

the chatterbox

NEWS FROM CROWLEY CARE

JULY 2019





CONTENTS:

July 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

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

10 **CROWLEY CONNECTIONS**
Meet members of the Crowley team

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

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

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

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

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

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

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

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

COVER PHOTO

The two Graces... Grace (great-grandma) and Grace 4 ½ (great-granddaughter) enjoyed some time together when St Anne's Long Day Care Centre came to visit recently.



A Moment with Our CEO



Hello everyone,

Kitchen capers

I'm happy to report we have appointed a local builder, Greg Clark Building, to construct our fabulous new kitchen. Greg's team is onsite and we are aiming to have the new kitchen operational by the end of October.

It was another great Team Crowley effort to move everything across to the temporary kitchen and into the Activity Centre. Some staff even called in on their day off to support the team. Amazing! Thanks everyone for your patience as we transform our kitchen into something great!

A bigger Barney's

In May I mentioned Barney's Cafe was booming. And it still is! I think everyone agrees Barney's is the social hub at Crowley. So much so we've decided to extend Barney's so more of us can enjoy it more of the time. This smaller renovation is underway too.

Home Care reforms

There are some big changes in Home Care. Across Australia Home Care pricing will be standardised from 1 July. It means clients and their families searching for home care can be comfortable in the knowledge all fees and costs are declared upfront. It makes it easier for clients and families to compare home care costs.

The Department also announced a reduction in the basic daily fee, with a greater reduction for those on lower packages. The Government has said to maintain the value of the consumer's home care package it will increase the value of its contribution for each package level by the same amount. These changes can appear a little complicated and the team at Crowley can explain them if you would like to know more.

The future of our region

Kelli and I recently attended an event at Southern Cross University which featured a marvellous speech by Australia's leading demographer Bernard Salt. Bernard spoke with great hope about our region. He mentioned the Northern Rivers comprises of 250,000 people and if we can get our councils, businesses and community groups working together, rather than in silos, we could achieve much more for our region. He makes you think. The biggest growth in the jobs market in our region is in health care including aged care, Bernard said. Most young people leave our region to make their mark in the cities before returning home in their 40's to raise families.

Perhaps with the now great careers in aged care in our region, including at Crowley, more of our young people will choose to live and work in the beautiful Northern Rivers.

Michael Penhey
Chief Executive Officer



Catch Up With Kelli

Kelli Potts **Executive Manager Operations and Finance**

It is beyond exciting that we have started to progress with the significant kitchen upgrade. All the planning and commissioning of the refurbishment is gaining momentum and is full steam ahead.

The team here worked extremely hard on “moving day” to get everything out of the kitchen and across to the Activity Centre, to immediately begin meal service.

There was a lot of excitement and buzz around the move, shared memories of what once was and anticipation of what is to come next.

The move brought with it the timely integration of our new meal trolleys and a more efficient system for meal service. The innovative heating and cooling technology has brought our service to a new level of excellence.

They have been a huge success thus far, and the feedback from staff and residents has been nothing but positive.

As Michael has mentioned, we are thrilled to welcome Greg Clark Building to Crowley to transform our kitchen into something wonderful. Greg Clark Building are a local building company with extensive experience in all forms of high-quality construction including refurbishments. In addition, their expertise extends to the intricacies and special requirements of aged care facilities.

We will work closely with their team and keep you updated on how we are progressing through the build.

So, without further ado, the time has come to say THANK YOU and good bye to our beloved kitchen, before it is transformed into a fabulous new space!



Out & About

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



What a view, and just out our front door! Barry and David enjoyed some time in the sun on one of our winter strolls.



Connie was amazed at the snowflake bush we sighted on one of our regular walks, and we don't blame her!



Do you knit? Be sure to come along to our Saturday morning Knit and Natter.



Prospect garden is in its prime. Even though the recent cold nights have been a threat, the garden is thriving.



Once a month our residents take a stroll at Ballina Fair, picking up essentials and not so essential items.



Our residents love getting creative! With so much talent, we may have our very own Crowley gallery one day soon.



Our Pinot and Painting afternoon was a real success! We really got into our element and let the creativity flow.



Joan is a budding artist, creating a masterpiece with her brush in one hand, and a glass of Pinot in the other.



Patty enjoying what she loves during our Pinot and Painting afternoon. Keep an eye out for the next one!

Wound Care Awareness Week

Let's Talk About Wounds

Christine Lawton **Residential Care Facility Manager**

Wound Awareness Week runs from 15 to 21 July. This is a good time for us to go over our wound care procedures and skin care tips.

The wounds we typically care for at Crowley are:

1. Skin tears, which mostly occur from bumps, scratches, manual handling and falls. The majority of these heal within 14 days
2. Wounds that have not healed within 4 weeks may be considered a chronic wound and require more intensive wound care by our Registered Nurses
3. Pressure injuries
4. Surgical wounds

New residents admitted to Crowley have assessments for skin integrity, pressure injury risk and nutritional status. As a resident's condition changes their wound assessment is reviewed and renewed.

For residents, we provide a variety of wound care products and equipment to promote healing. Nutritional supplements can also support wound healing.

Our registered nurses and team leaders have regular wound education, and some of our Clinical Team have intensive and specialised wound care training. If needed, we can consult with an external wound specialist for additional support and guidance.

Our skin is the largest organ of the body and needs special care especially as we age. Skin fragility can also be caused by medications.

How to protect your skin at any age?

1. Moisturise your skin at least daily
2. Enjoy a well-balanced diet and drink at least 6-8 glasses of water
3. Use a pH neutral soap or body wash. And remember each time we wash our skin we are stripping away the natural oils. (Hence the need to moisturise)
4. Patting your skin dry is better than rubbing
5. As mobility decreases with age it's important to change positions often to reduce the risk of pressure injuries
6. If you are often sustaining skin tears on limbs, then wearing limb protectors can help
7. Use sun screen and slip slop slap





Join the Crowley Auxiliary
for an afternoon with

*Brian
Pamphilon*

Wednesday 21 August, 2pm
Crowley Education Centre
\$15 per person

Includes cheese platter and glass of wine
or soft drink per person

Book and pay at Crowley Reception
By: Friday 16 August

Crowley Connections

Paige Dickinson

Paige joined Crowley in 2018, working as an Independent Living Services Officer in the Village with our Independent Living residents and in our Leisure and Lifestyle team in Residential Care.

Previously Paige worked as an exercise physiologist for ten years in rehabilitation and injury management and occupational health. She has a degree in Psychology, a Master of Teaching and two TAFE qualifications.

One of Paige's favourite past times is travel, both internationally and domestic. Some of her favourite trips were to Egypt, Peru and Ireland.

In 2016 Paige had a career break and decided to take some time for some extended trips. She spent five months in Canada travelling around doing farm stays across both British Columbia and Alberta. Upon returning to Australia Paige headed north to the Barkly Tablelands in Northern Territory working in a hospitality/ tourism role for eight months during the wet season. She did a few other trips including a 5,000km drive across the country from Perth to Sydney and a trip out to the Birdsville races.





From the Northern Territory, Paige and her partner Leo moved to Ballina for the coastal lifestyle and to be closer to family, having both been born and raised in NSW.

Paige grew up in Glenorie (near Wisemans Ferry) and is the youngest of five children. She is now an aunty to twelve, with six nieces and six nephews.

Paige and Leo recently went on another trip, this time to England, Scotland and Wales. They were away for two and a half weeks and saw many famous landmarks from the Tower Bridge and Sherwood Forest to Edinburgh Castle and Snowdonia National park in Wales.

Paige is a novice knitter and quilter and an avid reader. She is working her way through the BBC list of 100 books you must read before you die with a few epic reads still to go. Unfortunately, these hobbies are currently on the backburner as Paige is now undertaking further study.

When Paige and Leo are not going on big trips they love to go out in the boat, go camping and of course, plan their next trip...maybe Scandinavia or Japan.

From the IL Desk

Take a Stroll with Us

Jenny Kliese

Independent Living (IL) Coordinator

Crowley Independent Living Residents have formed a Walking Group, open to all this group meets on a Thursday morning at the Bus Stop at 8.30am.

Megan and Paige have been joining the group for a peaceful walk and reports have come through that it is a lovely time filled with chatter and giggles.

We invite anyone interested to join us for the walking group and to get to know some fellow residents.

Phones to be tested in July

1-16/5 Florence Price Place

1-29 St Pauls Close

1-5 Redford Place



Reminder

As mentioned in David's recent Village Update, we received a suggestion of an informal gathering of residents to connect and build friendships within the Village.

A group of residents have taken the initiative to arrange for Crowley to hold these gatherings in Barney's Café on the first Tuesday of the month.

The first one will be on Tuesday 2 July at 10.00am in Barney's.

Hope to see you there.

Stepping On

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

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 exercises, footwear, vision, nutrition, moving safely and reducing hazards.

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

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 Thursday 11 July 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.

Scooting Safely

Tips For When You're Out

Dave Crosby Customer Service and Independent Living Manager

Mobility scooters are great for the less-mobile to get around.

Ballina Council recently held workshops to help people understand the rules around scooters, skills needed and some tips when you are out and about.

If you're thinking a scooter may help with your everyday living, the points below are a great starting point.

Rules

- In NSW scooters are classed as pedestrians
- You do NOT need a Drivers Licence to operate a scooter
- The speed limit for a scooter is 10km/hr



Hints and Tips

- Plan a safe route, using footpaths and shared paths wherever possible
- Stay to the left and give way to other pedestrians and cyclists
- Avoid the road unless absolutely necessary, particularly at busy times of the day including around school time
- If near other pedestrians, reduce speed to 3kms/hr
- Travel away from shop-fronts to make it safer for other pedestrians exiting the shops
- Use Pedestrian Crossings
- Approach kerbs straight-on; never on an angle
- Wear your glasses and hearing aids if you require them
- Be visible; use a flag or bright clothing
- Ensure bags and parcels are secure
- Avoid steep inclines – you may tip over
- Do not drink alcohol before using your motorised wheelchair
- Check with your Doctor if any medication may affect your ability to use your scooter

The basic skills to safely operate a scooter include: strength – for steering; balance – to assist with uneven ground or hills; coordination – to change between drive, brake, and reverse paddles while steering; good eyesight and perception – so you can judge the right speed and distance according to your environment.

*Information obtained from Ballina Shire Council:
"On the Right Path for Mobility Scooters".*



Short Story Competition

Dave Crosby **Customer Service and Independent Living Manager**

The 2019 Crowley Short Story Competition was a great success! With the event now three years old, we again were treated with a wonderful collection of stories, conversations, poetry and memoirs.

The short story competition commenced with the purpose of understanding that everyone has a story. It's amazing to witness that the respect and inclusion here at Crowley, means residents feel culturally safe to share their stories and their identity.

We cannot thank our participants enough for contributing. Special mention and thanks is also extended to our judges Kerry Tolson, Joan Budd and Marion Kelly.

The compilation of stories from the 2019 Short Story Competition are available at Reception. Come and snuggle into the couches and enjoy a story or two.



1st Prize: Graeme Egginis
"I bury my grandmother twice a week"

2nd Prize: Joan Fraser
"The Toddler"

3rd Prize: Roslyn Evans
"My Story. My life story – who I was and who I am now"

Crowley Auxiliary Cake Stall Sell Out!



Crowley Auxiliary held its annual cracking cake stall at Bunnings Ballina in June, and once again, the folks at Bunnings said they'd never seen a better cake stall.

Tables were literally bowing with sweet treats contributed by the wider Crowley community. And by 1.00pm, the stall had made more than \$1,600 for the Auxiliary!

A big THANK YOU to everyone who contributed to the stall. Our community events would not be what they are without the support from our Crowley community.

Australia's Biggest Morning Tea

Crowley's Australia's Biggest Morning Tea was a beautiful morning with yummy treats and lots of fun!

The theme Blue and Yellow – brought it back to the event's core - fundraising for the Cancer Council by wearing their special colours.

Australia's Biggest Morning Tea is where we all come together to fundraise for the Cancer Council. We had a raffle and gold coin donations on the day, collecting more than \$600.

Funds were transferred directly to the Cancer Council to support further research into Cancer prevention and treatment.

Big congratulations to our raffle winner Rhonda Aikman, a family member of some residents, and to all the winners of the Lucky Door prizes.

Thanks to everyone who attended and assisted on the day with this lovely Crowley community event.



An Afternoon at the Movies

A Dog's Way Home

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:

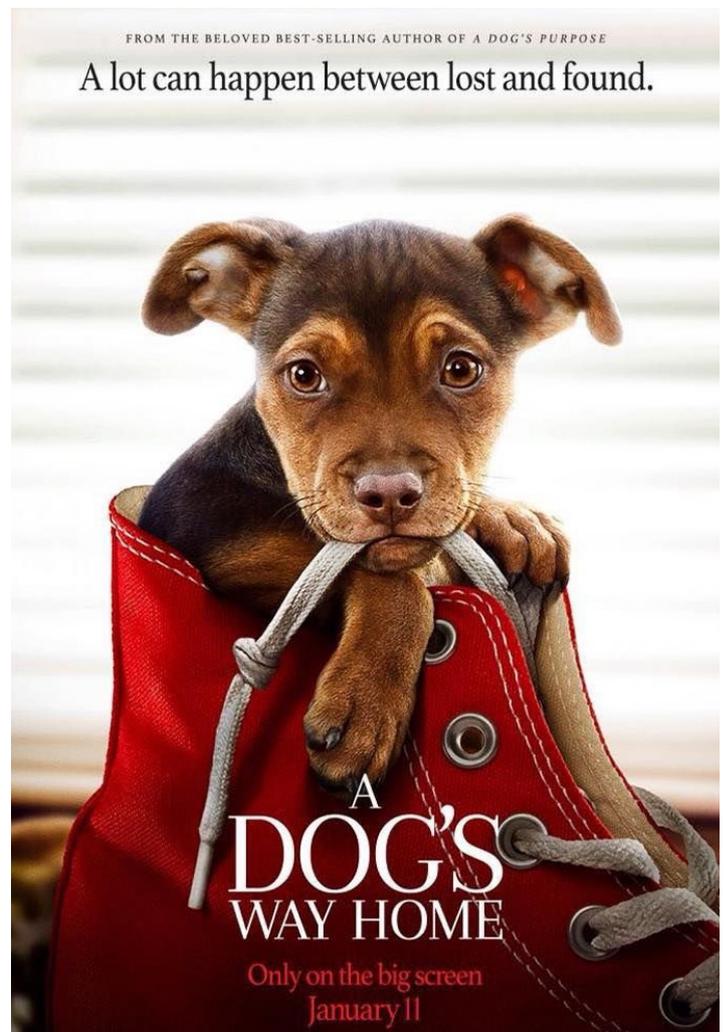
Movie: A Dog's Way Home
Genre: Adventure, Drama, Family
Directed By: Charles Martin Smith
Written By: W. Bruce Cameron, Cathryn Michon
Starring: Ashley Judd, Jonah Hauer-King, Edward James Olmos, Chris Bauer, Alexandra Shipp, Barry Watson, Motell Gyn Foster, Wes Studi

As a puppy, Bella finds her way into the arms of Lucas, a young man who gives her a good home. When Bella becomes separated from Lucas, she soon finds herself on an epic 400-mile journey to reunite with her beloved owner. Along the way, the lost but spirited dog touches the lives of an orphaned mountain lion, a down-on-his-luck veteran and some friendly strangers who happen to cross her path.

Reviews:

"Shelby, the cute brown dog that plays Bella, is a rescue dog herself. She is the star of the show, with expressive brown eyes and a great screen presence." - Sydney Morning Herald

"For every trick the filmmakers employ to pluck our heartstrings, resonant chords are struck elsewhere, teaching audiences about family, the power of unconditional love, and the ripple effects of compassion." - Variety



Crowley Screening

Movie: A Dog's Way Home
When: Wednesday 10 July
Where: Crowley Education Centre Room 1 (upstairs)
Time: 1.00pm followed by afternoon tea
Cost: Gold coin donation
RSVP: To Crowley Reception Monday 8 July



PLEASE NOTE
Independent Living Bus Trips have limited space, so pop your name down early to avoid disappointment.

IL Mens Bus Trip Thursday 11 July

8.30am departure from Crowley Reception

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

For July we will be heading south for the winter, setting our sights first to New Italy for a cuppa and a wander through the gallery. We will then head further south to visit 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 July

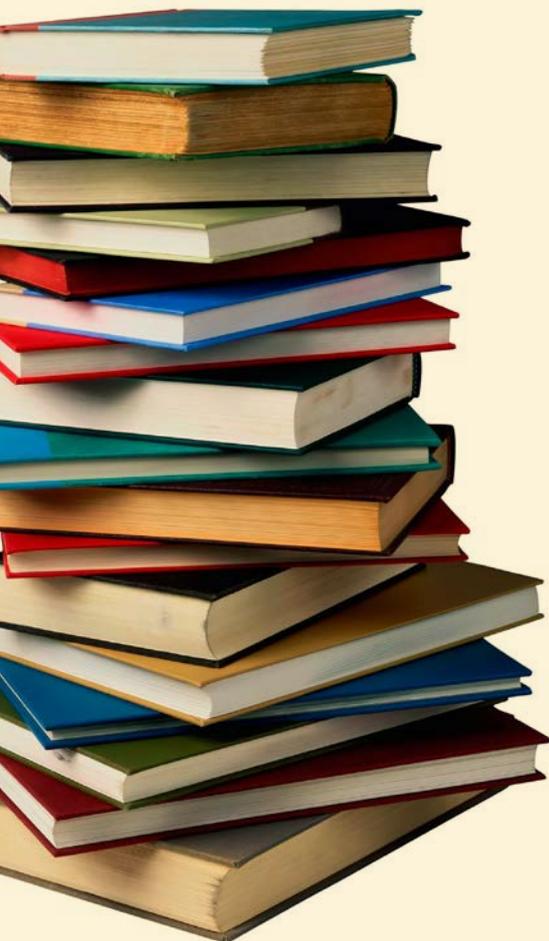
IL Ladies Bus Trip Thursday 8 August

8.30am departure from Crowley Reception

\$5 bus fare + tours and meals

In August, we are heading west to Casino where we will visit the Miniature Railway Display then have lunch at the Casino R.S.M before a scenic drive home. 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 5 August



BOOK CLUB with Judy Riley

Another month of reading and another popular novel we all enjoyed. For our last meeting we discussed "Stella and Margie" by Glenna Thompson, an Australian author.

The story is set in a rural location in Victoria on a property that has been farmed by the same family for generations.

We are told of the isolation, the farming activities and the relationship by two women, two generations apart; joined together by circumstances.

One is the mother-in-law, the other the daughter-in-law.

They come to know and enjoy each other as the story unfolds and we enjoyed reading about the lovely garden and rural setting.

Our next read on 21 July is "The Cottage at Rosella Cove" where three damaged souls meet and have a chance to rewrite their futures.

All welcome, even if just to listen. We hope to see you there.

Happy Reading
Judy



Home Care Update

Sherrie Viney
Home Care Manager

July is shaping up to be a big month for Home Care, with some key changes within the sector.

In addition to the new Aged Care Standards, which our Home Care clients have recently received a letter about in the mail, there is a standardised template for home care service pricing and a reduction in the Basic Daily Fee for lower package level clients.

Our Home Care Team are happy to take your call and talk through these changes with you.

Home Care pricing

Under new legislation, before 1 July 2019, all Home Care service providers are to provide their home care pricing in the new pricing template on the My Aged Care website. This new pricing template will apply to all new clients signing up to a Home Care package from 1 July.

What this means if you are a current Home Care Client?

We will have one year (to 1 July 2020) to transition you to the new pricing schedule. We are planning for this to occur on your annual review, or any upgrade to your level of package or care. You can of course elect to change over to the new arrangements earlier if you choose.

The benefits of the new pricing arrangements for clients include transparency on all costs, and comparability with other service providers.

Reduction in Home Care fees from 1 July

As part of the boosting support for older Australians initiative, the Government has recently announced a reduction in the basic daily fee contribution, which is great news for our clients on the lower package levels.

From 1 July the maximum daily fee for Home Care package clients will vary depending on their assigned level of care:

Package Level	Daily Fee
Level 1	\$9.44
Level 2	\$9.99
Level 3	\$10.27
Level 4	\$10.54

This change in the Basic Daily Fee will be applied automatically by Crowley from 1 July, and you don't need to do anything for this to take place.

Friends Forever

Vera and Elaine

In July we acknowledge International Friendship Day and I had the absolute pleasure interviewing two clients about their friendship.

Vera, 93 and Elaine, fast approaching 90, are good friends and long-term Crowley clients living independently in the community.

Vera and Elaine met at senior citizen cards event playing 500 on Friday mornings more than fifteen years ago. They sat next to each other and “it was love at first sight”.

Their friendship developed into regular catch-ups including playing cards in a group of four at each other’s home. “We played 500 and we never cheated.”

They took it in turns to host and the host had to provide the refreshments. The refreshments ended up being very competitive, trying to outdo each other with fabulous cakes. The lemon cheesecake was a hit!

I asked them both what they liked about each other and Elaine said she likes everything about Vera. “She gets on with my relatives, we share a great sense of humour and we’ve never had a fight. Vera is good at writing poetry and short stories.”

Vera said she liked Elaine because “we like the same naughty foods, lollies and chocolates” and she loves that Elaine could cook and is good at crosswords.



Elaine handed in her drivers licence after three cars beeped her whilst she was driving. “We used to meet every weekend - Vera would go on her scooter and Elaine would get a taxi.” They now speak on the phone regularly and Elaine is looking forward to her knee repair so she can get back to visit Vera.

I asked them, if they were able to visit each other what would you like to do? Elaine replied, “I’d like to go the movies together so I can whack her to wake her up when she falls asleep.”

Vera then shared that she has been known to drift off to sleep at the movies - once for the entirety of the movie - but she was too polite to ask for a refund. The staff in the cinema were drawing straws as to who would wake her up in case she was dead!

Vera said if she could meet up with Elaine, they would dine together on lobster tails and Ginger Beer. Elaine is looking forward to “a new knee” and Vera to “a new bed to sleep in”.

Elaine still calls Vera and asks her “is it a good day or a bad day? If it’s a bad day I’m still coming to see you.”

Both women have had very interesting lives; Elaine has three daughters, ten grandchildren and six great-grandchildren. Whilst Vera has three daughters, ten grandchildren, seven great-grandchildren and two great-great-grandchildren.

Managing Diabetes in Winter

Maintain Your Health and Wellbeing

Sherrie Viney **Home Care Manager**

For most of us, a change in seasonal weather can also change or affect our routines and activities. In winter, days are colder and darker and it can be difficult sticking to your exercise routine and getting outside.

For those affected by diabetes there are a few things to be mindful of as the cool weather sets in to maintain good health and wellbeing.

Protect your immunity

- Influenza and illness can affect your blood glucose (BG) levels so consider discussing vaccination with your GP
- Good hand hygiene in winter. Remember to wash your hands often and if using a sanitizer remember to wash your hands before checking your blood glucose levels as sanitizers contain sugar alcohols that affect your BG readings

Warm hands makes for easier testing

- Keep your hands warm by wearing gloves outside and prior to your BG readings why not warm your hands on a mug of tea or coffee first, or immerse your hands in a basin of warm water

Keep your feet healthy and moisturised

- Check your feet every day for any skin breaks or injury and if you notice any injury that is not healing, contact your doctor ASAP and/ or inform the Crowley nurse visiting you
- Wear protective and comfortable footwear
- Apply moisturiser to your skin and feet as winter air is drying and can crack your skin, which can be an entry point for infection

Keep active

- Look for ways to get some exercise to help keep your BG levels under control and for a positive impact on your emotional wellbeing

For Crowley DVA or Home Care package clients experiencing difficulties with checking feet or applying moisturiser to your skin, then we suggest you discuss this with your Case Officer or the Registered Nurse visiting you and we can include this in your personal care services.

Your Crowley Case Officer and visiting Registered Nurse can facilitate a podiatry referral to a local podiatrist who may be able to see you in the comfort of your own home if you cannot get out. Give us a call to discuss how we can support you on 1300 139 099.



DAFFODIL DAY

Friday 23 August

Gold Coin Donation Dress Up Day

To the Cancer Council, the daffodil represents hope for a cancer-free future. You too, can help in the fight against cancer by participating in the celebrations or donating to the organisation.

Please join Crowley in celebrating this Daffodil Day by dressing up in YELLOW!

All monies raised on the day will be donated directly to the Cancer Council.

Everyone is invited to get involved, dress up, and have some fun!

Diabetes Education

Sherrie Viney Home Care Manager

“It Changed My life!”

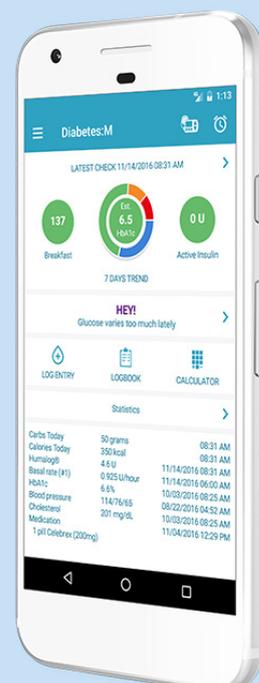
That was a Crowley client’s feedback after Donna Kennedy, our Home Care Clinical Coordinator, met with them and a diabetic educator to discuss a plan to manage their diet, insulin use and blood glucose monitoring.

Donna also put a mobile app onto the client’s mobile phone to record blood glucose readings throughout the day, amongst other features.

If you are a diabetic and regularly test your blood glucose levels and you have a mobile phone, you can download the App to your phone. Simply search for your brand of glucometer in the App Store, download and synchronise both devices.

Phone App’s help you keep a record all your blood glucose levels, food consumption and activity which are important factors in staying healthy for both type 1 and type 2 diabetics.

Diabetic technologies are getting very clever... If you are interested in obtaining a little assistance with self-managing your diabetes, just give us a call on 1300 139 099.



International Visitors Praise Crowley

Tony Baldwin **Hotel Services Manager**

Things are heating up in the kitchen as we move towards our renovation!

The temporary kitchen has been prepared and by the time you read this we will be up and running in the Activity Centre.

It means some changes for Barney's Café and the two most popular days of the week: Roast Day (Wednesdays) and Fish and Chip Day (Fridays) meals will be served from the Activity Centre. We will have a little satellite Café set up, so you do not miss out on your Crowley favourites.

In preparation for this change we took delivery of four new Unitray Meal Delivery Trolleys. This brings our total number to six allowing us to cater for the six main dining areas across the facility.

Our use of the Unitray system has received global attention. Representatives from aged care facilities in Singapore recently visited Crowley to see how we have implemented this system.

They were excited to learn some of our techniques with the Unitray trolleys but even more exciting were some of the comments they made about Crowley as a whole: "We have never seen anything like this before, it's amazing and so homey."



Recipe from the Chef

Curried Cauliflower Soup

INGREDIENTS

- 1 large head of cauliflower, broken into small florets, stems chopped
- 4 tbsp melted coconut oil/olive oil
- 1 medium yellow onion, diced
- 2 to 3 tbsp Thai red curry paste
- ½ teaspoon lemon zest
- ½ cup unoaked white wine (Sauvignon Blanc or Pinot Grigio)
- 1 ½ cups vegetable broth or stock
- 1 can light coconut milk
- ½ tsp sugar
- 1 to 3 tsp rice vinegar
- ¼ cup chopped green onions or chives
- 1 tbsp chopped fresh basil

Creamy, cauliflower soup made with coconut milk and spiced with Thai curry paste. This healthy, comforting soup is perfect for chilly days.

- Step 1** Preheat oven to 200° (180° fan-forced). Toss the cauliflower with enough coconut oil to lightly coat it. Spread in a single layer on a large baking sheet and roast until the tips of the cauliflower are golden brown, about 25 to 30 minutes.
- Step 2** In a pot over medium heat, warm 1 tablespoon of the coconut oil. Add the onion and a dash of salt. Cook, stirring occasionally, until the onion becomes translucent. Stir in the curry paste and lemon zest. Raise the heat to medium-high, add the wine, and stir until most of the wine has evaporated.
- Step 3** Add all roasted cauliflower stems and half of the florets to the pot. Add the vegetable broth, coconut milk and sugar. Bring the mixture to a gentle simmer, stirring occasionally for 5-10 minutes.
- Step 4** Let the soup cool for a few minutes, then carefully use an immersion blender to blend until smooth.
- Step 5** Stir in 1 teaspoon vinegar and salt and pepper, to taste. Ladle the soup into 4 bowls. Top each with the remaining cauliflower florets, a sprinkle of basil and chives.





Join us for a BBQ and drinks in the
Entertainment Room Deck
Thursday 8 August

12.00pm

\$5 per person

BYO Drinks

RSVP: To Crowley
Reception by
Monday 5 August



Crowley Men's Shed

We welcome any gents to come
and join us for a cuppa
and a chat.



Shed Hours:
Tuesday 9am – 12pm
Thursday 9am – 12pm

Update From Maintenance

A Fresh Coat of Paint in IL

Albie Viel **Maintenance Manager**

Recently we commenced the IL Apartment Painting Project, which is exciting and will give a fresh look to the Apartments.

Stage One was pressure cleaning the rendered fences and pathways to prepare for painting and tidying the gardens to allow for painting.

We took this opportunity to update the lighting, with the light fitting being replaced with new LED models, providing greater efficiency and longevity.

Preparation is complete and the painters have moved in and you will start to see the fresh look rolled out across the apartment fences in coming weeks. The colour is a Colourbond shade Bushland with a matte finish that provides a lovely soft look.

The pressure cleaning was a great success and the concrete and stencilled concrete areas have come up wonderfully as a result. The next step is to apply a special treatment to certain pathways and concrete areas to avoid mould and algae build up.

There are a variety of different treatments for this job, the one we use here at Crowley has been tested over a 12-month period in high shade areas with great success.

Many residents in Independent Living are taking the cooler weather as an opportunity to have a clean-up of their outdoor areas, as once winter comes we can see shady areas getting a bit damp.

Residents who would like their private courtyards cleaned can do so through their Home Care packages or via Crowley's Private Cleaning service. Please contact Reception on 1300 139 099 for further information.

In other news, June saw the Maintenance team and external contractors transform the Activity Centre kitchen to accommodate the temporary Residential Care kitchen. It included building the temporary wall, installing a concrete slab for the gas bottles, and framing for a wall to allow gas bottle storage to ensure we comply with regulations.





Relaxing at Crowley

Gail Norton Human Resource Manager

Our Entertainment Room has a beautiful fire, which during winter, gives warmth and comfort to all our residents and visitors. It gives a lovely ambience to the room and we encourage you all to come and feel the warmth.

Whilst our other lounge rooms may not have a fire place, (although heated) they all offer something a little different depending on the season.

The sun shines on both Missingingham and Serpentine lounges in the morning and you will find many of our residents relaxing in its rays. All residents are welcome to use these lounge areas so, come and warm yourself and meet someone new.

Our Purple Lounge, opposite rooms 12 and 13 in Banksia, offers lovely water and garden views. We encourage residents to take their morning tea out on the patio and read a magazine or the day's newspaper or just take advantage of the aspect. This lounge is especially welcoming in Spring.

The Central Lounge just around the corner from Banksia's room 5, has numerous comfortable chairs and is an ideal place for friends to meet and reflect.

Other lounge rooms throughout the facility are available to be used by residents (and their family) no matter where you live in the facility.

We encourage all residents to become familiar with the various areas of Crowley and enjoy the change of scenery, maybe meet new people and share an experience or three.



Workplace Gender Equality Reporting



Crowley invests in our staff with education, training, mentoring and personal development.

As a responsible employer under the Workplace Gender Equality Act 2012, with a large staff group, we are required to submit a compliance report annually. We report on gender composition, remuneration, working arrangements, and communications with the workforce.

Crowley is required to participate in WGEA reporting. Part of our obligations in reporting includes our requirement to communicate with employees, members, stakeholders and employee organisations and provide access to the report if it is requested.

If you are interested in accessing this document or making comment, please contact Crowley Human Resources on 1300 139 099.

Community Connections Crawford House Museum

The Airing of the Quilts 5, 6, 7 July 2019

Old and new quilts will be on display at the annual Airing of the Quilts at Crawford House Museum, Alstonville, this weekend.

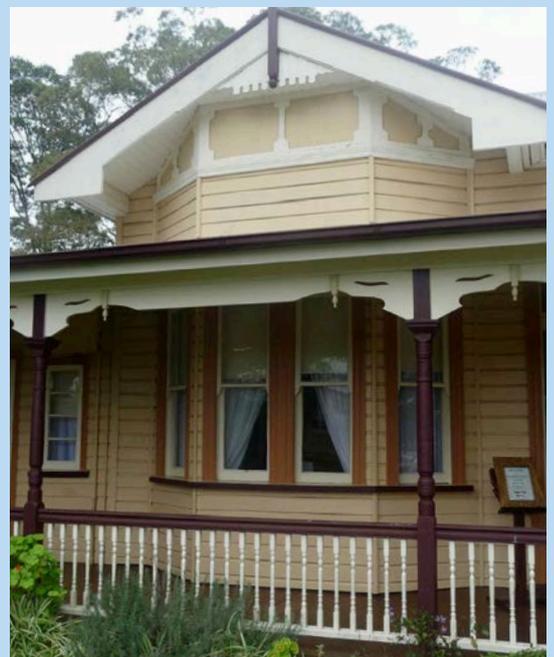
It will feature the work of quilters from the Alstonville Plateau and surrounding areas. Shiralee Stitches and the Richmond Valley Woodcrafters will also have displays.

The theme of this year's quilting challenge is "2477".

Entry costs \$7 and is free for children aged under 12.

The exhibition is open Friday and Saturday from 10am-4pm, and Sunday from 10am to 3pm.

Located at the Crawford House Museum in Alstonville.





Making Feedback Flow

Residential Care Student

Helen, you touched me beyond words. Thank you for imparting Australian nursing practice to me. And not only did you become a preceptor to me but also a friend who was always willing to help me in every way. I am in deepest gratitude for allowing me to have you as my reference, that's the biggest thing a foreign student could have. You don't have any idea how big this help is. Thank you for your generosity. Hope to see you around Australia. God bless you Helen. Some people deserve more than just a "thank you". Just like you! You have a special place in my heart. Thank you for everything!

Home Care Staff Member

The love and care Rodney gives to Neville is truly amazing. You only have to say the name Rodney and Neville's eyes light up. He's such a lovely man.

Residential Care Family Member

You have some great young girls working at Reception. Young Ebony is like a bottle of champagne that has just been popped!

Independent Living Resident

Thank you so much for your beautiful flowers, chocolates and kind wishes. I'm so pleased and proud to have chosen to come to Crowley to live. You're all such a wonderful team. Your staff couldn't be better – they are so nice, friendly and helpful – it's a great place to be. Thanks to the Crowley family!

Residential Care Family Member

To the staff at Crowley Care, thank you for the lovely card and kind thoughts you conveyed on the occasion of Mary's death. Thank you also for the wonderful care you afforded Mary whilst she lived at Crowley. Please accept our heartfelt thanks.

Crowley Care Auxiliary

Dear Michael, Kelli, Laura, Tony and Judy. Many thanks for such a great evening last Thursday night – it was much appreciated by the Auxiliary. Sorry Michael, Tony's menu was more appealing than yours! The Auxiliary enjoy working for Crowley – we have so much fun and hope it helps make life happier for all your residents. Thank you again.

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 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



New Charter of Aged Care Rights

Michelle Golding Quality Manager

From 1 July 2019, the new Charter of Aged Care Rights will provide the same rights to all consumers, regardless of the type of Australian Government funded care and services they receive.

The Charter will apply to consumers once they start receiving Australian Government funded aged care, including:

- Residential care
- Home care packages including DVA / VHC
- Flexible care
- Services provided under the Commonwealth Home Support Programme (CHSP) and the National Aboriginal and Torres Strait Islander Flexible Aged Care Program

The new Charter of Aged Care Rights will replace the:

- Charter of care recipients' rights and responsibilities – residential care
- Charter of care recipients' rights and responsibilities – home care
- Charter of care recipients' rights and responsibilities – short-term restorative care (part 1, residential care setting; part 2, home care setting)



Charter of Aged Care Rights

I have the right to:

1. Safe and high-quality care and services
2. Be treated with dignity and respect
3. Have my identity, culture and diversity valued and supported
4. Live without abuse and neglect
5. Be informed about my care and services in a way I understand
6. Access all information about myself, including information about my rights, care and services
7. Have control over and make choices about my care, personal and social life, including where choices involve personal risk
8. Have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions
9. My independence
10. Be listened to and understood
11. Have a person of my choice, including an aged care advocate, support me or speak on my behalf
12. Complain free from reprisal, and to have my complaints dealt with fairly and promptly
13. Personal privacy and to have my personal information protected
14. Exercise my rights without it adversely affecting the way I am treated

Changes & Responsibilities

Key changes

The Charter of Aged Care Rights is easy to read and focusses on 14 high-level consumer rights. The new Charter will make it easier for consumers, their families, carers and representatives to understand what they can expect from an aged care service.

In addition, changes have been made to the home care security of tenure provision to include critical consumer responsibilities currently contained in the Charter of care recipients' rights and responsibilities – home care (e.g. payment of fees).

As a Crowley Care, resident or client you will be given the opportunity to sign off on the charter that you have read and understood your rights as a consumer. A copy will be provided to you shortly for you or your representative to review and sign. A copy will also be held at Crowley in your file.

As an aged care consumer you also have responsibilities

All people involved in aged care – consumers, their families, carers, visitors and the aged care workforce – must respect and be considerate of each other. You should be mindful of the effect of your behaviour on others, always keeping their rights in mind. At times, your rights may compete with the rights of other consumers, family members or staff. When this occurs, we will work together to communicate openly and honestly about these competing rights and work as a team to come to a solution.

Good communication between you, your family, friends, carers and staff can help us to give you the care and services that best meet your needs. As an aged care consumer, you can give us the information we need to properly deliver your care and services. You should understand and comply with the conditions of your care agreement. You should respect the rights of aged care workers to work in a safe environment. Any kind of violence, harassment or abuse towards staff or others is not acceptable. Quality aged care outcomes are best achieved in an environment of mutual respect.

My Responsibility

Respect

Treat others with respect

What this means

All people involved in aged care, including consumers, their family, carers and visitors are expected to be respectful and considerate. They should make sure that their behaviour does not adversely affect others.

Any kind of violence, harassment or abuse towards staff or others is not acceptable

My Responsibility

Safe environment

Respect the rights of staff to work in a safe environment

What this means

You are expected to maintain a safe environment for staff members and others. For example, if your provider is delivering services in your home, keep pets away from staff members and do not smoke near staff.

My Responsibility

Information

Assist your provider by giving relevant information

What this means

It is important that you share information about yourself that will help providers deliver you safe and quality care.

This may include:

- Up to date information
- Any problems you have with the provider's care or services

My Responsibility

Fees

Pay agreed fees on time

What this means

You are expected to pay any agreed fees on time. If you are unable to pay your fees, talk to your provider to find a solution.

Money Matters

Be Scam Aware

Susie Glasson, Business Manager

Recently Crowley has become aware of new scams where scammers are using spoofing techniques to get people to hand over money or personal details.

The spoofing techniques may come in the form of an email, text, or website, often look convincing and legitimate and it is hard to tell what is genuine. To protect ourselves against the fraudulent activity there are a few things you can do.

1. Remember that legitimate emails and text messages never ask for your personal details, usernames and passwords. Therefore do not reply to any emails that ask for account details or login information.
2. Look closely at the email address to make sure they are legitimate. Some fraudulent emails can have the same logo as the legitimate business however, the email address may reveal the scam. For example, an email from the Australian Government will have an email address that ends in ".gov.au".

3. Look closely at the website address. Especially links from emails as the link may be a scam or hacker. Pay attention if a website, even a trusted one starts to look or act differently. Website links to Australian Government websites that are contained within emails will also end in ".gov.au". Remember any website link that contains only numbers is a scam e.g. <http://55.44.22.111>.
4. Ensure you have a good antivirus software and that it is updated on a regular basis.

If you think you are experiencing spoofing and are unsure of what to do, please feel welcome to ask any of the Crowley Team who will be happy to assist you.

The best advice is "if in doubt, do nought".

Project News

Jenna Tolson Project Officer

Café extension forging ahead

Our Café extension has progressed well this month with the final stages of demolition completed.

We've locked in the finishes for the extension that include key features from Barney's to tie these spaces together.

When complete it will be a great new space for our residents and visitors to enjoy.

Keep your eyes peeled!

Crowley will shortly unveil our new sign at the newly renovated Ballina Airport! Keep a look out for this when you're next taking a flight.

ACSA Awards

Crowley was recently nominated as a state finalist for ACSA's Regional Rural and Remote Provider of the Year. We are super excited for this achievement and look forward to sharing with you how we go after the awards dinner in late July!

STOP THE PRESS!

Keep an eye out for our exciting new advertising campaign commencing in local newspapers shortly. Here's a sneak peak...



Keeping couples together

You've spent a lifetime together and just because both of you need support or residential care, shouldn't mean your relationship is compromised. Couples who want to stay together should be together.

At Crowley we've transformed how we build our services around couples. There have been many couples who have come to Crowley together and remain together, just as they have for their married lives.

It started with our purpose built Independent Living Units and Villas and extends into our Residential Care facility designed with couples in mind. Our new wing features some specially designed adjoining rooms for couples to continue enjoying life together.

And we have an array of planned social activities designed for couples throughout the year. All this because we know the quality of life for couples is better if they stay together for as long as possible.

Experience the Crowley Difference.
Call us today on 1300 139 099



Independent Living

Residential Care

Home Care

Veterans' Care

Meal Service

www.crowley.org.au

Aged Care Quality Standards

agedcarequality.gov.au

Standard 8

Consumer outcome

I am confident the organisation is well run. I can partner in improving the delivery of care and services.

Standard 7

Consumer outcome

I get quality care and services when I need them from people who are knowledgeable, capable and caring.

Standard 6

Consumer outcome

I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints, and appropriate action is taken.

Standard 5

Consumer outcome

I feel I belong and I am safe and comfortable in the organisation's service environment.





Standard 1

Consumer outcome

I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services, and live the life I choose.

Standard 2

Consumer outcome

I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and well-being.

Standard 3

Consumer outcome

I get personal care, clinical care, or both personal care and clinical care, that is safe and right for me.

Standard 4

Consumer outcome

I get the services and supports for daily living that are important for my health and well-being and that enable me to do the things I want to do.



Spotlight on Standards

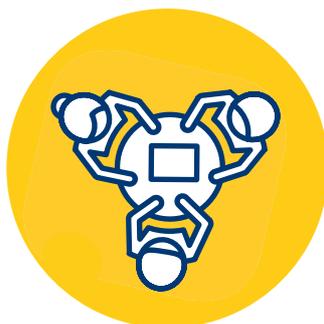
Standards 2 and 3

Michelle Golding
Quality Manager

Standard 2

Ongoing assessment and planning with consumers

I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and wellbeing.



What's new?

An increased emphasis on the consumers active participation in the assessment and planning processes rather than rubber stamping them.

Partnership

A working relationship between two or more people. In these Standards, partnership refers to organisations finding ways to work with consumers and listening to their needs, goals and preferences, to plan their care and services.

End of life care

The care provided to a consumer in the period when they are nearing the end of their life. It can include physical, spiritual and psychological support.

Consumer

A person to whom an organisation provides or is to provide care through an aged care service. Reference to consumer in this guidance for the Aged Care Quality Standards includes reference to a representative of the consumer, so far as the provision can apply to a representative of the consumer.

A consumer representative includes:

- a person appointed under relevant legislation to act or make decisions on behalf of a consumer; and
- a person the consumer nominates to be told about matters affecting the consumer.

Standard 3

Personal care and clinical care

I get personal care, clinical care or both personal care and clinical care, that is safe and right for me.



What's New

Under this standard services should ensure that personal and clinical care is “tailored to consumers’ needs”. This may require services to be more flexible than they have been.

Clinical care

Care provided by doctors, nurses, pharmacists, allied health professionals and other regulated health practitioners. Organisations providing clinical care are expected to make sure it is best practice, meets the consumer’s needs, and optimises the consumer’s health and well-being.

Personal care

Services such as bathing, showering, dressing, feeding and going to the toilet.

Risk

The chance of something happening that will have a negative impact. It is measured by the consequences and likelihood. In this guidance it usually refers to the risk of harm to a consumer.

Best practice (for clinical care)

Diagnosis, treatment and care are timely and based on the best available evidence, which is used to achieve the best possible outcomes for consumers.

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 - 20 May

Battle of the States

Game 1 of State of Origin tonight has seen the battle lines drawn between residents and staff - who is your tip?

Like Comment Share



New Post - Crowley Care - 9 June

Dance the Macarena

After we completed our fire training, manual handling and updates on policies and procedures, we jumped on board for an afternoon of dancing and games led by Michael and Kelli.

Like Comment Share



New Post - Crowley Care - 13 June

Australia's Biggest Morning Tea Australia 2019

A great opportunity for a cuppa, yummy food and a chat with our friends.

Like Comment Share

CANCER HOROSCOPE

21 June - 22 July

Deeply intuitive and sentimental, Cancer can be one of the most challenging zodiac signs to get to know. They are very emotional and sensitive, and care deeply about matters of the family and their home. Cancer is sympathetic and attached to people they keep close. They are very loyal and able to empathise with other people's pain and suffering.

Guided by emotion and their heart, they could have a hard time blending into the world around them. Being ruled by the Moon, phases of the lunar cycle deepen their internal mysteries and create fleeting emotional patterns that are beyond their control.

Element: Water

Refreshing, charming, private, mysterious, sensitive

Ruling Planet: Moon

Emotional, logical, perceptive, thoughtful

Compatibility: Capricorn, Taurus

Cancer Strengths: tenacious, highly imaginative, loyal, emotional, sympathetic, persuasive

Cancer Weaknesses: moody, pessimistic, suspicious

Cancer Likes: art, home-based hobbies, relaxing near or in water, helping loved ones

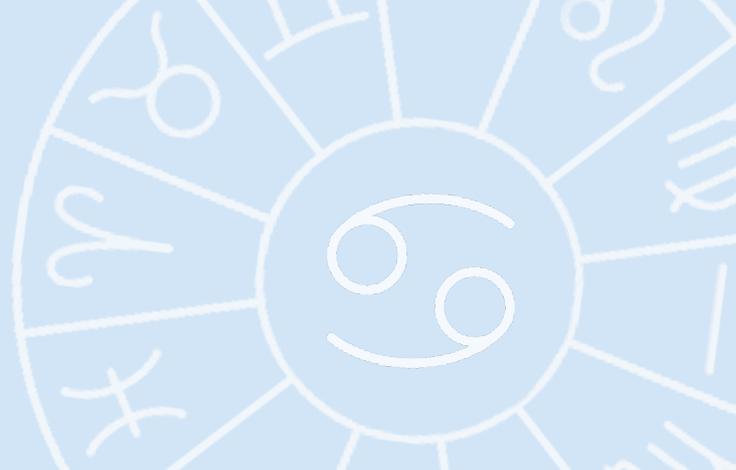
Cancer Dislikes: strangers, any criticism of family, revealing of personal life

Lucky Numbers: 2, 3, 15, 20

Colour: white

July Birth Flower: Larkspur, Water Lily

July Birthstone: Ruby



WHAT A LAUGH!



An elderly couple had dinner at another couple's house. After enjoying their meal and conversation, the wives left the table and went into the kitchen, leaving the husbands at the dining table.

The two gentlemen were talking, and one man said, "Last night we went out to a new restaurant and it was really great. I would recommend it very highly."

The other man asked, "What is the name of the restaurant?"

The first man thought and thought and finally said, "What is the name of that flower you give to someone you love? You know... the one that's red and has thorns..."

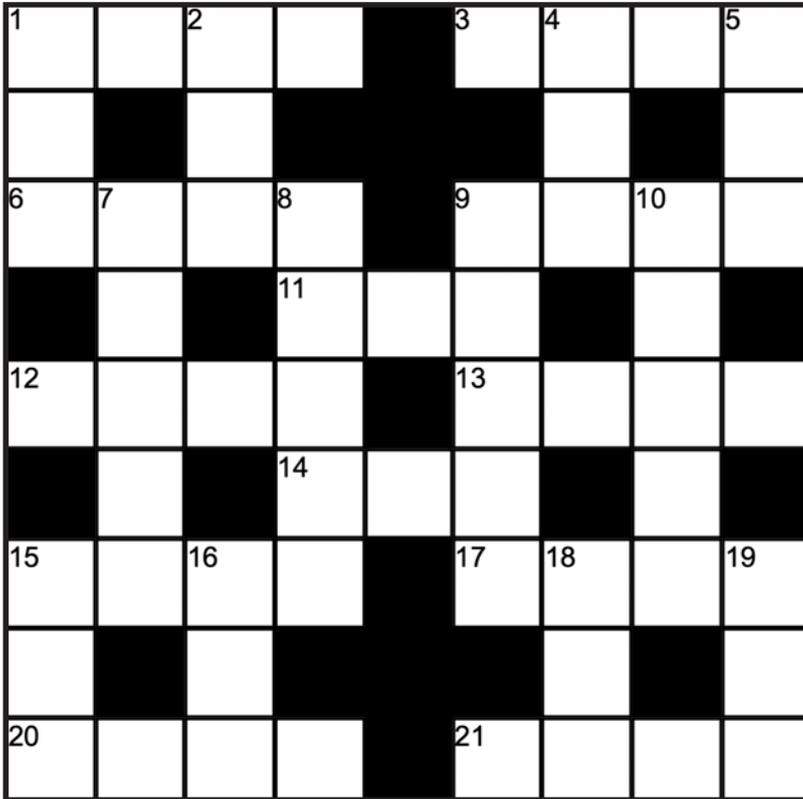
"Do you mean a rose," the other gentleman asked.

"Yes, that's the one," replied the man.

He then turned towards the kitchen and yelled, "Rose, what's the name of that restaurant we went to last night?"

GAMES CORNER

CROSS WORD CLUES

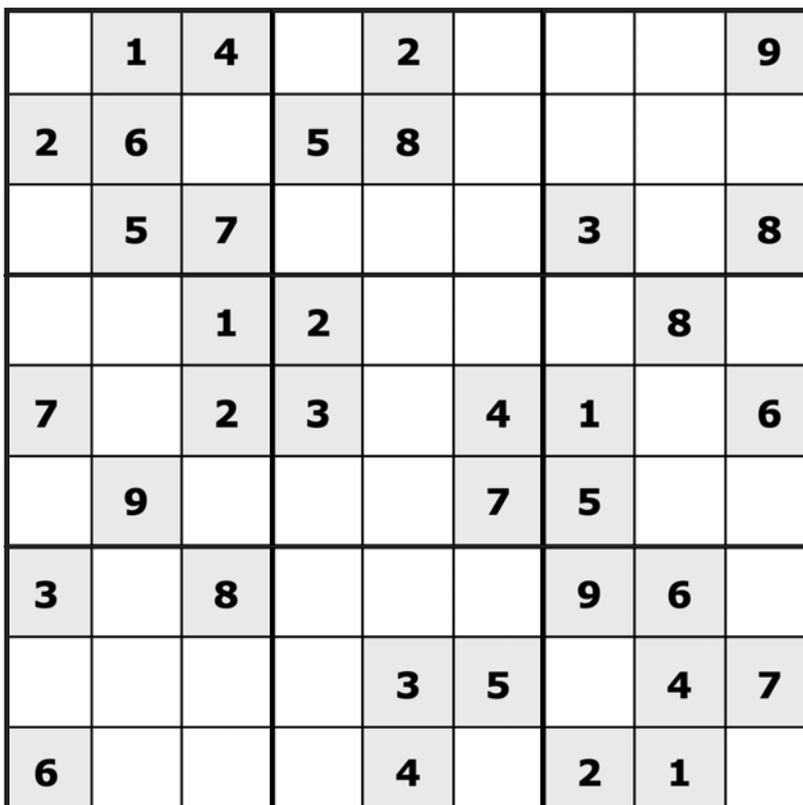


Across

1. Device for capturing
3. Potato
6. A's on cards
9. Wooden-soled shoe
11. Overly
12. Sandwich cookie
13. Slothful
14. Co. leader
15. Bring into a wharf
17. Wine choice
20. Entryway
21. Celebrity

Down

1. A hot drink
2. Stun
4. Chum
5. Used a shovel
7. Ship's payload
8. Merchandise
9. Use crayons
10. Moves like sludge
15. Hound
16. Kind of burglar
18. Not home
19. Unit of corn



THOUGHTFUL CHALLENGE

I am bright and yellow and turn on and off everyday, some say they need me but others wish that I would go away.

What am I?

Answer: The sun

Welcoming the New Standards in Style

Residents and their families have been enjoying attending our “Moving to the New Standards” Information Sessions.

We have been putting on a show, complete with morning tea and interactive activities. It is all part of our mission to educate the Crowley community while having a bit of fun.



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.