the chatterbox

NEWS FROM CROWLEY CARE

OCTOBER 2018

crowley care

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COVER PHOTO
Resident Kath Healey and Cheryl got into the 'sport' of things for our recent dress up day celebrating all things TEAM!

Catch Up With Kelli

Hello Crowley community members,

It's time for my annual Chatterbox piece as I act in Michael's role whilst he's on leave.

A year comes and goes quickly and in that time so much happens. We often talk about Crowley as a meeting place for more than 1,000 stakeholders each week excluding our residents. They include volunteers, visitors, community members, families, suppliers, contractors, to name a few. Little wonder time passes quickly, as there is so much activity and movement.

Since this is my annual opportunity to talk 'big picture' I thought I'd use it to recap on the year we have had; a year of unprecedented growth and development. Aside from the obvious physical changes to our buildings and the site generally there is so much more that goes on, some obvious and some not so obvious.

High demand

In residential care we've grown from 119 beds to 151 beds. We applied for and were granted licenses for 32 additional beds because we believed there was a growing need in our community with more people wanting to come to Crowley. This has proven to be the case and demand for places at Crowley is even greater than expected. We will soon have 32 new residents with their amazing life stories to get to know.

Similarly, in our Independent Living we continue to experience strong interest locally and from as far afield as Sydney. I believe our site, our simple model, and Crowley's great reputation in Independent Living are all key factors for prospective residents and their families.

This year has been another year of change in Home Care as we continue transitioning to the government's Consumer Directed Care model. Our clients have been wonderful, working with us as we transition to the new system. We also added CHSP Meals (Commonwealth Home Support Programme) to our Mobile Meal Service and this is steadily growing as it becomes 'known'. We can also proudly say we provide more local Veterans' with home care and nursing support than ever before.

New staff

This year has also seen a big increase in our staff numbers. We've brought new people in across the organisation with the majority coming into care and hotel services positions. Our new staff are carefully chosen for their Crowley fit. Overwhelmingly we receive great feedback about our staff, and that they are the personality and spirit of Crowley. And whilst we know not everything is perfect all the time, we continue to strive to meet and exceed the high standards we set ourselves to better serve our residents and clients.

Memorable

Personally, whilst this year has been challenging with the addition of our redevelopment, more than anything it has been incredibly rewarding. Back in August Michael gave me the opportunity to speak about this journey and what Crowley means to me at our official Blessing and Opening. It was an emotional and exciting day that will stay with me for years to come. "Memorable" was the word many residents used afterwards, and I think it certainly sums up the year.

And for those of you who know Crowley you'll know this coming year will be just as full of activity, vibrancy and life - the Crowley Way.

Kelli Potts
Acting CEO
Executive Manager Operations and Finance

Out & About

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

Our residents always enjoy a visit from the children at St Anne's, where they often spend quality time getting in touch with their creative side.

Colouring, drawing and sharing stories, all while surrounded by cute faces... can you think of anything better?

The children and residents took turns on the mic to introduce themselves, gaining a lot of giggles.

Cheers from the Bice's, enjoying one of our regular happy hours in the Entertainment Room.

Our residents just love visits from Les Daley. Check out our dancing queens, Yvonne and Bette.

No one can resist joining in the fun with the visiting students from Xavier College. Strike a pose!

We always love a good dress up opportunity, and the students from Xavier College didn't disappoint.

A friendly game of snakes and ladders is always welcome here at Crowley Care. Win or lose, we are all smiles.

The Pearce family were all ready for the Crowley choir performance all about The Seekers.

Bette and Sophia created a mural, collaging photos of our residents with a decoupage surrounding.

Meet Merv, our very own cheeky barber from Inverell. He loves motorbikes, cars, and above all a good laugh!

CROWLEY FAMILY SHOW DAY 2018!

When: Thursday 4 October 2018

Where: Crowley Care Ballina

Time: 10am - 2pm

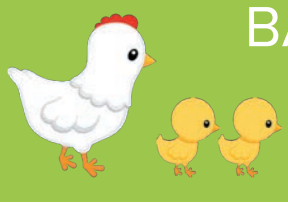
FEATURING:

CROWLEY'S FAMOUS CAKE STALL

PHOTO BOOTH

BABY ANIMAL FARM

ARTS & CRAFTS



WHAT'S ON

CROWLEY FAMILY SHOW DAY

Thursday 4 October

2018

CROWLEY'S FAMOUS BAKE STALL
CROWLEY MEN SHED DISPLAY
LIVE MUSIC
PONY RIDES
OLD MACDONALDS FARM
CLASSIC CAR DISPLAY
BALLINA ORCHID SOCIETY
JUMPING CASTLE
+ MARKET STALLS

DEVONSHIRE TEA
with Crowley Auxiliary

10.00AM	SHOW OPENING
	CLAY BLYTH MUSIC
10.30AM	BAKERS DELIGHT FINGER BUN DECORATING
11.00AM	SILK PAINTING DEMONSTRATION
12.00PM	LUNCH
12.30PM	CLAY BLYTH MUSIC
1.00PM	CHILDRENS CARNIVAL GAMES
1.30PM	RAFFLE & JUDGING AWARD ANNOUNCMENTS
2.00PM	SHOW CLOSES
	BERNIE'S MELODIES

Moving in to Crowley Care

Christine Lawton
Residential Care Facility Manager

When someone is admitted into permanent care we try to make them feel as comfortable as possible.

Upon entry we give new admissions a welcome pack. Included are basic toiletries non-slip socks and some yummy treats.

Toiletries provided by us throughout your stay are toothbrushes (these are changed seasonally), toothpaste, Steradent, shampoo and conditioner, razors and shaving cream and combs. All bathrooms are fitted with a Ph neutral body cleanser for showering. We also provide Jindilli Macadamia Promega 7 skin cream. This is also Ph neutral and used for body moisturising.

We provide all linen and towels and residents are welcome to bring in their own bedspreads suitable for a single bed. Of course this must be labelled, as do all your clothing items.

If you receive new clothes for your birthday or Christmas, make sure you give these to staff for labelling before they go into the wash.

There are shelves or hutches in the rooms for you to bring in personal items to personalise your room.

As per WHS restrictions, there are to be no electric jugs, electric blankets or microwaves in the rooms. There are tea/coffee making facilities in all areas that can be utilised, or of course, you can go to Barney's café for coffee, meals and delicious sweet treats.

Management of Allergies & Food Intolerances

Kelly Roberts
Clinical Manager

Over the past decade, there has been a rising number of people reporting food intolerances or allergies. These can range from mild reactions to severe, life threatening reactions. In this month's Chatterbox, we are looking at ways to respond to life threatening reactions that may occur to anything from a simple bee sting, to the more commonly recognised food allergies such as seafood or nut allergies.

What is an Anaphylactic Reaction?

Anaphylaxis is a potentially life threatening, severe allergic reaction and should always be treated as a medical emergency. It can occur after exposure to an allergen (usually foods, insects or medicines) to which a person is allergic. NOT all people with allergies are at risk of anaphylaxis.

Symptoms may be life threatening and can include any of the following:

- Difficulty/noisy breathing
- Swelling of the tongue/mouth
- Tightness or swelling in the throat
- Difficulty talking or hoarse voice
- Wheeze or persistent cough
- Persistent dizziness or collapse
- Pale and floppy (young children)

In some cases, milder reactions can precede anaphylaxis, and these reactions can include:

- Swelling of the face, lips and/or eyes
- Hives or welts
- Abdominal pain, vomiting (these are signs of anaphylaxis for insect allergies)

Immediate Actions

1. Remove the allergen (if still present)
2. Call for assistance / dial 000
3. Lay patient flat. Do not allow them to stand and walk. If breathing is difficult, allow them to sit
4. Give intramuscular injection of adrenaline or use an EpiPen if available, injecting directly into the thigh
5. Give oxygen (if available)

Always give adrenaline/EpiPen first, then asthma reliever if someone with known asthma and allergy to food, insects or medication has sudden breathing difficulty (including wheeze, persistent cough or hoarse voice).

The potential risk of NOT giving adrenaline far outweigh the potential risks of giving adrenaline.

Management of anaphylaxis

- Identify and avoid the cause where possible
- Have an ACTION plan for anaphylaxis and adrenaline close by (easily accessible)

For further advice, visit ASCIA (Australasian Society of Clinical Immunology and Allergy) at www.allergy.org.au

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!

Crowley Board Profile
Cheryl Bourne

Cheryl Bourne joined the Crowley Board five years ago. An accountant by trade, Cheryl was a partner (now consultant) for 18 years at Rochdale Accounting. She has particular expertise in business advice and taxation.

Before joining the Board Cheryl volunteered for a number of Parish committees supporting the establishment of the Holy Family School and the St Anne's Long Day Care Centre. Cheryl's mother was also a resident at Crowley.

Why did you join the Board?

When I semi-retired I thought it would be a good time to look to the community and see where I could be useful. The opportunity arose when Michael Penhey spoke with me about the Board at Crowley and I jumped at the chance. For me it was a case of just wanting to give something back and that's what I feel I'm doing on the Board.

What do you think you bring to the Board?

I hope my business expertise helps a bit. Given my background I naturally cast an eye over the figures as you would expect. However, I believe our Board's role is to support the Executive Team in making good decisions, to take a long-term view and to help plan the best future we can for the Crowley community.

What purpose do you think the Board performs?

The Board plays a role providing important checks and balances to major decisions. The Board also has a role in supporting Crowley to maintain standards, and to ensure residents are well cared for, and their needs addressed. If you look at the make-up of the Board it comprises a well-balanced team. Every Board member is encouraged to contribute and each brings a different perspective to the various issues that arise.

When you walk into Crowley what comes to mind?

For me Crowley is a place where people are acknowledged for who they are. There is a warmth about Crowley. Each resident is treated as an individual with the staff respecting that aged care residents cannot be cared for in a "one size fits all" model. I know Michael, Kelli, and the team place a strong emphasise on the individual, together with their families - that is Crowley Care. I think the sense of belonging is evident as soon as you walk in the front door. It is a privilege to be involved with an organisation that provides a caring and nurturing place for people at such a vulnerable time in their lives.

Crowley Connections
Radania Mortimer

Radania joined the Crowley family in November 2016 after working at Byron Shire Council for a short period. Radania found her calling in our Customer Service Team.

Straight from high school, Radania started a combined degree of Early and Primary Education at SCU, and after 2 years study, realised she preferred older people to children.

Throughout her journey, Radania has completed Certificate III in Business, Certificate III in Property Services and a NSW Real Estate Registration. “Yes, I’m actually qualified to sell your home. Scary right?” said Radania.

In her spare time Radania likes to take her dog to the beach with friends. Weekends see her out boat sea fishing, camping or just hanging with friends enjoying the beautiful place we call home.

“I really enjoy playing soccer and I have captained my team to the grand final. I love being part of a team and the competition sport brings. During summer I sign up for Summer 6’s soccer, twilight hockey and a new addition, the Crowley social netball team! All this sport yet I’m not really good at anything”.

Recently, Radania started attending a morning boot camp in Lennox Head, which has allowed her to meet some fantastic women within the region.

Here's a few fun facts about that we may not know about Radania

- I HATE custard
- I am brutally honest. I say it how it is
- I love Shania Twain, she is my girl!
- I prefer mud cake over sponge
- I am ALWAYS up for a chat
- I love to volunteer
- I really hate dress ups and any extra attention (Sure, sure Radania!)
- I can crack most joints in my body
- My partner and I own a boat, but I get seasick
- I'm trying to learn Italian (my heritage), however it is a slow process

Crowley Auxiliary Spring Luncheon

Wednesday 24 October

Time: 12pm

Cost: $28 per head

Venue: Crowley Activity Centre

RSVP: Book and Pay at Crowley Reception by Friday 19/10

BYO Drinks

OCTOBER IS BREAST CANCER AWARENESS MONTH

Join us on

Wednesday 24 October

for a PINK themed Mufti Day!

All staff, residents and visitors are welcome to dress up in PINK and join in the fun!

Gold Coin Donation Mufti Day with all proceeds to be donated to local Breast Cancer NFP Organisation **Jodie's Inspiration.**

From the IL Desk

Jenny Kliese
Independent Living (IL) Coordinator

With the warmer weather it is natural to feel like getting out and about in the fresh air. However, there is a disturbing trend with too many cyclists becoming complacent about wearing their bicycle helmet. That worries us here at Crowley.

When we have precious little ones we do everything to protect them by automatically putting a bicycle helmet on their head. But somewhere down the track, the message gets lost as we get older. It is the law for cyclists of all ages in NSW to wear a certified Australian Safety Standard bicycle helmet to prevent head injuries and brain damage from falls and crashes. The road rules also state that bicycle helmets are to be securely fitted and fastened. This applies to all bicycle riders regardless of age, including little ones on training wheels, carried as a passenger on a bike, or in a bicycle trailer.

Road rules are there to keep us all safe. So wear your bicycle helmet and enjoy the outdoors. Ballina and our surrounding area are great places for cycling.

Did you guess the Who Am I from Septembers Chatterbox?

It was Independent Living Resident John Fraser from Florence Price Place!

"The day is what you make it! So why not make it a great one?"

Steve Schultz - Author

Phones to be tested in October

1-29 St Paul's Close
1-16/5 Florence Price Place
1-2 Redford Place

All Good Things
Come to Those Who Wait...

Dave Crosby
Customer Service and Independent Living Manager

I can remember my Mum and Dad telling me this saying numerous times as I was growing up. Many of you have been waiting patiently with me for the official “hanging” of the bike in my office.

Well I am most pleased to announce the Vintage Malvern Star Path Finder has found a home on the wall. The expert skills of Albie himself were required. Albie took the responsibility for its momentous unveiling as its home was fastly secured to the wall.

Some call it “Retro”, I think it’s a timeless classic. Haven’t we all enjoyed the wind in our hair, and the freedom a bike gave us as a kid. I have a little less hair these days, but still enjoy the freedom riding a bike brings.

Please come and have a look! You’ll find it near reception.

I’m Brand New!

Dave Crosby
Customer Service and Independent Living Manager

As our villas and apartments become available, they undergo a refurbishment process. This can vary from simply new carpet and fresh paint, through to a full internal renovation including electrical, walls, kitchen and bathroom. While our village is over 30 years old, most of our village has been fully refurbished internally to a clean and modern design.

We have recently finished a large refurbishment on a lovely 2 bedroom villa in St Marks Close. It enjoys a northerly aspect and a large rear courtyard. This neat little villa is waiting for a new owner to call home. Have you thought about Independent Living at Crowley? Call our Customer Service Team to arrange an inspection.

St Francis Xavier Catholic Parish
Ballina warmly invites all
ladies to

Breakfast with Bishop Greg

Tuesday 16 October 2018

7:30AM - 9.00AM

$20.00 Breakfast

(payable at the door)

Crowley Activity Centre
154 Cherry St Ballina

Bookings are Essential
RSVP by Monday, 17th September
SFX Ballina Parish Office 6681 1048
Or email admin@sfxballina.org.au

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

An Afternoon at the Movies
Mamma Mia

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 months screening are as follows:

Movie: Mamma Mia

Genre: Comedy, Musical, Romance

Directed By: Phyllida Lloyd

Written By: Catherine Johnson

Starring: Meryl Streep, Amanda Seyfried, Stellan Skarsgård, Pierce Brosnan, Colin Firth, Julie Walters, Christine Baranski, Dominic Cooper

In preparation for the next instalment of the Mamma Mia story - November's movie - we will refresh our memories with a step back in time to the original Mamma Mia movie.

Donna, an independent hotelier in the Greek Islands, is preparing for her daughter's wedding with the help of two old friends. Meanwhile Sophie, the spirited bride, has a plan. She secretly invites three men from her mother's past in the hope of meeting her real father and having him escort her down the aisle on her big day.

Reviews:

"The Devil gives up not only her Prada, but also her devilish ways and becomes a singing, dancing angelic muse in this breezy musical that lightens your heart and puts a song to your lips."

- Times of India

"ABBA's finally off Broadway and on movie screens. Thousands, maybe millions, cheer and dance."

- Plugged In

Crowley Screening

Movie:	**Mamma Mia**
When:	**Wednesday 10 October**
Where:	**Crowley Education Centre Room 1 (Upstairs)**
Time:	**1.00pm followed by Afternoon Tea**
Cost:	**Gold Coin donation**
RSVP:	**To Crowley Reception Monday 8 October**

IL Ladies Bus Trip
Thursday 11 October

8.30am departure from Crowley Education Centre

$5 bus fare + $13 for tour, $3 for train + lunch

We depart Crowley and head to Zentveld's Coffee to partake in a tour of the plantation followed by morning tea. Once finished at the Coffee Plantation we will head to the Byron Solar Train for a round trip on this recently opened attraction. After our train trip we adjourn to Brunswick Heads to the hotel for lunch.

RSVP to Crowley Reception by Monday 8 October

IL Mens Bus Trip
Thursday 8 November

8.30am departure from Crowley Education Centre

$5 bus fare + $2 for train + lunch and beverages

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

Community Connections
Feast at the Farm

Saturday 13 October 12.00pm - 8.00pm

Summerland House Farm
253 Wardell Road, Alstonville

"Feast at the Farm" at Summerland House Farm will provide street food and music on the lush green grass in Alstonville. The farm is known for growing avocados, cucumbers and macadamias and is now producing free-range eggs and much more. The farms fresh produce will be included in the chef's dishes to showcase the amazing work Summerland House Farm does.

The day will feature live music, kids fun, market stalls, cooking demonstrations, beer, wine and amazing food. BYO picnic blanket.

Entry and parking is by gold coin donation.

Incontinence Support
It's More Common Than You Think...

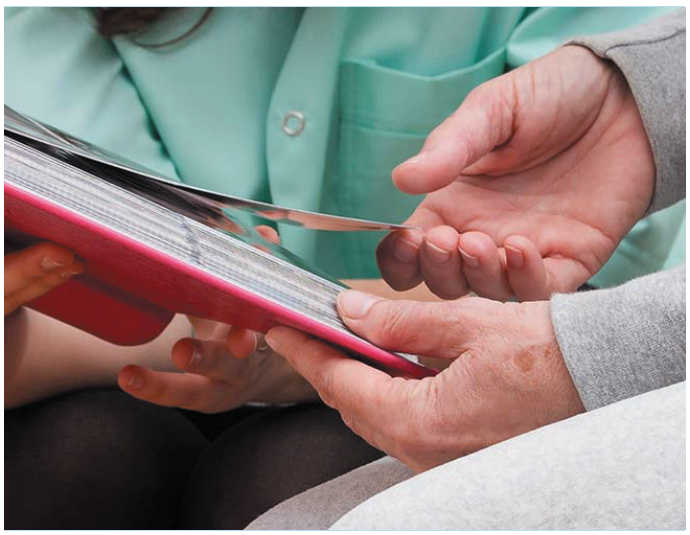
Sherrie Viney
Home Care Manager

Most people find it difficult to talk about incontinence, but it affects so many. It's more common than you think. Incontinence affects up to 4.8 million Australians due to a variety of reasons, including chronic conditions such as diabetes and Parkinson's disease, neurological conditions, prolapse, menopause and prostate issues.

Incontinence is a term that describes any accidental or involuntary loss of urine from the bladder or faeces or wind from the bowel, and it can be treated and managed.

The Continence Aids Program Scheme (CAPS) provides annual funding of $596.60 for eligible people suffering permanent or severe incontinence issues due to neurological conditions, to cover the costs of products to help you manage incontinence.

You can elect to have an annual payment or two separate payments throughout the financial year into your nominated bank account. If you are eligible, an application form is required to be completed by yourself or your authorised representative. The application includes a health report and must also be completed by your GP, registered nurse, occupational therapist, physiotherapist or medical specialist, who are in a position to make an accurate assessment.



The Crowley Home Care team can assist you or your authorised representative with your application.

If you have a home care package with Crowley, please call our office and speak to a Client Case Officer about your eligibility and application.

Crowley can arrange a registered nurse assessment at home to assist you with your application and to develop a continence management plan, which will include regular reviews including what's working and what isn't, and what your needs may be when you're at home and when you are out and about.

If you are currently sending in receipts for continence product reimbursement from your unspent funds, CAPS funding of $596.60 each year will cover your costs with continence product purchases and you won't need to be reimbursed from your individual budget. There's no need to keep receipts!

Join us for a BBQ and drinks in the
Crowley Activity Centre
Thursday 11 October
12.00pm
$5 per person
BYO Drinks

RSVP: To Crowley Reception by Monday 8 October

What to do next?

1. Get an application form – call Crowley Home Care Office or contact the CAPS team directly
2. Fill in the form with a health professional. A Crowley RN can assist you with this
3. Obtain certified copies of any documents the form asks for
4. Submit your application and documents
5. The Department of Human Services will assess your application and let you know the results

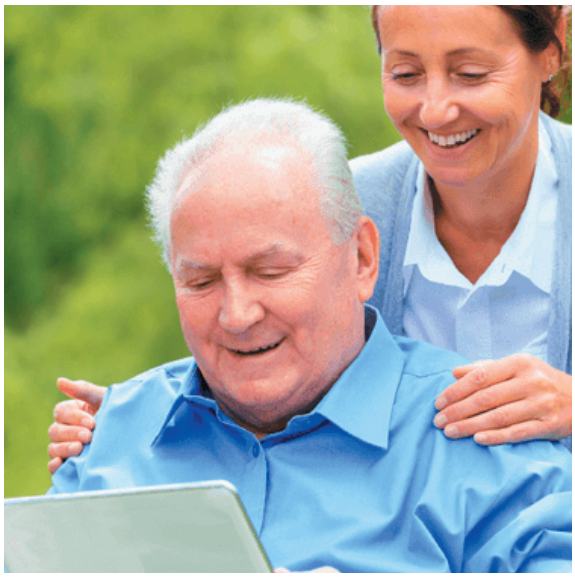
The application form can be posted directly to:

Continence Aids Payment Scheme
Department of Human Services
GPO Box 9822, Sydney NSW 2001

Or you can attend a Medicare service centre in person.

If you have any changes in circumstances, address or bank details or to fix your CAPS payment you can contact Medicare on 132 011 or the CAPS team on 1800 239 309.

DVA gold cardholders obtain assistance for continence products through the DVA rehabilitation appliances program therefore are not eligible for this funding.



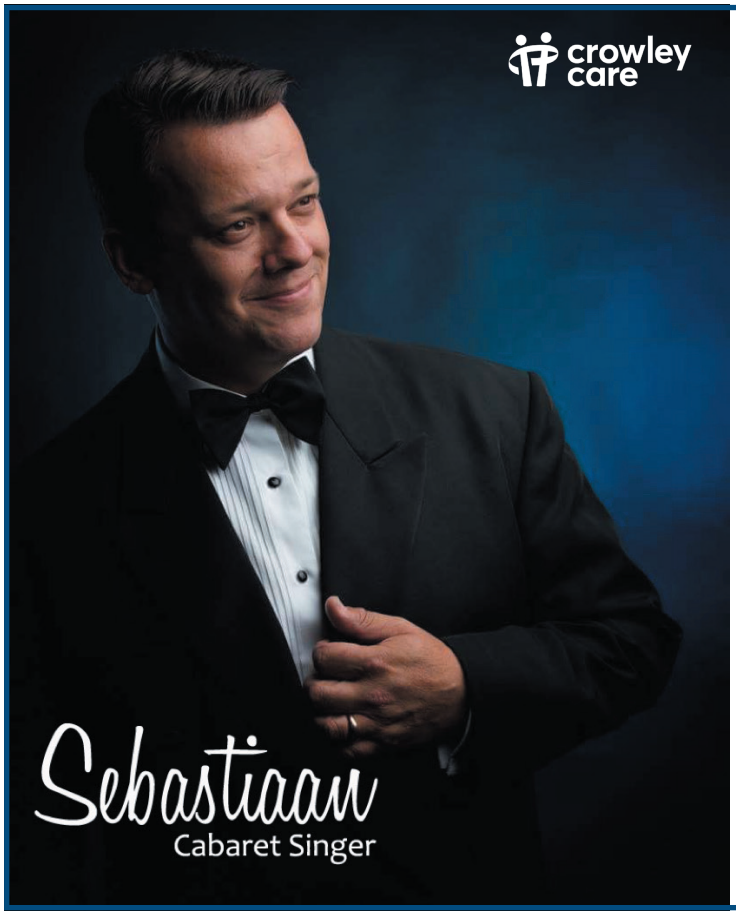
Helpful Contacts:

Crowley Home Care Office 1300 139 099

The Continence Foundation of Australia helpline on 1800 330 066
this is a free telephone advisory service

The Continence Aids Payment Team (CAPS) on 1800 239 209

Medicare 132 011



Join us for an
Afternoon of Song with

Sebastiaan

Wednesday
31 October
2.00pm
Entertainment Room

MELBOURNE CUP SWEEPS ON SALE

Monday 5 November

10am – 2pm

Entertainment Room

$1, $2 and $5 Sweeps for Sale

Cup Day – Tuesday 6 November

Home Care Client Profile
Nancy ‘Riki’ Mason

Where were you born?

Springwood, Blue Mountains NSW.

Where did you live as a child?

I grew up in Sydney.

Do you have any brothers or sisters?

No, I’m an only child.

What did you do when you left school?

My first job after leaving school was with a Chartered Accountant company.

I travelled to America and organised and set up various sections for the Avis Rental Car Company, including staff uniforms.

I wanted to be an artist, so I moved to Melbourne and worked for the Myer Emporium in charge of the Art department looking after illustrations for magazines and setting up photographic sessions.

I married a German fellow and learnt to speak German. He was a top chef.

I took charge of an Art school in Brisbane and worked there until my husband passed away.

After this I spent time in Noosa painting on pure silk for up-market salons.

I married again and lived on a farm at Wyrallah NSW, eventually selling the farm and moving to Alstonville.

We became involved with the Historical Society, in particular, the early settlers’ stories. I enjoyed painting local sceneries and many of my paintings will be in my next book “Pioneers of the Northern Rivers”. My name is Nancy; however I’m called Riki which means island in Fijian.

Tell us about your family:

I was raised by my grandmother.

Tell us about your interests, hobbies or passions:

I love my art work and would like to set up a gallery in my garage.

What are two good decisions you have made?

Travelling and my art work.

What is your favourite memory of life so far?

My many travels, art work and books.

What is your favourite food?

Italian food.

High Tech Trolleys

Tony Baldwin
Hotel Services Manager

The wait is over! Our two new Unitray Meal Delivery Trolleys have cleared customs and completed their journey from Italy to Crowley Care.

You might remember some time ago I wrote about the trial we completed with the trolleys. This trial resulted in some wonderful feedback and very happy customers. We then went on the waiting list to purchase our first two trolleys.

The Unitray system provides the best combination of temperature control, ergonomics and health and safety. Unitray trolleys distribute hot and cold food at the same time on a single tray. A central partition allows two different environments to be separately controlled.

This is a welcomed technology advancement, as the previous method wheeled meals straight out of the bain marie at 85 degrees to residents' rooms using an insulated lid covering the plate. The Crowley WHS committee inspected and discussed the safety aspects of the unit while we were trialling it and concluded it would be a great investment for Crowley. All food service staff who have used the unit have felt comfortable manoeuvring it during ward delivery.

Currently we are testing these units to make sure their functionality is right before we roll them out for use in the facility – initial tests have indicated that they will be an absolute success and we are looking forward to our residents experiencing these results.

Recipe from the Chef
Lamb & Spring Vegetable Salad

INGREDIENTS

- 4 Lamb Leg Steaks
- 100g sugar snap peas, trimmed
- 1 bunch asparagus, trimmed, halved
- 400g cauliflower, cut halved florets
- 2 carrots, cut into ribbons
- 60g baby rocket leaves
- 2 cooked baby beetroot, thinly sliced
- 400g can lentils, rinsed, drained
- 2 tablespoons red wine vinegar
- 2 tablespoons extra virgin olive oil
- 80g fetta, crumbled

Heat a lightly greased barbecue grill or chargrill on medium-high. Season lamb. Cook, in batches, for 2 mins each side or until cooked to your liking. Transfer to a plate and cover with foil. Set aside for 5 mins to rest. Slice lamb.

Meanwhile, cook sugar snap peas, asparagus and cauliflower on grill for 3-4 mins until charred and just tender. Transfer to a plate. Set aside for 5 mins to cool.

Place lamb, sugar snap peas, asparagus and cauliflower in a large bowl with carrot, rocket beetroot, lentils, vinegar and oil. Season. Toss gently to combine.

Serve salad sprinkled with fetta.

Visiting the Men's Shed

Chatterbox recently visited the Crowley Men's Shed to catch up with them ahead of their much-anticipated stall at The Crowley Family Show Day. We confirm we are in for an absolute treat this year and the gents at the Shed have come up with some great items.

They include several billy carts, a working digger, balance bikes, a medieval model castle with working draw bridge and beautiful little jewellery boxes with mirrors.

Franks Healthy Herbs are being nurtured in preparation and we are guaranteed a great crop will be ready for purchasing at Show Day.

In chatting to the men you get a glimpse of a great sense of pride in the items they create. It really demonstrates the value of our Men's Shed.

Photos here are just a small representation of the items on-sale at Show Day. A great time to get started with your Christmas shopping.

Don't forget the men are onsite at the shed Tuesdays and Thursdays from 9am – 12pm. They are always open to suggestions and commissions from the extended Crowley Family.

Update From Maintenance
Preparing for Spring Growth

Albie Viel
Maintenance Manager

After the recent wet weather we were able to conduct our annual spraying of the lawns for broad leaf weeds. With the dry winter, the lawns became stressed and we avoided spraying them as this would kill off the grass as well.

In Crowley there are a variety of grass types, with Buffalo grass at the Apartment, Tropica (a type of Sir Walter), and Blue Couch throughout the Independent Living grounds. When lawns thicken after the rain they may require a cut back before the warmer months arrive. Independent Living residents can contact maintenance for the mowing contractors to cut their lawn low if desired.

In preparation for the summer months, you see the gardeners fertilising various types of plants including the gardenias found in the Apartments. Magnesium is added to encourage growth and the production of energy in the plants.

Found throughout Crowley, Azaleas can often become yellow in some conditions, indicating that the iron content of soil can be boosted. Dynamic booster is spread around plants when conditions are wet to encourage growth through the summer period.

We use tea tree mulch from a local supplier to mulch gardens after tilling the gardens beds. The tea tree mulch evens out the soil temperature, minimises weed growth, reduces the loss of soil moisture and provides micro-organism activity.

Making New Friends

Gail Norton
Human Resource Manager

At our August Residents Meeting, we acknowledged changes when someone decides to enter an aged care facility. Many of these adjustments are welcomed because the assistance and care they will receive will vastly improve the quality of life and bring peace of mind to both the resident and their family.

However, for most people the initial first few weeks can be the most challenging. At Crowley Care, the size of our facility alone brings its own apprehension!

Would you like to make new friends in Crowley Care? We encourage our residents to get to know their neighbour. It could be the person next door, or the person down the corridor. What about the residents sitting at the dining table with you?

Your carer or our Leisure & Lifestyle staff would be more than happy to assist you in making friends.

Filling in time and making friends can be confronting for some and relatives and friends are encouraged to join in our programs that provide an opportunity for the resident to share an interest with someone special. A monthly program of proposed activities is displayed on various notice boards and in The Chatterbox.

If you would like assistance in meeting someone new, please ask any of the staff who care for you.

BOOK CLUB
with Judy Riley

Our last Book Club meeting discussed “Me Before You”, a novel by Jojo Moyes. Set in a small English town complete with castle, it is the story of an unemployed girl who takes a job caring for a young and wealthy quadriplegic.

She lives at home and supports her family through all their ups and downs. The story moves swiftly and Lou becomes adept at caring for her patient and accepting his parents. It becomes a twisting and turning relationship, and in her fight to save Will’s life, she ends up changing her own.

This is a big hearted, beautifully written story that teaches us it is never too late to start living. One of those books that is hard to put down and we all felt sad when the story ended! The good news is that there two more novels in this series, all about Lou’s life after Will.

We meet in the library on Thursday 25 October at 3pm. We will be reviewing “Orange is the New Black” a book about a group of women who are in detention in prison. Should be interesting, and all are welcome to come and enjoy the company.
Happy Reading.

Residential Care Residents, Family & Friends Christmas Party	Saturday 1 December 12pm Crowley Activity Centre
Home Care Clients, Family & Friends Christmas Party	Monday 3 December 12pm Crowley Activity Centre
Independent Living Christmas Party	Friday 14 December 12pm Crowley Activity Centre
Crowley Christmas Day Luncheon	Tuesday 25 December 12.30pm Crowley Entertainment Room

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

crowley care

Focus on Quality
Accreditation 2018

Michelle Golding
Quality Manager

Crowley Care's application for re-accreditation and self-assessment to the Quality Agency was submitted in July. The self-assessment is a review of how we meet each expected outcome, there are 44 in total. This document also includes continuous improvement.

New arrangements, which commenced from 1 July 2018, allow the Quality Agency to move from announced re-accreditation audits to unannounced re-accreditation audits and this applies to Crowley Care.

The move to unannounced re-accreditation audits includes:

- a strengthened focus on consumer and consumer representative input prior to the site visit
- tighter profiling of homes to identify potential quality and safety risks
- provider self-assessment of performance to be included in application for re-accreditation.
- The Federal Minister for Aged Care Ken Wyatt said "These changes will strengthen the oversight of aged care services to provide greater assurance that standards of care are consistently maintained, not just at re-accreditation times."

On the day of the audit at Crowley family members and representatives will be advised by email that the audit has commenced, and signage will be placed throughout the facility for residents. Information will be provided to residents and their family members and representatives on how to give information to the Quality Agency before and during the audit.

Making Feedback Flow
Client Satisfaction vs Client Engagement

Michelle Golding
Quality Manager

Congratulations and thanks to our Home Care clients and families who participated in this year's annual survey.

The results have now been collated and we've selected a sample size of comments to share with you.

Our overall Consumer Satisfaction Rate is 87.77%, a 1.92% increase from our 2017's result. The Industry Benchmark is 86.74%, with Crowley 1.03% above benchmark.

What's the best thing about the support and services you receive?

- The Crowley girls are very good to me.
- The way the staff interact with me, always bubbly and caring.
- The best thing is that it enables me to do the things I can no longer do for myself.
- The staff are all very helpful and pleasant.
- It is always carried out in a friendly manner and generally with a smile.
- Kind and considerate and very pleasant.
- They are dependable, and David or Jenny are always available to listen.
- The staff are excellent. Always friendly.
- To be able to stay in my home as long as I can. The friendly girls who care and keep my home clean.
- Care and love given friendships "family feeling".
- It helps me to maintain my independence and enables me to stay in my own home.
- The care, assistance, reliability and friendliness.
- The support and interaction with all the girls.

At Crowley our annual QPS Consumer Experience Survey not only measures customer satisfaction but in recent years, QPS introduced the Net Promoter Score to measure customer engagement.

Customer satisfaction is measured through a series of questions in different areas, benchmarked against other Australian providers.

This survey saw 21 providers participate. Surveys are only one of our mechanisms for capturing customer satisfaction, they also identify areas of strength and opportunities for improvement.

So how did Crowley measure up in 2018?

How likely are you to recommend Crowley to your friends and colleagues? These are our results...

Net Promoter Score

+52.00

Promoters	60.00%
Passives	32.00%
Detractors	8.00%

How likely are you to recommend Crowley to your friends and colleagues? Here are some comments

- I have been very satisfied with the service I receive.
- Very happy with the services.
- Because the service is not perfect (10) but is not unsatisfactory.
- Everyone so obliging always.
- Not quite perfect.
- I have yet to be disappointed.
- Crowley has an excellent reputation for care. It is well established in the community.
- Crowley is a good place to live.
- I have lived at Crowley for 26 years and during that time have received the best of care. It has been a happy and a safe place to live.
- I have been very happy with the service I receive.
- Because of the care, assistance, reliability and friendliness.
- They are always so cheerful and helpful to my needs.
- I am happy with Crowley but wouldn't talk people into a preference.

Marketing Update
Rebranded Fleet is on the Roads

Sarah McMahon
Project Officer

We have had a major refresh of the branding on our vehicles. You will notice our new logo on 14 vehicles driven around our region daily. It includes our bus, maintenance utes, vehicles that our Home Care team use, Administration and Residential cars and even our buggys!

Over the years we've had a range of images on our vehicles and this signage incorporates our latest concept "Smiles Create Smiles". The concept captures Crowley's unique spirit and the importance we place on connecting with others, that starts with a simple smile.

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 - September 11

Welcome to Crowley

We are very excited to be adding all of the finishing touches to our redevelopment. Our new welcome and directional signage has recently been installed throughout Crowley .

Look at that sparkle on our new entrance sign!

Like Comment Share

New Post - Crowley Care - September 13

Wear it with Pride!

It was a battle of the teams at Crowley where residents and staff wore their team colours with pride. A particular favourite – Team Crowley!

Like Comment Share

New Post - Crowley Care - September 02

Happy Father's Day!

Our residents enjoyed an early Father's Day celebration on Friday evening, where we gathered in our entertainment room for some nibbles and drinks. Celebrations continued today with a special lunch in Barney's.

Like Comment Share

LIBRA HOROSCOPE

September 23 - October 22

People born under the sign of Libra are peaceful, fair, and they hate being alone. Partnership is very important for them, as their mirror and someone giving them the ability to be the mirror themselves. These individuals are fascinated by balance and symmetry, they are in a constant chase for justice and equality, realising through life that the only thing that should be truly important to themselves in their own inner core of personality. They find great inspiration in reading, intriguing debates and meeting unconventional folks. This is someone ready to do nearly anything to avoid conflict, keeping the peace whenever possible.

Element: Air
Powerful, creative, fun, adventurous, exciting

Ruling Planet: Venus
Love, romance, partnership, beauty, art

Compatibility: Aries, Sagittarius

Libra Strengths: Cooperative, diplomatic, gracious, fair-minded, social

Libra Weaknesses: Indecisive, avoids confrontations, will carry a grudge, self-pity

Libra Likes: Harmony, gentleness, sharing with others, the outdoors

Libra Dislikes: Violence, injustice, loudmouths, conformity

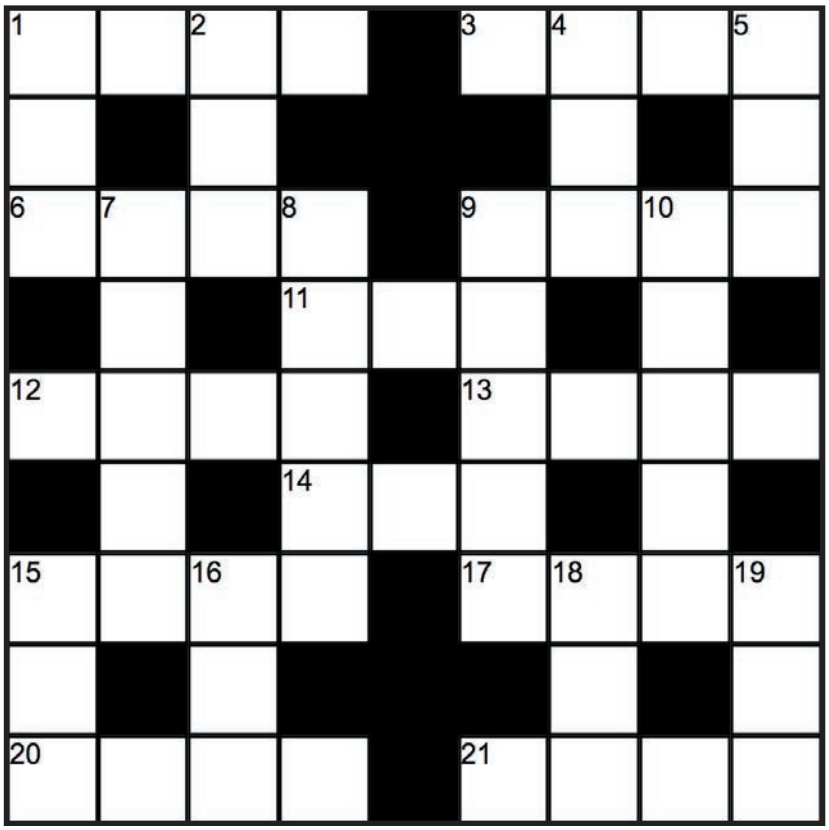
Lucky Numbers: 4, 6, 13, 15, 24

Colour: Pink, green

October Birth Flower: Marigold, Cosmos

October Birthstone: Tourmaline, Opal

GAMES CORNER



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9	1		4	5				8
8		2		7		5		4

CROSS WORD CLUES

Across

1. Stare stupidly
3. Wrangle
6. Mark from a cut
9. In addition to
11. Finish
12. Level
13. Not shut
14. Roofing material
15. Bikini parts
17. Messes up
20. Dandelion, e.g.
21. Don't go

Down

1. Helium or neon
2. Small round veggie
4. Chum
5. Carnival city
7. Lid
8. Leases
9. Idolize
10. Take the wheel
15. Curve
16. 'A' on cards
18. Spoil
19. Drink daintily

A couple in their nineties were both having problems remembering things. During a checkup, the doctor told them that they were physically okay, but might want to start writing things down to help them remember.

Later that night, while watching TV, the old man got up from his chair. 'Want anything while I'm in the kitchen?' he asked.

"Will you get me a bowl of ice cream?" his wife asked. "Sure." "Don't you think you should write it down so you can remember it?" she asked.

"No, I can remember it." "Well, I'd like some strawberries on top, too. Maybe you should write it down, so as not to forget it?"

He said, "I can remember that. You want a bowl of ice cream with strawberries." "I'd also like whipped cream. I'm certain you'll forget that - write it down?" she asked.

Irritated, he said, "I don't need to write it down, I can remember it! Ice cream with strawberries and whipped cream - I got it, for goodness sake!"

Then he toddled off into the kitchen. After about 20 minutes, the old man returned and handed his wife a plate of bacon and eggs. She stared at the plate for a moment before asking "Where's my toast?"

IL Resident Betty Booth showcased her wonderful handmade dresses for residents and staff to enjoy in the entertainment room.

Some pops of coloured accessories added extra joy for Estelle and Margaret.

Residential Care residents Margaret, Joyce and Bev enjoyed our spring weather whilst visiting the river.

Bette led the way for the St Francis students colouring in feathers for the Term 3 Intergenerational Project.

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.