, that can help you all the way along the aged care journey. A unique strength that contributes to the Crowley difference.



From the IL Desk

Jenny Kliese Independent Living (IL) Coordinator

What happens if you lock yourself out of your unit?

During office hours Monday to Friday 8.30am to 5.00pm contact Crowley Customer Service Team at reception. They will assist you by contacting the IL Team.

If you are locked out after hours, on a weekend or Public Holiday, come to Crowley Care and the Registered Nurse on duty will be able to assist you.

You can have a key safe installed by the Crowley Maintenance Team for \$35.00 or \$55.00 with a key supplied. This can be organised through Crowley Customer Service Team.

Don't forget to turn your clock back the night of Saturday 6 April as Daylight savings ends for the 2018/2019 season.

Phones to be tested in April

1-16/5 Florence Price Place Apartments
1-29 St Pauls Close Apartments
1-5 Redford Place



BOOK CLUB with Judy Riley

This month we read and reviewed "The Helpline" by Katherine Collette.

This novel tells the story of Germaine Johnson. Germaine doesn't need friends. She has her work and her Sudoku puzzles. Until an incident at her insurance company leaves her jobless. Soon enough, Germaine manages to secure a position at City Hall answering calls on the Senior Citizens Helpline.

But the mayor has something else in mind for Germaine - a secret project involving the troublemakers at the senior citizens centre and their feud with the neighbouring golf club - which happens to be run by the dashing national Sudoku champion, Don Thomas, a celebrity of the highest order to Germaine.

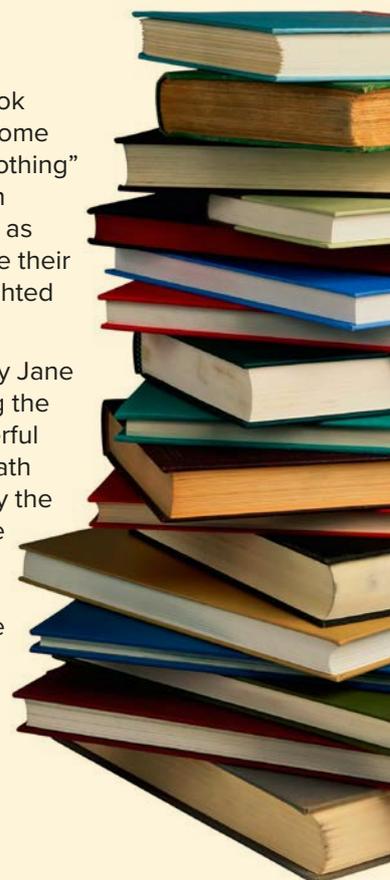
Don and the mayor want the senior centre closed down and at first, Germaine is dedicated to helping them - it makes sense mathematically, after all. But when Germaine actually gets to know the group of elderly rebels, they open her eyes to a life outside of boxes and numbers and Germaine realises she may have miscalculated.

About half of our group enjoyed the book with the other half not being big fans. Some opinions were that it was "a lot about nothing" until close to the end when some action occurred. The ending was the best part as the characters did entertain and achieve their goals. We all agreed that we were delighted when the "biscuit drama" was solved!

Our next book will be "The Lost Man" by Jane Harper. Jane is a novelist who can bring the Australian outback to life via her wonderful descriptive writing. There is a family death and lots of questions to be answered by the Bright Family and the Stockman's Grave is an interesting landmark at the centre of the story. We are all looking forward to this book as Jane's other books were so wonderful!

All are welcome to attend and participate in the Crowley Book Club we meet on the 4th Thursday of each month in the Crowley Library at 3pm.

Happy Reading.



Stepping On

Prevent Falls, Maintain Independence

Stepping On is an exciting, friendly and FREE community program aimed at preventing falls, encouraging active living and maintaining independence in older people.

This program was developed by Lindy Clemson and Megan Swann and is now implemented state wide by NSW Health. It is considered to be one of the most effective falls prevention programs available and has been shown to reduce participants' risk of falling by 31% (Clemson et al 2004).

Stepping On is a 7-week program and gives individuals the skills and confidence to undertake their everyday activities and be physically active safely and without the fear of falling.

Participants attend weekly two-hour group sessions, during which they learn about strength and balance exercises, safe footwear, medication management, vision, nutrition, moving safely in the community and reducing hazards in the home environment.

After completing the program, participants are provided with individualised follow-up and may attend a booster session 2 months later.

Who can join the program?

The Stepping On program is suitable for anyone who is:

- 65 years and over
- Living at home in NSW
- Able to walk independently (with or without a walking stick)
- Fearful of falling or has had a fall recently

Where and when is the program held?

Crowley hosts several of these programs annually in the Education Centre.

The next session is due to commence on Wednesday 24 April at 1pm, this is a 7-week course.

Who can I contact?

If you would like to join the program, require further information or have any questions, please contact the Course Coordinator for Ballina: Nerida Webb on 0402 728 662.

Community Connections

Continuing our theme of keeping your brain active, this month we profile The University of the Third Age Ballina/Byron.

The University of the Third Age (U3A) is a voluntary, self-help, learning and social movement for mature-aged people that began in France in 1973. Since then the idea has grown rapidly and spread to many countries. U3A Ballina/Byron Inc. was formed after a public meeting in 1994.

U3A is a group of people studying to satisfy an inner urge to learn. It offers low-cost learning opportunities, equality among members, sharing of interests, skills, knowledge and good company.

U3A's informal approach is successful and appeals to most people. Courses on offer have been developed by members and are taught by volunteer tutors.

Current courses cover: exercise and wellbeing, crafts, games, writing, books, movie appreciation, computer courses, history, share trading, languages, dance and travel.

Contact details

Phone: 6681 4450

Website: www.ballinabyron.u3anet.org.au

Email: u3abalbyr@gmail.com

Crowley Update

Jenna Tolson
Project Officer

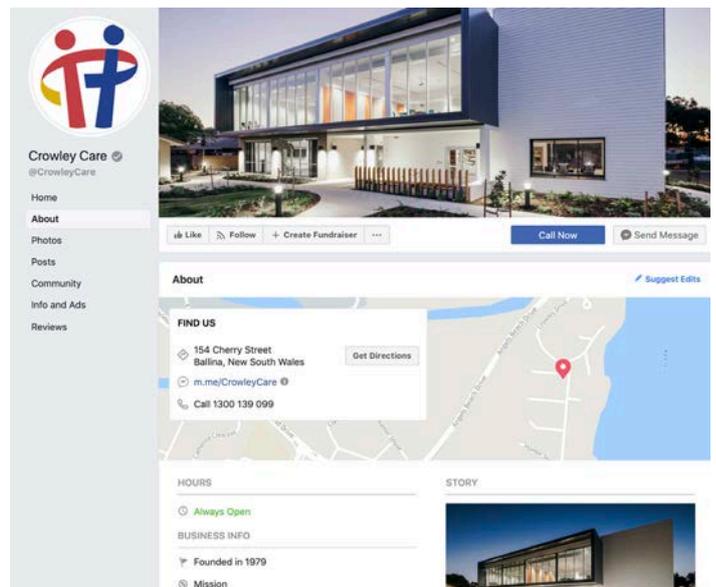
Facebook and Crowley

Crowley's Facebook page is the best way to stay up to date with the latest happenings at Crowley. It can give you a heads up on upcoming dress up days, and always has beautiful photos capturing the moment of events here at Crowley. If you find a photo on the Crowley Facebook page of you or your loved one and would like a copy – please call our Customer Service Team and we will arrange to get a copy to you. We take so many amazing photos of our residents, visitors and guests here at Crowley and we would love to be able to share these with you.



New uniforms for Hotel Services

Last month's Chatterbox mentioned the colour of our Hotel Services uniforms is changing. The uniforms will be a beautiful shade of grape/magenta for both our men and ladies. These uniforms are being held for release until the new kitchen finishes. This means our Hotel Services Team will continue to wear their teal shirts over the coming months and we will be sure to communicate with you when they are changing over to "the grape side of life".



Crowley Auxiliary

President's Report

Tess Colenso **President, Crowley Auxiliary**

It is with pleasure that I present the Auxiliary 2018 Annual Report.

We have 35 Auxiliary members and our numbers seem to be growing. What a wonderful year 2018 was.

This year we held a Mothers' Day Luncheon, two BBQ's at Bunnings, a cake stall at Bunnings, Corries Fashion Parade, and Wine and Cheese afternoon with Sebastiaan.

The Auxiliary was available to help serve coffee, tea and scones at the Crowley Show Day. With the Opening of the new extensions at Crowley the Auxiliary attended and enjoyed these wonderful celebrations. The Auxiliary attended a thank you Dinner in May from the Crowley Board. What a great evening it was – good food, plenty of dancing and most of all great friendships.

Tony Baldwin supports all the Auxiliary events and it was agreed we return all the help he has given by purchasing the \$9,000 new coffee machine for Barney's Café.

The Auxiliary felt that with the new Café everyone would benefit from the purchase. By all accounts the Café is going very well. I understand that Crowley residents and families use the Café on a regular basis.

Anne McIntosh organises the Lolley Trolley and the Tuesday Morning Tea for residents. The residents love to see the Auxiliary ladies each Monday and Tuesday to have a chat and catch up.

Father Nilon and the Parish Team are very supportive of the Auxiliary and they attend our luncheons.

I guess the highlight of our year was the BBQ at Bunnings. During this year we held two BBQ's at Bunnings – and for the first time a Cake Stall in June. The events at Bunnings are financially excellent and certainly added to our bank balance.

The Auxiliary was joined by the Crowley staff who gave their time freely to help out and we are very thankful to them all. We could not have done the Bunnings days without their help. With all the laughter and socialising that happens at Bunnings their coordinator commented to me that Crowley must be a happy place to work and live.

After our BBQ's and Cake Stall, Bunnings asked us to do the Family night in September for Father's Day. This Bunnings event was a fun night. They had a Country and Western band, Jumping Castle and other attractions for the kids and of course Tony and Laura helped cooking pizzas for the three hours the event was on by.

We made about \$300 but I think it just kept Crowley in the Bunnings loop. They remarked to me that when Crowley have the events, all the food and layout of the tables are very impressive. My impression is that Bunnings approves that Crowley certainly meets all the Food and Safety requirements.

Another highlight of our year was our Spring Luncheon with the Headliners singing. Whilst the Corries Fashion Parade sees everyone enjoying catching up with all the latest fashions.

Our October Spring Luncheon was a beautiful lunch with Singers Australia getting everyone involved in a singalong. This year the businesses in Ballina supported our Raffles and lucky door prizes. Their contribution was very much appreciated.

A special thanks must go to Kelli and Michael who support the Auxiliary and of course the office staff who help us with our function bookings.

I would like to especially mention Laura who co-ordinates the functions with us and follows up on all our advertising and she attends all our functions, taking photos to make sure that the Auxiliary is very much represented in the Crowley Chatterbox. Many thanks Laura.

I would also like to thank Tony Baldwin and his staff for all the catering and the exceptional service they all give the Auxiliary. It is very much appreciated.

Personally, I would like to thank the Auxiliary Executive and all the Auxiliary members for their support and dedication. We have a wonderful group of ladies I think they are all a fountain of knowledge and of course we enjoy our coffee after each meeting.

Closing I would like to once again thank you all and I am sure that 2019 will be a successful one.



Crowley Auxiliary Mother's Day Luncheon

\$28pp

(BYO Drinks)

Wednesday 8 May

12.00pm

Crowley Activity Centre

Entertainment, Raffle & Lucky Door Prizes

RSVP: Wednesday 1 May

Please book & pay at Crowley Reception



An Afternoon at the Movies

Bohemian Rhapsody

Are you a movie junkie or fancy yourself a fan of Hollywood? Did you know that Crowley hosts a monthly movie screening? Everyone is welcome to come along to watch the big screen in the new Education Centre for the small cost of a gold coin donation. The details of this months screening are as follows:

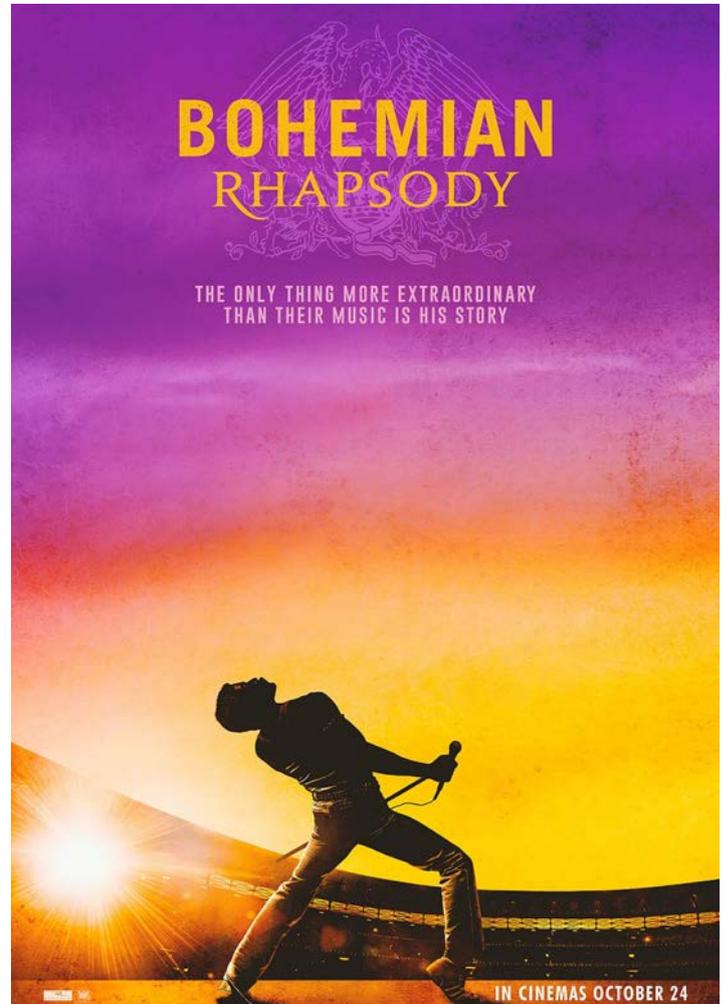
Movie: Bohemian Rhapsody
Genre: Biography, drama, music
Directed By: Bryan Singer
Written By: Anthony McCarten, Peter Morgan
Starring: Rami Malek, Lucy Boynton, Gwilym Lee, Ben Hardy, Allen Leech, Joseph Mazzello, Aiden Gillen

Bohemian Rhapsody is a foot-stomping celebration of Queen, their music and their extraordinary lead singer Freddie Mercury. Freddie defied stereotypes and shattered convention to become one of the most beloved entertainers on the planet. The film traces the meteoric rise of the band through their iconic songs and revolutionary sound. They reached unparalleled success, but in an unexpected turn Freddie, surrounded by darker influences, shuns Queen in pursuit of his solo career. Having suffered greatly without the collaboration of Queen Freddie manages to reunite with his band mates just in time for Live Aid. Freddie leads the band in one of the greatest performances in the history of rock music. Queen cements a legacy that continues to inspire outsiders, dreamers and music lovers to this day.

Reviews:

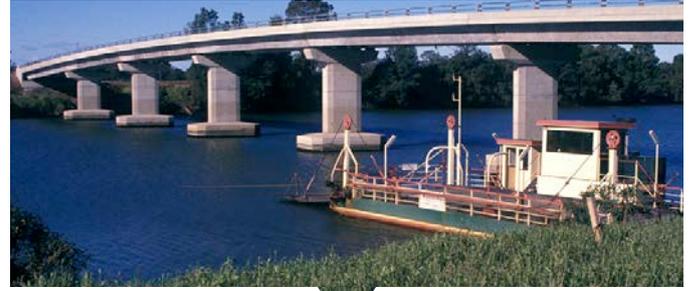
“The music sequences in this drama (especially the Live Aid performance and the recording of the title song) are electrifying, and Malek is magnetic, but overall the movie is slavishly by-the-numbers.”

- *Common Sense Media*



Crowley Screening

Movie: Bohemian Rhapsody
When: Wednesday 10 April
Where: Crowley Education Centre
Room 1 (Upstairs)
Time: 1.00pm
followed by Afternoon Tea
Cost: Gold coin donation
RSVP: To Crowley Reception
Monday 8 April



IL Ladies Bus Trip Thursday 11 April

8.45am departure from Crowley Reception

\$5 bus fare + morning tea, lunch and tour (\$15)

In April, we are heading south! We will depart Crowley and head to New Italy for a cuppa and a stretch of the legs, while here we will have a look at the gallery and appreciate the displays. Following this, we will head further south for a look around Iluka and Harwood before visiting the Cardiff Alpaca Farm for lunch and to learn more about the beautiful Alpacas. After lunch we will have a driving tour of the area before heading back to Crowley.

RSVP to Crowley Reception by Monday 8 April

IL Mens Bus Trip Thursday 9 May

8.30am departure from Crowley Reception

\$5 bus fare + morning tea and lunch

In May the gents are off west to Casino where they will visit the Miniature Railway Display, the Casino Folk Museum and have lunch at the Casino R.S.M before a scenic drive home via Coraki. It should be an interesting day with lots to see and great company. More details will be included in the next Chatterbox about exact costs and additional stops.

RSVP to Crowley Reception by Monday 6 May

DRESS UP DAY **RETRO**

ANY ERA

- 20's
- 30's
- 40's
- 50's
- 60's
- 70's
- 80's
- 90's

Thursday 9 May



A Family That Gave So Much To So Many

Chatterbox recently caught up with Crowley Independent Living Residents Tess and Bill Colenso after their special pilgrimage to pay tribute to William Senior and his brother Ray.

Bill Colenso never met his father William Colenso Senior who left to fight for Australia in the Second World War just weeks before Bill (William Junior) was born.

Both William and Ray were remembered in Last Post Ceremonies at The Australian War Memorial over two consecutive days in November 2018.

The Last Post Ceremony shares the story behind one of the names on the Roll of Honour and during November Bill, Tess and 35 family members attended these events to honour Lance Corporal William Edward Colenso and Corporal Ray Colenso.

Bill had found out the two brothers would be honoured at the Australian War Memorial on November 27 and 28 in 2018. So, he connected with his cousins to organise a family reunion in Canberra over the two special days the Colenso brothers were being honoured.

Bill and Tess have shared the story of the Colenso brother's time in Singapore with Chatterbox.



In 1940, four of the Colenso brothers, William, Frank, Ted and Ray enlisted in the Second Australian Imperial Force and joined the 2/18 Battalion serving together on the Malay Peninsula and in Singapore.

Enlisting was instigated by the youngest brother Ray, who at the time was only 20 years old. As protective older brothers, William, Frank and Ted decided to enlist to serve with their younger brother and assure their mother that they would look after Ray. They were allocated consecutive NX numbers, something extremely rare and now very much avoided due to the heartbreaking story of the Colenso Brothers.

William, Frank and Ted were married with families, and together with Ray, left their mother and father, two sisters and youngest brother at home in Australia whilst they were in Singapore.



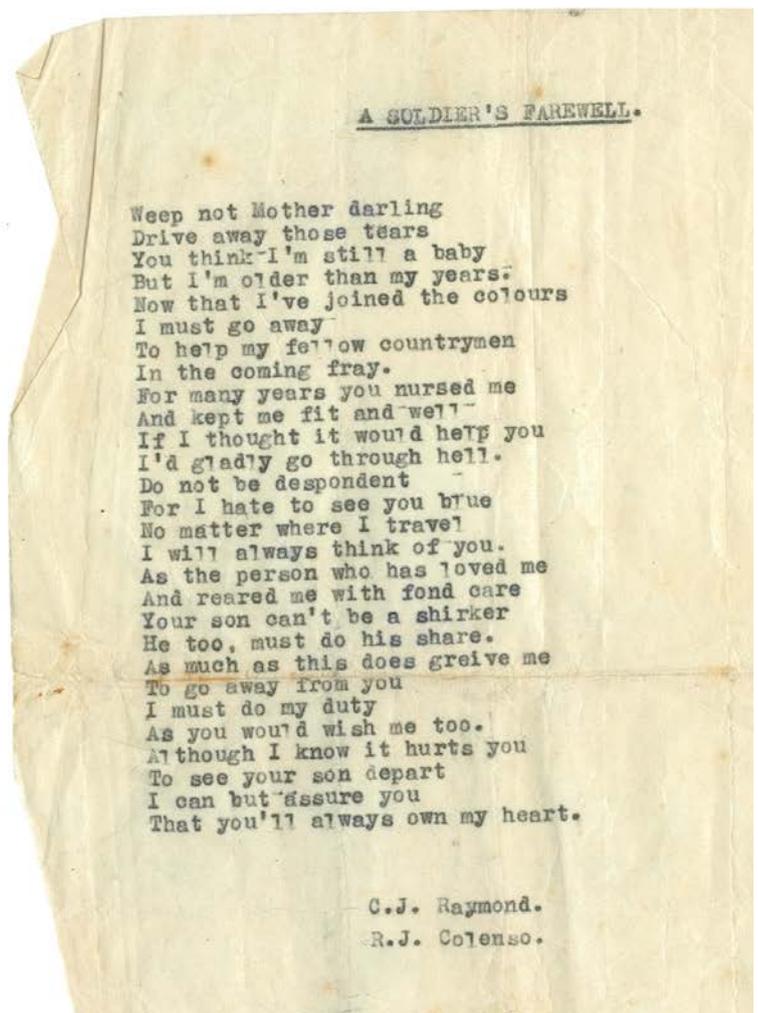


Ray was a keen poet and during the down times in Singapore, Ray would write poems to send to his mother. His poems have been published in a book written by Peter Ewer titled 'The Long Road to Chang' and sit within the archives at the Australian War Memorial.

The fighting in Singapore lasted from 8 to 15 February 1942 and is documented in history as 'The Singapore Fall'.

The four brothers were initially reported as missing, and their families did not know of their fate for many years. Ray was killed in action on the 9th February, and William had gone to find Ray. William was then reported missing and only in 1946, was officially presumed dead. Ted and Frank were captured and became prisoners of war to the Japanese. After four long years of captivity, they were finally released in 1945.

Bill and Tess speak of their visit to Canberra with much joy, this was a special time for the family to come together and finally after 76 years give their father and uncle a well-deserved farewell.



Home Care Client Profile

Lyle Martin

Lyle is an extremely proud Veteran and dignified man with a strong sense of identity and belonging. His connections with the Veteran community remain strong to this day, having celebrated his 90th birthday last August. With Anzac Day commemorated this month, it seems fitting that Lyle is our Home Care client of the month.

Where were you born?

Lyle was born in Grafton on August 18, 1928.

Where did you live as a child?

Lyle lived in Grafton and Glen Innes as a child before moving to Mittagong where he attended school until age 14.

Do you have any brothers or sisters?

Lyle had three brothers; Jack, Lex and Tom. All four boys were enlisted in Armed Forces.

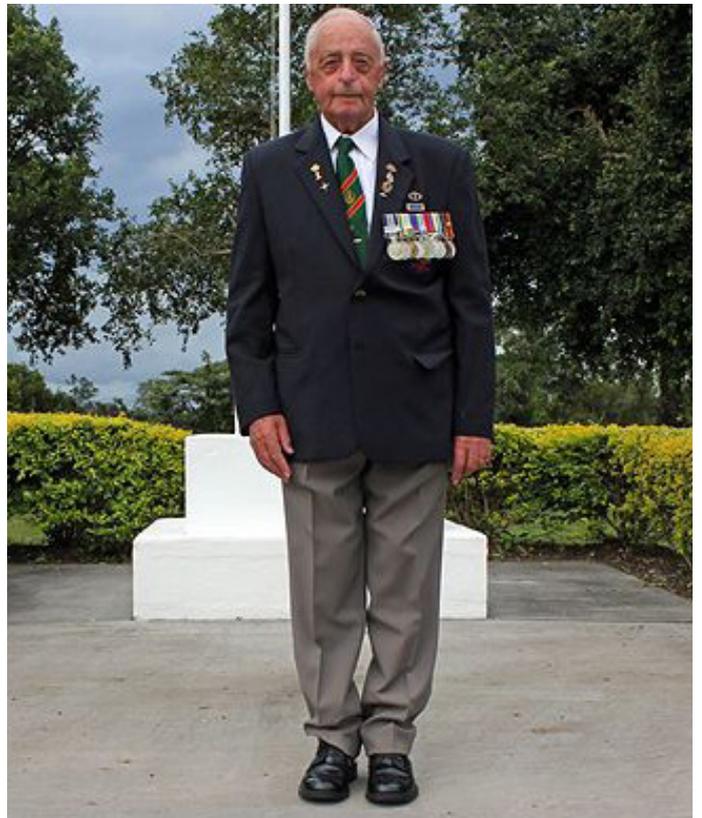
What did you do when you left school?

After leaving school, Lyle worked at Paddy's Markets in Sydney, then he became a tailor, making jockeys silks. Lyle then enlisted in Army at the (somewhat illegal) age of 17. He managed to trick his mother into signing his enlistment application form and even though the enlisting officer suspected his underage status, he approved his application.

Lyle recounted this story with a big grin on his face, and I can tell he hasn't regretted his decision ever! Lyle remained in the army from 1946 until 1976. He served in Japan, Korea and Malaysia and in a Commando unit in Sydney. Lyle's service has been recognised with many prestigious awards, including:

- Australian Active Service Medal 1945-75 with clasps Korea and Malaya
- Korea medal
- United Nations Service Medal (Korea)
- General Service Medal with clasp Malaya
- Australian Service Medal 1945-75 with clasp Japan
- Australian Defence Medal
- Pingat Jasa Malaysia
- Returned from Active Service badge

He continued to work in an ammunition factory until 1982 when he then retired to the Northern Rivers.



Tell us about your interests, hobbies or passions:

Lyle's hobbies and passions remained entrenched in army life. He remains heavily involved and committed to various associations. These include: Korean Veteran Association; 41 Battalion; Royal Australian Regiment Corporation and One Commando unit.

Lyle has volunteered many hours lecturing about his army life and has now taken on the task of selling books containing stories of fellow diggers: "The Diggers Own Stories." Lyle has kindly provided Crowley with copies of these books. These are located in the Crowley library.

Lyle is also a special minister for the Catholic Church and a JP. He lives in Coraki with his wife, June.

What are two good decisions you have made?

"Joining the army and joining the army." Such is his loyalty to the Defence Force.

What is your favourite memory of life so far?

When asked about his favourite memory, Lyle spoke of the lifelong friends he made whilst in the Army.



Crowley Care ANZAC Day Service

Tuesday 23 April

Activity Centre

10.30am

Attendees are asked to arrive
before the commencement time
and be seated by 10.15am to avoid
disturbing the service.



Why We Remember Them

Sherrie Viney
Home Care Manager

Crowley Care will be holding a commemorative Anzac Day Service on 23 April at 10.30am here at Crowley and all clients are welcome to attend.

On Anzac Day we proudly come together to remember those who fought and died serving our country. Each year Anzac Day provides veterans an opportunity to come together to share their experience in support of each other, to tell their stories of mateship, comradery, courage, great Aussie humour and endurance.

These stories and attributes have evolved into what we know and recognise as the Anzac spirit or Anzac legend, which is important to share with our younger generations and new Australians. The Anzac legend has become a part of our national identity.

Commemorative services will be held in all areas on 25 April commencing with the dawn service in Ballina, Lismore, and Evans Head. Please see your local directories or contact your local RSL for Anzac Day services details.

It is a proud day for both young and old Australians, in remembering, those 60,000 that fought in Gallipoli and the 50,000 Australians who served in Vietnam.

Lest we forget.



Anzac Day

The Soldier's Biscuit

Sherrie Viney **Home Care Manager**

The Crowley community are sure to experience our Anzac biscuits throughout the year either at the Annual Crowley Family Show Day or now at Barney's café.

The original rolled oats recipe is said to have been around since the late 1800's. In 1914 at the commencement of World War 1, the biscuit was known as the soldier's biscuit or the Red Cross biscuit.

Biscuits were baked by Australian women and sent by boat to troops fighting overseas as a substitute for bread. The original biscuit recipe had no eggs and this aided the longer shelf life.

The following recipes are from the Department of Veterans Affairs published in 1926 and the Country's Women Association published in 1933.



Anzac Biscuit Recipe **Department of Veterans Affairs**

The popular Anzac biscuit is a traditional, eggless sweet biscuit. Early recipes did not include coconut. The following recipe (without coconut) was published in *The Capricornian*, Rockhampton, on 14 August 1926.

Ingredients

- 2 cups rolled oats
- 1/2 cup sugar
- 1 cup plain flour
- 1/2 cup melted butter
- 1 tbsp golden syrup
- 2 tbsp boiling water
- 1 tsp bicarbonate soda

Method

Combine dry ingredients. Mix golden syrup, boiling water and bicarbonate soda until they froth. Add melted butter. Combine butter mixture and dry ingredients. Drop teaspoons of mixture onto floured tray, allowing room for spreading. Bake in a slow oven.

Anzac Biscuit Recipe, No 2 **Country Women's Association**

The following recipe was taken from *The Country Women's Association of New South Wales Calendar of Cake and Afternoon Tea Delicacies: a recipe for each day of the year*, published in Sydney during 1933.

Ingredients

- 1 cup each of rolled oats, sugar and coconut
- 1 tbsp syrup
- 3/4 cup flour
- 2 tbsp butter
- 1 tsp bicarbonate soda (dissolved in 2 tbsp boiling water)

Method

Melt butter. Add syrup to dissolved soda and water. Combine with melted butter. Mix dry ingredients and stir in liquid. Place small balls on a buttered tray and bake in moderate oven. Lift out carefully with a knife as they are soft till cold.



Autumn Cleaning

Tony Baldwin **Hotel Services Manager**

Autumn cleaning is the new Spring-cleaning! As temperatures begin to drop, we are much less inclined to spend time outdoors.

The beginning of autumn is the ideal time to get your home looking great so you can enjoy your surroundings come rain or shine.

While a spring clean is about making your home sparkle ahead of the summer sun, an autumn clean is essential for avoiding dreaded winter flu bugs and colds.

At Crowley it is no different. You have probably noticed our autumn cleaning has already commenced throughout Residential Care. This will continue over the next few weeks to make sure our residents are ready for the colder months ahead.

The main problem in winter homes when it comes to passing on germs is the lack of ventilation and warm moist air (because of indoor washing and drying). This is an ideal environment for bugs and germs to grow.

To combat this, try to open windows as much as possible. More ventilation can help to freshen stale air and lessen the likelihood of coming into contact with

the bacteria and germs that are sneezed or coughed into the air when people are ill.

To prevent winter bugs being passed via hands, ensure that all surfaces are properly cleaned with an anti-bacterial cleaning fluid.

Studies show that good quality sleep is also a line of defence in the battle against winter viruses, keeping immune systems working at optimum levels. And if you do get ill, then bed rest is essential – but don't forget to clean bedding as well as covers and sheets when you are better.

With autumn comes the time to unpack our warmer doonas and blankets, and after being in storage these items need a freshen up. The Crowley Hotel Services team can assist you with washing your heavy doonas and blankets in our industrial washing machines, if you are interested in this service please contact Customer Service for pricing information.

For Crowley Independent Living Residents do not forget about the Crowley Private Cleaning Service you can book a one off or regular cleaning service by contacting Customer Service on 1300 139 099.

Recipe from the Chef

Hot Cross Bun Chocolate Bread and Butter Pudding

INGREDIENTS

- 6 hot cross buns, split in half
- 60g butter, at room temperature
- 90g raspberry jam
- 12 squares (about 120g) dark chocolate
- 330ml milk
- 250ml pouring cream
- 4 eggs
- 2 teaspoon vanilla extract
- 100g fresh raspberries
- 70g Cadbury Mini Eggs

- Step 1** Preheat oven to 180C/160C fan forced. Grease a 2.5L (10 cup) ovenproof dish with melted butter.
- Step 2** Spread the cut sides of each bun with butter. Spread the base halves with jam and top with a few pieces of chocolate. Place the buttered halves back on top, slightly off-centre so a little of the bun on the base is exposed. Place in prepared pan, slightly overlapping.
- Step 3** Whisk together the milk, cream, eggs and vanilla in a jug. Pour over the buns and set aside for 30 minutes to soak.
- Step 4** Sprinkle with the raspberries and mini eggs. Bake for 45 minutes or until the pudding is set.





Join us for a BBQ and drinks in the
Crowley Activity Centre
Thursday 11 April

12.00pm

\$5 per person

BYO Drinks

RSVP: To Crowley
Reception by
Monday 8 April

**SUPPORT THE
CROWLEY AUXILIARY**

BUNNINGS BALLINA BBQ

SATURDAY 20 APRIL

Update From Maintenance

Smoke Alarm Safety

Albie Viel **Maintenance Manager**

Daylight saving ends on 7 April. It's a good time to check the function of your smoke alarms and replace the 9-volt battery if the smoke alarm does not have an internal rechargeable battery.

In our village we have a majority of photoelectric rechargeable smoke alarms which are superior to the ionisation smoke alarms. Part of a full unit refurbishment is to convert all smoke alarms to these rechargeable smoke alarms.

The green LED light indicates power is on and the red LED light flashes every 30 to 40 seconds as a self-test, indicating the smoke detector is operating correctly.

These smoke detectors are triggered by smoke particles scattering the light cell triggering the alarm.



A few hints to maintain the smoke alarm:

- For those who can do it themselves, or can ask a friend or family member, test your smoke alarm monthly by pressing the test button with the end of a broom handle until the alarm sounds. Then press the hush button
- Clean the smoke alarm with a vacuum cleaner to remove dust and insects. The main reason smoke detectors go into alarm is because of insects entering the smoke alarm at night or early in the morning
- If the smoke alarm rings and there is no sign of flame or smoke, a gentle push with a broom handle in the middle of the alarm will cease the alarm. If the smoke detector regularly beeps it is a sign the battery needs replacing or the smoke detector has failed



Making Feedback Flow

Resident and Relative Experience

Michelle Golding
Quality Manager

Each year our annual QPS Resident and Relative Experience Survey is completed by our residents and relatives. They provide feedback and advice on our services and care, to drive continuous improvement so we can provide the best care for our residents.

Crowley engages Quality Performance Systems (QPS) to conduct this survey on our behalf.

2018 results have now been collated and benchmarked by QPS. And the results are very impressive. It makes me feel very blessed and proud to be a part of Crowley. Here are some key results.



Resident Satisfaction

The Resident Experience Index was 90.75% - a strong increase on 2017's result of 86.08%. Of the 135 facilities that participated in this survey across Australia and New Zealand, Crowley ranked 14th.

The result for the Resident Wellbeing and Overall Satisfaction for 2018 is 91.40% - an increase of 5.31% from 2017.

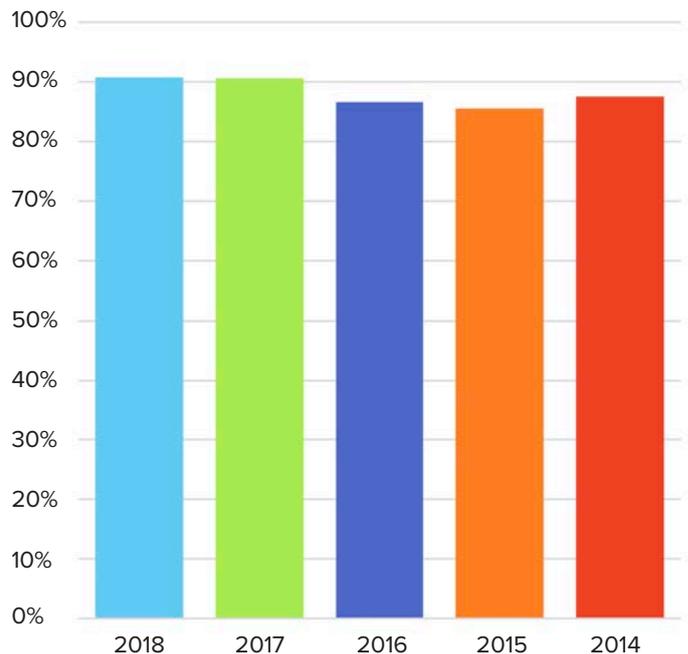
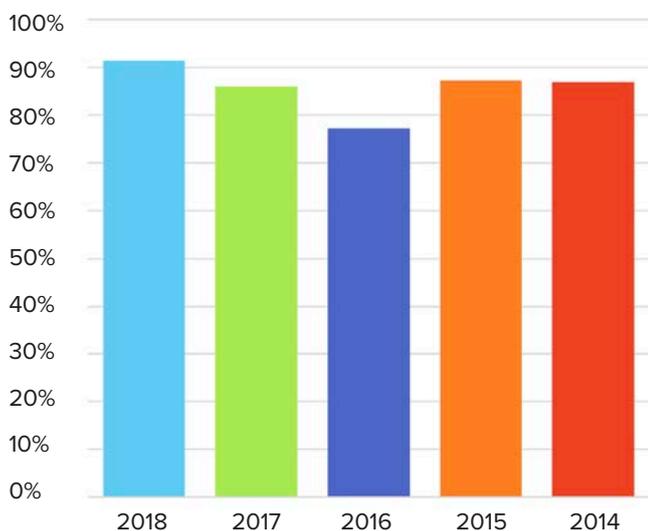
Relative Satisfaction

The Relative Experience Index was 90.76% - a small increase from our 2017 result of 90.75%. 119 facilities participated in this survey from across Australia and New Zealand and Crowley was ranked 17th overall.

Crowley Relative Experience
Satisfaction Rate 2014 - 2018

Crowley Resident Experience

Wellbeing and Overall Satisfaction 2014 - 2018





We asked our residents and relatives the same question: “What is the thing you LIKE most about this home?” Here’s what they had to say:

Resident Responses

- Kind and friendly staff who greet me and make sure I’m comfortable and that everything is alright.
- Comfortable and safe.
- All people, workers, reach out to you in a friendly way.
- My beautiful room and view and the staff are lovely.
- The home is the best one in NSW.
- I like everything about Crowley but most of all how the staff join in to all activities and also the beautiful chapel.
- The overall care support and consideration always provided.
- The aged conveniences and safety are very good and safe. Cleanliness is top class. Gardens and outdoors beautiful, library great! Also beautician and hairdresser.
- The pleasant atmosphere – grounds, gardens accommodation and most of all the hardworking, capable, willing staff. God bless them all.

Relative Responses

- Friendly staff!! I enjoy coming into the home as I always feel welcome. Thank you.
- No plastic covered chairs that is so usual in most “homes” - our chairs need cleaning which is appreciated as they are more comfortable.
- Caring staff, good entertainment, excellent nursing from the top down.
- The improvements in the communal areas, the new coffee shop and the feeling it is less and less like a “nursing” home.
- The welcoming and cheerful attitude of all especially enjoy the personal greetings I always receive when visiting. You are all stars!!
- Everyone cares, friendly, professional and inviting to residents and co-workers. Thanking you so very much. You are all honest and genuine.
- The feeling of cheerfulness and friendship and care at all times.
- The peace of mind I have knowing my mother is in the best care possible.



Aged Care Quality Standards

Michelle Golding Quality Manager

In 2018 the Government amended the Quality of Care Principles 2014 to replace the Accreditation Standards, Home Care Standards and Flexible Care Standards with the new Aged Care Quality Standards.

The new Aged Care Quality Standards relate to the quality of care for the provision of Australian Government funded aged care and contribute to the establishment of a single consolidated and streamlined quality framework for all aged care services as announced by the Government in the 2015-16 Budget.

The Aged Care Quality Standards include the following eight individual standards with each standard setting out a consumer outcome, an organisation statement and the requirements the organisation must meet in relation to each standard:

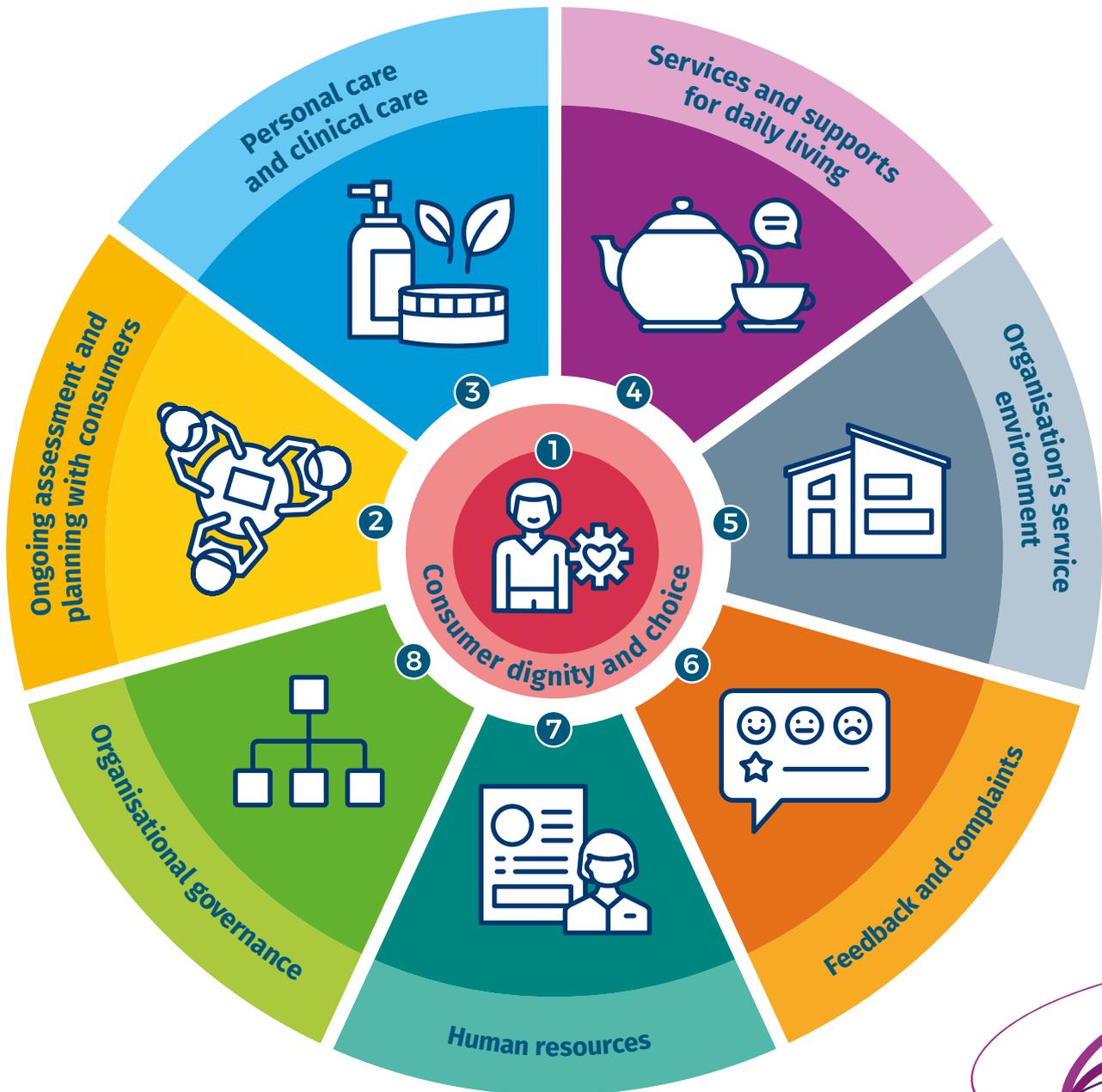
Standard 1	Consumer dignity and choice
Standard 2	Ongoing assessment and planning with consumers
Standard 3	Personal care and clinical care
Standard 4	Services and supports for daily living
Standard 5	Organisation's service environment
Standard 6	Feedback and complaints
Standard 7	Human resources
Standard 8	Organisational governance

Crowley will be transitioning to the new Aged Care Quality Standards with implementation and compliance from 1 July 2019 across Home Care and Residential Care.

During this transition period we will be:

- Aligning our systems, policies and practices with the new Standards
- Supporting staff and provide and attend training to understand the requirements of the new Standards
- Supporting residents and their families, carers and representatives to understand what the changes mean for them
- Providing resources to assist with this transition

In preparation for the changes in store we have implemented a "Focus Group" to concentrate on each new standard. We have developed a toolkit containing resources on the New Standards, a self-assessment and a suggestions and planning sheet. Each group will meet and study their allocated standard reviewing what we currently do and discuss how we can develop new practices to fall in line with the Standards. Our aim is to be well prepared and educated for July 1.



Aged Care Quality Standards

Be ready for July 2019

1800 951 822
agedcarequality.gov.au

Tell us what we did well and what we can do better...



We value your feedback at Crowley Care and we'd love to hear from you. It's as easy as 1, 2, 3!

- Fill in a Feedback Card (located around Crowley) and pop in the Suggestion Box in the Foyer, or
- Send us an email to info@crowley.org.au, or
- Call us on 1300 139 099



Facebook Feed

Notifications from Crowley Care

Did you know that we have joined the Facebook community?

We love to share the wonderful things happening here and the fabulous people we have in our Crowley family, and Facebook gives us another way to tell people just how lucky we are!

Our page is full of exciting news - from birthdays and celebrations to events and updates, we have it all covered! You will never miss a beat with notifications sent straight to you every time we update!

Find us at facebook.com/CrowleyCare, or if you have already found us, be sure to share our page, encouraging your friends and family to join the group.

Here are a few of our latest posts... just in case you missed out!



New Post - Crowley Care - March 25

Sweet sounds of Sebastiaan

Our Auxiliary sure do know how to put on a good afternoon! The event was a great way for the Auxiliary to kick-off their fundraising for 2019. Check out the photos!

Like Comment Share



New Post - Crowley Care - March 17

Everybody's Irish on St Patrick's Day

We love our dress up days at Crowley and hope you're having a great St Patrick's Day.

Like Comment Share



New Post - Crowley Care - March 11

Ladies who lunch!

Kelli was joined by nine lovely ladies from across the organisation for a luncheon to celebrate International Women's Day. A big thanks to Ballina Chamber of Commerce for hosting.

Like Comment Share

ARIES HOROSCOPE

March 21 - April 19



As the first sign in the zodiac, the presence of Aries always marks the beginning of something energetic and turbulent. They are continuously looking for dynamic, speed and competition, always being the first in everything - from work to social gatherings.

Thanks to its ruling planet Mars and the fact it belongs to the element of Fire, Aries is one of the most active zodiac signs. It is in their nature to take action, sometimes before they think about it well. They have excellent organisational skills, so you'll rarely meet an Aries who isn't capable of finishing several things at once, often before lunch break!

Element: Fire

Enthusiastic, passionate, achiever, temperamental

Ruling Planet: Mars

Drive, power, instincts, desire

Compatibility: Libra, Leo

Aries Strengths: courageous, determined, confident, enthusiastic, optimistic, honest, passionate

Aries Weaknesses: impatient, moody, impulsive

Aries Likes: comfortable clothes, leadership roles, physical challenges, individual sports

Aries Dislikes: inactivity, delays, work that does not use one's talents

Lucky Numbers: 1, 8, 17

Colour: Red

April Birth Flower: Daisy, Sweet Pea

April Birthstone: Diamond, Opal, Sapphire

WHAT A LAUGH!



A man and woman had been married for more than 60 years. They had shared everything. They had kept no secrets from each other, except that the little old woman had a shoe box in the top of her closet that she had cautioned her husband never to open or ask her about.

For all of these years, he had never thought about the box, but one day, the little old woman got very sick and the doctor said she would not recover.

In trying to sort out their affairs, the man took down the shoe box and took it to his wife's bedside.

She agreed that it was time that he should know what was in the box. When he opened it, he found two crocheted dolls and a stack of money totalling \$95,000.

He asked her about the contents. "When we were to be married," she said, "my grandmother told me the secret of a happy marriage was to never argue. She told me that if I ever got angry with you, I should just keep quiet and crochet a doll."

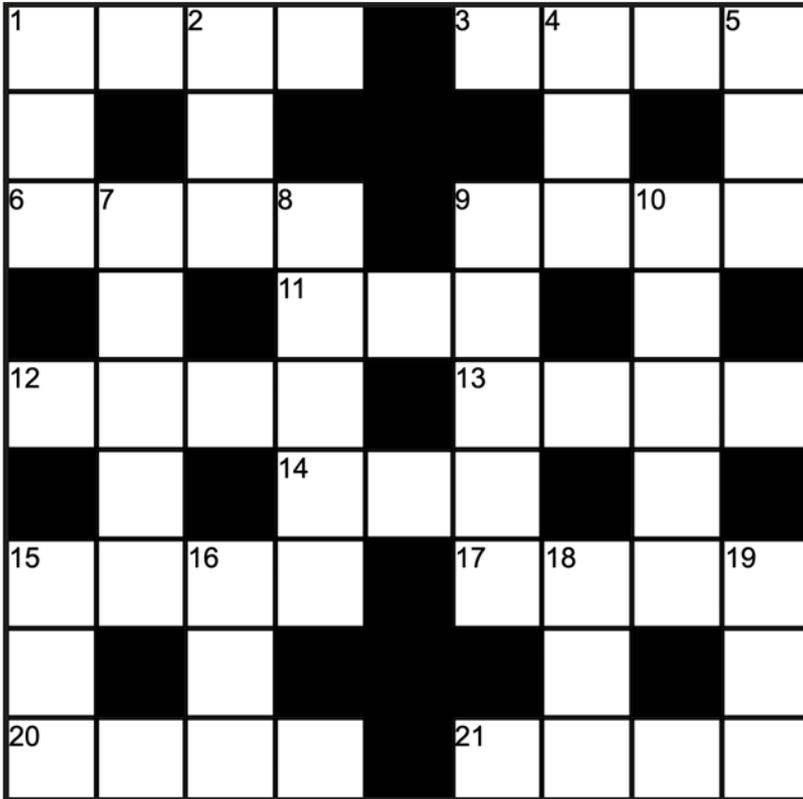
The little old man was so moved; he had to fight back tears. Only two precious dolls were in the box. She had only been angry with him two times in all those years of living and loving. He almost burst with happiness.

"Honey," he said, "that explains the dolls, but what about all of this money? Where did it come from?"

"Oh," she said. "That's the money I made from selling the dolls."

GAMES CORNER

CROSS WORD CLUES

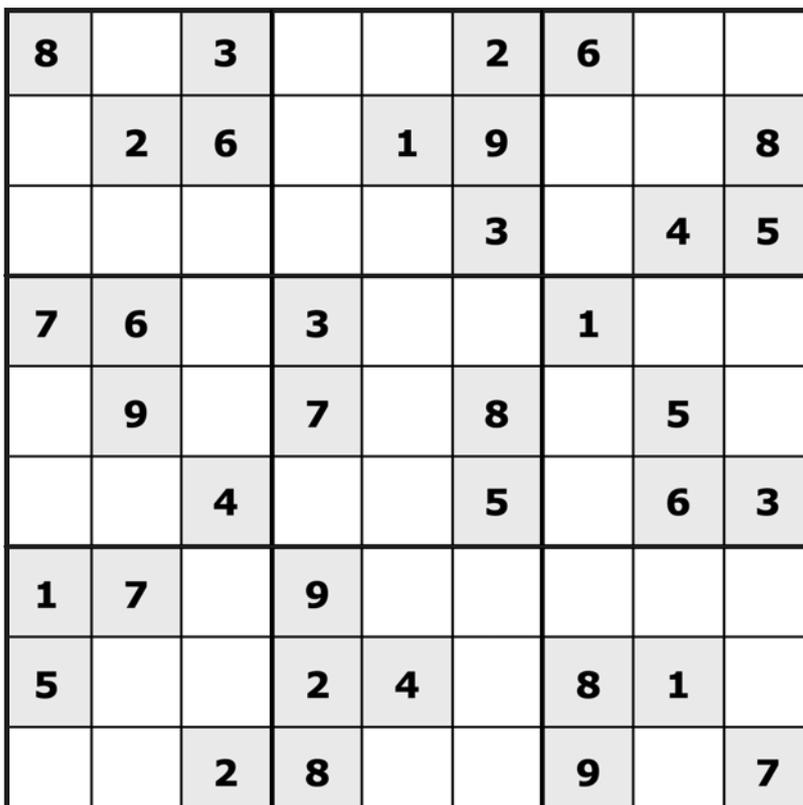


Across

1. Extreme anger
3. Touch up, as essay
6. Newborn
9. Weather report word (abbr.)
11. It's used to hear
12. Pocket bread
13. Thing that's worshipped
14. Massage
15. Safari sight
17. Repeat
20. Elbow in the ribs
21. Penniless

Down

1. Chest bone
2. Shoot the breeze
4. Pass away
5. Kind of dance
7. Court defense
8. Desire
9. Group of same race
10. Live like a parasite
15. Part of a mouth
16. Furniture wood
18. Chief executive officer
19. Sharer's pronoun



THOUGHTFUL CHALLENGE

Can you name three consecutive days without using the words Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, or Sunday?

Answer: Yesterday, today and tomorrow.

Growing the Family

Double the Cuteness at Crowley

Sarah McMahon welcomed her two beautiful babies, Oliver and Chloe into the world in January. We were all very excited when they popped in last month to say hello. It was a joyous occasion, and we all enjoyed sharing a little cuddle with the beautiful twins.



Local contacts

Crowley Administration
1300 139 099

Crowley Business Fax
6686 6082

Crowley Independent
Living
1300 139 099

Crowley Residential Care
1300 139 099

Crowley Home Care
1300 139 099

Crowley Meal Service
1300 139 099

Crowley Hair Salon
1300 139 099

St Francis Xavier Parish
6681 1048

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.