

the chatterbox

NEWS FROM CROWLEY CARE

MAY 2023



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Cover photo

Tony, Tim and Brad celebrating Harmony Day.



A Moment with our CEO

Hello everyone,

Tick of approval

I'm pleased to share with you that Crowley Care continues meeting the required Government standards of care to a high level.

It follows a recent audit by three independent assessors, on behalf of the industry regulator, the Aged Care Quality and Safety Commission, who came to Crowley via an unannounced visit.

The independent team assessed our compliance against the eight quality standards across 42 outcomes, each focussing on an aspect of care that contributes to our residents' safety, health and well-being.

Crowley Care passed all standards with flying colours, with the results matching and validating feedback from our own resident and family surveys.

The independent Assessment Team sought feedback from residents, families and staff whilst conducting a full check of our systems and procedures.

It is a rigorous process and I am very proud of Team Crowley and the validation we received relating to the quality of care we provide every day.

Feedback from the Assessment Team included that Crowley's services have "enriched resident lives by delivering services and care which enables them to be independent and fulfilled with a sense of purpose." And that "Crowley staff demonstrated knowledge of residents' needs and preferences and of support they require to participate in activities or pursue individual interests." Whilst "residents and families expressed satisfaction with the meal service which they said was enjoyable, suitable in quality, quantity and variety."

Additionally, the Assessment Team observed Crowley as "clean, spacious and filled with natural light where residents could move freely, both indoors and outdoors." Staff interactions with residents were described as "kind and caring and staff are supported with training and regular performance development cycles to ensure they are providing the best care."

We were also told verbally by the Assessment Team what we have here at Crowley is unique.

Despite these strong findings, I assure you we remain fully focussed on our journey of continuous improvement at Crowley across the entire organisation.

Revamped Village social program

It's a social program any cruise ship would be proud to host.

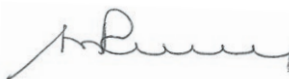
And it's been designed by and for our Independent Living community who've embraced our re-opening with passionate enthusiasm.

Scanning the revamped social program, we see art and craft sessions, entertainers, music afternoons, snooker groups, dance, barbeques galore, and of course - happy hour, to name but a few.

The extensive list of fun activities was developed following meetings with our Independent Living community who told us what they loved doing. It was followed with a further meeting of interested residents to refine our new-look social program.

And the results are in. We have a program that is tremendously popular. And that is largely I think because we asked our IL community what they wanted and designed the program from there. Just as it should be.

Very best,



Michael Penhey
Chief Executive Officer



Catch Up with Kelli

Year to date

Kelli Potts
Executive Manager Operations and Finance

The year is well and truly underway and already so much has been achieved. It truly takes a team of people to keep an organisation like Crowley running smoothly. Every day there are many things that happen, small and large, obvious and not so obvious, each of them play an important part.

Crowley is very fortunate to have a group of managers who are the leaders of their own areas and who work together to ensure all aspects of our daily operations are covered. These operations are not only on the site but reach out far and wide across the community.

In this edition of the Chatterbox our Clinical Manager Nurse Practitioner, Kelly Roberts, has written a 'Who Does What' article about the Residential Care team, their different roles and how they provide the care within the Residential Care facility.

There are also articles from a number of our other managers about their areas, providing insight into their areas of responsibility and focus.

Many of you will know the members of our Management Team, between them they have a combined 100 plus years of experience at Crowley... a testament to their belief in Crowley and their commitment to residents, clients, families, and other stakeholders that Crowley supports. And to their teams.

Over the coming months we will share with you more about these teams, the staff who deliver our services and the areas of Crowley they cover; from Hotel Services, Maintenance, Quality, Risk, Human Resources, Finance, ICT, Home Care, Customer Service and Concierge, and Independent Living.

So far this year we have achieved re-accreditation, are working towards final commissioning of our Lighthouse Wing, undertaken multiple small unit and room refurbishments, grown our volunteer numbers, re-established our activity and social programs, and welcomed a number of new residents, clients and staff to the Crowley Family.



Kelli 😊

International Nurses Day

Our Nurses. Our Future.

Since 1965, we have celebrated International Nurses Day.

The International Council of Nurses established this day to recognise the significant contribution that nurses make to society. International Nurses Day is a global celebration that acknowledges and celebrates, amongst other things, the commitment and bravery of nurses around the world.

In 1974, 12 May was chosen to celebrate International Nurses Day, as it marks the birth anniversary of Florence Nightingale, who was known as the founder of modern nursing. Florence fought to lay the foundations of the nursing profession and advocated for laws to protect it.

Florence Nightingale is best known as "The Lady with the Lamp" because she used to go out in the dark while holding a lamp in her hand. She searched the battlefields looking for the wounded and injured to help them, during the Crimean War in 1854. Her distinguished role at that time helped in reducing mortality rates among soldiers from 40% to 2%.

The theme for the 2023 resource is **Our Nurses. Our Future.**

"**Our Nurses. Our Future.** will be a global campaign which sets out what we want for nursing in the future in order to address the global health challenges and improve global health for all. We need to learn from the lessons of the pandemic and translate these into actions of the future."

Top five great nurse habits:

1. Pay attention to detail
2. Don't rush or take shortcuts
3. Keep learning
4. Be on time
5. Make yourself available

At Crowley we are fortunate to have nurses who have a wide range of specialties and a broad range of experience. Crowley recognises and celebrates the unique role of all nurses in all health settings.

Our compassionate and valued staff will be recognised on International Nurses Day with a breakfast BBQ and pizza dinner.

Happy International Nurses Day!



**OUR NURSES.
OUR FUTURE.**

International Council of Nurses

**International Nurses Day
12 May 2023**

Last Month at Crowley

Easter wrap up

Easter celebrations were a blast this year at Crowley.

Residents enjoyed getting crafty and making fun Easter hats, listening to the melodies of the Ballina Christian Choir's Easter performance, watching Easter movies, and most exciting of all an Easter Hat Parade and Morning Tea.

The Easter Hat Parade and Morning Tea saw residents come together to have a cuppa, a chat, and to show off their newly made Easter hats. A special congratulations to Jocelyn and to two of our Joan's for taking home a prize for the Best Easter Hat in show.

This event also featured an appearance of a very special, big eared, fluffy tailed, carrot eating guest... THE EASTER BUNNY!

Here are a few of our favourite photos of the fun.







Auxiliary Easter Raffle

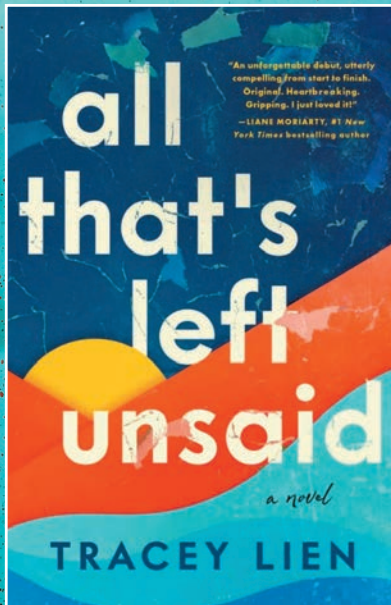
Congratulations Patricia and Bill for winning the Crowley Auxiliary Easter Raffle full of chocolatey goodness!

Thank you to the Auxiliary for another successful raffle, this one raising a whopping \$900!

All proceeds from Auxiliary raffles go towards supporting Crowley.

Book Club

All That's Left Unsaid by Tracey Lien



Our latest read was a debut novel “All That’s Left Unsaid” by Tracey Lien. It is set in the Vietnamese community of Cabramatta in the 1990’s.

Cabramatta was then known as the heroin capital of Australia, but it also had the best pho and banh mi (yum!), noisy, colourful crowded markets and industrious hard-working families.

On the surface the story is about a sister seeking answers for her brother’s murder which was witnessed by many, yet seen by none. It is also the story of the experiences of Vietnamese refugees, post war trauma, displacement and loss, racism and ethnic stereotyping; with themes of violence, drugs and gang culture, fragility of a grieving family, and how the past shapes the present.

The story evoked a variety of responses. Having lived in Sydney at the time, some felt they had “heard the story before” but others liked the memories. To some it was confronting and they had a sense of guilt through lack of knowledge and in relation to Australia’s involvement in the Vietnamese War. The cultural beliefs of the Vietnamese were of interest to others.

The group appreciated that it was not a comforting story with a happy, warm ending. However, it is a realistic and confronting look at Australia’s not so distant past and ever-present problems regarding refugees.

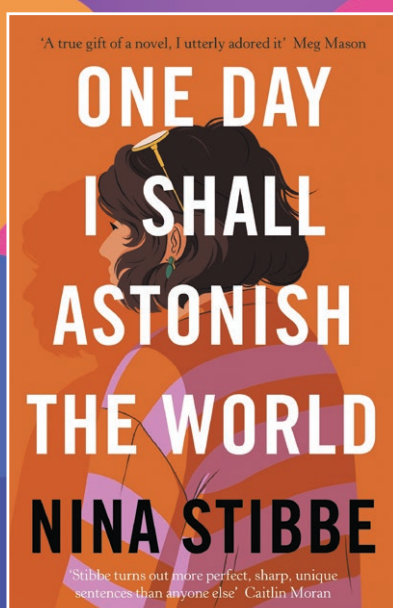
Our next read is “One Day I Shall Astonish the World” by Nina Stibbe. It explores lifelong friendships and their subsequent impact on life choices, love and work.

Our next meeting is Thursday 18 May.

Until then...

Happy reading!

Marion



What's Happening in May

Heart Week First week of May

It provides an opportunity for health professionals and the Australian public to start a conversation about heart health and take positive steps to reduce heart disease risk. This year's Heart Week is encouraging Australians to do three things to look after their heart – check their blood pressure, use the Heart Age Calculator to understand their risk of heart disease, and book a Heart Health Check with their GP.



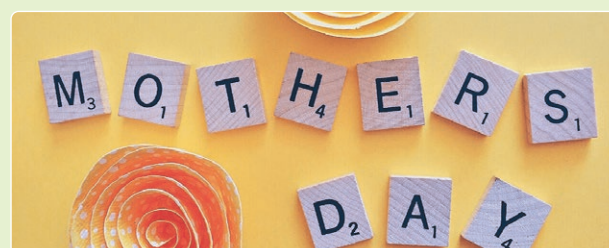
International Nurses Day Friday 12 May

Celebrated around the world every year, the anniversary of Florence Nightingale's birth. The theme for 2023 is Our Nurses Our Future. This campaign will shine the light on nurses and a brighter future. It is now time to look to the future and demonstrate what these investments will mean for nursing and healthcare.



Mother's Day Sunday 14 May

Mother's Day is a celebration honouring the mother of the family or individual, as well as motherhood, maternal bonds, and the influence of mothers in society.



Volunteers Week Monday 15 May to Sunday 21 May

The theme for National Volunteer Week 2023 is The Change Makers. The week-long event recognises the vital support that millions of volunteers in our country provide to their communities and encourages people to consider volunteering.





Mental Health Week
Monday 15 May to Sunday 21 May

Highlights the importance of ensuring communities recognise the part each person has to play in creating a society that advocates for positive mental health. The international Mental Health Awareness colour is green. The theme this year is 'anxiety'.



National Palliative Care Week
Sunday 21 May to Saturday 27 May

The week in May offers a key moment of reflection for all Australians. 'Matters of Life and Death' will be front and centre in our community's consciousness as we highlight the 'people at the heart of quality palliative care' during National Palliative Care Week.



Australia's Biggest Morning Tea
Thursday 25 May

There are few people whose family and / or friends have not been affected by some form of cancer. Australia's Biggest Morning Tea is an opportunity for people to get together, enjoy each other's company, have some fun, and raise funds to support people impacted by cancer.

Residential Care Resident Profile

Jeff Smith

With our recent Anzac Day celebration we thought it appropriate to profile one of our Ex-Servicemen, Jeff Smith.

Jeff enlisted in the Air Force on the same day man landed on the moon in 1969.

Jeff had virtually stepped off the boat after migrating from England with his wife and two children. He spent six months with the Recruitment Force in Edinburgh Air Force Base South Australia.

Jeff experienced good camaraderie with the other recruits as they underwent their training and drills which involved lots of physical exercise including climbing through trees, crawling through mud, running and lots of marching to name but a few.

He enjoyed the training and accepted the new life he had chosen.

Jeff served in the Vietnam War for a year, returning to RAAF Base Williamstown near Newcastle and later to Amberley in Queensland where he climbed the ranks first to Corporal, then Sergeant, Flight Sergeant and finally to the position of Warrant Officer.

Jeff supported the recovery of Darwin after Cyclone Tracey.

All trades were sought after to aid in the rebuilding of the city. Jeff had previously been an electrician and so was able to provide his skills to help the city recover and enable residents to get back to their homes.

Jeff says, "I've had a life of service, but a good life" and along the way he has made a lot of friends.

On retiring from the Air Force, Jeff and his wife moved to Ballina and bought a business, setting up a pet shop at Tamar Village. They specialised in tropical fish and exotic birds which Jeff enjoyed training himself before eventually retiring.

A big thankyou to all our Service men and women, both past and present for your service to our country.



Rosebank Art

The lovely residents of Rosebank took part in an arts and craft activity that had everyone connecting with their inner creative.

We experimented using a variety of tools to apply paint in all sorts of ways.

Some residents reached for sponges or cotton tips to paint with, while others found inspiration in the forms created from crushed tissue paper.

This led us to create some very interesting and striking pieces of art.



Who Does What?

Kelly Roberts Clinical Manager (Nurse Practitioner)

We thought it might be helpful to give a little overview of some key roles at Crowley and how they support our community.

Our Clinical and Nursing Care Team

The current clinical structure at Crowley was designed to ensure the highest standard of care delivery for our community.

Crowley provides 24 hour Registered Nursing (RN) coverage and we have added to our RN Team, by providing an extra RN available throughout the day, in the role of Clinical Support Registered Nurse.

This means that, not only are clinical concerns dealt with in a timely manner, but our RN's are more visible and available to the residents and staff in each area.

For several years now, Crowley has run a post graduate program where newly qualified RN's are mentored through their first-year post qualification until they are established and confident in their role.

Three of our existing RN's all came to work for us under the New Graduate RN Program. Our Registered Nurses wear the red spotted shirts as a uniform which makes them easy to identify.

Team Leaders and their role

Our care structure includes our Team Leaders (TL). Team Leaders are allocated across the facility and co-ordinate the day-to-day care and activities of our residents. They are often the first point of contact for residents and families and work closely with the Registered Nurses to ensure a high standard of nursing care and oversight.

Team Leaders come to us with a variety of qualifications, including Bachelor of Nursing students, Endorsed Enrolled Nurses (EEN) and Assistants in Nursing (AIN) with an additional Certificate IV qualification.

The Team Leader role provides a platform for nursing students to learn the skills involved in patient care, communication, and the clinical care requirements in healthcare delivery for older adults. Our Team Leaders wear a light blue spotted shirt.

Care workers

Direct day-to-day assistance for residents is provided by our care workers. Care workers are the cornerstone of our care delivery. They report to the Team Leaders and are supervised by Registered Nurses and the Clinical Support Team.

Many of our carers are also involved in studying for their nursing qualifications and are able to enhance their learning as they work, developing experience in the best way to deliver care and provide nursing led outcomes for our residents.

Our care workers have the opportunity to develop long and lasting relationships with residents as they assist in almost every aspect of day-to-day activities and report any concerns to the Team Leaders or Registered Nurses. Our carers wear a dark blue spotted uniform.



Kelly Roberts, Clinical Manager



*Clinical Support Team
Left to right: Bin, Alisa, Josh, Anne and Jenny*

Clinical Support Team

Supporting all of these roles, is the Clinical Support Team.

This Team, also known as the Resource Team, is made up of a variety of clinical roles aimed at providing support to residents and our clinical colleagues with day-to-day care delivery.

The Clinical Support Team is akin to the “engine room” of clinical care delivery of Crowley.

The Nursing Team works closely with our Allied Health Team and with all other roles across the facility such as the Hotel Services Team which includes kitchen staff, laundry, cleaning and ward staff.

The Resource Team also mentors new staff and helps them find their feet on arrival, as well as helping new residents entering Crowley to find their way, settle in and connect with other residents.

Quality Team

The Quality Team keep all of us connected and ensure we have the administrative support needed for documentation, record keeping, signage and archiving, managing feedback and continuous improvement.

We are very fortunate to have so many different supports to enable Crowley to provide the care our reputation is built upon.

From the IL Desk

Jenny Kliese
Independent Living (IL) Coordinator

With the change of season it is a timely reminder to organise with your general practitioner or local pharmacy for your annual influenza vaccine.

It's important to keep your vaccines up to date.

While our community goes about returning to a type of normal, we need to remember COVID-19 is still very much in the community. So, we still need to be vigilant in our hand sanitising social distancing (in a crowded area), or if you are feeling unwell don't go out, monitor your symptoms and if in doubt do a RAT.

It's a myth COVID-19 has gone. We have COVID-19 pop up in our Independent Living community regularly. If you contract COVID-19 it is appreciated for you to report to Crowley for our awareness so we can monitor and support you.

We live in a beautiful part of the world with lots of people in transit. And while our Crowley Care community is opening up, please remember when you enter our Residential Care facility to be respectful to our lovely Concierge Team and other staff members who do a great job keeping our community safe.

It is a requirement everyone do a RAT and check in at the Concierge Desk before entering the facility if you are doing any of the following:

- Visiting with a resident in their room or Barney's Café
- Attending Barney's Café
- Attending Weekly Catholic Mass
- Visiting as entertainment / volunteer / service technician

Plaza visits don't require RATS

All Crowley Care staff members do a mandatory RAT before every shift.



Mother's Day

Mother's Day is on Sunday 14 May 2023,
and we would like to wish all our mothers
(biological and non-biological)
a very happy day.

"A mother's hug lasts long after she lets go."

THE CROWLEY CARE AUXILIARY

Annual Mothers Day
LUNCHEON

**THURSDAY 11 MAY 2023
CROWLEY ACTIVITY CENTRE
12:30PM - 3:30PM
\$48 PER PERSON
BYO DRINKS**

**PLEASE RSVP AND PAY AT CROWLEY RECEPTION OR VIA
PHONE ON 1300 139 099 BY THURSDAY 4 MAY
PLEASE ALSO PROVIDE ANY SPECIAL DIETARY REQUIRMENTS**

**TICKETS INCLUDE:
DELICIOUS 3 COURSE MEAL
1 X ENTRY INTO THE LUCKY DOOR PRIZE
LIVE ENTERTAINMENT**

Independent Living (IL) Catch Ups

With so many activities available for our IL residents to choose from and enjoy, it's no surprise that we can usually spot some folks out and about, taking part in the fun.

Each month offers an assortment of activities for our IL residents, with some of the more popular ones being our games afternoons, Sunday music performances, art and craft mornings, and BBQ lunches.





Spending Your Home Care Package Funds

Sherrie Viney
Home Care Manager

The Home Care Packages (HCP) program is designed to support older Australians remain living independently at home. The program supports those with age related functional decline.

Aged related functional decline is the decline due to a decrease in either a physical or cognitive function.

The HCP program is legislated and the supports and services provided under the program must be aligned with the clients assessed needs and are identified as a permissible inclusion.

The Government now has clearer guidelines as to what is included and excluded from the program. The Aged Care Quality and Safety Commission is focusing on the appropriate use of Government funds and what service providers are approving, as providers have an obligation to abide by the legislation.

Quotes are required prior to any purchase for approval to ensure the support or service is aligned with your care needs, is an inclusion under the program, and that there are sufficient funds.

The HCP program includes

- Allied health services - such as, podiatry, physiotherapy, chiropractic, hydrotherapy and remedial massage with an accredited provider
- Goods, equipment and assistive technology, such as walking frames, scooters, shower chairs, and personal alarms
- Personal care services, such as assistance with bathing, dressing, or grooming
- Regular domestic assistance and shopping assistance
- Gardening and transport
- Wound and clinical care
- Home modifications that are clinically justified for safety and assistance, and are provided by a qualified tradesperson

Despite the increasing cost of living pressures, the program is not a personal savings account or general income support nor is it a medical and dental program.

The HCP program excludes

- Any general income expenses that all Australians are expected to pay regardless of age
- Funding for fees, travel, and accommodation
- Funding for medications of any kind
- Dental and spectacle services
- Hearing aids, if the client is eligible for the Hearing Services Program already funded by the Government
- Natural therapies such as tai chi, kinesiology, and aromatherapy
- Specialised cleaning services such as carpets and cleaning of blinds
- Pet care
- The installation of garden beds and mulching
- Any GAP payments including Medicare, PBS or other programs
- Laptops and phones are typically excluded with the exception of those who are homeless, are socially isolated, or for medication management reminders

We encourage all clients to call us on 1300 139 099 for information about what you can spend your HCP funds on.

You can also call MyAgedCare on 1800 200 422 for advice.

Craft Corner

Tissue flowers for Mother's Day

What you need

- Coloured tissues paper of your choice
- Chenille / pipe-cleaner stems
- Scissors

Instructions

1. Cut tissue paper into rectangles. It is up to you how big or small you want to make the flowers. A good rule of thumb is 8cm x 13cm.
2. Use 8 to 10 pieces of tissue paper rectangles stacked on top of one another and pleat them in an accordion style (*ref. image one*).
3. Using scissors, trim the ends and shape the paper the way you like. You can achieve a lovely finish with either a triangle or a half moon shape (*ref. image two*).
4. Using pipe cleaner, tie the stack of pleated paper in the middle (*ref. image three*).
5. Separate layers gently towards the middle and then the other side (*ref. images three and four*).
6. Place one on the door to your room, or pin it to your clothes in celebration of Mother's Day.



Variation

Alternatively, to create a chrysanthemum paper flower, follow the same instructions as above, but instead make short cuts to both ends of the tissue paper (*ref. image five*) before securing with the pipe cleaner (*ref. image six*).



Update from Maintenance

Waste, where does it go?

Albie Viel
Maintenance Manager

Waste disposal is an essential, but an expensive service.

You may be surprised to learn 13.8 cubic metres of landfill and 6 cubic meters of cardboard are taken for disposal from our facility each week.

There are also additional waste services, including document, pathology, recycling of containers, liquid, and trade waste.

In our Village we have three different types of wheelie bins for waste. Each fortnight, waste pick up typically includes 30 landfill bins, 32 recycling bins, and nine green wheelie bins.

Soft plastics not for recycling

As a whole we recycle well, but we can improve the recycling process especially by not placing soft plastics, plastic bags, polystyrene, and take way cups in the recycling bins. Lids from bottles are to be removed as well.

Our recycling is separated with glass being used as fill, metal going to steel merchants, plastic going to larger companies like Visy, and cardboard going to Opal and Visy for recycling.

A common sight in our Village green bins is non-compostable bags. For green waste bins, no plastic should be placed in the bins. Food should be taken out of plastic wrap or packaging and wrapped in newspaper. Plastics just hinder the green waste process. An effort should be made to dispose of food waste into the green bins, not the landfill bins. Our green waste goes to Lismore Waste Depot and eventually sold as organic mulch. All other waste goes to land fill and is transported to waste sites in Queensland.

Electronic waste such as televisions, microwaves, and batteries can be taken to the Council Waste facility free of charge for correct disposal. Fridges can also be taken the Waste facility for a fee to degas.

During the year the Village wheelie bins are cleaned by our contractors. They are environmentally conscious recycling the water through a filter process and use environmentally friendly cleaning products.



let's get it sorted

Working together to waste less & recycle more

RECYCLING



glass bottles & jars

NO LIDS



plastic containers



paper & cardboard



steel & aluminium

NO:

- ⊗ lids
- ⊗ dirty paper
- ⊗ soft plastics
- ⊗ plastic bags
- ⊗ meat & biscuit trays
- ⊗ polystyrene
- ⊗ takeaway cups
- ⊗ fabric
- ⊗ food
- ⊗ cords & rope



ORGANICS



all food (no plastic)



shredded paper



soiled paper & cardboard



grass & garden clippings

NO:

- ⊗ plastic wrapping
- ⊗ large amounts of soil
- ⊗ treated timber
- ⊗ plastic bags
- ⊗ plant pots
- ⊗ nappies
- ⊗ hygiene products



LANDFILL



polystyrene



nappies & wipes



soft plastics



takeaway cups

NO:

- ⊗ gas bottles
- ⊗ fire extinguishers
- ⊗ building materials
- ⊗ chemicals
- ⊗ paint



#RecycleRight



Keep it simple. Keep it clean. Keep it coming 'round.

ballina.nsw.gov.au

ballina
shire council

Our Fire Safety Systems

More to it than you think

René Lange
Risk Manager

In last month's Chatterbox Crowley's Maintenance Manager, Albie Viel, reminded us to check our home smoke alarms with the end of daylight saving.

All residential houses in Australia should be fitted with working smoke alarms. They save lives.

In our Residential Care facility our fire safety systems are a little more involved. Yes, we have smoke alarms, but we have more than that.

To start with, our buildings are designed and constructed in a way that if a fire were to occur it can be contained and quickly suppressed.

Stairwells are fitted with fire doors, building materials are fire rated, and automatic fire smoke doors separate each wing to help stop the spread of a fire or smoke from one area to another. Should an alarm be triggered these doors release and close automatically.

Throughout the facility are numerous smoke detectors, fire extinguishers, automatic sprinklers, hose reels, fire panels and other safety systems. Our alarm systems are tested regularly.

In addition to these protections, every year all Crowley staff undertake mandatory fire safety training. You may have seen pictures of them practicing the use of fire extinguishers and safety blankets to extinguish a fire. Furthermore, staff learn the correct technique to safely assist non-mobile residents out of harm's way if necessary.

Perhaps then it may not be a surprise that if an alarm is triggered in Residential Care, you aren't likely to see residents being evacuated from the building.

Our fire panels are sophisticated enough to detect the exact location of the triggered smoke detector. This enables staff to quickly verify the presence of a fire and act accordingly.

If an alarm does occur the Registered Nurse on duty will attend the fire panel and direct staff actions from that point. It is very important that, unless flames or smoke is visible, everyone waits for instructions. As you can imagine, evacuating the elderly and frail unnecessarily can be quite upsetting and potentially harmful.

So, if you are in the facility and you hear an alarm sit tight and wait for instruction from staff. At the risk of making light of a serious situation, more often than not someone's burnt the toast!



Smart Technology Helps Us Save Water and Power

Tony Baldwin
Hotel Services Manager

In the last 18 months we have turned to a smart power system in our laundry and kitchen. It saves water, power, and reduces wear and tear on equipment.

A great bonus with this system is that we have Ecolab data screens fitted to our dishwasher and laundry washers. It enables us to look at the screen in real time to see what is happening within the washing cycles and provides a screen snapshot of the machine's overall performance.

They also have actionable alarms which alert staff to a variety of issues such as chemical variations, temperature settings, or the need for a wash tank change.

These screens also allow us to get information to tell us how many washes we have completed, the amount of rewashes, and what types of washes, i.e., whites and colours, and how many kilos of washing we have completed. The dishwasher tells us how many racks of dishes have been done.

Another significant improvement is the chemical packaging for these machines. They now come in a solid form and are shrink wrapped. This gets rid of using the thick plastic containers once used.

These changes demonstrate the use of technology to improve service delivery and efficiency in the industry.



STATE OF ORIGIN DRESS UP DAYS

CALLING ALL RESIDENTS & STAFF!

Get in the spirit of origin by dressing up in your team colours each origin game!

Game 1 - Wednesday 31 May
Game 2 - Wednesday 21 June
Game 3 - Wednesday 12 July

Savoury Mince Recipe for Two

An easy savoury mince when you need a quick dinner for two

Ingredients

- 2 tsp olive oil
- 1 small brown onion, finely chopped
- 250g beef mince
- 1 tbsp instant beef gravy powder
- 1/2 cup tomato puree
- 200g desiree potatoes, peeled, diced
- 150g carrots, peeled, diced
- 100g button mushrooms, quartered
- 1/2 cup frozen peas and corn mixture, thawed
- Steamed white rice, to serve

Instructions

Heat oil in a saucepan over medium-high heat. Add onion and mince. Cook, stirring with a wooden spoon to break up mince, for 5 minutes or until browned. Add gravy powder, tomato puree and 1/2 cup cold water. Stir to combine.

Add potato and carrot. Season with salt and pepper. Cover. Bring to the boil. Reduce heat to medium-low. Simmer, stirring occasionally, for 20 minutes or until potato is just tender. Add mushrooms and pea mixture. Cook for 5 minutes or until heated through. Serve with rice.

Serves 2





Recipe from [taste.com.au](https://www.taste.com.au)

Serves 1

Overnight Chia Oats with Berries

Have a healthy breakfast ready to eat as soon as you wake up

Ingredients

- 30g (1/3 cup) rolled oats
- 2 tsp chia seeds
- 2 tsp pepitas
- 1 tsp natural peanut butter
- 1/4 tsp ground cinnamon
- 125ml (1/2 cup) unsweetened almond or skim milk
- 1 tsp honey
- 2 tbsp natural yoghurt
- 40g (1/3 cup) frozen berries

Instructions

Combine the oats, chia seeds, pepitas, peanut butter, cinnamon, milk and honey in a jar or container. Cover. Place in the fridge overnight to soak.

Top the oat mixture with yoghurt and berries to serve.



Australia's Biggest Morning Tea Fundraiser Event

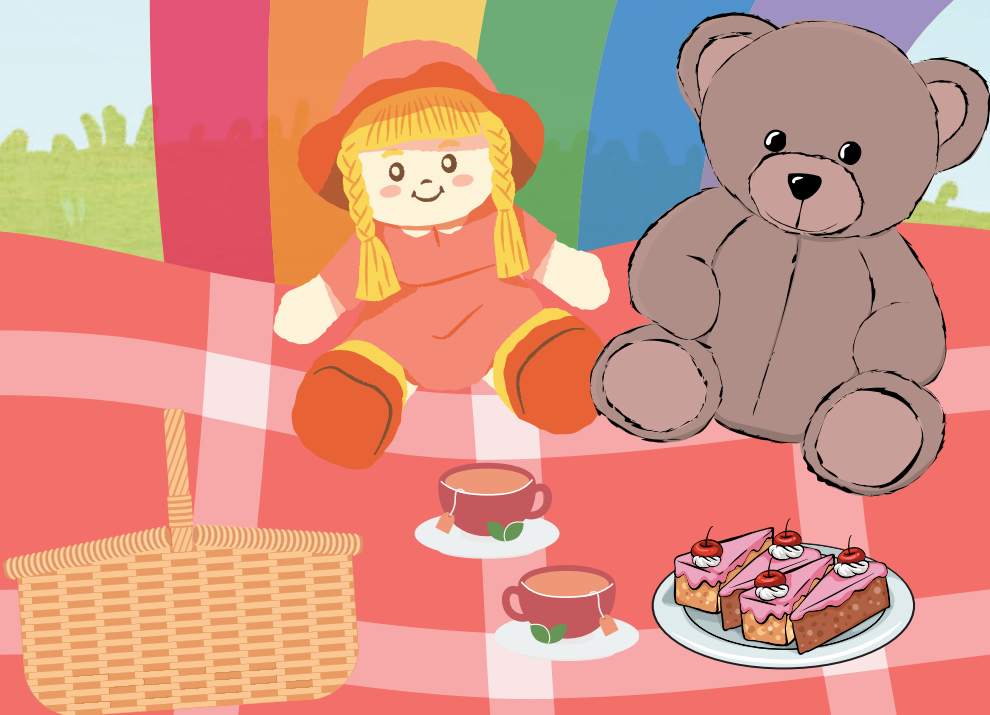
Doll & Teddy Bear PICNIC

Thursday 25 May

10:00am - 11.00am

Entertainment Room

**RSVP to Crowley Reception
by Thursday 18 May**



*All funds raised will be donated to
Cancer Council Australia*



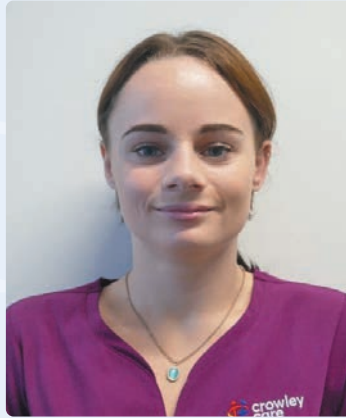
Cancer Council
Australia's Biggest
Morning Tea

Welcome to Team Crowley

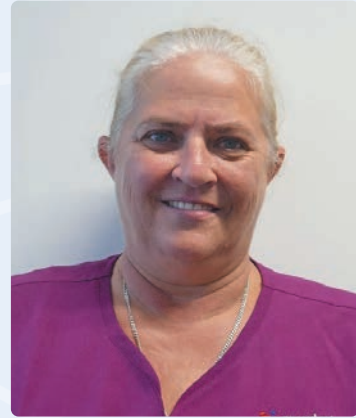
Say hello to the newest members of Team Crowley



Tyla
Hotel Services



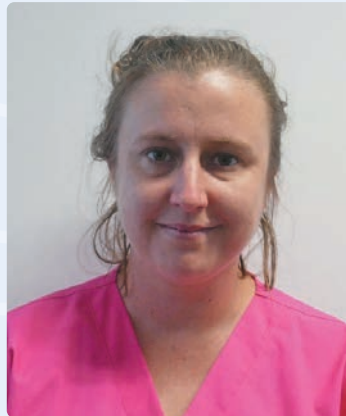
Aspen
Hotel Services



Anne
Hotel Services



Helda
Residential Care



Josie
Home Care



Tahlia
Home Care

Focus on Quality

Expanding the QI Program

Michelle Golding
Quality Manager

As you may be aware from the article in February's Chatterbox from 1 April, the Australian Government has expanded the Quality Indicator Program in Residential Care to include the following indicators:

- **Activities of daily living**
Percentage of residents who experienced a decline in activities of daily living
- **Incontinence care**
Percentage of residents who experienced incontinence associated dermatitis
- **Hospitalisation**
Percentage of residents who had one or more emergency department presentations
- **Workforce**
Percentage of staff turnover
- **Consumer experience**
Percentage of care residents who report 'good' or 'excellent' experience of the service
- **Quality of life**
Percentage of residents who report 'good' or 'excellent' quality of life

Crowley is responsible for collecting this data each quarter and submitting via the My Aged Care Provider Portal.

The Consumer experience indicator is assessed using the Quality of Care Experience Aged Care Consumer tool (QCE-ACC) and the Quality of Life indicator is assessed using the Quality of Life Aged Care Consumer tool (QOL-ACC). Both of these tools were developed from a research study led by the Caring Futures Institute, Flinders University.

The assessments both contain six questions and residents or family members are to indicate their quality of care or consumer experience by selecting the most appropriate statement using a five-point scale from 'never' to 'always'.

Residents will be assessed around the same time each quarter by using an appropriately selected tool:

- **Self-complete version**
Completed by all residents with no or mild cognitive impairment
- **Interviewer facilitated version**
Completed by interviewer for residents requiring support with reading or writing
- **Proxy version**
Completed by family member for residents who cannot complete

Over the coming months the Quality Team will facilitate the distribution, facilitation and collation of this data. If you would like further information on these indicators or any of the 12 Quality Indicators, please contact me at mgolding@crowley.org.au





Making Feedback Flow

We receive great feedback from residents, clients, families and friends

Michelle Golding
Quality Manager

Residential Care family

- Visitors visiting Joan as they were leaving could not thank staff enough and praised all of them for the work and empathy. They are a “special kind of people that deserve so much more”.
- To all the wonderful staff in Serpentine, thank you for the love and care you have given Mum.
- Pat’s visitors were very lost this morning when they arrived and Greg from Maintenance bought them to Reception. Thanks for the help.

Home Care client

- Client ordered grilled chicken and pink peppercorn sauce. The dish was beautiful.
- Cherie is a very efficient and confident worker. I am very impressed with how she puts on my compression stockings in the morning.

Staff member

- I worked with Chelcie who has a very good work ethic. Beautiful with residents and nothing is ever too much. She remains very calm. I like to work with her.

Residential Care entertainment

- So glad to be able to perform for everyone down there. Looking forward to the next one! Cheers Steve.
- Glad the residents enjoyed.
- Love the love you bring out in everyone Dean, thank you.
- Wow! That’s awesome! A true gentleman is Dean.

Easter hat making

- Love how you go Crowley!
- Keep up the great work Jeanine and Karen. Happy Easter too everyone.
- Happy Easter!

Easter hat parade and bunny visit

- Thank you Crowley Care, you beautiful caring people.
- Happy Easter to staff and residents.

Harmony Day dress up

- Thank you for making life so colourful and joyous!
- Lovely photo of RNs Josh and John - forever grateful for the exceptional care you gave to my dad Royce.

Mexican Day at Barneys Café

- Very nice. Thank you, girls.



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!

- 1. Fill** in a Feedback Card and place it in the Feedback Boxes located at Reception, Banksia Dining Room and the Front Entry, or
- 2. Send** us an email to info@crowley.org.au, or
- 3. Call** us on 1300 139 099

Mother's Day Quiz

Can you guess the answers to these riddles?

1 Which mother is famous for fairy tales?

.....

2 Who had so many children she didn't know what to do?

.....

3 Who lived in a cupboard?

.....

4 What is the name of Prince William and Prince Harry's mother?

.....

5 Tied to his mother's
(reluctant to be independent)

.....

6 Latin for 'mother'

.....

7 A preserved Egyptian?

.....

8 What mother would you find in an oyster?

.....

9 The most popular Mother's Day gift?

.....

10 In which movie is there a computer named "Mother"?

- a. Alien
- b. Avatar
- c. Blade Runner

11 Necessity is?

.....

12 Mum's the
(I won't say anything)

.....

13 What is Nacre?

.....

14 Which TV mother is spooky, quirky, and mysterious?

.....

15 What type of animals have young that are carried in their mothers' pouch?

.....

16 Who wanted to kill Snow White?

.....

17 Who was the mother of Liza Minelli?

.....

18 A only a mother could love

.....

19 Which mother holds the power of the world?

.....

20 What is the record number of births from one mother?

- a. 23
- b. 45
- c. 69

Puzzles pack a punch! Not only are they fun, but they also help to exercise our brains. Try your hand at this feature puzzle, and be sure to come back for next month's Chatterbox to find the solution, like the answers on page 35 from the April edition.

Easter Quiz Solutions

Check your answers for last month's feature puzzle! Did you get them all?

1 Who is always late in Alice in Wonderland?
The white rabbit

2 Judy Garland and Fred Astaire starred in which 1948 Springtime film?
Easter Parade

3 What is the Easter Bilby?
Australian bandicoot with rabbit-like ears

4 Who owns the factory in Roald Dahl's "Charlie and the Chocolate Factory"?
Willie Wonka

5 Famous Andrew Lloyd Webber musical "Jesus Christ"
Superstar

6 What is the name of the rabbit in Winnie the Pooh?
Rabbit

7 Who do children think delivers their Easter eggs?
The Easter Bunny

8 Name the 1979 satirically biblical film by Monty Python?
The Life of Brian

9 "He's Alive" was an Easter hit for which country music star?
Dolly Parton

10 What dried fruit do you find in hot cross buns?
Raisins

11 Easter Island is part of which country?
Chile

12 Finish this famous saying "Don't put all your eggs in one"
Basket

13 What is the name of a male rabbit?
Buck

14 From which country did the Easter Bunny originate?
Germany

15 On what street in New York does the City's traditional Easter Parade take place?
Fifth Avenue

16 Which classical composer wrote St. Matthew's Passion?
Bach

17 What is the equivalent of Shrove Tuesday known as in France?
Mardi Gras

18 What item does the rabbit in Lewis Carol's "Alice in Wonderland" always carry with him?
A pocket watch

19 Where is the most popular Easter Parade held each year?
New York

20 Egg rolling, an Easter game of rolling hard-boiled eggs down a hill, is an annual event at which famous house?
The White House

Round the Traps

Harmony Day



Local Contacts

Crowley Administration
1300 139 099

Crowley Business Fax
6686 6082

Crowley Website
www.crowley.org.au

Crowley Facebook
www.facebook.com/CrowleyCare

Emergency
(Fire, police, ambulance)
000

Ballina District Hospital
6620 6400

St Francis Xavier Parish
6681 1048

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 Care Administration.