

# the chatterbox

NEWS FROM CROWLEY CARE

MARCH 2019







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### COVER PHOTO

Harold and Brian enjoying the recent Men's BBQ. Come along to our next one!

# A Moment with Our CEO

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Hello everyone,

## Royal Commission

You may have noted The Royal Commission into Aged Care Quality and Safety is underway and is attracting lots of media attention.

The Commission is examining the quality of aged care across Australia and what can be done to make sure services are safe and of high quality. I'm sure, as a result of the Commission's work there will be some strong and positive outcomes. And that's a good thing.

I feel at Crowley we are very fortunate to have such great staff, great facilities and most importantly, a community that cares deeply for each other.

## Kitchen Grant

It's often said the heart of a home is the kitchen. I am thrilled to announce our main kitchen will receive a major upgrade valued at around one million dollars that will serve us well for the next 20 years. We successfully applied for and received an Aged Care Regional Rural and Remote Infrastructure Grant from the Department of Health valued at \$400,000 for our kitchen upgrade. This is a great contribution.

As part of our Master Plan we had always planned to improve our kitchen to meet the needs of our expanding Crowley community. The upgrade will enable us to deliver more personalised meal plans for our residents. And it will bring many efficiencies and improvements to our residents across the facility. Kelli's article in this edition of Chatterbox features more about this.



## A quiet achiever

This month's Chatterbox also features an article about a Crowley quiet achiever - Chris Catarinich. Chris is one of our dedicated registered nurses who works the night shift caring for our residents.

Such a warm and truly present person, Chris makes Crowley the special place that it is. She embodies the Crowley spirit, has amazing energy with a complete dedication to our residents. Every night Chris says our registered nurses walk between eight and twelve kilometres as they travel around the facility on their rounds, caring for residents. That fact alone shows incredible dedication and commitment.

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

Michael Penhey  
Chief Executive Officer





# Ch-ch-ch-changes!

**Jenna Tolson**  
**Project Officer**

## **New Uniforms**

You will soon start to see new staff uniforms around Crowley. These uniforms have been chosen in consultation with our staff and are designed for use in the Aged Care Industry.

Our Residential Care Team are staying in their current colors of; red for Registered Nurses, light blue for Team Leaders and now navy for Care Staff. Our Home Care Team are mixing it up a little bit with the ladies staying in hot pink, and the men changing to grey.

With the planning of a new kitchen, our Hotel Services Team are changing to a whole new color, but you'll have to tune in to next month's Chatterbox for more news on that.

## **NSW State Election**

With the NSW State Election just around the corner, Saturday 23 March 2019, now is the time to review your electoral enrolment. This can be done by visiting the Electoral Commission NSW website: [roll.elections.nsw.gov.au/](http://roll.elections.nsw.gov.au/) NSWLookUp.

Crowley will have postal votes available for our Residential Care residents only, who are enrolled to vote, but unable to get to a polling booth on the day.





# Catch Up With Kelli

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**Kelli Potts**

**Executive Manager Operations and Finance**

## **Everyone loves a new kitchen**

As Michael mentioned it is very exciting to know that we can start progressing with the planning and commissioning of the significant upgrade of our kitchen. The one million dollar upgrade will bring the best technology into our food services, giving us more capacity to deliver more quality meals and continue to highlight and improve the food experience in aged care.

We all love a new kitchen and this upgrade helps Crowley remain at the forefront of quality care services in our region. The Aged Care Regional Rural and Remote Infrastructure Grant received is a great boost and is extremely welcome.

Refurbishing our kitchen has always been part of our Master Plan. It is something we have been talking about for a number of years and now that Stage 1 of our Redevelopment is complete the time has come! We can look to the future needs of our residents whilst accounting for growth, including all the additional beds, already filled, in our new residential care wing.

This major upgrade enables us to incorporate our new meal trolleys and technology into our kitchen to deliver outcomes to suit the individual needs of our residents in real time. It also allows us to improve efficiencies and flow in the kitchen itself, making it a much better place for our staff to work.

The design includes expanding the kitchen so it will be flexible enough for us to offer expanded mobile meal services, catering, café options and the consideration of a restaurant down the track.

Other important benefits of the new kitchen include improved energy use and reduced wastage - all of which help us reduce our impact on the environment. Currently we are in discussion with the architects and suppliers as we refine the kitchen's detailed design and then onto a program of works. We will be sure to share with you our progress.

There will be some inconvenience and the need to relocate our current kitchen during the tight construction phase. When we know these details I will share with you.

This is great news.



## **Weather events and Crowley**

Crowley has an Emergency Management Committee that comprises of Michael, myself and other key organizational personnel. When advice on a weather event is received, the Emergency Management Committee convenes and discusses the advice, in addition to the potential impact of our residents, clients and staff. When considering this impact we look at all areas of the organisation which include Residential Care and Independent Living Residents, along with our Home Care clients and of course our staff. Our philosophy around these events is to prepare, prepare, prepare.

At the end of each event we consider what we have learnt and make any changes necessary to our Emergency Management Plan.



# Out & About

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



Last month we wished a big 'happy birthday' to Ray and Estelle, who were together celebrating over 180 years of life. Hip hip hooray!



We took the ladies out to Ballina Bowling Club. The ribs and fish were our top picks. Yum!



Lunch is always better when it's with friends. Our outing to the bowling club was a hit and a half!



We love celebrating birthdays at Crowley. Happy birthday Pansey!



Knock at the door, number four. Our residents are always up for a friendly game. BINGO!





Let's get physical! Joyce and Marg about to tee off in style. Golf will now feature monthly in our program.



Australia Day celebrations were a hit with boomerang throwing, thong tossing and cooking damper.



Our true blue Robin, getting ready for the thong toss competition.



The Aussie spirit was strong this year as we celebrated everything great about our beautiful country.

# Dress-Up's

## Huge Fun and Help Great Causes

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**Laura Ellis-Harry**  
**Quality Officer**

At Crowley we love dress-up days. It's always fun to mix it up and put a smile on someone's face with something that is a little out of the ordinary.

And it is extra special when dress-up days can have a purpose and a meaningful outcome for a special cause.

This year we have several fundraising dress-up days scheduled and hope the entire Crowley family can get on-board and help us support causes that we believe are pretty special. Two of our biggest days this year are Daffodil Day and Pink Day.



### **Daffodil Day** **Friday 23 August 2019**

Daffodil Day is an annual fundraiser of the Cancer Council. On this day, we like to turn Crowley yellow and honour those in our community who have fought or are fighting cancer or for those who have lost their battle. 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 our dress up day and donating to our Daffodil Day Fundraiser.

### **Pink Day** **Wednesday 30 October 2019**

Our final fundraising day of the year is a gold coin dress up day in October that we call "Pink Day" and on this day all funds raised go to local not-for-profit organisation; Jodie's Inspiration.

Jodie's Inspiration is a local not-for-profit established to raise money for non-essential medical equipment and resources for local oncology units - things that make an unfortunate and uncomfortable process more bearable.

We are looking forward to "Pink Day" this year and hope to see you all looking fabulous in pink!

Here is our Dress Up Calendar for 2019, we hope to see you taking part in whatever way you can to help us inject a bit of colour and fun into our days!

Make sure to keep an eye out in Chatterbox and on posters around Crowley as we might slip in a few more surprise days across the year.

Dress Up Days at Crowley are lots of fun and your participation can be as little as a flower in your hair or a different colour pair of socks. It is all about fun and bringing smiles to faces.

We are already planning our outfits!





# **ST PATRICK'S DAY DRESS UP**

Friday 15 & Sunday 17 March

Help us celebrate the excitement of St Patricks Day!  
All Staff, Residents & Visitors invited to dress up on  
Friday 15 & Sunday 17 March



# **POLKA DOT DRESS UP DAY**

Thursday 4 April

# Facebook Feed

## Notifications from Crowley Care

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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](https://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 - February 18**

### **Singing and Dancing**

Our residents had a delightful morning dancing along to Lisa B. Lisa B is a popular singer from Sydney who popped into Crowley during her travels up North. Thanks for popping in Lisa B, we would love to have you back!



Like



Comment



Share



**New Post - Crowley Care - February 19**

### **Calling all Gents**

Do you have an hour or two of time to spare? If you enjoy fishing, playing pool, reading, mini bus drives, or simply just chewing the fat... then you may be able to support some of our men-folk have some fun.



Like



Comment



Share



**New Post - Crowley Care - February 14**

### **Will you be my Valentine?**

Our residents enjoyed a lovely Valentines morning tea, sharing photos and memories of their favourite weddings. What would a Valentines meal be without chocolate, strawberries and cream?



Like



Comment



Share



# Accessing an Enhanced Primary Care (EPC) Plan

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**Christine Lawton**  
**Residential Care Facility Manager**

If you are a resident with a chronic health condition or complex care needs and you need to access an Allied Health Professional, you may be able to get an Enhanced Primary Care (EPC) Plan from your doctor.

This is an example of a holistic approach to caring for people where the GP and Allied Health Professional work together as part of a multidisciplinary team to achieve positive health outcomes. Medicare endorses this scheme.

At Crowley the Allied Health Professionals include a physiotherapist, exercise physiologist, podiatrist, speech pathologist, dietician and psychologist.

Medicare benefits are available for up to five allied health services per eligible person per calendar year.

The five allied health services can be made up of one type of service (e.g. five podiatry visits) or a combination of services (e.g. two podiatry visits and three exercise physiologist visits).

Private health insurance, if you have it, would also cover most of these services.

The clinical staff at Crowley will identify any of these needs for the residents, consult with their next of kin and liaise with their doctors in order to manage their health conditions.

## Money Matters

### Making sure you understand your contract

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**Susie Glasson**  
**Business Manager**

There are many times in life when we enter into a written contract. The process can be overwhelming as we go through change in our lives. Entering into a contract to secure a Crowley Independent Living Unit, moving into the Residential Care Facility or starting a Home Care Package is no different.

There are a few things that may make the process easier:

- Ensure that you read the contract and all documents related to the transaction
- If you don't understand something Crowley staff are happy to explain, so please ask us
- Seek assistance from your family or close friends
- Employ the services of a solicitor or financial advisor if you consider it useful

Most of all, remember this is the beginning of your new life and/or relationship with Crowley.

# Crowley Connections

## Chris Catarinich

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Chris joined the Crowley Care family over 10 years ago as a Registered Nurse. She is passionate about nursing and caring for our residents here and sharing her knowledge with her peers. Sadly, many of us rarely see her, as she is one of our wonderful night staff members.

Prior to joining us she worked at Liverpool Hospital for 20 years in Acute Care, Emergency, Surgery and After Hours Nurse Management. She then travelled Australia working in many rural and remote communities across NSW, Qld and Tasmania.

Finally, Chris landed in the Northern Rivers at Lismore Base working as a RN in the Intensive Care Unit. She says one of her favourite things about this area is eating and drinking all the wonderful fresh produce from the Northern Rivers!

A qualified Registered Nurse with postgraduate studies in Ophthalmology and Acute Care, Chris is admired by her colleagues for sharing her knowledge and conducting education sessions overnight when required.

On an average day or night at Crowley, Chris says the RNs would walk between 8 and 12 kilometres around the facility. "I have blown up 2 pedometers already, they can't keep up!"







When she finishes work you can find Chris swimming about 2 kilometres each morning before she heads home for a well deserved nap! She says this is especially invigorating after night shift.

Outside of her work at Crowley, Chris is very busy with her 1-year-old Labradoodle 'Spencer', working on her 7 acre property in Pimlico, gardening, kayaking, taking beach walks, watching AFL and travelling.

Recently she walked up, down and around the Angkor Wat Temples in Cambodia. She has also been to Machu Picchu, Peru, South America, the Egyptian Pyramids and walked in some of the temples in the Mt Everest forests: "All breathtaking and amazing experiences," said Chris.

In March 2018, Chris had bilateral hip replacements to go with her bilateral knee replacements and the 2 titanium plates and 4 screws she has in her lumbar spine. "I am partially steel, and make a big racket at airports."

When she was 18 Chris was hit by a car while walking and ended up in a wheelchair for three years. She was told she would be lucky to ever walk again.

We think Chris is pretty amazing - our very own night-time Florence Nightingale!





# A Village of Lifelong Learners

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**Dave Crosby**

**Customer Service and Independent Living Manager**

Our pursuit of knowledge likely commenced with finger painting, songs, and endless episodes of 'Play School', before tackling numeracy and literacy in the early years of school life. This pathway of knowledge has a traditional purpose; to prepare for our professional life.

So, what happens after we retire? Should our thirst for knowledge also retire? Our Independent Living residents believe there is incredible value in the art of being a 'Lifelong Learner'. It can increase our understanding of the world, our place in it, gift us opportunities, and enhance our quality of life.

Crowley residents have so far enjoyed the Education Series that commenced in November last year. Covering cute and cuddly topics such as our wildlife show, to the nasty, like how to avoid scams. We have plenty of hot topics planned for the year ahead. If you're yet to attend an education session, please come and check it out. Look for details on our next session in this edition of the Chatterbox!

*Hint: they're right down below...*

If you're seeking personal development, a social program while being an active citizen, then I'll see YOU lifelong motivated learners at the next education session.

## INDEPENDENT LIVING EDUCATION SERIES

Tech Savvy Seniors –  
Smartphones & Tablets  
North Coast Community College

Thursday 28 March 2019  
1.30pm  
Crowley Education Centre

\*Afternoon tea provided\*





# From the IL Desk

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**Jenny Kliese**

**Independent Living (IL) Coordinator**

A reminder with the hopeful change of season it is a good time to organise or review your hospital bag. We encourage Independent Living residents to have a “hospital bag” packed in readiness of an emergency or unexpected trip to hospital. By having your bag packed, it is one less thing for you to worry about.

The good life is one inspired by  
love and guided by knowledge.

Bertrand Russell

## Phones to be tested in March

6-9	Redford Place
16-38	St Marks Close
39-54	St Johns Close
2	Crowley Drive
55-56	St Francis Place



### Hospital bag checklist

- Nighties/PJs
- Underwear
- Dressing gown
- Slippers/shoes
- Toiletries (toothpaste, toothbrush, deodorant, tissues, comb, hairbrush, incontinence pads)
- Webster Pack or current medication
- Medical folder with current information on medication and health summary
- Copy of Advance Care Directive
- Pension card and Medicare card
- House key
- Purse/wallet with a small amount of money
- List of contacts for emergency use
- Medication or Webster Pack in a visual place for easy access for ambulance or staff

This bag can be stored in the bottom of the robe in your bedroom or in the bottom of the linen cupboard.

## BOOK CLUB

with Judy Riley

In February we braved the hot weather and met up at the cool, air-conditioned Library.

Our task was to discuss some of our reading over the summer break. Some of the enjoyed readings included ‘The Honey Flow’, ‘Heads You Win’, ‘Full of Grace’ and ‘Bridge of Clay’.

Our next meeting is in the Library on 28 March at 3pm, and we will be talking about ‘The Helpline’ by Katherine Collette. It is said to be a sharp, witty comedy by a new Australian writer. So, we’ll see what we all think of it.

All welcome, and happy reading!



# Spotlight on Speeding

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**Gail Norton**  
**Human Resource Manager**

These last 14 years I have been working at Crowley and it has been a true privilege. However, that privilege comes with heavy responsibilities, not least driving with caution.

Each day we have numerous vehicles driving in and around our site including visitors, contractors, doctors, buses, staff and taxis.

Crowley would like to remind us all that there is an obligation to observe the 20km/h speed limit.

With over 300 residents living on site, all of whom depend on us to drive with prudence, we ask that you give due consideration to this when you come to Crowley. For everyone's safety, please pay particular attention to the limit of 20km/h.

By observing the speed limit, you are showing you care for our residents!



**SUPPORT THE  
CROWLEY AUXILIARY  
BUNNINGS BALLINA BBQ  
SATURDAY 8 APRIL**







Join the Crowley Auxiliary  
for an afternoon with

**Sebastian**

**Wednesday 13 March**

**2pm**

**Crowley Activity Centre**

**\$15 per person**

Includes Cheese Platter and  
Glass of wine or soft drink per person

Book and pay at Crowley Reception  
By: Friday 8 March

## Community Connections

Get online and connect  
with your community

'Tech Savvy Seniors' delivers digital literacy training to seniors to develop skills and confidence in the online world.

The program provides training in computers, tablets, smart phones and much more to help seniors stay connected with their families, friends and communities.

It is an initiative of the NSW Ageing Strategy and is funded through partnership between the NSW Government and Telstra.

North Coast Community College as a Registered Training Organisation (RTO 90029) delivers the TSS program at their Alstonville, Ballina and Yamba Campus'. They provide facilities and trainers to deliver the program in an engaging and comfortable environment.

If you are interested in or would like to know more about any of the courses, give the North Coast Community College office a call on 02 6628 5426 or head to the website [www.northcoastcc.edu.au](http://www.northcoastcc.edu.au)

# An Afternoon at the Movies

## A Star is Born

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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 Star is Born  
**Genre:** Drama, Music, Romance  
**Directed By:** Bradley Cooper  
**Written By:** Eric Roth, Bradley Cooper  
**Starring:** Lady Gaga, Bradley Cooper, Sam Elliot, Andrew Dice Clay, Dave Chappelle, Alec Baldwin, Michael Harney, Ron Rifkin

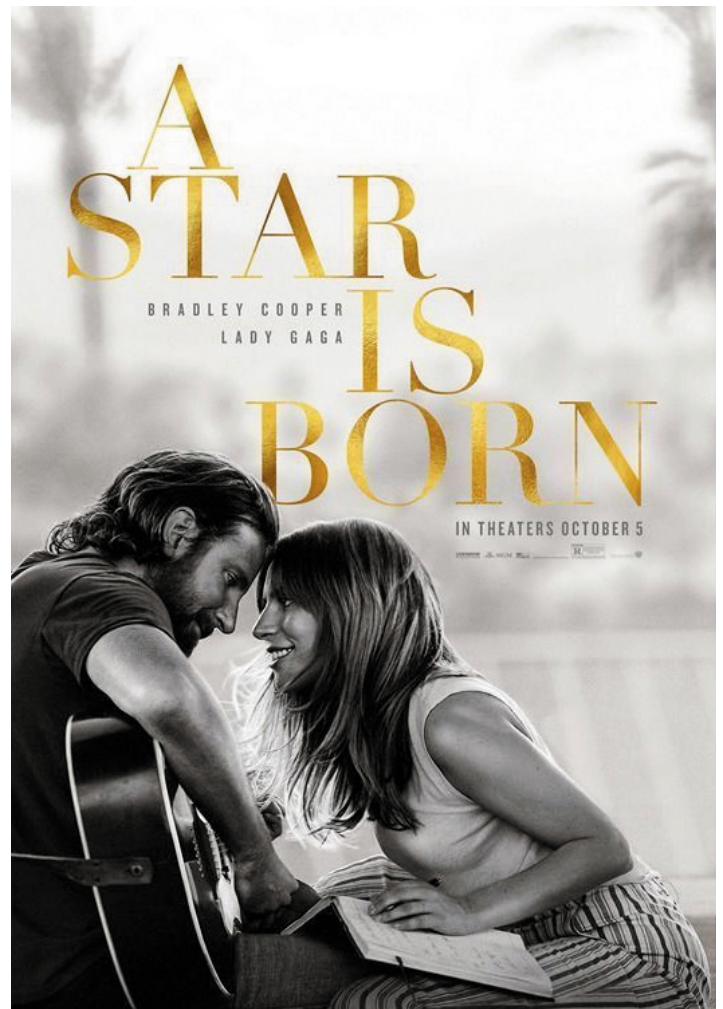
In "A Star is Born," Bradley Cooper and Lady Gaga fuse their considerable talents to depict the raw and passionate tale of Jack and Ally, two artistic souls coming together, on stage and in life. Theirs is a complex journey through the beauty and the heartbreak of a relationship struggling to survive.

In this new take on the iconic love story, four-time Oscar nominee Cooper makes his directorial debut, and also stars alongside multiple award-winning, Oscar-nominated music superstar Gaga in her first leading role in a major motion picture. Cooper portrays seasoned musician Jackson Maine, who discovers and falls in love with struggling artist Ally. She has given up on her dream to become a successful singer, until she meets Jack, who immediately sees her natural talent.

### Reviews:

"The new A Star Is Born, directed by Bradley Cooper and starring himself and Lady Gaga, wrings tears from its romance and thrills from a steadfast belief in old-fashioned, big-feeling cinema."

- *The New York Times*



## Crowley Screening

**Movie:** A Star is Born  
**When:** Wednesday 20 March  
**Where:** Crowley Education Centre  
Room 1 (Upstairs)  
**Time:** 1.00pm  
followed by Afternoon Tea  
**Cost:** Gold coin donation  
**RSVP:** To Crowley Reception  
Monday 18 March





### **IL Mens Bus Trip** Thursday 14 March

8.30am departure from Crowley Reception

\$5 bus fare + morning tea and lunch

The gents are staying local in March! After departing Crowley, we will head to the Seabird Rescue Centre for a visit, then onto Thursday Plantation for morning tea and to learn more about Tea Tree Oil. Following this, we will head to the Ballina RSL Bowling Club for a drink and lunch. While here, we will be able to see some lawn bowls experts in action. After lunch, we will take a little drive out to MOCAT Museum at Wardell before heading home.

RSVP to Crowley Reception by Monday 11 March



### **IL Ladies Bus Trip** Thursday 11 April

8.45am departure from Crowley Reception

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

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

RSVP to Crowley Reception by Monday 8 April

## **Non-Denominational Easter Service**

Easter Sunday

21 April 2019

Entertainment Room

Morning Tea at 10.30am

Service starts at 11.00am



# Food Safety at Home

## Cooking Delicious, Healthy Meals

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**Sherrie Viney**  
**Home Care Manager**

Crowley Home Care staff have recently completed Food Safety Awareness training and knowledge assessments.

For all of us, food safety starts on the way to the supermarket and ends at the table or with left overs.

Unsafe preparation can lead to contamination and food borne illnesses.

Those over 65 years of age are vulnerable to severe, or even fatal, food borne illnesses due to chronic illness, disease and compromised immune systems.

Common symptoms include nausea, vomiting, stomach pain and diarrhoea, and can be from one hour up to 36 hours after ingestion.



### Shopping tips

- Remember to take chill/cooler shopping bags, reading glasses, a good sense of smell
- Always get cold refrigerated and frozen goods at the end of your trip
- In your trolley, put raw meat and fish in bags and keep away from food that you eat raw
- Do not buy fruit with broken skin or meat and fish that has a strong odour. Be sure to check expiry dates
- Consider taking a Crowley helper to share the load if you are not feeling up to it



### Cleaning tips

- Wash your hands with warm soapy water before preparing food and after directly touching raw meat, poultry and fish... don't wipe them on a tea towel
- Don't put cooked food on a plate that was holding raw meat, fish, poultry or eggs
- Always use separate cutting boards for meat, fish and poultry
- Wash your knives well with hot soapy water after chopping raw meat, fish and poultry



## Preparing and cooking tips

- Never thaw frozen meat, poultry or fish at room temperature. Instead use the fridge or microwave
- Raw meat, poultry and fish should be cooked or frozen within two days
- Steaks, chops and roasts can stay refrigerated for 3-5 days
- Never wash raw chicken – it spreads germs in your kitchen. Cooking it well (74°C) will sort out the bacteria found on raw chicken
- Cook minced meat until it's not pink
- Cook meat and poultry until juices run clear
- Cook fish until it's flaky and opaque
- Reheat frozen food in microwave stirring a few times, for even heating, until steaming hot
- Eggs cannot be left out for more than two hours
- Wash melons before cutting through the skin
- Remember to put the milk in the fridge straight away after making your cuppa



## Storage tips

- Put cold and frozen goods away first
- Store and keep eggs in original cartons on a shelf
- Store raw meat, poultry and fish in the bottom of the fridge in covered containers and away from ready to eat food
- Refrigerate left overs within two hours in covered containers and eat within 2-3 days or freeze them and eat within two months
- Freeze leftover cooked foods in meal size portions
- Store dry pantry goods and use on a “first in first out” rotation
- Throw out any food products with broken or damaged packaging
- It's a good idea to label and date food when you have cooked or opened food
- Check fridge doors and freezer seals are closing properly. Slightly tilting the front of your fridge will ensure it swings closed

Many hands make light work... Consider sharing the load. Crowley can help you clean your fridge or pantry out and share the cooking or shopping tasks with you. Give us a call on 1300 139 099.





# Booming Barney's!

## **Tony Baldwin** **Hotel Services Manager**

Barney's is becoming really popular with residents, their friends, families and outside groups!

A frequent request is booking a table, which is very much a possibility within Barney's area for groups of 2 to 6 people.

If you are planning to come with a group, we encourage you to make a booking.

This ensures your table is ready and all you need to do when you arrive is order at the counter. It will help to make your experience at the café more enjoyable.

Did you know that the beautiful room with the water views and plush green chairs is also available for reservations?

The Private Dining Room is available for bookings via Barney's for groups up to 10 people. Food and drinks can be ordered at Barney's and if it is a special occasion, with notice, you can order a celebratory cake.

To book a table please see Shelley, Jenny or Pam at Barney's and they will help you with your booking.

## **Labelling Reminder**

We are seeing a number of new clothing items come into Crowley as people shop the sales and refresh their summer wardrobes.

We remind residents and their family members that any new items of clothing, or linen, must be given to reception in the first instance for labelling.

Alternatively, if reception is closed, items should be given to the Team Leader in your area of residence. They will hand over the clothing to reception when the office reopens.

Once the items have been labelled and documented, they will be returned to the resident.

All this prevents clothes from finding their way to the 'resident unknown' basket!



# Recipe from the Chef

## Healthy Chicken and Coconut Curry

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### INGREDIENTS

- 1 large red onion
- 2 garlic cloves, chopped
- 2 teaspoons grated fresh ginger
- 3 long fresh red chillies, chopped
- 1 stick lemongrass, white part chopped
- 1/4 cup chopped coriander
- Finely grated zest and juice of 1 lime
- 3 teaspoons macadamia oil
- 500g chicken breast fillets, chopped
- 250ml light coconut milk
- 125ml salt-reduced chicken stock
- 350g peeled pumpkin, cut 2cm pieces
- 200g green beans, halved
- 200g snow peas, halved diagonally
- 1 teaspoon fish sauce
- 300g cooked quinoa, to serve

**Step 1** Coarsely chop half the onion. Thinly slice the remaining half. Process the chopped onion, garlic, ginger, chilli, lemongrass, coriander, lime zest and 2 teaspoons of the oil in a food processor until a coarse paste forms.

**Step 2** Heat the remaining oil in a large saucepan over medium heat. Add the sliced onion and cook, stirring, for 2-3 minutes or until aromatic. Add the curry paste and cook, stirring for 1-2 minutes or until aromatic. Add the chicken and cook, stirring, for 3-4 minutes or until browned. Add the coconut milk, stock and pumpkin and bring to the boil. Partially cover and reduce heat to low. Simmer gently for 10 minutes or until the pumpkin is almost tender.

**Step 3** Add the beans and snow peas to the saucepan and simmer, partially covered, for 2-3 minutes or until tender. Stir through the fish sauce and lime juice to taste. Serve with the quinoa, sprinkled with extra coriander leaves.





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

12.00pm

\$5 per person

BYO Drinks

RSVP: To Crowley  
Reception by  
Monday 4 April

## News from the Men's Shed

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The Men's Shed is up and running after our end-of-year Christmas and New Year break. Our clearance sale at the Shed in early December was most successful and enabled us to clear many of our stock items.

It gave us a much clearer picture of the activities to concentrate on this year.

We are mindful we need to build up a supply of useful items and saleable items for the Crowley Family Show Day in early October and our End-of-Year Sale.

With the cooler weather just around the corner (hopefully), our Shed Gardener's will be more active and of course, we expect the demand for Frank's Health Herbs to increase as always.

We welcome residents who wish to participate in the various shed activities and as always will be open to any suggestions or orders for construction.

Just call in – the kettle is always hot!

Shed Opening Hours: Tuesday and Thursday 9am – 12pm.



# Update From Maintenance

## A Fresh Coat of Paint

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### **Albie Viel** **Maintenance Manager**

Refurbishments have kept the Maintenance Team busy with the varied works required. A new colour range has been selected to make the refurbishments more modern. Changes to our colour scheme include kitchen designs, paint colours, carpet, and the use of vinyl planks.

Vinyl planks reduce the need for different flooring materials used in the past and reduces the wear that occurs with carpet.

Each refurbishment comes with different works required in the gardens. Some require a complete restart and other existing gardens we will try to update.

Along the waterfront of the Independent Living Units we have recommenced the external painting program completing the repaint of waterfront units.

A reminder for our Independent Living residents that the six-monthly skip will be on site behind the Men's Shed on 1 March for those who wish to carry out a spring clean.

- Please note that the bins do not permit paint or gas bottles
- TVs can be left at the workshop
- Cardboard can be placed in the recycling bin
- Additional charges do apply to those who wish to dispose of refrigerators (\$47) and car tyres (\$15)
- For those who need a helping hand please contact Reception

## **2019 CROWLEY RESIDENTS Footy Tipping Competition**

**Round 1 starts Thursday 14 March!**  
Register your interest at Reception





# Home Care Client Profile

**What's your name?**

Kevin Myers

**Where were you born?**

In Ballina.

**Where did you live as a child?**

Mostly in Sydney Strathfield.

**Do you have any brothers and sisters?**

I have a brother Stephen in Evans Head and my sister Patricia lives in Canberra.

**What did you do when you left school?**

I was a butcher at the meatworks at Homebush. I then retired and cared for my mum.

**Tell us about your family?**

My mum was a homemaker. Dad was a school teacher at Ballina High in the early 1930's. My brother Stephen is a GP and a medical lecturer at Lismore University.

**Tell us about your hobbies interests and passions:**

I was a martial arts black belt teacher in Strathfield. I enjoy music and used to play golf. Nowadays I enjoy family, my DVD's and TV shows.

**What are two good decisions you have made**

1. Moving to Crowley - the staff are excellent
2. Moving up here to the far north coast, closer to my family

**What is your favourite memory of life so far?**

Spending time with my family, playing golf and looking after my mum.

**What is your favourite food?**

I like Chinese food, Thai food and sometimes pizza. My family take me out to enjoy these meals together.

*In addition to this, we can't help but celebrate the fact that Kevin recently underwent a successful double hip replacement.*

*Following a short hospital stay and rehabilitation, he has recovered and is back home.*

*Kevin attributes his positive surgical outcome to him maintaining good health and exercising.*



# Focus on Quality

## New Aged Care Quality Standards

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### **Michelle Golding** Quality Manager

From 1 July 2019, the Aged Care Safety & Quality Commission expects that organisations providing aged care services in Australia will be compliant with the new Aged Care Quality Standards.

The new standards apply to both residential aged care and home care services as well as transitional aged care and services providing care under the National Aboriginal and Torres Strait Islander Flexible Aged Care Program (NATSIFACP).

### **What's new**

- The new standards are intended to set the bar higher and reflect contemporary best practice
- Focus on outcomes – where the current accreditation standards have a strong focus on systems and processes, the new standards emphasise the importance of the consumer's experience with the organisation and the outcomes delivered for them. However the importance of the organisations structural foundation should not be overlooked and the systems and processes underpinning the provision of safe and quality services will still be a strong focus of quality assessment
- Minimise duplication of legislative requirements. The new standards have been designed to minimise duplication with existing legislative requirements. For example 4.5 Occupational Health and Safety, State and Territory level, Work Health and Safety legislation already applies to providers rendering this outcome redundant
- Decontextualisation of key concepts. Under the current standards there is no expected outcome with a specific focus on assessment and planning rather a range of other expected outcomes (2.4 – 2.17). Compare this with new requirement 2.2 of the new standards "Assessment and planning identifies and addresses the consumer's current needs, goals and preferences" it extends to the full range of each individual consumer's needs

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

During this transition period we will be

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

Resources are available online from Aged Care Quality and Safety Commission [www.agedcarequality.gov.au](http://www.agedcarequality.gov.au) or you can collect a copy of Aged Care Quality Standards 1-8 Factsheet from Reception.





# Making Feedback Flow

## **Residential Care Resident**

Tony, you excelled for my birthday bash. The food was delicious, and all were impressed. Judy, thank you for the love and care you served with.

## **Residential Care Resident**

Just wanted to say thank you to whoever employed the new staff member in my area - it's such a relief to know she is there and understands how to get things done! Also, Georgia is a big help and always makes time to help me clean up the almost daily mess! She is a real pocket rocket in Banksia wing.

## **Independent Living Resident**

Thank you for your support and all your unseen work during the year, to keep the standard high and the wheels turning.

## **Independent Living Resident**

Thanks so much for your courtesy and patience throughout the year.

## **Independent Living Resident**

Michael, thank you for the joy and fun you bring to my life. I love the way you treat all of us as equals with yourself.

## **Home Care Client**

Thank you for all your help and understanding. Thanks for all the fantastic nurses that visit me daily. You have lovely caring staff and it is appreciated.

## **Family Member**

Thanks so much for catering for mum's 80th. The food and birthday cake were beautiful. The day was a great success and enjoyed by all.

## **Family Member**

Thank you so much, paths are great for wheelchairs now as is most of Cherry Street but unfortunately not the portion just out from Crowley. Don't imagine you can do much about that, but around Crowley it is fabulous.

## **Family Member**

On behalf of my family we would like to take this opportunity to thank all staff who interact with our father. Your communication has been excellent and I look forward to similar over the years to come. Please thank Dad's Community Nurse who takes him out on Friday's as he enjoys the company and outings.

## **Staff member**

Loving the fruit salad at Barney's Café. Can it be on the menu everyday?



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



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

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

# PISCES HOROSCOPE

## February 19 - March 20

Pisces are very friendly, so they often find themselves in a company of very different people. Pisces are selfless and always willing to help others, without hoping to get anything back.

Pisces is a water sign and as such this zodiac sign is characterised by empathy and expressed emotional capacity. They are generous, compassionate, extremely faithful and caring.

**Element: Water**

Refreshing, charming, mysterious, sensitive

**Ruling Planet: Neptune, Jupiter**

Dreams, spirituality, oneness, luck, higher learning

**Compatibility:** Virgo, Taurus

**Pisces Strengths:** compassionate, artistic, intuitive, gentle, wise, musical

**Pisces Weaknesses:** fearful, overly trusting, sad

**Pisces Likes:** being alone, sleeping, music, romance, visual media, swimming, spiritual themes

**Pisces Dislikes:** know-it-alls, being criticised, the past coming back to haunt, cruelty of any kind

**Lucky Numbers:** 3, 9, 12, 15, 18, 24

**Colour:** Mauve, lilac, purple, violet, sea green

**March Birth Flower:** Narcissus (Daffodil)

**March Birthstone:** Aquamarine

## WHAT A LAUGH!



The local news station was interviewing an 80-year-old lady because she had just gotten married for the fourth time.

The interviewer asked her questions about her life, about what it felt like to be marrying again at 80, and then about her new husband's occupation. "He's a funeral director," she answered.

"Interesting," the newsman thought...

He then asked her if she wouldn't mind telling him a little about her first three husbands and what they did for a living.

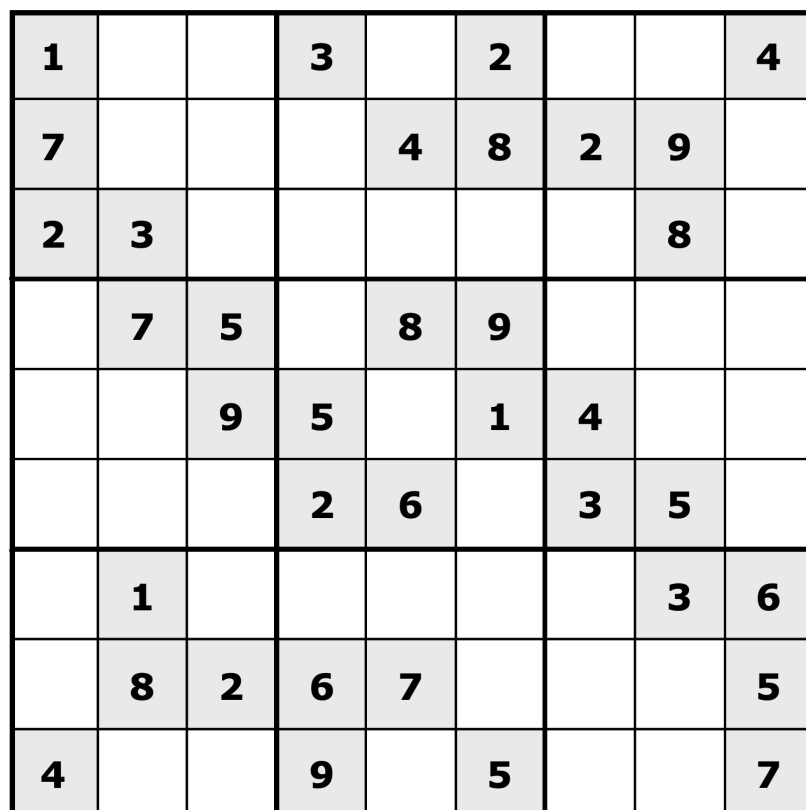
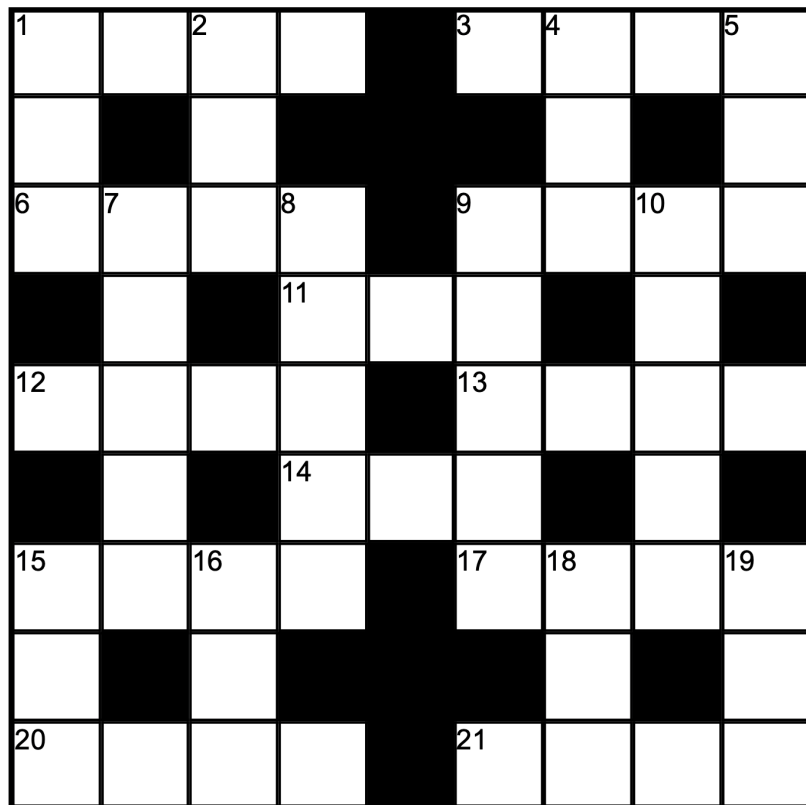
She paused for a few moments, needing time to reflect on all those years. After a short time, a smile came to her face and she answered proudly, explaining that she had first married a banker when she was in her 20's, then a circus ringmaster when in her 40's, and a preacher when in her 60's, and now - in her 80's - a funeral director.

The interviewer looked at her, quite astonished, and asked why she had married four men with such diverse careers...

She smiled and explained, "I married one for the money, two for the show, three to get ready, and four to go."



# GAMES CORNER



# CROSS WORD CLUES

## Across

1. Not wild
3. T. Rex, e.g.
6. Land area
9. “\_\_\_\_, the Magic Dragon”
11. Slang for girl
12. Remain
13. Poker payment
14. Skillet
15. Worry
17. Scrabble piece
20. Wrath
21. Nose-in-the-air type

## Down

1. Orange pekoe or Earl Grey
2. Former Russian orbiter
4. Critical hosp. area
5. Not in operation
7. Bring food for pay
8. African country
9. Factory
10. “\_\_\_\_ Attraction”, ‘87 movie
15. Long distance
16. Chicken lays it
18. Electrically charged atom
19. Recede

# THOUGHTFUL CHALLENGE

I have cities, but no houses.  
I have mountains, but no trees.  
I have water, but no fish.  
What am I?

Answer: A map



Getting Groovy!  
Gloria and Megan enjoying a boogie when Lisa B from Sydney visited.



What a beautiful, blushing bride! Ray and Juanita enjoyed a giggle and a bit of fun at our Valentine's Day Celebration.



Margaret got a helping hand from Paige during our "Love Creating" workshop during Seniors Festival.

The ladies of Missingham enjoyed a special lunch together while the gents had a BBQ.



## 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.