

the chatterbox

NEWS FROM CROWLEY CARE

FEBRUARY 2018





CONTENTS:

February Issue



03 **A MOMENT WITH OUR CEO**
Catch up with Michael Penhey on life at Crowley

04 **REDEVELOPMENT UPDATE**
Find out what's new onsite

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

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

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

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

26 **HOTEL SERVICES NEWS**
Ways you can boost your home and health

27 **RECIPES FROM THE CHEF**
Yummy treats for your holiday celebrations

29 **MAINTENANCE NEWS**
Tips and tricks from the pros

30 **ORGANISATIONAL NEWS**
Be in the know with advice from experts

33 **COMPLIMENTS AND FEEDBACK**
What people have been saying about Crowley

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

COVER PHOTO

Crowley Home Care client, Eric Watson enjoying the festivities at the Annual Home Care Christmas Party



A Moment with Our CEO

Hi everyone and welcome to the first Chatter-box for 2018. I'm happy we've started the year with some great achievements.

Redevelopment

Our transition into the new building is steaming ahead with our Administration and Reception teams already moved in and fully operational. A huge effort and well done everyone!

I'm proud to say this stunning new building is now Crowley Care's main Administration, Entrance and Reception with all visitors now passing through the new Reception.

Over coming months the new building will progressively open-up as we put the finishing touches to the residential care section and chapel. We are very close to finishing this building.

What's struck me is the amazing can-do attitude and dedication from our staff through these changes. They've responded, taken responsibility and worked together to achieve a common goal. Nothing has been too much trouble and the Crowley spirit has been evident throughout.

New plaza and cafe

Our builders are also working hard redeveloping and beautifying the new plaza area. At the same time we are converting the old administration area into a wonderful new cafe. When complete it will be a great lifestyle addition for Crowley with the new cafe opening up more dining opportunities for our residents and community. More inspired living to come!

One more phase of patience

Whilst this big final phase is underway we only have pedestrian access into the cul-de-sac - no vehicles. And so, one more time, we ask every-



one to be patient as we transform this area into lifestyle environments for us all to enjoy.

Resident satisfaction up

Each year we survey our Independent Living residents to make sure we are on the right track. And this year our residents gave us a 96% satisfaction score - our best result, and I believe, a great reflection on our unique model of care.

The survey is comprehensive covering staff, management, safety and security, living environment, social activities/community life, communication and information and facilities.

For me it's doubly pleasing because the high satisfaction ranking was achieved in a year when so much building and "mayhem" was taking place around us all.

The survey had some great comments from residents, and with areas where we can do better. We have noted these. Perhaps the most satisfying result of all was the fact that 100 percent of residents who completed the survey said they would recommend the Village to others. There is no doubt in my mind our residents are our best advocates and this is a result of which to be proud.

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

Michael Penhey
Chief Executive Officer



Redevelopment Update

Kelli Potts

Executive Manager Operations and Finance

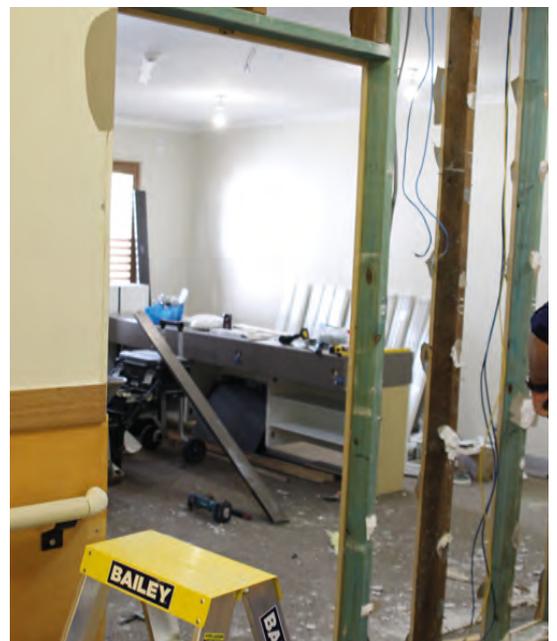
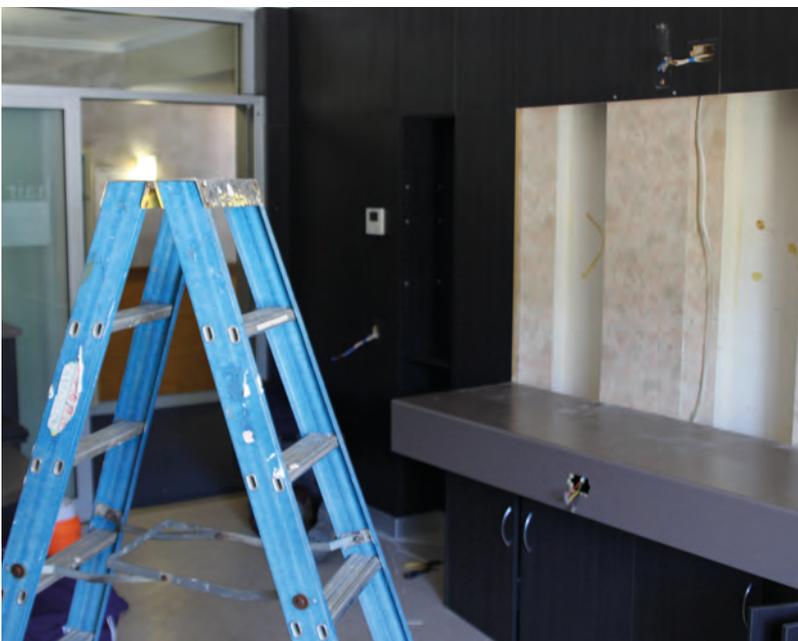
While everything has been progressing so positively with our Redevelopment and Major Refurbishments we thought we would just add a little bit more to the mix and embark on a renovation of the Staffroom and a relocation and renovation of our Hair & Beauty Salon.

The existing Salon has been moved to make way for the new Café. The new improved Salon is currently under construction and will be located adjacent to the new Café and along the new internal route to Reception. These works are underway and expected to take approximately 6 weeks to complete. Our goal with this renovation is to establish a purpose built beauty and hair salon providing our residents an even more luxurious spa experience with the convenience of being at “home”.

In the meantime, a temporary Salon has been established to ensure ongoing services. Our hairdresser Tracey or beauty therapist Michelle will contact clients of these services prior to their appointments to confirm details and location of the temporary salon.

The Staffroom, while it remains functional and in the same location, is expanding and getting a much anticipated update – something we have been planning for several years. The outside space has received a freshen up with new plants, outdoor furniture and screening. Inside has been updated, and will include a variety of spaces for staff to relax as well as update their knowledge and skills with access to computers for research, online training, catching up on organisational information as well as sharing information with other staff.

Many of our residents and visitors will of course be able to see the staffroom transform, as it is also home to our concierge desk and temporary access for vehicle drop off and pick-ups.





Out and About

Another Year Commences

Happy New Year to all. We have celebrated Christmas and ushered in another New Year, this means we are planning a new and exciting activities program for 2018, while still keeping our popular activities.

Cool Crowley Cruisers

The amazing Ulysses Motorcycle Club rode down Crowley Drive for their annual Christmas visit, bringing with them a bounty of merry cheer, laughter and huge smiles. Residents flocked to join them for morning tea under the front portico. The residents enjoyed a chat while reminiscing and comparing bikes and stories. The group from Ulysses made us laugh with their jokes and banter, and even spoilt us with the opportunity to experience a ride on the back of one of their trikes. For some it was a first, for others it has been a long time between rides and for others it was something to cross off their bucket list!

Christmas Lights Drive

In December, our residents were treated to a Christmas Lights spectacular, commencing with drinks and nibbles at Sharpe's Beach to watch the sun go down, then on to Sanctuary Village, East Ballina and West Ballina on our annual Christmas Lights drive, eyes were popping and "how beautiful" were the words on everyone's lips. We are sure our 2018 drive will be even better.

Crawford House

Our residents were treated to another Christmas at Crawford House, where a wonderful display of Christmas memorabilia was on display. It is a heritage-listed house first built in 1910 full of historical items, photographs, clothing and household items. Residents also viewed the beautiful Christmas decorations from the personal collection of Sue Harper, a local woman, developed over many years. Many of the items in the house brought back abundant memories for the residents from their childhood. Enjoyed by all.



Up-coming Events

Morning Melodies Outing:
9 February at 9.00am

Valentine's Day: Wednesday 14 February

Valentine's Dress Up Day:
Wear anything 'love' themed or pink and/or red!

Shrove Tuesday Pancake Afternoon:
13 February at 2.30pm

Residents Meeting: 23 February at 10:30am

We look forward to all our regular entertainers and visitors starting up for 2018 - Canine Perspective will return, Paddys Band and the schools. We would like to thank all our entertainers and visitors for their kind support in 2017!



Christmas Celebrations

Getting Festive with Crowley

Laura Ellis-Harry
Quality Officer

Happy New Year and welcome to another exciting year here at Crowley Care. The end of 2017 was buzzing with much joy, excitement and plenty of good cheer! We had so much fun over the festive period and would love to share some special moments with you from these Christmas and End of Year functions.

We kicked off the festive celebrations with the Annual Auxiliary Appreciation Dinner in late November, then onto Residential Care residents, Family and Friends Christmas Luncheon, Crowley Home Care Christmas Party, Crowley Staff End of Year Party, Crowley Independent Living Christmas Party finally rounded out by our annual Crowley Christmas Day Luncheon.

We look forward to sharing some exciting events with you moving forward into 2018 and hope that you all might join us over the course of the year at one (or all) of the many exciting functions and events we have in the plans!







Residential & Respite Care

Christine Lawton Residential Care Facility Manager

Happy New Year to everyone and welcome to 2018.

There are many changes taking place at Crowley, including the staged opening of our new residential care facility, the relocation of administration to the new building, and some lovely new faces.

Despite these changes, many things remain unchanged. For our residents and those requiring permanent care, living at Crowley remains a rich life experience. We provide a vibrant, warm and secure home for our residents. As our staff thrive on creating inspired living experiences for our permanent residents, connecting with them each day in meaningful ways.

Great Respite Care

If you or your carers are contemplating a period of respite, I encourage you to contact us well in advance. We have two rooms dedicated for respite, with two additional rooms depending

on demand. Our respite rooms book quickly. An approved assessment from ACAT is required to access respite care at Crowley. We also offer private respite with costs available on enquiry.

Renowned Permanent Care

If you are thinking of permanent care, an approval is required from ACAT. We encourage you or your family to access My Aged Care website, or our brand new Crowley website, which has great information about coming into residential care.

We also have information packs available from Reception regarding all of our services; these can be collected from Crowley or can be mailed or emailed for your convenience.

Please contact Customer Service and they will assist you with your enquiry and make an appointment to discuss your needs further.

Medications & Their Natural History

Kelly Roberts Clinical Manager

Many clients like using natural therapies and treatments for their ailments. This often leads to a discussion around the history of popular medications, particularly those that originate from natural products. Let's take a look at three:

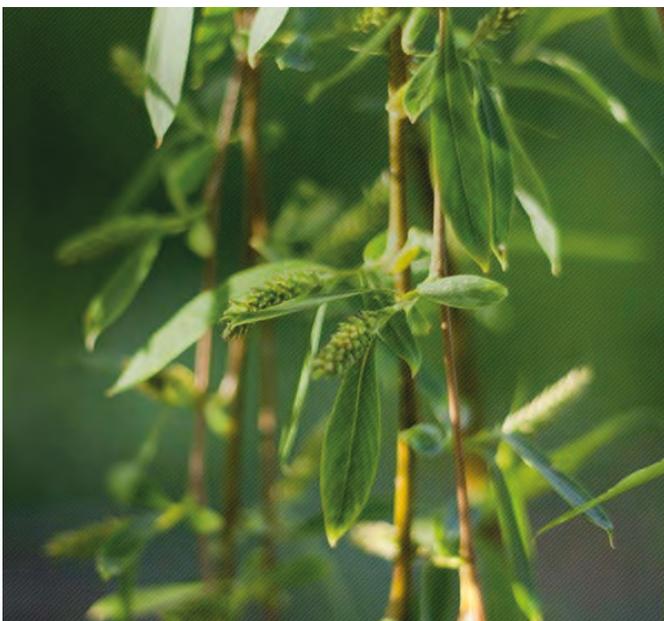
Aspirin: is derived from Willow Bark and has been marketed since 1899 for pain relief. Although it has been largely replaced by other therapies for simple pain control, Aspirin is still a reasonable option in some cases. Today it is primarily used as a blood thinner and for migraine prevention;

Digoxin: (commonly called Lanoxin) is derived from the plant Foxglove, *Digitalis Purpurea* and the first recorded use was in 1785. It is still widely used today to assist with heart rate control. Notorious even in fictional literature, mention of foxglove/digitalis toxicity can be found in many stories by Agatha Christie and George Elliott.

Warfarin: the effects of Warfarin were first noted in the 1920's after cattle became unwell eating spoiled sweet clover. It was originally used to kill rodents however its therapeutic properties for human use as a blood thinner then became apparent and it was licenced for use in 1954. We continue to use it today, primarily to prevent blood clots.



Sweet Clover, used in Warfarin



Willow Bark, used in Aspirin



Foxglove, used in Digoxin

Crowley Connections

with Michelle Maroulis

Michelle joined the Crowley team in 2008 working 2 days a week in our Beauty Salon, quickly Michelle realized that she loved the Aged Care industry and enrolled to complete a Certificate 3 in Aged Care. Once completed she started working in both Residential Care and Home Care. Michelle has one of the most varied roles in the Crowley Care organisation and states that the variety is the thing she loves most about her job!

She just cannot pick which “hat” she loves the most. When working in Beauty Therapy she loves looking after our Residential Care and Independent Living residents making them feel special and keeping them looking fantastic. In Home Care, she loves assisting keeping people in their homes where they want to be and achieving their personal goals. When she has her Residential Care hat on she loves liaising between community and residential care. When many of our Home Care clients move into Residential Care or come in for Respite, they love seeing Michelle’s friendly face and recognising a familiar face in a new environment.

Outside of “Crowley Life” Michelle is just as busy with a husband, 2 young boys and 2 guinea pigs at home. Michelle and Kon were married at 6am on the beach in Koh-Samui, Thailand 13 years ago, an experience Michelle says was extremely special and a memory she will hold dear to her heart forever. They then went on to have two beautiful boys; Dimitri (11) and Alex (7). The boys keep Michelle busy when she is not working, taking them to Nippers, Soccer, Touch Football and Swim Squad. In any “downtime”, Michelle can get she loves going to the gym and taking the kids to the beach.





Michelle was born in southern Sydney where she grew up until she was 12 years old. Just as she started high school, her family moved to Ballina where she stayed until she finished Year 12. She then returned to Sydney where she spent 8 years working in the Beauty Therapy industry. It was in Sydney where she met Kon and together they opened a café/ Deli in Paddington in the inner city before coming to Ballina to settle down and raise their family. She says life in Ballina is much different but we think it must be just as busy!

As you might imagine every day here at Crowley is different for Michelle but most of them start out and then end the same. Her days include; going to the gym early, making school lunches, getting the kids fed and ready for school, getting herself ready for work and then dropping the children at school, a job her husband helps with depending on their work schedule. The afternoons and evenings are for extra-curricular activities and family dinners.





Non-Denominational Easter Service

Easter Sunday
1 April 2018
Entertainment Room

Morning Tea - 10.30am
Service - 11.00am



ST PATRICK'S DAY Saturday 17 March 2018

Help us celebrate the excitement of St Patricks Day!
All Staff, Residents and Visitors are invited to dress
up on Friday 16 & Saturday 17 March

CROWLEY CARE 2018 EASTER HAT PARADE

Wednesday
14 March

10:45am

Entertainment Room

EASTER HAT DRESS UP DAY

Wednesday 14 March

Get your pinking shears, glue guns and creative juices going for the Crowley Easter Hat Dress Up Day!

PRIZES WILL BE AWARDED AT THE PARADE



From the IL Desk

Jenny Kliese **Independent Living (IL) Coordinator**

I trust you all had a wonderful Christmas and are looking forward to another great Crowley year.

For some the Christmas period included visits from loved ones and friends. These visits have sometimes included conversations about how you are going or if you feel it may be time for a bit more assistance in your home.

Crowley offers a great range of assistance with packaged care and private services tailored to your personal needs. This includes cleaning, shopping, transport and meals if required. An enquiry costs nothing.

So if you don't feel like cooking give us a call to discuss the meal service or if you are having trouble getting out and about and need some shopping or transport to an appointment we can help with this too.

Contact the IL team or Customer Service team on 1300 139 099 and your enquiry will be directed to the appropriate area for follow up.

We look forward to an inspiring and fulfilling year.

NRL Tipping 2018 Competition

Yes it's that time of year to dust your footy colours off. The season starts next month. If you want to have some fun just register with the Customer Service team. The first game is Thursday 8 March 2018. You do not have to be an expert; it is the luck of game!

Handy Tip

If you close your window coverings when you are using your air conditioner or ceiling fan, the airflow is more effective and efficient.

Phones to be tested in February

55-100 St Francis Place
14-28/12 Florence Price Place Villas

Who Am I?

I was born on the 6 November 1929 in Drummoyne in Sydney, the youngest of three children making me the baby of the family (what a baby).

My school was at Drummoyne Primary School and continued at Fort Street Girls High School in Sydney. I worked as a comptometer operator at The Garden Factory in Kennington for around five years.

On 29 January 1954, I married the love of my life at the Uniting Church in Elizabeth Street in Sydney. We met at the British Centre in Hyde Park where I was a dance hostess. We were married for 61 years.

Long before television and as a young girl, I sang on a couple of radio stations. Then later in my teens I sang with a dance band in Sydney.

Early in my 20's a girlfriend and I decided to go on a working holiday to Perth but realised it was cheaper to go to New Zealand and 9 months later returned to Australia and married the love of my life (they say distance makes the heart grow fonder).

In the past, I have been known to be in the company of Sam Thaiday... Guess who I am!

Did you guess who was featured in last month's Chatterbox?

It was Independent Living Resident, Graeme Eggins!



IL Ladies Bus Trip Thursday 15 February

Meet at Crowley Education Centre for 8.30am departure
\$5 bus fare, \$30 cruise (includes morning tea) + lunch and drinks

By popular request, we are off on the Tweed River Endeavour Cruise! Join us for a beautiful cruise down the Tweed River to Tumbulgam. While enjoying the sights on board, we will have a beautiful morning tea. Once we arrive in Tumbulgam, we will disembark the boat and head across the road for lunch and a cold drink at the Tumbulgam Tavern.

RSVP to Crowley Reception by Monday 12 February



IL Mens Bus Trip Thursday 8 March

Meet at Crowley Education Centre for 8.30am departure
\$5 bus fare, Gallery Tour \$2, Tropical Fruit World Tractor Tour \$12 + morning tea, lunch and drinks

We will travel to Murwillumbah where we will visit the Tweed Art Gallery for morning tea and a tour through the exhibition. We will travel to the nearby Tropical Fruit World where we will take a tractor tour around the orchard to see some of the unusual trees and learn about their origins and uses. Depending on time, we will have lunch at the Tropical Fruit World or go on to Kingscliff Lifesavers Club.

RSVP to Crowley Reception by Monday 5 March



What Residents Think

David Crosby
Customer Service and Independent Living Manager

Each year our Independent Living residents complete a survey telling us what they think of the services and how we are tracking.

And the 2017 results are in with pleasing feedback on the crucial relationships between our residents and staff.

The Resident Satisfaction Index result for 2017 was 96%. An increase of 1% from 2016 (95%).

The most impressive result was the response to “Would you recommend the village to others?”- To this 100% of respondents answered YES! That is a great result.

Whilst there are many statistics we could share, comments from our residents were both telling and humbling. We have featured some comments on the next page.

“ I feel it is the start of another way of life, free from the constraints of home maintenance and repairs. It is an opportunity to make new friends and meet people. ”

These comments are an impressive endorsement of life at Crowley! We know of course we can always strive to do better, and some feedback we receive provides suggestions about this.

We appreciate both the positive and constructive feedback that represents honesty and trust in the relationship between Crowley and our wonderful residents.

“

I loved the Short Story Competition, choir and participating with the school programs. We have become famous just for living our passion.

”

“

The difference Crowley has made to my life is huge, less hassles and cares. I'm free to come and go and know my unit is being looked after. It's quiet and peaceful, a haven. Added friends to share life with. Contrary to perception living in a community is not burdened by neighbours.

”



“

Moving to Crowley is the best thing I ever did!

”

“

Every day at Crowley is a highlight.

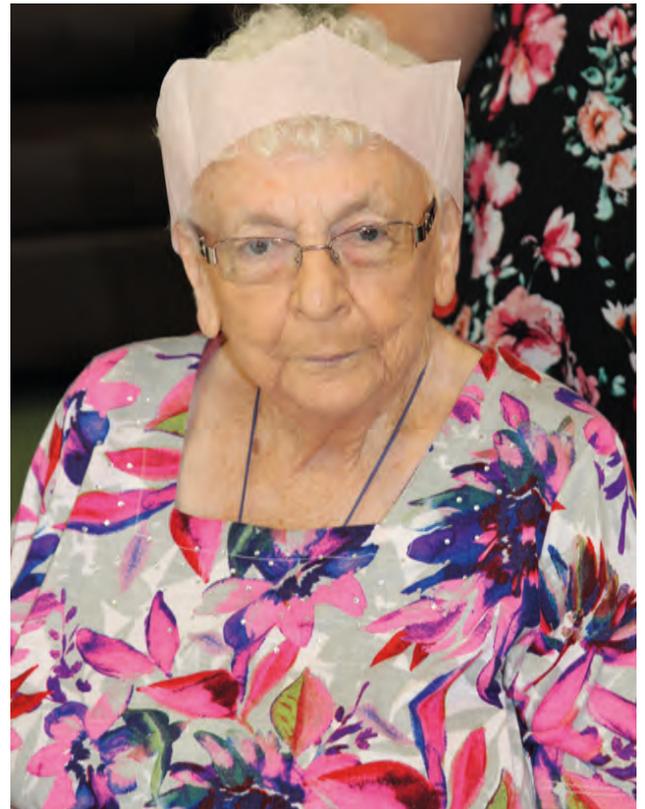
”



“

It has given me the friendship of some lovely people and a feeling of safety for the time when I am on my own.

”





Join us for a BBQ and drinks in the
Crowley Activity Centre
Thursday 8 February

12.00pm

\$5 per person

BYO Drinks

RSVP: To Crowley
Reception by
Monday 5 February

2018 CROWLEY RESIDENTS Footy Tipping Competition

Round 1 starts Thursday 8 March!

Register your interest at Reception



The Greatest Game of All

An Afternoon at the Movies

Paris Can Wait

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 month's screening are as follows:

Movie: Paris Can Wait
Genre: Comedy, Drama, Romance
Directed By: Eleanor Coppola
Written By: Eleanor Coppola
Starring: Diane Lane, Arnaud Viard, Alec Baldwin, Elise Tielrooy

Anne is at a crossroads in her life. Married to a successful but inattentive movie producer, she unexpectedly finds herself taking a car trip from Cannes to Paris with her husband's business associate. What should be a seven-hour drive turns into a carefree two-day adventure replete with diversions involving picturesque sights, fine food and wine, humour, wisdom and romance, reawakening Anne's senses and giving her a new lust for life.

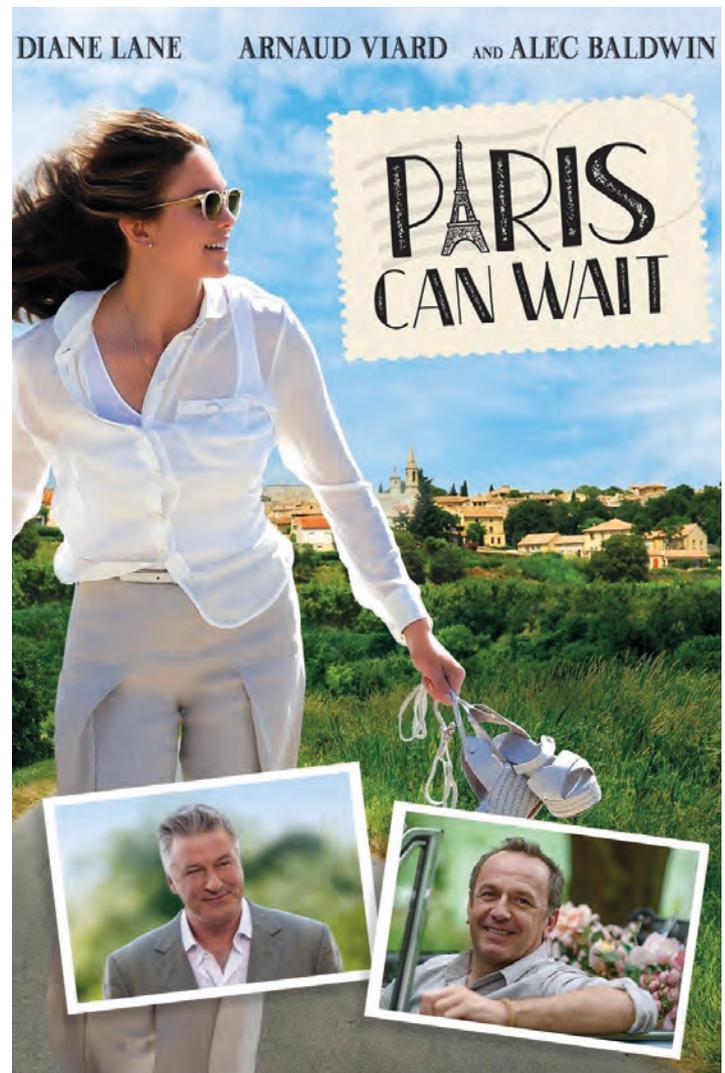
Reviews:

"This dramedy has a languorous charm likely to remind viewers that the road less traveled (both literally and metaphorically) may be the tonic you need in a work-focused, social-media-laden world."

- Common Sense Media

"Lane infuses "Paris Can Wait" with her signature self-awareness and offhand glamour."

- Washington Post



Crowley Screening

Movie: Paris Can Wait
When: Wednesday 14 February
Where: Crowley Education Centre
Room 1 (Upstairs)
Time: 1.00pm
followed by Afternoon Tea
Cost: Gold Coin donation
RSVP: To Crowley Reception
Monday 12 February



Credit and Debit Cards

Susie Glasson **Business Manager**

Using your credit or debit card is convenient because you don't need to carry cash. However, there are hidden dangers when using your card either over a counter, at an ATM or on the internet.

Here are a few tips for better protection:

- Sign your card as soon as you receive it
- Always cover your hand when keying in your PIN
- Do not write your PIN on your card or in your purse or wallet
- Keep an eye on your card when using it over the counter. Shop staff do not need to take your card out of sight to process your transaction
- If you are asked for your details when you receive a phone call or email / internet request never give your details. Trustworthy companies do not phone or email you for your details

- When purchasing online make sure the online site is secure by checking the address starts with <https://> (not <http://>)
- Keep your cards safe. Shred old cards; do not just throw them in the bin
- Promptly check your credit card statement each month for false transactions

Follow these tips and shopping with your cards should be a happy process.



Community Connection

Want to get Savvy with Technology?

Tech Savvy Seniors is an initiative of the NSW Ageing Strategy and is funded through a partnership between The NSW Government and Telstra. The initiative provides seniors with affordable training in overcoming their fears of accessing computer technology.

The range of courses provide information on how to use computers, iPad, smartphones, and social media. Cost is only \$20 per person and courses can be booked at North Coast Community College on 02 6628 5426.



Low Staff Turnover

Gail Norton

Human Resources Manager

We are fortunate at Crowley to have a relatively small turnover of staff each year when compared to most organisations.

In 2017, we saw some staff leave due to retirement or sickness and others due to a change in family circumstances. The handful of staff who retired cumulatively clocked up more than 75 years at Crowley! A truly commendable achievement.

Successful Recruitment Drive

Our goal last year was to recruit 45 staff in preparation for the opening of our new residential care wings.

Did we reach our target number? Yes. 47 new staff were recruited to be exact.

The breakdown of new staff for the year is as follows:

- Administration = 3
- Home Care = 4
- Hotel Services = 11
- Leisure and Lifestyle = 1
- Residential Care = 28

The recruitment drive is not over and we are always looking for special 'Crowley People' - those who fit our vision of care.



What We Can Do For You

Sherrie Viney **Acting Home Care Manager**

We have all become accustomed to observing international and national years, months, weeks and days in our calendar that raise awareness of important issues or topics that impact on our society.

This year the United Nations have not dedicated a theme for 2018. Last year's theme was the Year of Sustainable Tourism and next year 2019, has been proclaimed as the International Year of Indigenous Languages.

February alone recognises:

- All Month:
Bowel Cancer Month.
- 2nd February:
Rheumatoid Arthritis Awareness Day
- 4th February:
World Cancer Day
- 12th February:
International Day of Women's Health
- 14th February:
National Wear Red Day for Heart Research
- 13th - 19th February:
Australia's Healthy Weight Week

As a Crowley client, we encourage you to make 2018 a year of self-awareness for what brings you JOY!

Some of us are not inclined to think about ourselves and what can make our lives better each day. So we suggest you give your Client Case Officer a call to discuss and unravel what is important to you.

The Crowley Calendar

The Crowley 2018 Calendar is hot off the press and heading to your home for you to note important dates. If you have not received a calendar, give us a call or ask the staff visiting you for one.



Healthy Weight Week

13 February - 19 February

Sherrie Viney **Acting Home Care Manager**

There are several factors when evaluating your healthy weight range for your age. It includes your waist measurement, which is a good guide as to how much fat you are storing internally.

If you are not sure if you are in the healthy weight range then talk to your doctor on your next physical health check, because it varies for each individual.

The prevention of Type 2 diabetes, heart, bone and lung disease alone, are good reasons for maintaining a healthy weight.

What you eat is generally up to you but a few simple rules for maintaining weight and healthy bone density are:

- Eating 2 - 3 serves of fruit a day and 3 - 4 serves of vegetables including leafy green vegetables
- Adequate calcium intake is essential for bone health
- Moderate intake of good fats such as avocados, nuts, cheese, and fish
- Avoid too much sugar and salt in your diet
- Aim to build in a regular low impact exercise regime, such as walking, swimming or even dancing!

STAY HEALTHY!

Food Safety at Crowley

Michelle Golding **Quality Manager**

On 30 November, the NSW Food Authority conducted their annual audit of our food service, resulting in another "A" rating. This audit involves a food safety auditor checking that Crowley is complying with its food safety program, the Food Act and applicable standards.

Proprietors of food premises must engage a department-approved auditor, and ensure that copies of their food safety program and records are on the premises at all times.

Audits are conducted for businesses with a licence from the NSW Food Authority. An audit assesses a businesses food safety program and compliance with the program, as well as any other requirements of the relevant Food Safety Scheme set out in the Food Regulation.

The Regulatory Food Safety Auditory System (third party audit system) allows the Food Authority to approve persons other than Food Authority employees to conduct regulatory food safety audits of licensed businesses in NSW that meet audit performance benchmarks.



Christmas Luncheons

Tony Baldwin
Hotel Services Manager

The Crowley Christmas Day Luncheon was once again a great success. When we started catering for functions I wondered if we would ever cater for more than 100 guests at a time. Over recent years, we hit this goal many times.

In fact, the 2017 Christmas Day Luncheon saw us successfully cater for 165 residents and their family and friends. There were many positive comments about the set up and professionalism of the staff on the day. Some even comparing our service to that of a five star hotel. Others complimented how beautifully the tables were set-up and the delicious lunch served.

It was great to see staff from every area roll up their sleeves and make this a wonderful day for all that were there, giving their entire focus, many volunteering their time on Christmas Day to be with residents and families who mean so much to us all.

2018 is shaping up to be another exciting year for Crowley with the redevelopment presenting some exciting opportunities. The new café will open later in the year and will give us more dining options for our residents and their family and friends. The possibilities are endless!



Recipes from the Chef

White Chocolate Mousse

Melt chocolate in a heatproof bowl set over a saucepan of gently simmering water (don't let bowl touch water). Remove from heat and stir until smooth. Cool slightly.

Soak gelatine in a bowl of cold water for 5 minutes to soften.

Place 100ml cream in a small pan over medium heat and bring to a simmer. Remove from heat.

Squeeze excess water from gelatine, then stir gelatine into cream until combined. Cool.

Whisk the icing sugar and remaining 200ml cream to soft peaks.

Add egg yolks to warm chocolate, 1 at a time, beating well after each addition.

Fold in the gelatine mixture, then fold in whipped cream and yoghurt. In a separate bowl, whisk the eggwhites to soft peaks, then gently fold into the white chocolate mixture until combined. Spoon mixture into a 20cm cake pan and cover with plastic wrap. Chill for 4 hours or overnight until set.

Place scoops of sorbet in serving glasses. Top with a scoop of mousse, scatter with fruit and mint leaves

INGREDIENTS

- 300g white chocolate
- 300ml thickened cream
- 2 tbs pure icing sugar, sifted
- 250g thick Greek-style yoghurt
- 500ml raspberry sorbet
- 2 gelatine leaves
- 4 eggs, separated
- Seasonal fruits
- Mint leaves to serve



VALENTINES DAY DRESS UP

Wednesday
14 February

You could wear:
Red or Pink
OR
just a hat, a tie or a
bow in your hair!



SUPPORT THE
**CROWLEY
AUXILIARY**

**BUNNINGS
BALLINA BBQ**
SATURDAY
31 MARCH

Update From Maintenance

Albie Viel **Maintenance Manager**

In December, and as part of our ongoing refurbishments, the Lillipilli dining area was repainted. The colour scheme used was the same as the individual rooms that are currently being upgraded.

The painting took two days to complete with six painters on day one alone. The existing air conditioning units have also been removed and replaced.

Future works planned in this area include the creation of a designated lounge area for our residents and the relocation of the nurses station.

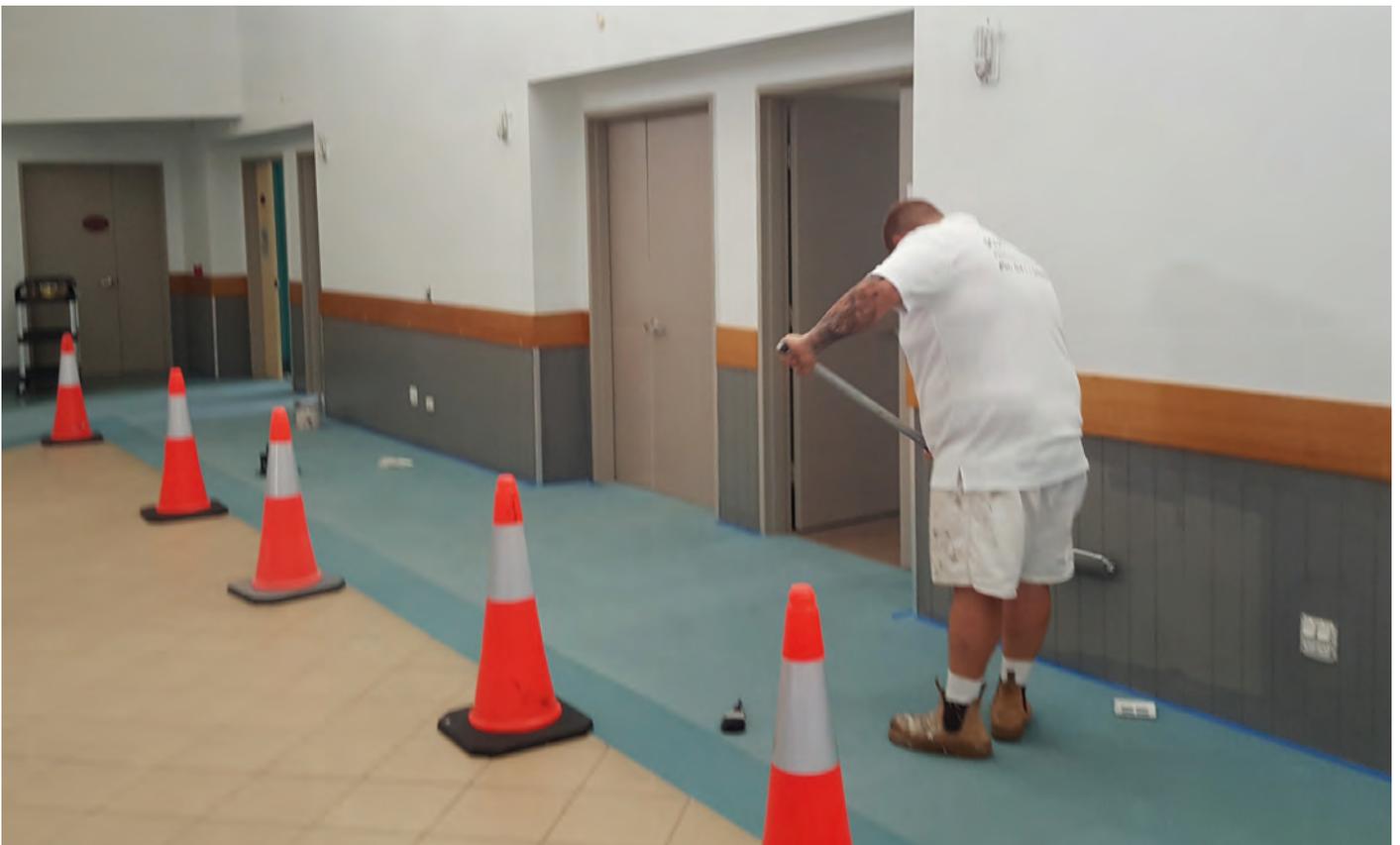
Since the last Chatterbox there have been a number of occasions in the Village where electrical circuit breakers have tripped out from the use of an iron, jug or toaster.

Faults identified were the cord was frayed, the appliance itself required cleaning or simply the appliance needed replacement.

Before inspecting an appliance please turn it off and unplug from the power source. Then check the lead for fraying, pinching or piercing.

Appliances that have these faults should be repaired or discontinued from use. Toasters should be regularly cleaned.

If a number of power consuming electrical items are being used on the same circuit the circuit will trip. This is a sign the breaker is doing its job.



Focus on Quality

Maintaining High Standards

Michelle Golding
Quality Manager

Residential Care Assessment Contacts

An assessment contact is a visit to Crowley by The Quality Agency for one or more of the following purposes:

- to assess Crowley's performance against the Accreditation Standards
- to assist Crowley's process of continuous improvement
- monitor Crowley's progress against a timetable for improvement
- identify whether there is a need for a review audit
- provide additional information or training about the accreditation process and requirements

The form and frequency of assessment contacts is decided on a case-by-case basis. The Quality Agency considers the particular circumstances and the level and frequency of monitoring required.

Assessment contact visits may be announced or unannounced. Crowley receives at least one unannounced assessment contact every year.

What are Accreditation Standards?

All aged care homes receiving government subsidies need to meet quality standards. These standards are called accreditation standards. They cover areas such as management, staffing, health and personal care, resident lifestyle, living environment, catering, cleaning, continuous improvement, and safety and security.

The Accreditation Standards are detailed in the Quality of Care Principles 2014. There are four Standards:

- Standard 1 Management systems, staffing and organisational development
- Standard 2 Health and personal care
- Standard 3 Care recipient lifestyle
- Standard 4 Physical environment and safe systems

Each Standard consists of a principle and a number of expected outcomes. Standard one also has an 'intention', which indicates it acts as the umbrella for the other three Standards.

There are 44 expected outcomes across the four Standards. Residential Care Facilities must comply with all 44 expected outcomes at all times.

Unannounced Visit to Crowley

On 6 December, The Quality Agency conducted an unannounced assessment contact. The standards examined were:

- 2.4 Clinical Care
- 2.5 Specialised Nursing Care Needs
- 4.4 Living Environment
- 4.8 Catering, Cleaning and Laundry Services

As a result, the surveyors recommendation was that each expected outcome had been met. This was confirmed in the final report received by the Agency.

Making Feedback Flow

Independent Living Resident

Thanks for organising Brad to help me tidy up my back courtyard. He was a willing worker and the job completed quickly. It will make my gardening for the Men's Shed a lot easier.

Independent Living Resident

Please thank your maintenance crew both those I meet in Residential Care and Independent Living and Mark, John and Declan as they keep everything outside neat, clean and tidy.

Residential Care Family Member

A big thank you to all the staff members at Lillipilli and Hostel for all the support you have shown us on our placement. We appreciate all the time and effort given during our time here.

Independent Living Resident

A big thanks to maintenance for such a prompt response to my requests.

Staff Member

The palliative care in-service was so worthwhile. Kelly is extremely knowledgeable, great to know what to look out for and assess as time passes. An extremely informative and organised session and participation was encouraged from all team members. Kelly explained and ensured that everyone had an understanding. It was a session for all levels of staff. Well done Kelly bring on more in-services.

Survey Success

Michelle Golding Quality Manager

Well done to all our Residential Care residents and families who have completed their annual survey and returned it. We are in the process of collating all the results and look forward to sharing those with you over the next few months.

Here is a snippet of what our residents like most about Crowley:

- Security
- The trees and the outlook
- Friendly staff who are caring
- Freedom to come and go
- It's homely and I'm free to do whatever I like
- If I need anything, they are always there for me
- Being able to do what I like in my own time and way
- All the friendliness, and staff and all the office staff
- Schools and other organisations visiting in the Entertainment Room. Bus tours along the coast and countryside. Going for walks outside and indoors
- The position of the home, close to the creek. The birds and water dragons. The gardens and flowers
- All my special dietary needs are well and truly met
- A peaceful place to live out lifetime and being supported in doing so





The best care.
Live life to the
full with Crowley.

Marketing Update

Sarah McMahon Quality Officer

2017 was a busy year for the marketing team and as the year closed we launched our new website, new logo and produced our Annual Report and 2018 Calendar. Each proudly highlights the Crowley difference, our focus on relationships, and that beautiful “Crowley smile”.

Our new website

Our new website is brighter and easier to navigate. It better reflects the Crowley difference and spirit. From the latest Chatterbox, to Leisure and Lifestyle activities calendars, to links to health and wellbeing tips, we hope you will regularly visit the site. Check it out at www.crowley.org.au

Our new logo

We took advantage of the monthly staff birthday celebration morning tea to launch the new logo that is proving popular with staff. The new logo better expresses the value we place on authentic relationships, who we are, and our unique culture. You will notice too that we have shortened our name from Crowley Care Services to Crowley Care. You will see the new logo increasingly appearing on staff uniforms as we roll it out throughout 2018.

Annual Report

Our 2017 Annual Report with its theme around the value of smiling has been a hit with our featured residents and staff who are getting a great buzz from their appearance in the publication. If you haven't had a chance to read this Report you can pick up your copy from Reception or read it on our new website at www.crowley.org.au

New Calendar

We hope you are enjoying the smiling faces on the 2018 Crowley Care calendar. It was a hard job to select only eight beautiful images of our residents and staff and we are so happy with the end result.

I love living at Crowley

We love hearing why our residents love living at Crowley, so we asked some of Banjo's Cafe regulars what makes them smile at Crowley. Read their responses on the next page.

What Makes You Smile at Crowley?

Lois McAuliffe - IL Resident and Residential Care Family Member

What doesn't. I was asked why I scored Crowley as a 10 in the IL Survey, and my response was, because we couldn't give a 12

Dot Egan - IL Resident

All of the nice people. I can't think of anyone that's not nice

Bunty Sainsbury - IL Resident

The happy staff

Ian Houston - IL Resident

The staff are magnificent

Sr Grace Laverty - IL Resident

The people. I am such a shy person, and the residents and staff always stop to talk, so that brings a smile to my face

Sr Larelle Laverty - IL Resident

The friendliness of the staff. Always ready to assist whenever it is needed

Ross Elliot - Staff Member

Other people smiling

Joyce Brown - Residential Care Resident

It's such a nice place

Kathleen Healey - Residential Care Resident

Friends like Eve

Max and Maria Hogan - IL Residents

The staff considering the needs of their clients



AQUARIUS HOROSCOPE

January 20 -
February 18

Aquarius-born are mostly shy and quiet, but at times can be eccentric and energetic. They are deep thinkers and highly intellectual people who love helping others. They are able to see without prejudice, on both sides, which makes them people who can easily solve problems.

Element: Air

creative, adventurous, exciting, fun

Ruling Planet: Uranus, Saturn

individual, rebellious, eccentric, social

Compatibility: Leo, Sagittarius

Aquarius Strengths: progressive, original, independent, humanitarian

Aquarius Likes: fun with friends, helping others, fighting for causes, intellectual conversation

Aquarius Dislikes: limitations, broken promises, being lonely, dull situations

Lucky Numbers: 4, 7, 11, 22, 29

Colour: light-blue, silver

February Birth Flower: Violet, Primrose

February Birthstone: Amethyst

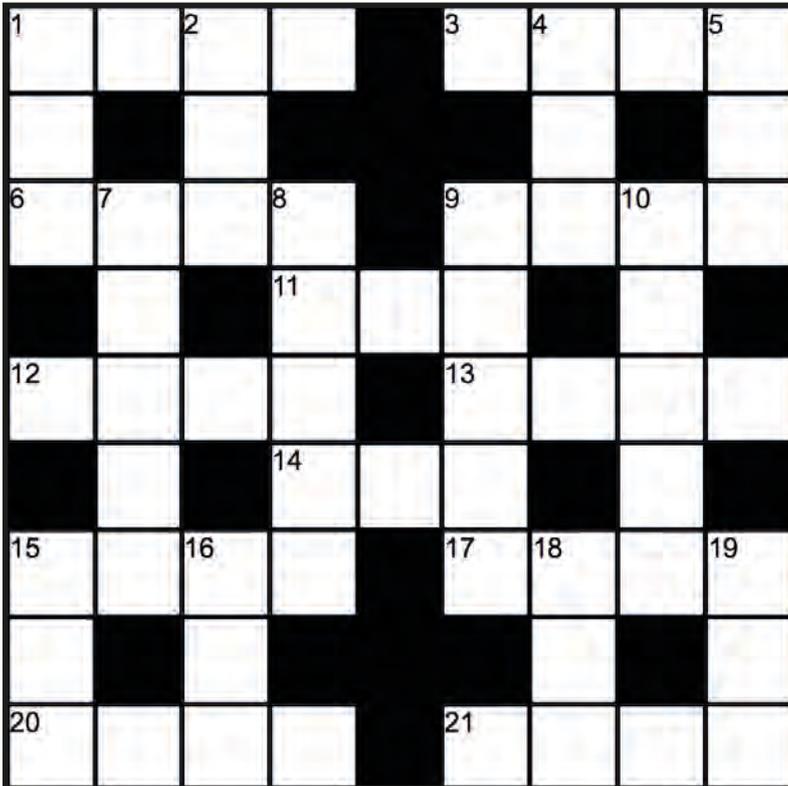


Easter Luncheon

When: Wednesday 21 March
Time: 12PM
Where: Crowley Activity Centre
RSVP: By 14 March
Cost: \$16.50 per person
BYO DRINKS

GAMES CORNER

CROSS WORD CLUES

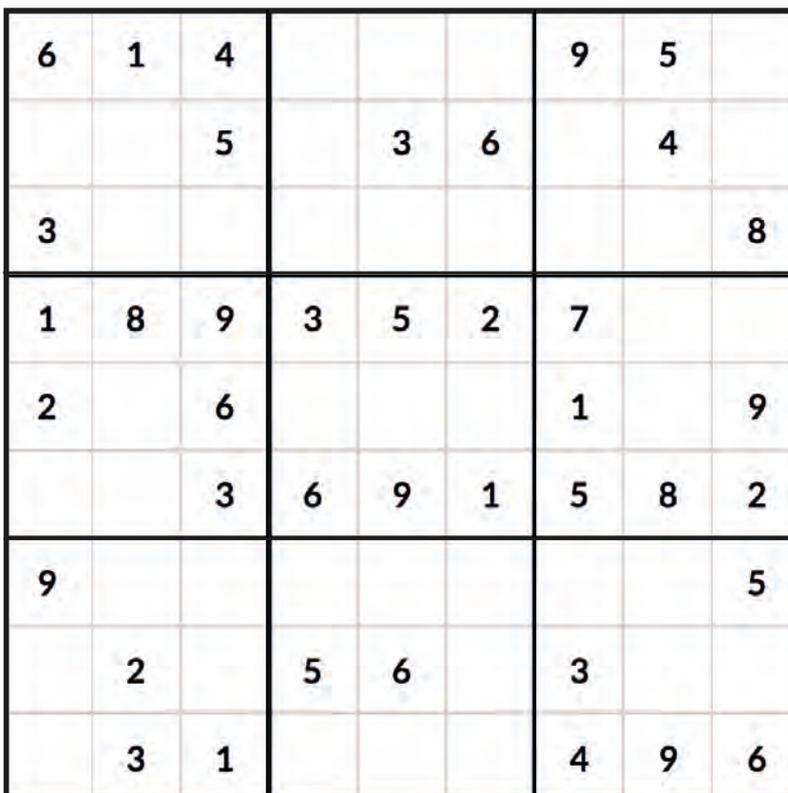


Across

1. Puts into words
3. Had a ____; a good time
6. Large barrel
9. A shellfish
11. Sharer's pronoun
12. Pipsqueak
13. Cast out
14. "____ do you do?"
15. Interjects
17. Zilch
20. Koppel and Kennedy
21. High schooler

Down

1. Depressed
2. Not me
4. Tire filler
5. Popular dog
7. Golf session
8. Similar to butterflies
9. Royal hat
10. Intentional fire
15. Flight stat.
16. Father
18. Small bill
19. Ages and ages



While working the lunch shift at a local restaurant, the waitress watched as an elderly couple ate. It seemed as if the man was the only one eating. First his appetiser, then his main, and then finally his dessert. All the while with his wife just looking on, not even touching her food. Confused, the waitress approached the woman and asked if there was anything she could get for her. "No thank you," came her answer, "it's his turn for the teeth."





We would like to thank Len Allison for his generous donation of hand-made organic soaps for the staff end of year gifts. Thank you Len!



Our Residential Care resident, Ros Evans, helping out with the tradie thank you BBQ prior to Christmas.



IL residents Zelma Phillips, Jill Taylor and Doreen Krause had a lovely afternoon enjoying January's movie screening, 'New Years Eve'. They were also spotted catching up over coffee at Banjo's. We hope you enjoy February's movie just as much!

After a big year in the Men's Shed, our hard working gents enjoyed a Christmas drink to cool off in the summer heat.



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.