

the chatterbox

NEWS FROM CROWLEY CARE

NOVEMBER 2018





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COVER PHOTO

Kate and Shirley spending some quality time with the baby animals at Crowley Show Day!



A Moment with Our CEO

Hello everyone,

Like many I suspect, each time you return from a holiday, you have a new perspective on what really matters.

Holidays are a great time for reflection, and what struck me recently as I strolled back into work was what a happy, upbeat place Crowley is. The rest of the world isn't always like this!

Seeing our residents, their families and staff openly expressing how much they love being at Crowley, makes me feel fortunate to be part of our community.

I wasn't here for the Crowley Show Day, but I've seen the photos and heard the stories! (Check out the photos in this edition of Chatterbox.) What a great day. Everyone looked so happy, having the best time ever. The comments from many, long after Show Day was over, went something like this: "It was amazing." It must have been, and for me, the expression of those feelings, captures the true Crowley spirit.



What a perfect picture of what the Crowley Show Day is all about - family, fun and many, many laughs!



In the second week of my holiday Crowley had an unannounced visit from the Australian Aged Care Quality Agency. Crowley comes under the Queensland office of the Agency and it was their first unannounced visit to any facility since the new re-accreditation guidelines were introduced earlier this year. I am pleased to report that Crowley has done well.

The Quality Agency visits used to be about the systems in place in aged care facilities. And whilst good systems are vital, now the Agency focuses more on people. The Agency talked to our residents, family members and staff. This is important, because in the end, it is their opinions and feelings about Crowley that matter most.

I thank all who took time to work with the Agency staff. The comments received were very complimentary about the quality of care at Crowley, the great atmosphere and the caring nature of our staff.

Perhaps I should take holidays more often!

A handwritten signature in black ink, appearing to read "Michael Penhey".

Michael Penhey
Chief Executive Officer



Quality Agency Visits Crowley

Kelli Potts **Executive Manager Operations and Finance**

Recently we had the Australian Aged Care Quality Agency arrive for their 3-day Unannounced Re-accreditation visit. We submitted our self-assessment for re-accreditation at the end of July and as such have been awaiting our visit ahead of our re-accreditation due date in January 2019.

As it turns out, we were the very first facility visited by the Queensland office of the Agency under the new unannounced format that came into effect earlier this year. They tell us they now consider us their 'prototype' for their visits to others.

During their visit, the Assessors reviewed all 4 Standards;

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

And the 44 expected outcomes that fall within these standards.

As part of their auditing process, the assessors conducted numerous resident and family interviews to measure the 'customer experience' in Crowley residential care. They also reviewed our documentation, talked to staff and management and looked at continuous improvement methods that we have implemented.

The initial feedback from the assessors was very positive however; under the new unannounced format, they are unable to give us an indication of our result at the conclusion of the visit as they have previously. The new process is that we will receive a report in due course however our general impression of the visit and the feedback provided is that we did well. Certainly, feedback from the assessors regarding our staff and their knowledge of our residents, the popularity of the L&L Program, the clinical systems and processes and the overall feel and happiness within Crowley were just a few positive signs.

We would like to send out a big thank you to everyone for your assistance and conduct throughout the visit from the Australian Aged Care Quality Agency. The Agency assessors have asked me to pass on their thanks to all our Residents, Families and Staff for your patience during their visit.



Crowley Care Christmas Day Luncheon

Tuesday 25 December

12.15pm

Entertainment Room

\$50 per person

No cost to Crowley Residential Care Residents

BYO Drinks

Please **book and pay at Crowley Reception by:**
Friday 14 December

Out & About

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



Connie and Krista creating a button masterpiece together at the Northern Rivers Gallery. Such focus, such creativity!



Cute as a button! Moyna and George getting crafty during our visit to the Northern Rivers Gallery.



Connie and Shirley enjoying their recent visit to Holy Family school.



Checking out the students projects, 'houses made from recycled materials'... Most interesting!



We love our trips to Holy Family, and are always interested to see the talent of the younger generation.



Gwen was busy creating delicious treats ready for our stall at Show Day. We could barely wait to taste!



Our residents are so creative! Preparing for the craft stall at this years Crowley Family Show Day!



John Peet and Ken Gowing soaking up the rays on our latest bus drive to Evans Head - "Shark Bay".



Aren't friends the best?! Moyna and Kay sharing a laugh during a visit to Holy Family school.



Residents are enjoying the new bird watching group. It's a great excuse to get out and about before summer hits.



Eve keeping watch over the resident magpies. We're glad to see no one is going hungry - cheeky!

Getting To Know L&L

Cheryl

Years at Crowley: 4 years

Previous Role: Administration

Qualification: Certificate III, Assistant in Nursing and Certificate IV, Leisure and Health

How did you end up working at Crowley?

After 25 years working in administration I decided to change direction, so I enrolled to complete Certificate III. I started volunteering at Crowley at the same time so that what I was reading in a book, I could see happening in the workplace and could relate the two. After completing the course, I was offered a position in the Leisure and Lifestyle team, where I would be required to complete my Certificate in Leisure and Health.

How did you end up working in Leisure & Lifestyle?

I commenced working two days a fortnight as a “floater” and I am now based in Rosebank fulltime and very much enjoying this role.

Why do you believe it is so important to have the Leisure & Lifestyle team?

It is very important to have the L&L Team as we provide a holistic approach to the resident’s individual, physical, social, mental, emotional and spiritual needs. We assist in supporting the residents in transitioning into care, and to continue to maintain and enjoy their interests and activities they have always participated in.

What is your favourite part of your day and role?

When I know that I have made a difference to a residents day, to see a smile, to receive a “Thank you” or hug, I know I have achieved what I have set out to do in making that resident happy.

What unique skill do you bring to the Leisure & Lifestyle Team?

I do scrap booking, family history, history in general and I can read a good story, however I think my most unique skill is relating to the residents.



As a “young girl” , I can remember things such as propped up clotheslines, medicines for illness or headaches such as Bex powders, the “Red Rattlers” at Central Railway Station, world events such as the assassination of President Kennedy, and the first moon landing. Because of my age I feel I can have a discussion with the residents and really know what they are talking about.

The Accreditation Standards address Resident Lifestyle, which allows residents to achieve active control of their own lives and being supported to participate in a wide range of interests and activities. How do you feel you meet this standard?

Providing emotional support is so important in my role. I have been assisting a resident dealing with the emotional issues adjusting to their environment. I meet with this resident on a regular basis, both formally and informally to provide the opportunity to talk and monitor their wellbeing. To make sure the resident is aware they are fully supported by staff and help the resident obtain any external support/information required.

Getting To Know L&L

Juanita

Years at Crowley: 8 Years

Previous Role: IGA

Qualification: Certificate III Nursing, Certificate IV in Leisure and Health



How did you end up working at Crowley?

As my children grew older, I started to want more potential out of myself and I naturally love to help others. This gave me the desire to complete my Certificate in Nursing.

How did you end up working in Leisure & Lifestyle?

I worked day and night shifts as a nurse, and then went into community nursing in Evan's Head. I started in L&L as a fill in, but I soon fell in love with the role as I got to know the residents on a whole new level.

Why do you believe it is so important to have the Leisure & Lifestyle team?

I believe we bring so much to our residents, offering choice, laughter and care. I hope we make a difference in their day.

What is your favourite part of your day and role?

Mornings are when it all happens. I love meeting our residents in the morning and seeing their smiling faces.

What unique skill do you bring to the Leisure & Lifestyle Team?

I manage to be able to think quickly, offer solutions and new ideas and creativity. Craft is also a passion of mine, and I really enjoy being able to get involved with the residents to explore their creative side. They may be quite experienced, or just a beginner, and it is nice to work with residents of all skill levels.

The Accreditation Standards address Resident Lifestyle, which allows residents to achieve active control of their own lives and being supported to participate in a wide range of interests and activities. How do you feel you meet this standard?

I take the time to look outside the box and have used that skill with a particular resident that has moved to Crowley. After a few weeks, the resident was feeling socially trapped and expressed she may have made the wrong decision in moving. This type of conversation can be overwhelming for the resident and also myself to hear that they are struggling. I provided emotional support which built the trust and I also arranged the help of a volunteer. With the relationship that has developed, I have encouraged and supported the resident to be involved in craft group and card making which is one of the resident's passions. The involvement in these groups and our activities has really opened her up to new beginnings and a sense of self accomplishment.

Getting To Know L&L

Karen

Years at Crowley: 27 years

Previous Role: Nursing

Qualification: Certificate IV in Leisure and Health

How did you end up working at Crowley?

At the age of 19 after completing my Enrolled Nurse training at Grafton Base Hospital, I applied for a nursing position and was successful. I moved to Ballina not knowing a soul. BEST move ever! Loved the area, made lifelong friends and met my future husband who also used to work at Crowley.

How did you end up working in Leisure & Lifestyle?

After leaving Crowley to travel Australia on a working holiday with a friend for 2 years, I returned to Ballina in need of a job and to top up the bank account and was lucky enough to be employed at Crowley in the L&L team.

Why do you believe it is so important to have the Leisure & Lifestyle team?

It is important to compliment the other services provided at Crowley. The L&L program forms a unique therapeutic and special part of how we endeavour to meet individual needs and maintain quality of life. It is not all Bingo, bus drives as some may mistakenly think! However, we certainly do both and both are very popular. L&L is so diverse and different for every individual. It is what we do as individuals that perhaps brings us enjoyment, gives us a sense of achievement or provides a challenge or sense of belonging.

It is many things to many people. Our monthly/daily programs take into account these interests of residents and provide opportunities that enable them to engage in their preferred leisure choices.

What is your favourite part of your day and role?

The favourite part of my role are the relationships formed with residents by getting to know them, their families, stories and what is important to them. It is this knowledge that allows me to make a difference in their lives on a daily basis which is such a privilege.



What unique skill do you bring to the Leisure & Lifestyle Team?

I love resident stories and facilitating opportunities for them to share, whether in a group or individually. We all love to be heard and tell our stories, it is what makes us unique and feel valued. Providing the right atmosphere, encouragement, questions and support has allowed me to learn some amazing and interesting stories, knowledge and history during reminiscence, discussion groups or chatting individually. We are surrounded by living history and wisdom keepers, that given the time and opportunity are only happy to share.

The Accreditation Standards address Resident Lifestyle, which allows residents to achieve active control of their own lives and being supported to participate in a wide range of interests and activities. How do you feel you meet this standard?

An example that comes to mind of meeting standard 3.6 – Independence, is of a resident that was visually impaired (legally blind) who was reliant on staff to assist her to getting to the Entertainment room to participate in her chosen leisure pursuits. She had a strong desire to get there independently without relying on staff. Guide Dogs Australia were contacted regarding their orientation and mobility services and provided the resident and staff with ongoing weekly support and training to enable her to be able to do this independently. This made a huge difference to her life and confidence.

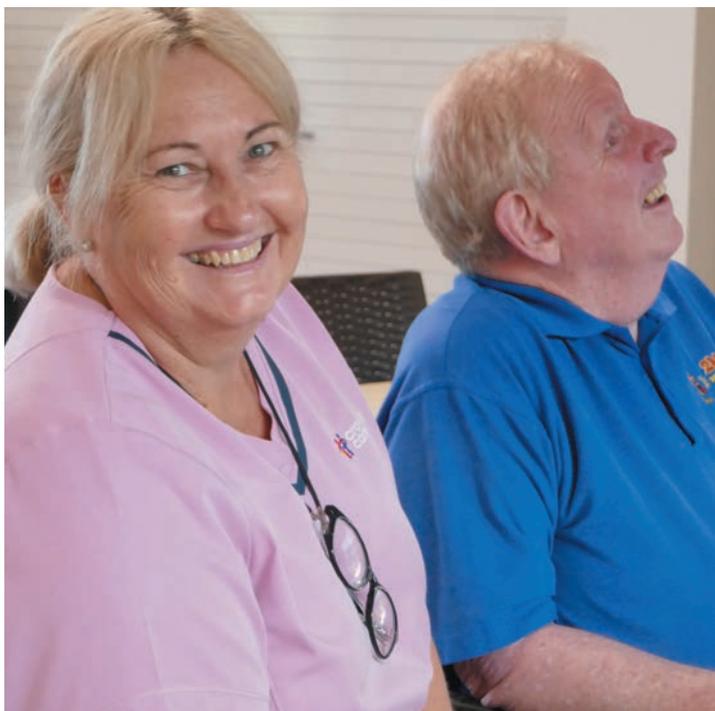
Getting To Know L&L

Susan

Years at Crowley: 1 year

Previous Role: AIN, Physio Aid

Qualification: Enrolled Nurses Certificate, Certificate IV in Leisure and Health



How did you end up working in Leisure & Lifestyle?

At my previous employer, I worked as an AIN and was asked to fill in a couple of days with L&L. As time went on, I began to really enjoy the role and decided to complete my Certificate IV in Leisure and Health.

Why do you believe it is so important to have the Leisure & Lifestyle team?

It's important for the residents to have the opportunity to continue their leisure interests and activities both in the community and within the facility. By programming a diverse range of activities we are helping keep resident's minds and bodies active and alert through creativity, spiritual needs, physical activity and humour. Aiming for outcomes of enjoyment, self-fulfilment, social interaction, and a sense of belonging.

What is your favourite part of your day and role?

Favourite part of the day is when I am engaging with residents in an activity - whether it is a group or one on one.

My favourite part of the role is knowing I was able to develop successful activities that resulted in positive outcomes for residents. Seeing smiles, laughter and being told "I had a great day".

What unique skill do you bring to the Leisure & Lifestyle Team?

I wouldn't say I bring a unique skill, however I bring enthusiasm, creativity and experience with a calm and reassuring manner.

The Accreditation Standards address Resident Lifestyle, which allows residents to achieve active control of their own lives and being supported to participate in a wide range of interests and activities. How do you feel you meet this standard?

I feel a particular example of how I have met this standard is after many conversations with a particular resident, I realised they have an appreciation for nature and are an animal lover. In our conversations the resident had mentioned how they would like to do bird watching. I investigated and found a group of bird watchers in Ballina who do regular walks. We have now facilitated an activity on our calendar where the group attend Crowley and do a presentation on birds which showcases many birds that we have here at Crowley.

We have now implemented this in our monthly programs as there are residents who have also shown interest in this area.



Crowley Show Day

Laura Ellis-Harry **Quality Officer**

Our Crowley Family Show Day was “one of the best yet”. The day was abuzz with excitement and record attendance. We’ve received wonderful feedback from residents, families, staff and visitors with everyone saying how enjoyable it was.

We were fortunate to have the support of many on the day and the involvement from across Crowley is what makes this day remarkably special.

The Men’s Shed were able to demonstrate just how busy they had been over the past few months with an amazing display of woodwork, herbs and handicrafts. We have received reports they had a wonderful day on their stall and are looking forward to funding more exciting projects with the proceeds.

Our Resident Craft Stall was a wonderful hit with visitors able to start their Christmas shopping. The cake stall experienced a roaring trade for the duration of the Show and had a record amount of donations from Residential Care and Independent Living residents and staff.

A new addition to the Show Day “line-up” was the Crowley Community Cookbook. On the day we sold out of these books and had to do a re-print! They are still available to purchase from Crowley Reception for just \$5. It includes lovely recipes from members of the Crowley Family. If you missed out on the day, be sure to pick one up next time you are at Reception. Sales support our L&L Activity Program.

We would like to send out a BIG thank you to everyone involved with and attended our 2018 Crowley Family Show Day. We were fortunate to have assistance and support from so many and know our day would not have been the same without your help.



Crowley Show Day

Special mentions must go out to:

Staff member Clay Blyth for the wonderful music

Jesse at Northern Rivers Jumping Castles

LJ Hooker Ballina

Alstonville Automotive Services

Ballina Orchid Society

Liz Van Eck Face Painting

Kim Toft

Vicki Richards

Sue Ramsey

Glen, Geoff and Ian for the Classic Car Display

Congratulations to the following winners:

Raffle 1st Prize Robyn

Raffle 2nd Prize Cheryl

100 Club Renzo Guist

Jelly Bean Guessing Max McMillan

Award Winners:

Best in Show - Bake

Vanessa Kay

Best in Show - No-Bake

Residential Care Residents

Best in Show - Preserve

Jenny Kliese

Best in Show - Craft

Rosebank Residents

Best in Show - Painting

Robin Reid

Best in Show - Needlepoint

Grace Iverson and Lorna Spratt







St Vincent's Consulting Suites

For the convenience of local residents St Vincent's Hospital now has specialist consulting suites located at 1/75 Tamar Street, Ballina.

The new Ballina based consulting rooms have already helped many local patients reduce their travel time, lessen their financial pressure and worry that comes with long distance appointments.

It means patients can see a range of specialists right in the heart of Ballina, including pain management specialists, general and orthopedic surgeons.

St Vincent's Chief Executive, Steve Brierley, said it was the first time St Vincent's had opened a branch outside Lismore. "Having this service in Ballina ensures more people living on the North Coast have closer access to their medical specialists. Patients no longer have to travel over the border for quality medical and surgical services," said Mr. Brierley.

Crowley residents and clients can ask their GP for a referral to the St Vincent's Ballina based specialists.



Recognising Change

Kelly Roberts Clinical Manager

Many older people often display subtle signs and symptoms of being unwell some days before they develop an acute illness requiring treatment.

Our Clinical Team at Crowley rely on observations by staff, friends and families, in identifying when someone is not quite themselves and requiring assessment or close monitoring prior to treatment.

Often it takes time for the picture of what is occurring to become clear to enable effective treatment. Some families report their loved one has always been 'stoic' although when being visited, they were withdrawn, uncomfortable when moving, or simply off their food.

This is valuable information that can be relayed to the clinical staff, to allow them to follow up on the resident and request a review with the GP or myself the Nurse Practitioner (NP) if concerned. Not all situations require immediate medical intervention, however staff keep the GP informed of residents who are unwell and request a review when needed.

Below are some of the common terms that can apply to unwell older people:

Sepsis: a serious medical condition arising in response to infection. Signs and symptoms may include fever, chills and severe shaking, rapid heartbeat, low blood pressure, confusion, agitation, rash and pain in joints. Sepsis will often require medical intervention to treat the underlying infection;

Delirium: Delirium is an acute confusional state often triggered by a physical illness such as infection. This physical change can impact the person's brain, causing confusion, disorientation and agitation.

The opposite symptoms and signs may also occur, where the person becomes sleepy, difficult to rouse and has reduced intake of food and fluids (hypodelirium) and it is this quieter presentation that is often missed. Delirium frequently occurs in people living with dementia, however having episodes of delirium does not always mean a person has dementia. Many Geriatricians and specialists in caring for older people, report that when a person has a "fragile" brain, they are more likely to develop a delirium even without having a prior diagnosis of Dementia.

Delirium is often best treated without transferring to the hospital setting as this may exacerbate the situation and contribute to more confusion and disorientation. Delirium takes time to resolve and requires close monitoring and intervention by staff to ensure symptoms are treated effectively and that whilst the person is in a confused and disoriented state, they remain safe and not injure themselves or others.

Please speak to the Team Leaders, Registered Nurse, Facility Manager or myself if you have any concerns when visiting your relative or loved one.





Crowley Residential Care Residents please join us for the
2018 Melbourne Cup
Viewing Party

Tuesday 6 November
Crowley Entertainment Room
2.30-3.30pm

Nibbles & Drinks provided
Prizes will be awarded for Best Dressed Male & Female

MELBOURNE CUP SWEEPS ON SALE



Monday 5 November

10am – 2pm

Entertainment Room

\$1, \$2 and \$5 Sweeps for Sale

Cup Day – Tuesday 6 November



Crowley Independent Living

*melbourne cup
luncheon*

Tuesday 6 November

1.30 - 4.00pm

Crowley Education Centre - Upstairs

Tickets \$25ph

Bookings essential. Purchase at Crowley Reception

RSVP: Thursday 1 November 2018

- Ticket includes glass of Champagne on arrival and lucky door ticket
- Prizes will be awarded for Best Dressed Male & Female
- Transport may be organised for Crowley IL Residents, please book with IL Coordinator

Crowley Connections

Ebony Stibbard

Ebony joined Crowley straight out of school at 17, and has been with Crowley more than five years. A valued member of our Home Care team, Ebony says she loves working at Crowley, “because of the lovely clients I work with... it’s so nice to know they really appreciate the help”.

When Ebony is not in the community assisting residents she goes to markets, walks her dog Mickey, at the beach, and camping! A hobby of Ebony’s is playing guitar and singing, where she previously used to perform at local halls with friends.

Ebony has been bitten by the travel bug, and loves adventures with her partner, Isaac. “I’ve recently been on holidays for five months! Isaac and I went travelling around Australia in a 1989 model, pop top Toyota Hiace van – which amazingly survived the trip.”

“I’ve been everywhere man” is a soundtrack that Ebony could relate to with her Australian trip. The trip started in Ballina and took Ebony and Isaac to Melbourne, then a ferry to Tasmania to explore the Tasmanian countryside. Back on the mainland, the Great Ocean Road travelling towards Adelaide provided a memorable experience. “We both absolutely loved the Great Ocean Road, it is a truly amazing coastline!”



“From Adelaide we went north towards Alice Springs with a detour to Uluru, and boy did we do some driving! It took us 3 long hot days to get to Uluru but it was so worth it!”

Keen to get away from the red dirt and flies, Ebony and Isaac started traveling to North Queensland and ended up in the Daintree Rainforest and slowly drove back down the coast stopping at so many beautiful camping spots on the beach. “It was such a tease to be looking at the water knowing there could be a crocodile waiting, thankfully we never saw one”.

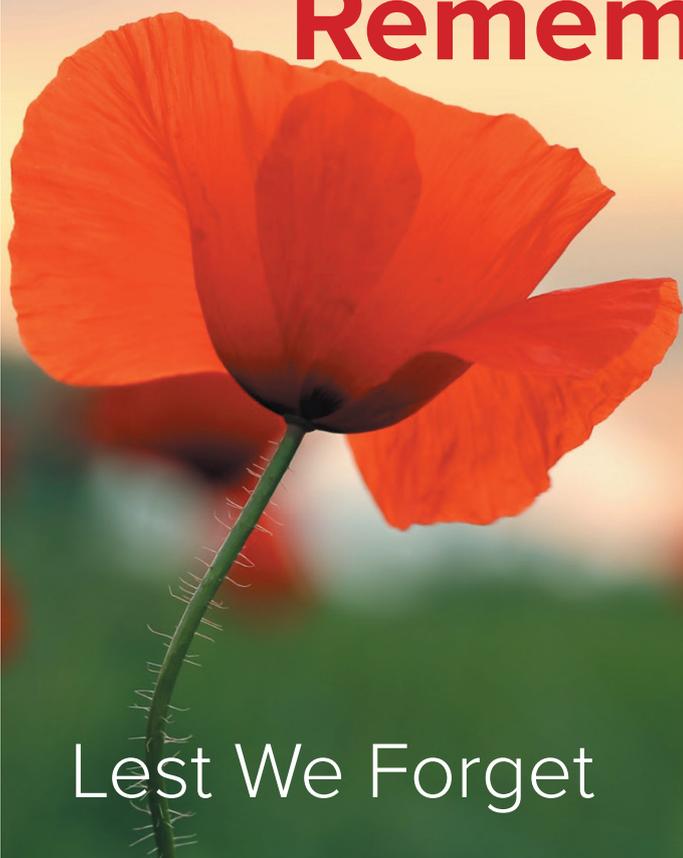
Five months and 19,000kms later, Ebony was excited to get back to Ballina and sleep in her own bed, and have a long hot shower – and of course, get back to Crowley!

“I wonder where the next adventure will take me!”





Remembrance Day



Residents, clients, family and staff are invited to join us at Crowley to commemorate those who have died or suffered in all wars and armed conflicts.

Friday 9 November
10.30am

Crowley Entertainment Room

Lest We Forget



Memorial Service

You are invited to attend our Memorial Service to join residents, families and staff in an atmosphere of quiet reflection and remembrance of residents and clients we have lost this year.

Tuesday 20 November 2018

10.00am

Saint Mary of the Cross MacKillop Chapel
Crowley Care

Followed by Morning Tea in the
Crowley Activity Centre

If you are able to attend please contact:
Crowley Reception 1300 139 099 by Tuesday 13 November



Recognising & Remembering

Remembrance Day has a special significance in 2018.

Sunday, 11 November 2018 marks the 100th anniversary of the Armistice which ended the First World War (1914–18).

One hundred years ago, on 11 November 1918, the guns of the Western Front fell silent after four years of continuous warfare. With their armies retreating and close to collapse, German leaders signed an Armistice, bringing to an end the First World War. From the summer of 1918, the five divisions of the Australian Corps had been at the forefront of the allied advance to victory. Beginning with their stunning success at the battle of Hamel in July, they helped to turn the tide of the war at Amiens in August, followed by the capture of Mont St Quentin and Pèronne, and the breaching of German defences at the Hindenburg Line in September. By early October the exhausted Australians were withdrawn from battle. They had achieved a fighting reputation out of proportion to their numbers, but victory had come at a heavy cost. They suffered almost 48,000 casualties during 1918, including more than 12,000 dead.

In the four years of the war more than 330,000 Australians had served overseas, and more than 60,000 of them had died. The social effects of these losses cast a long shadow over the post-war decades.

Each year on this day, Australians observe one minute's silence at 11am, in memory of those who died or suffered in all wars and armed conflicts.

In keeping with tradition, here at Crowley we will come together to acknowledge Remembrance Day, our service will be held on Friday 9 November at 10.30am in the Entertainment Room.

Lest we forget.



From the IL Desk

Life Long Learning

Dave Crosby

Customer Service and Independent Living Manager

An eager group of Independent Living residents attended the first series of educational sessions last month. Speech Pathology students from the Australian Catholic University delivered an interesting health presentation on the value of Speech Pathologists. Speech pathologists study, diagnose and treat communication disorders, including difficulties with speech, language, fluency and voice. It was interesting to learn the role Speech Pathologists play across our lifespan, and to understand the changes to expect with communication and swallowing as we age. The “Speak with Speechies” was the first of our education series available for our Independent Living residents.

The next session looks at Medication Management, with a guest presenter from Tamar Village Pharmacy joining us. The session will stress the importance of correct medication management, and highlight easy steps available to help you. Taking your medication on time, safely and correctly helps enhance its effectiveness, as well as avoid any adverse side effect.

If you feel that you require a little more support with managing or remembering to take your medications, our Crowley Home Care Service can help you at home. To find out more or to discuss your options give our Home Care Team a call on 1300 139 099.

Join us on Tuesday 20th November at 1.30pm in the Education Centre, and enjoy a cuppa after the session. See you there!



“Simplicity is the ultimate sophistication.”

Leonardo da Vinci

Phones to be tested in November

55 - 100 St Francis Place

15-29/12 Florence Price Place



What A Success!

Last month we dressed in pink to raise money for Jodie's Inspiration; a local not-for-profit organisation.

Crowley staff love to dress up and brighten the lives of our residents, but even more importantly some of these days are used as our way of being able to help causes in our community in some way.

We sincerely thank all of our staff, residents and visitors who got involved, supported and participated in our very special day. Stay tuned for the next one.



BOOK CLUB with Judy Riley

At our last meeting, we discussed 'Orange is the New Black' by Piper Kerman. This novel is a memoir of her time spent as an inmate at FCI Danbury in Connecticut. Netflix has adapted this book more recently into an extremely popular TV series.

The memoir details the events, which occur because of Piper Kerman's involvement with Nora Jansen, a former friend and drug smuggler. In 1993, shortly after her graduation from Smith College, Kerman agreed to accompany Jansen on several trips to Asia and Europe, going as far as carrying a suitcase of laundered money across the Atlantic Ocean before returning to San Francisco to "piece her life back together". In May 1998, two Customs agents visited Kerman, and six years later she was sentenced to 15 months in a Federal prison.

So, here she is in B-DORM and she takes her readers into a colourful community of women and their stories. There are issues of friendship, families, mental illness, codes of behaviour, religion and attitudes towards staff at the facilities. A read not for the faint hearted and most of us found the story confronting though interesting. However, the conclusion is a happy one and we all like a happy ending!

Our next read is 'The Dress' by Jane Rosen and it is labelled as 'Nine Women, one Dress'. Yves Saint Laurent a famous designer once said "what is important in a dress is the woman who is wearing it."

We meet at 3pm in the Library on the 29 November. All are welcome to come and enjoy the time.

Happy Reading





Crowley Home Care Clients, Family & Friends Christmas Party

Join us for lunch to celebrate the festive season and spend some time with fellow Home Care Clients and The Crowley Home Care Team

Monday 3 December

12pm

Crowley Activity Centre

Free for Crowley Home Care Clients

\$20 per guest

BYO Drinks

Please book and pay at Crowley Reception by: Monday 26 November



Crowley Residential Care Residents, Family & Friends Christmas Party

Saturday 1 December

11.15am

Crowley Activity Centre

\$20 per person – family & friends

No cost to Crowley Residential Care Residents

BYO Drinks

Please book and pay at Crowley Reception by: Friday 23 November



Crowley Independent Living Christmas Party

Please join us for...

Friday 14 December

12pm for 12.30 start

Crowley Activity Centre

\$20 per person

BYO Drinks

Please book and pay at Crowley Reception by: Wednesday 5 December

Looking for the perfect gift for your loved one this Christmas?

Crowley has you sorted!

We offer gift vouchers
for some of our services,
including Barney's Cafe,
Crowley Beauty Salon
and our Hairdresser!

Available to purchase from Crowley Reception today!

An Afternoon at the Movies

Mamma Mia - Here We Go Again

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: Mamma Mia - Here We Go Again
Genre: Comedy, Musical, Romance
Directed By: Ol Parker
Written By: Ol Parker, Richard Curtis
Starring: Meryl Streep, Cher, Amanda Seyfried, Lily James, Andy Garcia, Alexa Davis, Dominic Cooper, Julie Walters, Pierce Brosnan, Colin Firth, Stellan Skarsgård

In 1979 young Donna, Tanya and Rosie graduate from Oxford University -- leaving Donna free to embark on a series of adventures throughout Europe. On her journeys, she makes the acquaintances of Harry, Bill and Sam -- the latter whom she falls in love with, but he's also the man who breaks her heart. In the present day, Donna's pregnant daughter, Sophie, dreams of renovating a taverna while reuniting with her mother's old friends and boyfriends on the Greek island of Kalokairi.

Reviews:

"There's a wellspring of genuine feeling in this time-hopping sequel, framed as an origin story."

- Wall Street Journal

"In a disarmingly great sequence, Here We Go Again ties up these two wackadoo films's hijinks in a very sincere bow. After all, Mamma Mia is a mom movie, in every way imaginable."

- Vulture Magazine



Crowley Screening

Movie: Mamma Mia - Here We Go Again
When: Wednesday 14 November
Where: Crowley Education Centre
Room 1 (Upstairs)
Time: 1.00pm
followed by Afternoon Tea
Cost: Gold Coin donation
RSVP: To Crowley Reception
Monday 12 November



IL Mens Bus Trip

Thursday 8 November

8.30am departure from Crowley Reception

\$5 bus fare + \$2 for morning tea + lunch

The gents are going to Mt Warning and the Clarrie Hall Dam followed by lunch at the Coolangatta Tweed Heads Golf Club. Stopping at Breakfast Creek Park at the foot of Mt Warning for morning tea, we are planning an interesting and scenic day that should be enjoyable for all.

RSVP to Crowley Reception by Monday 5 November



IL Ladies Bus Trip

Thursday 6 December

9am departure from Crowley Reception

\$5 bus fare + \$6 for train + lunch

Following the cancellation of our October trip, we hope to try again for December with a slight change. We will depart Crowley and head for "The Farm" at Byron for morning tea and a look around. Departing The Farm, we will head to the Byron Solar Train for a round trip on this recently opened attraction. After our train trip, we will head to Brunswick Heads to the hotel for lunch.

RSVP to Crowley Reception by Monday 3 December

Community Connections

Ballina Country Music Festival

2 November to 4 November 2018

The 2018 Ballina Country Music Fest is on Friday 2nd, Saturday 3rd and Sunday 4th November.

The 2018 three-day festival hosts more than 30 acts with free entertainment on six stages in various Ballina venues.

This year's festival commences on Friday 2nd November with a "Festival Benefit Concert" featuring the Walk the Line Johnny Cash Show and on Saturday 3rd November a "Major Feature Concert" featuring Adam Brand's Milestone 20 Year Anniversary Tour.

Both shows will be staged in a special marquee at the Cherry Street Sports Club and will be the only two shows with a nominal cover charge. All other acts over the weekend are free to the public.

Free entertainment will be in all participating venues
Saturday 3rd and Sunday 4th November: Cherry Street

Sports Club, Henry Rous Hotel, Westover Tavern, Shaws Bay Hotel, Street entertainment stage.

On Saturday 3rd November a section of Cherry Street adjacent to the club will be closed from 10am – 6 pm providing a main feature stage with artists, street market stalls, food stalls and free children's activity area.



Ballina Country Music Fest



Taking Nursing To The Next Level

Sherrie Viney **Home Care Manager**

Our home care clients may not be aware Crowley offers Nurse Practitioner services for our residential and community based clients.

So, what is a Nurse Practitioner (NP)?

A Nurse Practitioner is a registered nurse who functions in an advanced clinical role to provide quality advanced nursing care. A Nurse Practitioner works closely with medical practitioners, allied health professionals and other members of the multi-disciplinary health team.

Crowley's Nurse Practitioner, Kelly Roberts, has completed a master's degree and advanced practice training. Kelly's role includes:

- Attending comprehensive health assessments
- Providing direct referrals to health professionals
- Development of specialised care plans that meet the needs of the older person, in collaboration with their health team
- Identifying when a person's clinical situation is beyond the limits of the general care team

- Providing information for clients carers and GP's relating to their diagnosis and management options
- Expert advice and support to other staff attending to your care needs
- Ordering diagnostic investigations
- Prescribing adjusting or ceasing medications

Nurse practitioners can reduce the fragmentation in delivering health care by developing networks with geriatricians and other health professionals. To date Kelly has assisted our home care clients with assessments, medication reviews, managing pain or cognitive impairment, and referrals to specialists resulting in positive health outcomes and future care planning.

All our clients have access to Crowley's Nurse Practitioner services.

Whether you are a client, or a carer and feel you would appreciate an in-home assessment and some expert advice from Kelly, this can be arranged through our Home Care Office.

Call your Client Case Officer to find out more information on 1300 139 099.

Home Care Client Profile

Gloria Cassidy



Tell us about your family:

My mother was a seamstress and my father a steel miller at Port Kembla.

Russ and I married in 1963 and have three lovely children.

We lived in Parkes, Griffith and Lismore and I am a Nanna of seven grandchildren, the eldest is 20 years old and our youngest grandchild is 12 years old. I am good at hugs.

I have a favourite sign that reads: "Nanna is supposed to spoil me"

Tell us about your interests, hobbies or passions:

I ended my career as Head Teacher at Mullumbimby High School and have continued to travel with Russ.

Russ and I have travelled to 73 countries, and still counting, mainly cruising and we are looking forward to our next cruise to New Guinea in the coming weeks.

My favourite countries so far are Alaska and Switzerland and I have enjoyed scrapbooking our travels.

What are two good decisions you have made?

I have made lots of good decisions; being with Russ for 55 years and having our marvellous kids, living in lovely places and having enjoyed a good career.

What is your favourite food?

Seafood laksa

Where were you born?

Sydney

Where did you live as a child?

Wollongong NSW

Do you have any brothers or sisters?

I am the eldest of three children, having two younger brothers.

What did you do when you left school?

I studied at Teachers College in Wagga, where I met a dazzling red headed football player called Russ. We married in 1963.

I became a teacher of maths and then a Teacher Librarian.



Safe Practices & Strawberries

Tony Baldwin
Hotel Services Manager

We are sure you are aware of the recent “jam” the strawberry industry has been in. We wanted to touch base to update you on the procedures we have here at Crowley to keep you safe and ensure that we can continue to enjoy this beautiful fruit.

Here at Crowley we are fortunate to have great relationships with our fresh food suppliers. This means we are able to ensure our produce is coming from reputable and safe sources. The last thing we want when an incident such as this occurs is to halt all consumption of a food that is at its seasonal best. This would be detrimental to the farmers, suppliers and our tummies!

When something like the strawberry scare occurs, we turn to our Food Safety Program. It outlines the steps we take to deal with the situation and who to include in the process. Procedures include remaining in close communication with our suppliers to monitor the source of our produce.

At Crowley, we have a comprehensive Food Safety Program that details how we control the food handling processes across the organisation. We are subject to a Food Safety Audit annually. This is a systematic evaluation of our documentation, policies, procedures and reporting as well as our Hotel Services including our café, kitchen and food storage areas.

Since the introduction of the Vulnerable Persons Food Safety Scheme here at Crowley we have consistently achieved an A Rating each year for our conduct and implementation of our Food Safety Program. Normally the NSW Food Authority visits in late November. I will update you on our results in the next edition of Chatterbox.

Recipe from the Chef

Strawberry Ripple Yoghurt Cake

INGREDIENTS

- 400g strawberries, chopped
- 1 tsp vanilla bean paste
- ⅓ cup honey
- 2 cups natural Greek-style (thick) yoghurt

Base

- ½ cup almonds
- ¼ cup desiccated coconut
- 1 tbsp white chia seeds
- 6 fresh dates, pitted

Place the strawberries, vanilla and honey in a medium saucepan over medium heat. Cook for 12 minutes, stirring occasionally. Remove from the heat and set aside to cool slightly. Using a hand-held blender, blend until smooth. Set aside to cool slightly. Place ¼ cup (60ml) of the strawberry mixture in a bowl and set aside. Add the yoghurt to the remaining strawberry mixture and stir well to combine.

To make the almond base, place the almonds, coconut, chia and dates in a food processor and process for 2 minutes or until the mixture comes together. Press firmly into a lightly greased 20cm round spring-form tin lined with non-stick baking paper. Pour over the yoghurt mixture. Spoon over the reserved strawberry mixture and gently stir through with a knife to swirl. Place in the freezer for 4 hours or until frozen. Remove from the freezer 15 minutes before serving. Serves 6–8.





Men's Shed Gear Up For Christmas

After a great day at the recent Crowley Family Show Day the gents at the Men's Shed have reset and are getting ready for their next sale day.

The uptake and sale of our items at Show Day was very encouraging and the funds raised will help procure items during the year. We received requests for new items and suggestions for future work that we will look at undertaking into 2019.

Frank's Healthy Herbs were once again well received. He will have additional stock available at the shed where he is always contactable on Tuesday and Thursday mornings.

The gents are now looking forward to their **Annual Christmas and End of Year Sale**, which will be held on **Tuesday 11 December**. This is the day the men open the shed doors and welcome us into their space. They will be onsite from **9am until 2pm**. Feel free to drop in and tick some gifts off your Christmas shopping list.

As always, new residents and members are very much welcome!



Update From Maintenance

Chemical Training

Albie Viel **Maintenance Manager**

Recently I attended a further education day to obtain a Level 3 Chemical Accreditation Certificate. The day was fast-paced with theory and practical education and with a wide range of attendees including weed control contractors, farmers, and lawn mowing contractors.

We learnt about chemical labelling, toxicity, storage requirements, re-entry periods, protection of the environment (natural and built), how to calculate mixing ratios, safe disposal and documentation of spraying.

When using chemicals in the work place, procedures are required to be followed, for example when mixing and spraying chemicals. Mixing of concentrate requires the user to wear more protection because at this point the chemical is at its most dangerous.

However it is possible to buy the same chemicals for home use and there are no obligations to follow procedure. For our residents in the village and clients and family members at home, we recommend you follow the directions for mixing, spraying and storage outlined on the package.

Often I visit homes in the village and note residents storing chemical products incorrectly. We advise if you do feel you need these products please ensure they are stored in a safe well-ventilated location away from food storage and preparation areas.

The grounds staff here at Crowley have all attended and obtained their certificate for chemical spraying.



Join us for a BBQ and drinks in the
Crowley Activity Centre
Thursday 13 December

12.00pm

\$5 per person

BYO Drinks

RSVP: To Crowley
Reception by
Monday 10 December

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



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

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

Focus on Quality

New Aged Care Quality Standards

Michelle Golding Quality Manager

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

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

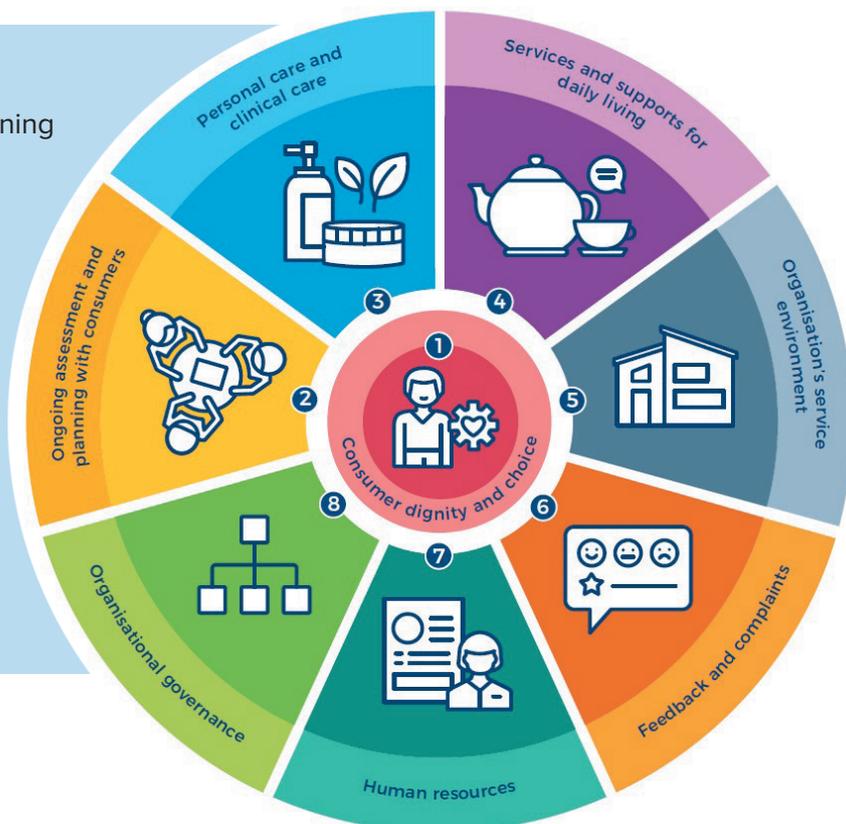
The Aged Care Quality Standards include the following eight individual standards with each standard setting out a consumer outcome, an organisation statement and the requirements the organisation must meet in relation to each standard:

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

During this transition period we will be

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

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





Making Feedback Flow

We received so much positive feedback about our Crowley Family Show Day last month and wanted to share this with you.

- Thank you Crowley Care for having Gingerlilly Pony Parties celebrate today with you all our magical ponies had so much fun
- What a fantastic day! The smiles on everyone's faces say it all
- This was such an awesome day! Everyone had a smile on their face
- Awesome day! Everyone looks so happy
- Our family had a sensational time! Thank you Crowley
- Great day, really enjoyable so good
- What a fantastic day
- Amazing day. So much to see and buy! Had to come back to the villa for more money!
- What a delightful sunny Show Day, filled with joy, happiness and excitement!

- My adult children's response to this shared image was "Crowley do it right!" Thank you for the wonderful effort, humanity and creativity.
- Thanks Mum, for taking me to your work's Show Day, this was the best day of the holidays. I just love coming and talking to the residents and seeing the smiles on their faces. It was amazing! I can't wait to next year.



What is your favourite thing about Show Day?

- My husband felt like he had a day out and enjoyed seeing what I bought
- Residents smiles
- The buzz of children
- The joy on everyone's faces
- The Crowley togetherness from all staff, residents, families and visitors

What would you like to see at the next Show Day?

- The pony rides this year were terrific. Everything closer together. Maybe we could use the Activity Centre instead of the Entertainment Room
- Having the animals closer – couldn't take a wheelchair into the petting zoo
- More cooking
- More plants
- Water stations
- Tea and coffee making for residents



Continuous Improvement

Crowley continues to promote a culture of continuous improvement – simply how we can do things better and our events are no exception. We would love your feedback on how we can improve Crowley's Family Show Day in 2019. What you would like to see more of, less of or done differently. Drop us an email or complete our Show Day Feedback Cards at Reception.

It's Survey Season

By now our Independent Living residents would all have received our annual Resident Satisfaction Survey. This is your opportunity to let us know how you feel about Crowley and what we can do better as an organisation. So please assist us by completing the survey with your feedback and popping it in the survey envelope. We love to hear from you...

And don't forget your survey envelope can be hand delivered to one of our IL coordinators or popped in the locked survey box at Crowley Reception.



Marketing Update

Say Cheese!

Sarah McMahon **Project Officer**

With the 2018 Annual Report in full progress, we have been excitedly capturing new photographs for the publication. Staff and residents have kindly been involved with photos for the report, with a lot of fun had by all.

One photo saw the timber staircase in reception lined with the Parish Aged Care Board. Some Board members would have been pleased to keep using photos of themselves taken almost four years ago!

It was then time for our Leadership Group to update their photographs, with a quick photo shoot in our Education Centre. It was lovely to see how close the group is as they all huddled with plenty of laughs for some group shots.

We can't wait to share the amazing pictures with you very soon when the Annual Report is published.

Grandfathers, Sons, Uncles...

Crowley Needs You!

Gail Norton **Human Resource Manager**

Our resident gentlemen are in need of some male activities facilitated by men.

Aged care generally has a much higher ratio of females and sometimes our menfolk feel overlooked.

We would like to remedy the situation and are inviting Chatterbox readers to offer some of their time, perhaps an hour or two, as often as they deem appropriate for their circumstances.

If you enjoy fishing, chewing the fat, playing pool, reading, mini bus drives, one to one visits - the list could go on - then you may be able to support

our men-folk have some fun. You may have a special interest, which would also interest our male residents...

Volunteering provides friendship, company and assistance to our residents and we are always looking for wonderful people to help our residents feel more connected to the community and each other.

If you would like to volunteer at Crowley please contact Gail Norton on 1300 139 099.

Facebook Feed

Notifications from Crowley Care

Did you know that we have joined the Facebook community?

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

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

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

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



New Post - Crowley Care - October 1

Serenading at Barney's

Our Barney's regulars were treated to a lovely serenading surprise by entertainer David Reeve.

Coffee, Cake and Music – what more could you ask for!



Like



Comment



Share



New Post - Crowley Care - October 7

Green Thumbs of Crowley!

Spring is the time to get out in the gardens and our residents did just that! Rather than getting their hands dirty, some opted to do some gardening research. Corn, Rosemary and Cucumbers were the plants of choice for Prospect's garden.



Like



Comment



Share



New Post - Crowley Care - September 23

Boot Scootin' Boogie

Crowley kicked up it's heels with dancing from Ballina Boot Scooters. Visits from the boot scooters are always an enjoyable treat for our residents! Heel toe do si do, come on baby let's go boot scootin'.



Like



Comment



Share

SCORPIO HOROSCOPE

October 23 -
November 21

Scorpio-born are passionate and assertive people. They are determined and decisive, and will research until they find out the truth. Scorpio is a great leader, always aware of the situation and also features prominently in resourcefulness. Although emotions are very important for Scorpio, they manifest them differently than other water signs. In any case, you can be sure that the Scorpio will keep your secrets, whatever they may be.

Element: Water

Refreshing, charming, mysterious, sensitive

Ruling Planet: Pluto, Mars

Transformation, power, instincts, healing, life

Compatibility: Taurus, Cancer

Scorpio Strengths: Resourceful, brave, passionate, stubborn, a true friend

Scorpio Weaknesses: Distrusting, jealous, secretive

Scorpio Likes: Truth, facts, being right, longtime friends, teasing, a grand passion

Scorpio Dislikes: Dishonesty, revealing secrets, passive people

Lucky Numbers: 8, 11, 18, 22

Colour: Scarlet, red, rust

November Birth Flower: Chrysanthemum

November Birthstone: Topaz, Citrine

HAWAIIAN DRESS UP DAY

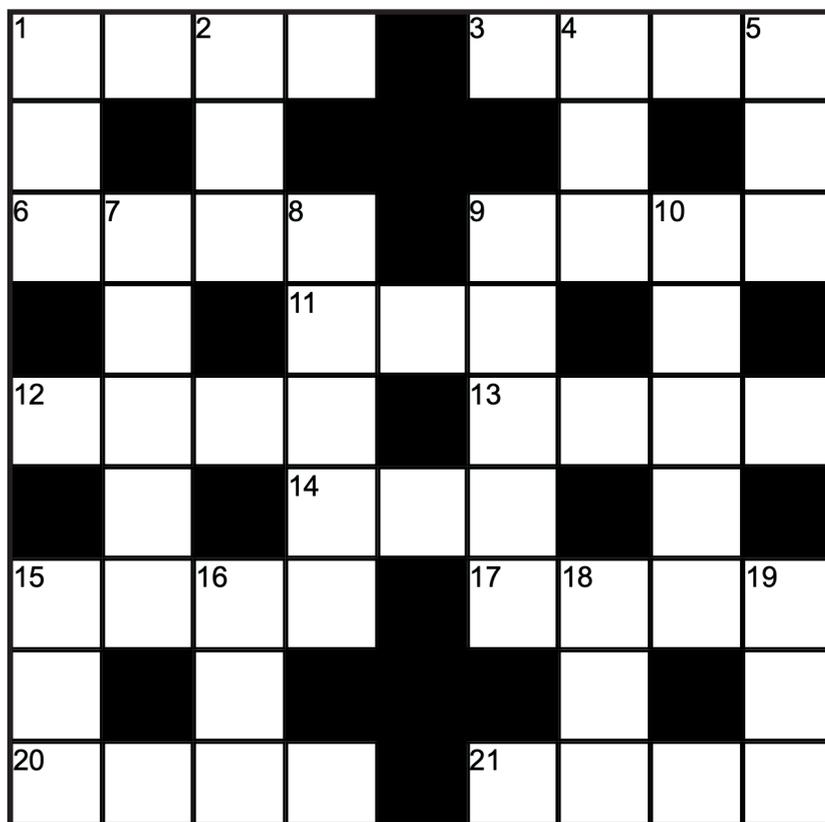
Wednesday 21 November

BREAK OUT THE BRIGHT COLOURS & FLORALS!

We LOVE dress up days at Crowley!
We want to see your creativity & personal style on show!

GAMES CORNER

CROSS WORD CLUES

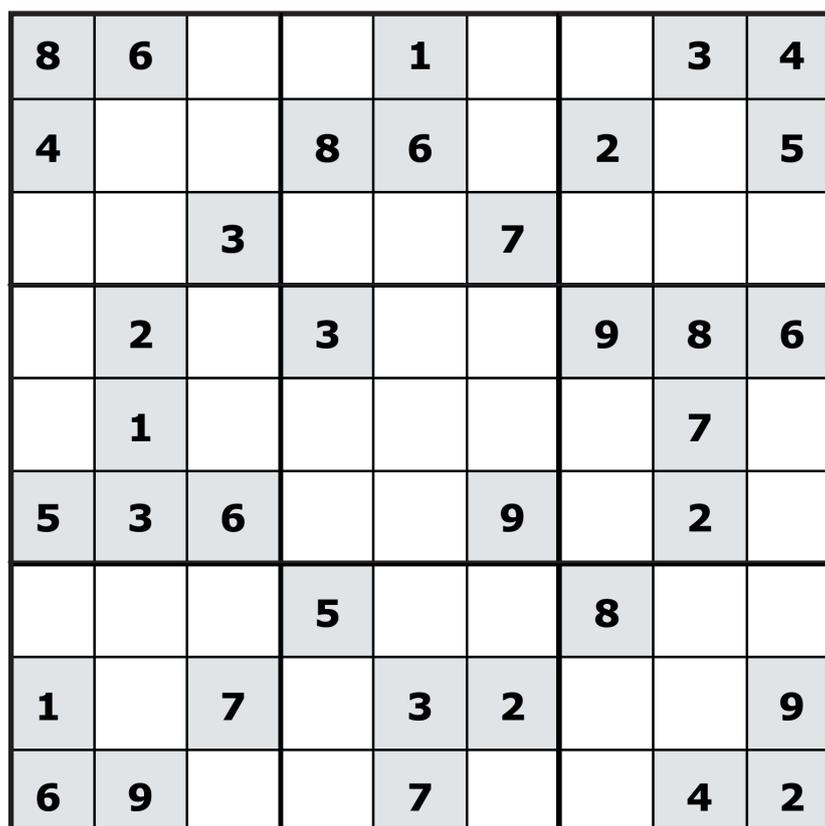


Across

1. Doesn't do nothing
3. Business abbr.
6. Track down
9. Give away for a price
11. Meat from pig
12. Fragrance
13. Small insects
14. Snake-like fish
15. Gratis
17. Grease
20. Completed
21. Plant starter

Down

1. Shade tree
2. Commandments number
4. Be in the red
5. Friend
7. Subordinate to
8. Mid-afternoon hour
9. Little
10. In the future
15. In thing
16. Long period of time
18. Had a snack
19. Pop



Harry prays to God: "Dear Lord, please make me win the lottery."

The next day Harry begs the Lord again: "Please make it so I win the lottery, Lord!"

The next day, Harry again prays: "Please, please, dear Lord, make me win the lottery!"

Suddenly he hears a voice from above: "Harry, would you kindly go and buy a lottery ticket."



Our Barney's regulars Patty and Joyce were treated to a lovely serenading surprise by entertainer David Reeve.



Margaret opted to read some gardening books whilst Juanita and some residents planted corn, rosemary and cucumber in Prospects gardens.



Waiting for the banana bread in the oven, Moyna, Berne and Gloria shared a few stories of their favourite bakery treats.

Coffee cake and a little sunshine at Barney's for Lorna and her daughter...



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.