

the chatterbox

NEWS FROM CROWLEY CARE

AUGUST 2024



Contents

- 03 A Moment with our CEO**
Catch up with Michael Penhey on life at Crowley
- 04 Catch Up with Kelli**
Discover more about Crowley's operations
- 06 Last Month at Crowley**
Get the fresh scoop on the goings on
- 11 Residential Care News**
The latest clinical updates and advice
- 16 Independent Living News**
What's been happening in the village
- 20 Home Care News**
Tips to embrace and improve daily living
- 22 Maintenance News**
An update from the team
- 25 Hotel Services News**
What the team has been up to
- 26 Recipes from the Chef**
Delicious and fresh treats to enjoy
- 30 Focus on Quality**
News from behind the scenes of Crowley
- 32 Feedback and Comments**
Compliments and recommendations from you
- 34 Games Corner**
Try your hand at these mind melting quizzes!



Cover photo

Pat and Cesily enjoying a visit in the Plaza



A Moment with our CEO

Hello everyone,

Popular pop-ups

Providing new and innovative experiences for our community is part of the Crowley way, exemplified by our recent Italian and Indian pop-up restaurants in Barney's Café. Both initiatives have been tremendously popular and warmly received. And because of that we are planning to do more as that's what our community wants.

Back on-track

Our development at Florence Price Place that will deliver 26 new Independent Living Apartments is back on track after experiencing some significant delays.

We needed to bring in contractors to safely remove some on-site asbestos found during the demolition phase. And we were required to rectify the soil quality before construction could commence to ensure the site's ongoing stability. These factors, coupled with some persistent wet weather, slowed down our construction schedule.

Thankfully the delays are behind us and you may have noticed the main foundations for the building are being installed. We've also installed a footpath that runs adjacent to the site which is already providing a great community amenity.

Staff recognised

Our staff are absolutely critical to everything we do. And so it's great news we've finalised an additional pay increase for our staff via an Enterprise Agreement, approved by the Fair Work Commission.

The pay rise is in addition to a recent pay increase granted to staff through the work value cases across the aged care industry.

These pay increases are a significant way we recognise and reward our staff for their ongoing

commitment to Crowley Care and the amazing work they do every day supporting our residents, clients and families.

Meanwhile, our recruitment program over recent months has improved. We are seeing some good appointments with new staff, who are the right fit for Crowley across key areas of the organisation.



Kelli reaches milestone

My colleague Kelli Potts, our Executive Manager Operations and Finance, was rightly recognised for her 20-year service to Crowley Care.

As I'm sure many of you know, Kelli has a deep passion for Crowley and for supporting our residents, staff and our families.

She has been the driving force in the design and improvement of our residents' environment across all Crowley's key development projects in recent years.

Kelli's vision is that our residents and community should inhabit and experience beautiful environments in which to live, connect and enjoy.

I think we can all agree, she is achieving that!

Very best,

A handwritten signature in black ink, appearing to read 'Michael Penhey'. The signature is fluid and cursive.

Michael Penhey

Catch Up with Kelli

Anne Moehead resignation

Kelli Potts
Executive Manager Operations and Finance

It is with sadness that I am writing to advise that our wonderful Nurse Practitioner Anne Moehead has officially left Crowley.

After a nursing career of 50 years, 19 of those as a Nurse Practitioner, Anne has decided to start to wind down to retirement.

For all of you who know Anne and have worked alongside her you will know that she is a passionate nurse with a special interest and many skills in the area of dementia care.

In addition to that however, Anne is a recognised leader in nursing through her contribution and involvement with Australian Health Practitioner Regulation Agency (AHPRA), the Aged Care Quality & Safety Commission (ACQSC) and the Dementia Inclusive Ballina Alliance (DIBA), and I am sure there are others. She is also a pioneer as a Nurse Practitioner, a wonderful nursing mentor and advocate for older people, she is passionate about lifelong learning and last but not least, a great friend to many.

Anne's last working day at Crowley was Friday 28 June. Although I know many of you have already had an opportunity to wish her well on behalf of all of us at Crowley, I would like to thank Anne for her contribution to Crowley over these past four years.

Fortunately, our connection with Anne will continue through our combined work with the Dementia Inclusive Ballina Alliance (DIBA) group. Anne and I are on the Steering Committee together and Crowley is key sponsor of DIBA's activities.

Kelli ☺



New Defibrillator

Kelli Potts
Executive Manager Operations and Finance

Many of you who come to Crowley will have noticed the installation of a Defibrillator at the entrance to the Activity Centre in the Plaza.

The Automated External Defibrillator (AED) is a 'Mindray Beneheart C1A Fully-Automated Defibrillator'. It is a new product from Mindray, a company that makes many high-end medical imaging and monitoring products. The latest technology C1A Mindray Defibrillator is the fastest to first shock in a life-saving crisis, and it is simple to use in a time of need.

Many of you will have seen these defibrillators installed in shopping centres, public venues and community buildings and have become so sophisticated they are designed to be used by any member of the public in the event of an emergency.

A number of Crowley staff participated in education about the machine and its capabilities. The machine is designed to be intuitive guiding the user with the large and highly visible 7" colour display with text, voice and video prompts.

Other features include:

- Instantly turns on from just opening the lid, no time wasted
- Auto-adjusting volume and screen brightness
- Adult and Child mode
- Pre-connected Electrode pads to save time
- Pediatric capacity, adult / pediatric auto identification through the pad's connection
- Portability with an integrated carry handle. Light weight 2.3kg
- Battery life last up to 4-year battery (300 shocks)
- Self-test setting: daily, weekly, monthly, quarterly
- Dust/water resistance and rugged IP55 Rating against dust and water



Enlighten Mentorship

Creating deep connections and joy

For the last two years Crowley has partnered with BCHS in the Enlighten Mentorship program so that students with special needs can interact with our residents, teaching them important life skills and building confidence.

Over nine weeks the program supports the student’s social skills using body language, reciprocal conversation, turn taking and gestures.

Most of the students are in their final years of schooling and preparing to enter the workforce to become active participants in our community.

In June the BCHS personally invited some of our residents to a matinee performance of the school’s musical, “The Shakespeare Curse”.

Our residents were thrilled to be invited and on arrival were met by some of the Enlighten students and personally escorted to their front row seats.

On their return to Crowley our residents were beaming and raved it was one of the best musicals they had ever seen.

Earlier last month we completed another successful Enlighten Mentorship program.

There have been quite a few special relationships nurtured during this program, even celebrating a birthday for one of the students with balloons, a special morning tea and an enthusiastic rendition of Happy Birthday.

The bonds created between the residents and students during this program are priceless.

Due to the popularity of this program we are looking broaden it to include a pen pal program in Term 3 and an “adopt a grandparent” program in Term 4.





Resident Profile

Lyn Jackson

I was born in England in 1925. I had an older sister, a younger brother, then twins followed - a boy and girl.

The twins were pretty small but, in those days, they didn't have humidity cribs. My father worked in a government office and he died when the twins were just three.

He had paid into a fund that would support the children if he were to die. And it enabled the children to go to boarding school between the ages of 6 to 16.

I was 12 when my father died. I went to a small boarding school called Babington House which was very good for my education. The boarding school was run by two women and the head mistress had been to Oxford and got Honours. On speech day she would wear a special cape displaying her Honours degree.

She taught English, literature and grammar. The other mistress taught piano and she was a conductor for the school orchestra. I never learned music but I soon learned to read and write very well.

I left school during the War. They wanted me and a couple of other girls to become schoolteachers but with the War being on we wanted to get out and into everything.

I went and worked for the Public Service for about three years, then I started nursing at a big London hospital. I worked there for a few years as an RN, then I did my midwifery which took a year.

In England you trained for six months and then you can attend the midwifery department but you can't work by yourself. I did the full year so I could work in the district.

A midwife in England can work without a doctor when everything is normal; if something is abnormal you have to call a doctor. I did that for several years. Six of us lived in one house, someone had a car and we had bicycles. If you were called out at night out of town an ambulance would always pick us up.

I then moved to Brighton; a seaside place in Sussex. I enjoyed it there because I could go swimming. The hospital had little huts on the beach where you could go and change, make a cup of tea, and even spend the night there. The huts had toilets and showers, you could even fry a couple of eggs and bacon for breakfast.

I moved back home for a bit and worked in the South London hospital which was quite a big hospital and they had a section down the road in Nightingale Lane purely staffed by midwives.



In 1956 I left England and came out as a 10-pound Pom to Australia.

My aunt and uncle lived in Perth, I lived in the nurse's home and worked at King Edward Hospital. It was in the days when the hospitals had rooms for the nurses to stay.

My aunt and uncle decided to travel east with their little caravan when my uncle had long service leave so I went with them. We didn't cross the Nullarbor with the caravan, we put it on the train at Kalgoorlie. That was quite a ride for someone from England.

We spent a couple of nights in a pub at Kalgoorlie and looked around the remains of the goldmines; it was very interesting. There were a lot of pubs there. We got off the train at Port Pirie.

Stepping off the air-conditioned train and on to the platform I couldn't believe how hot it was. We went to Adelaide and stayed in a nice seaside place in the caravan for about a week.

When we continued it was very interesting going from farm to farm and village to village. At Mount Gambier there was this strange blue lake. It was beautiful with a lot of pine trees growing and we spent some time there in a caravan park.

When we arrived in Melbourne I met up with a friend of my sister who had come out from England with her family and we spent time together.

We continued up to NSW and stayed in a pub that had an emu; when the emu walked its stomach would make this strange noise.

We arrived in Sydney and saw Town Hall, Vaucluse House and experienced the ferry to Manly; the Opera House wasn't built then. You could pay some money and they would show a group of people around. It was very interesting.

We then went up to Brisbane. In Brisbane I met up with a girl named Betty who was on the ship with me - she was a nurse too.

My friend came with us as we travelled north from Brisbane and went for a holiday on one of the islands. I saw coral from a glass bottom boat. After our holiday my aunt and uncle went back to WA. Betty and I caught a train to Brisbane but got off at Maryborough to go and work in the hospital there.

We arrived there in the middle of the night. People had told us about these great big frogs which turned out to be cane toads jumping while we walked through the grounds. We worked there for a bit and then both went down to Sydney.

Betty went back to England and I was living in a boarding house and met Harry. Harry had been a pilot on aircraft carriers. He received the Mediterranean Star and was involved in Atlantic Convoys. He went to Darwin when it was bombed and worked on the one of the first television broadcasts .

We married in 1966. Harry's grandfather was a seaman and when he retired he went on the Titanic as a passenger. He survived. He threw something over the side into the sea and jumped as near to it as he could to it. After a little while he was picked up by one of the lifeboats. He was able to send a telegram from Nova Scotia to tell his family in the UK he was okay.

Resident Profile

Lyn Jackson

In Sydney I worked at the Scottish hospital in Paddington. We bought a lovely flat in Paddington near the racecourse. Then we bought a unit in Clovelly by the seaside. Harry wanted something different so we moved just outside Coffs Harbour and we had a post office.

Harry worked the counter and I did the telephone exchange. We then moved to Kyogle to a house we had built until we moved to St Paul's Close in Crowley Independent Living Village. We lived there for about 20 years until we were moved to St Francis Place.

When we lived in the self-care units and travelled at least once a year to different parts of Australia. We crossed the Nullarbor each way twice, visiting cousins in WA. We visited SA at least twice. Harry and I flew to the UK to visit our relatives twice and I flew by myself twice. We also had a trip to Hong Kong where Harry had been in 1945 taking over from the Japanese. There was a big British fleet in the harbour there. We also had a holiday in Singapore. Harry and I also went to Bridge conferences, mostly in NSW and Brisbane for many years.

Harry died when he was 94. Then when I got to 94, 13 years later, I moved into Crowley Residential Care. The staff are very kind here.



Gut Health For a Healthy Lifestyle

Kelly Roberts
Clinical Manager (Nurse Practitioner)

Many of us are hearing about the importance of keeping our gut healthy.

As research into digestive tract health grows, many scientists are discovering a world of good bacteria in our gut that can fight illness and improve immunity.

In fact, 80% of our immune system is in the gut, as well as a large majority of our serotonin (the feel-good hormone).

Good gut health occurs when you have a balance between the good (positive / helpful) bacteria and bad (potentially harmful) bacteria and yeast in your digestive tract. Bacteria regulates inflammation and maintains digestion.

The GI tract is where food is digested, where nutrients are absorbed and assimilated, and where waste is segregated and eliminated. Organs that are part of the digestive system include the liver, gallbladder and pancreas.

Signs of poor gut health include:

- Heartburn
- Abdominal pain or discomfort
- Constipation
- Diarrhea

Research is now showing that the gut is deeply connected to the brain and one influences the other in positive and negative ways. They “talk” to each other; the trillions of microbes in our gut “talk” to our brain via blood circulation, the gut’s nervous system and the gut’s immune system.


We often hear people say, “I have a gut feeling” or “I feel it in my gut”. That’s because when we feel anxious, scared, nervous or excited, we feel it first in our gut and we can influence how the brain in the gut operates through our own behaviours and food choices.

There isn’t a one size fits all approach to improving gut health, however the simple approach is to eat what’s natural. For example, skip the apple sauce and eat an apple! Try to avoid processed foods - anything that comes out of a wrapper, can or box. You can improve your gut health by eating foods such as:

- Apples
- Asparagus
- Bananas
- Barley
- Garlic, mushrooms and root vegetables
- Oats and wheat bran

If you do eat pre-prepared meals try to buy those from as close to the source of preparation as you can. Get a good night’s sleep, drink water regularly, try to reduce stress, and exercise. Probiotics and fermented foods such as kimchi and sauerkraut can help restore good bacteria. Talk to your doctor or health professional if you have any symptoms that you’re worried about.





ALL Residents, Clients, Staff,
Families & Friends are invited
to join us for our annual

CROWLEY FAMILY SHOW DAY

THURSDAY
10 OCTOBER 2024
10:00AM - 2:30PM

FEATURING:

LIVE MUSIC

JUGGLING ACT

DANCING PERFORMANCE

MARKET STALLS

BABY ANIMAL FARM

JUMPING CASTLE

FACE PAINTING



Craft Corner

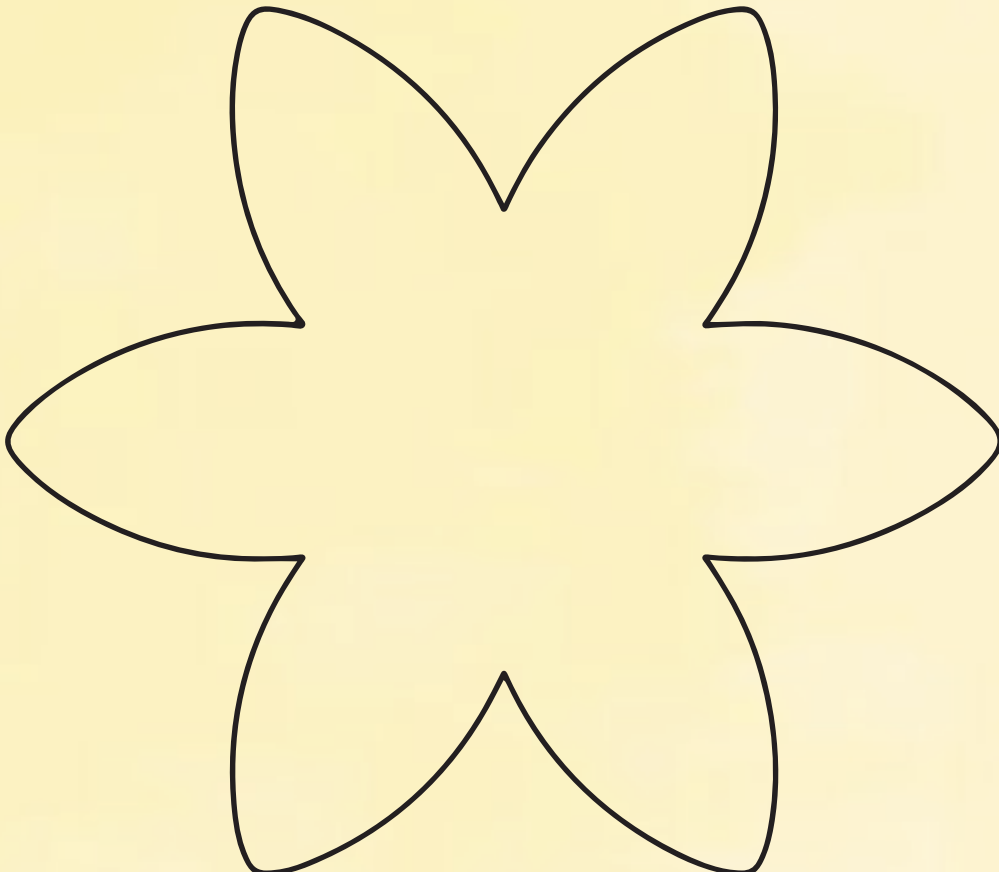
How to make a paper daffodil display board

What you need

- Daffodil template
- Yellow cardstock or any spring-colored paper
- Muffin cases
- Scissors

Instructions

1. Trace and cut out daffodil shapes from the yellow cardstock using the template provided.
2. Cut around 1/3 off each muffin case to make them smaller, then glue shut.
3. Glue the smaller muffin case in the center of each daffodil shape.



Crowley Auxiliary

Helen Cooney
Crowley Auxiliary President

On Thursday 18 July we welcomed a large crowd to our Annual Christmas in July celebration.

Entertainment by The Decibels from Casino was received with enthusiasm as we joined in singing Christmas songs and listened to the ladies serenading us throughout the afternoon.

The lunch which was a traditional roast Christmas dinner and dessert was tasty and as usual everyone enjoyed the meal prepared by Tony and his fabulous staff.

The afternoon continued with the lucky door prizes and a coffee or tea was enjoyed by many. Many thanks to the Auxiliary ladies for their support and happy attitude always on display at our functions.



The Auxiliary continues to sell raffle tickets every weekend at the Crowley Care complex and we have ventured out to the Cherry Street Bowling Club on a number of occasions selling tickets to the wider community. We thank the Bowling Club for their generous support and the ladies always enjoy the interaction with community who are very generous in their purchase of raffle tickets.

It was disappointing to cancel the Curry Night but due to circumstances beyond our control it was not possible to hold this event. We thank the organisers for their time and effort and we will look at another possible date for the future.

Our next event will be to draw the Christmas in July Raffle at Crowley Care on Thursday 25 July. After we draw this raffle we will have the Father's Day Raffle on sale and will be working towards preparations for our Melbourne Cup Luncheon in November.

Our August meeting will be held Monday 26 August at 3.00pm in the Crowley Education Centre. If you would like to join us we would be delighted to welcome you to the Auxiliary.

Best wishes,
Helen Cooney



From the IL Desk

National Stroke Week

Jenny Kliese
Independent Living (IL) Coordinator

Monday 5 August to Sunday 11 August is National Stroke Week for 2024.

This year National Stroke Week encourages the community to know the **F.A.S.T. (Face, Arms, Speech and Time)** signs of stroke so they can save a life in the event of a loved one experiencing a stroke.

This **F.A.S.T.** campaign, not new, but a great resource, is simple and easy to remember the common signs of stroke.

Using the **F.A.S.T.** test involves asking these simple questions:

- **FACE** check the face - has their mouth drooped?
- **ARMS** can they lift both arms?
- **SPEECH** is their speech slurred? Do they understand you?
- **TIME** is critical. If you see any of these signs call 000 straight away.

Crowley Independent Living residents should press their INS pendant or HELP on their device or wall call button located in bathrooms.

A stroke is always a medical emergency. Continue monitoring the person for any changes of deterioration until assistance arrives.

Other warning signs or symptoms of stroke

Facial weakness, arm weakness and difficulty with speech are the most common symptoms or signs of stroke, but they are not the only signs.

- Numbness, clumsiness, weakness or paralysis of the face, arm or leg on one or both sides
- Dizziness (in particular 'head spins'), loss of balance or an unexplained fall
- Loss of vision in one or both eyes
- Headache, usually severe and sudden.
- Difficulty swallowing
- Nausea or vomiting



Make lifestyle changes to reduce risk of stroke

- Be smoke free
- Be active
- Eat well and maintain a healthy weight
- Drink alcohol safely

Learn the F.A.S.T. signs of STROKE



FACE
drooped?



ARMS
can't be raised?



SPEECH
slurred or confused?



TIME
is critical! Call 000.

If you see any of these signs
Act FAST call 000 (triple zero)



Cut this out and put it in an obvious spot (for example, on your fridge or in your wallet) to remind you if needed.

For more information about Stroke Week contact StrokeLine on 1800 787 653 or email strokeline@strokefoundation.org.au

“Dying to Know Day”

■ THURSDAY 8 AUGUST 10AM - 12PM ■ CROWLEY CARE, BALLINA

Dying to Know Day is an annual campaign that aims to empower all adult Australians to be strong self-advocates when it comes to planning for end-of-life.

Join us for an insightful in-person event where NSW Trustee and Guardians and members of the Local Health District Palliative Care team will deliver an information session and answer questions on topics including:

- Getting your affairs in order
- Advance Care Planning
- Having difficult conversations
- Palliative care - living well for optimal quality of life

Come along and be part of this meaningful discussion. See you there!

FREE MORNING TEA

Program:

Morning tea and registration 10am - 10:30am

Presentation 10:30am - 12:00pm

Presenters - NSW Trustee and Guardians and members of the NNSW Local Health District palliative care team

This event is open to all of community, and is kindly hosted by Crowley Care.

Scan the QR code to register:



**Northern NSW
Local Health District**

Attendees are requested to park in the Visitor Carpark on Crowley Drive

Dog Visits at Crowley

Research shows that simply having pets around can boost the health and wellbeing of people and the benefits can be seen socially, emotionally and even cognitively.

Simply patting a dog can lower your blood pressure; it helps your body release a relaxation hormone and cuts down on levels of a stress hormone.

Owning and caring for a dog can encourage increased levels of motivation and physical activity, and can provide an all-important feeling of companionship and being needed.



At Crowley Care, we love the many dog visits we have throughout the year. Not only does it bring laughter and smiles to our residents and staff, pet therapy in aged care has many other benefits, including:

- Dogs are a wonderful source of interaction, entertainment and enjoyment
- Dogs can provide a new focus of conversation
- Dogs accept people unconditionally and this can be heartwarming and soothing for residents
- Dogs inspire humour and good times
- Dogs are emotionally safe and non-threatening. They don't discriminate or impose demands.
- Dogs live for the moment and interacting with them often helps residents concentrate on the present and stop dwelling on the past or worrying about the future
- Dogs are easier to 'read' than humans and interaction with pets can help develop an individual's sense of empathy as they respond to the animal's needs
- Most people enjoy animals and will enjoy sharing time together in their company
- Being around dogs can provide stress relief and spiritual fulfillment.

Crowley is committed to providing a home-like atmosphere, ensuring our residents are able to enjoy and participate in a wide variety of activities and experiences to enrich their lives whilst also respecting their safety and choice.

It is important to remember that whilst many people love animals, some do not, so having guidelines for visits ensures all residents can choose their 'level of interaction'. And not every dog is suitable for visits.



Dogs must be on a lead and controlled by the owner at all times whilst at Crowley:

1. Dogs must be calm, gentle, well-behaved and trained to obey commands.
2. Dogs are not permitted in resident dining areas or in Barney's Café (inside or on the verandah) and must not be left tied to the verandah fence or gate.
3. Dogs are permitted in Barney's in the Plaza but must remain with their owner, on the lead, so as not to disturb other diners. Dogs are not permitted on cafe chairs or tables.
4. At no time are sick animals to enter the facility.
5. Dogs must be toilet trained. Dogs that urinate in the facility, on furniture (including in the Plaza) or in resident areas will not be permitted to revisit. Should an accident occur, it will be the responsibility of the owner to clean up after their pet.
6. All pet owners will act in accordance of any reasonable direction of Crowley staff in relation to control or removal of their dog from the site.

7. In accordance with Infection Control Guidelines, visiting animals must have annual veterinary checks and should be fully immunised and wormed.

8. Please do not feed pets whilst visiting Crowley.
9. All pets visiting Crowley are to be clean and well groomed.



Anger Doesn't Pay

Sherrie Viney
Home Care Manager

We all need to interact with our community in our day to day life, therefore the chances of meeting a challenging or difficult person is likely.

And it's a fact that a certain percentage of people we meet in our lives are going to be difficult.

Anger is one of the most destructive of emotions. Getting angry may be 'dramatic' yet it's rare that anyone has reflected that they felt proud of themselves about being angry or losing their temper.

If you lose your temper it doesn't help any situation. Its normal to 'feel' angry yet only you can control that feeling and the impact it has on you and those around you.

Getting angry yourself only makes matters worse in difficult situations. Try and protect yourself from this volatile emotion.

If you encounter a difficult or angry person, don't take it personally - have understanding

that people can be annoying, and then this helps you respond. Try not to act on it, brush it off, move on with what you are doing, and let it go.

Remain disciplined with yourself about controlling your own emotions and tolerant with others.

Angry people aren't getting away with anything, they are their own worst enemy, and you are already winning by not being that person.

With understanding that things do go wrong, you won't feel surprised when some people you meet are difficult or challenging.

Remember, you are in control as to how you respond.

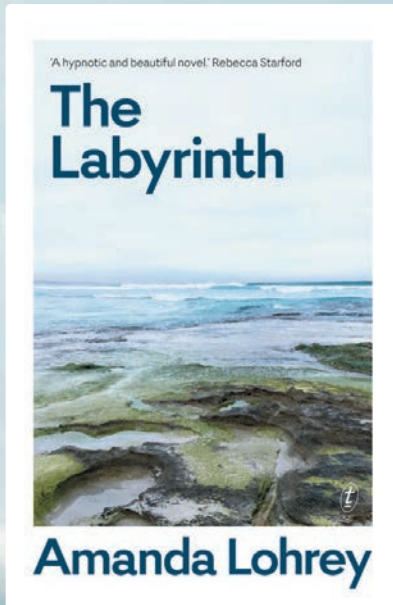


Holding onto anger is
like drinking poison
and expecting the
other person to die.

– Buddha

Book Club

The Labyrinth by Amanda Lohrey



Our latest read was *The Labyrinth* by Amanda Lohrey, winner of the 2021 Miles Franklin Award and author of eight other works, both fiction and non-fiction.

Erica Marsden's son, an artist, has been imprisoned for a monstrous act of revenge. Trapped in her grief, Erica retreats from life in Sydney to a sleepy hamlet near where her son is serving his sentence.

She obsesses over building a labyrinth, remembering one from her childhood. She needs the help of strangers which requires her to trust and reckon with her past. Like Erica, are we all negotiating our own way through life's labyrinth?

Most enjoyed the read to a degree but there was one definite 'no'. Some thought the plot was intriguing but it was hard to get into. It tended to drag on, but then finish abruptly - perhaps deliberately so.

Others just got lost in the labyrinth. It was generally agreed that it was a quiet, simple story that encouraged you to ask questions about your own life and choices you might make if you find yourself in different circumstances. Or maybe not.

Our August read will be *The Paper Palace* by Miranda Cowley Heller. The story unfolds over 24 hours and across 50 years. Decades of family secrets and one unspeakable childhood incident will force Elle to make a life changing decision.

Our next meeting is on Thursday 15 August.

Until then, happy reading!

Marion



Update from Maintenance

Keeping our water safe

Albie Viel
Maintenance Manager

Water is an essential part of life and there are requirements to ensure it is safe to consume and use.

Our Residential Care building has two types of warm water systems that rely on UV lamps to kill off bacteria in the water.

The two systems continually circulate water at less than 45 degrees. As the water does not circulate at a higher temperature bacteria can grow in the system particularly in the shower rose or hose.

We therefore send away bi-monthly water samples to be analysed to ensure its ongoing safety.

When long periods of drought occur extra sanitisation of the systems may occur. To ensure these warm water systems are operating correctly units are serviced quarterly and six monthly by local and interstate contractors.

In the Residential Care kitchen to protect the equipment there is a multiple filter system to remove metals, calcium and sediment.

There are filters for hot water units for coffee and tea making, ice machines, and cool water

dispensers. These filters reduce the taste of bacteria growth, sediment, chlorine and scale. These filters are replaced annually.

Throughout the Residential Care building we have a backflow device which prevents chemicals from pan rooms, cleaning chemical dispensers, kitchen or external taps from siphoning back into the cold water line. These are serviced annually and reports passed onto our local Council.

For our pool, water samples are sent to Southern Cross University every month for bacteria testing. Annually the Council inspects the pool, records the water filtration system and takes water samples for review.



Pop-Up
Father's Day
LUNCHEON @ BARNEY'S CAFE



\$40 PER PERSON
SUNDAY 1 SEPTEMBER
BARNEY'S CAFÉ
FROM 12:00PM

BOOKINGS ESSENTIAL
*Please book at Barney's Café
by [Friday 30 August](#)*



ENTREE

Choice of Oysters:
Kilpatrick, Mornay, Rockefeller or Natural
(no mixed plates)

MAIN

Choice of:
Beef Rib Eye with choice of
Diane, Mushroom or Pepper Sauce
Crispy Skin Salmon Fillet in Miso Broth
Served with Seasonal Vegetables

DESSERT

Chocolate Mud Cake with Crème Fraiche and Berries

Flower of the Month

The flowers for the month are the gladiolus and poppy.

Gladiolus are a symbol of strength and love, made famous by the late Australian comedian Barry Humphries' character

Dame Edna Everage. They provide height to a garden and colour.

The poppy, known for its rich red colour, has long been associated with those lost during times of war.





Hotel Services News

Pop-ups are all the rage

Albie Viel
Maintenance Manager

We had a great day on Sunday at our pop-up Italian menu at Barney's Cafe; our first pop-up restaurant and it was a sell-out.

We had residents from Residential Care, Independent Living and family join us. All who attended enjoyed the day and there was some nice feedback about this lunch event.

Our second pop-up menu was Indian and again this was well received.

Thanks to all who supported our "pop-up" program.





Recipe from taste.com.au

Serves 12

Cheesy Sriracha Cob Loaf Dip

Ingredients

- 1 white cob loaf
- 2 tbsp extra virgin olive oil
- 2 tsp finely crushed garlic
- 6 green shallots, thinly sliced
- 250g cream cheese, chopped, softened
- 1 cup sour cream
- 1 cup grated tasty cheese
- 1 1/2 cups grated mozzarella
- 310g jar roasted peppers strips, drained, finely chopped
- 3 1/2 tsp Shaker Fries Sriracha Salt Seasoning
- Tomatoes, to serve
- Baby cucumbers, halved lengthways, to serve

Instructions

Preheat oven to 180°C / 160°C fan-forced. Line a large baking tray with baking paper.

Cut 4cm off top of cob. Leaving a 1cm crust, remove soft bread from centre of cob. Place cob on prepared tray. Cut soft bread and cob top into large pieces. Transfer to a large bowl. Set aside. Bake cob for 12 minutes.

Meanwhile, heat 1 tablespoon oil in a saucepan over medium heat. Add garlic and 3/4 of the shallots. Cook, stirring, for 2 minutes or until fragrant. Add cream cheese and sour cream. Stir until smooth. Add tasty cheese and 1 cup mozzarella. Cook for 2 minutes or until cheeses just melts. Remove from heat. Add 3/4 of the roasted peppers and 1 teaspoon seasoning. Stir to combine. Drizzle bread pieces with remaining oil. Sprinkle with 2 teaspoons seasoning. Toss to coat.

Spoon cheese mixture into warm cob. Sprinkle with remaining mozzarella. Arrange bread pieces around cob on tray. Bake for 20 to 25 minutes or until mozzarella is golden and melted. Sprinkle with remaining shallots, roasted peppers and seasoning. Serve with croutons, tomato and baby cucumbers.

Chicken and Thai Basil Spring Rolls with Sweet-Chilli Mayonnaise

Ingredients

- 1 tbsp vegetable oil
- 1 red onion, halved, finely chopped
- 2 garlic cloves, crushed
- 3 tsp finely grated fresh ginger
- 500g chicken mince
- 2 tbsp sweet chilli sauce
- 2 tbsp soy sauce
- 2 tbsp chopped fresh Thai basil
- 2 fresh red birdseye chillies, finely chopped (optional)
- 100g rice vermicelli noodles
- 1 small (about 80g) carrot, peeled, finely grated
- 1 x 300g pkt (20 x 20cm square sheets) spring roll pastry
- Vegetable oil, extra, to deep fry

Sweet-chilli mayonnaise

- 125g (1/2 cup) good-quality whole-egg mayonnaise
- 60ml (1/4 cup) sweet chilli sauce
- 1 tbsp fresh lime juice
- Pinch of salt

Instructions

Heat the oil in a large frying pan over medium-high heat. Add the onion, garlic and ginger and cook, stirring, for 3 minutes or until onion softens. Add the chicken mince and cook, stirring with a wooden spoon to break up any lumps, for 3 minutes or until mince changes colour.

Stir in the sweet chilli sauce and soy sauce, and bring to the boil. Remove from heat. Stir in the basil and chilli.

Meanwhile, place the noodles in a medium heatproof bowl and cover with boiling water. Set aside for 2 minutes or until noodles soften. Drain. Use sharp kitchen scissors to cut the noodles into 2cm lengths. Add the noodles and carrot to the chicken mixture, and stir until well combined.

Place a pastry sheet on a clean work surface. Spoon 2 tablespoonfuls of chicken mixture diagonally across the centre of the pastry sheet, leaving a 4cm border at each end. Brush the corners and sides with water. Fold in the ends and roll up firmly to enclose filling (you should have a 10cm-long spring roll). Repeat with the remaining pastry and chicken mixture.

Add enough extra oil to a large heavy-based saucepan to reach a depth of 10cm. Heat to 180°C over high heat (when oil is ready a cube of bread will turn golden brown in 15 seconds). Add half the spring rolls and deep-fry for 3-4 minutes or until golden brown. Use tongs to transfer to a plate lined with paper towel. Repeat with the remaining spring rolls, reheating oil between batches.

To make the sweet-chilli mayonnaise, combine the mayonnaise, sweet chilli sauce and lime juice in a serving bowl. Taste and season with salt.

Arrange the spring rolls on a serving platter and serve immediately with sweet-chilli mayonnaise.

Makes 20



NEW Nurse Call System

René Lange
Risk Manager

You may all be familiar with the nurse call pendants that residents in our aged care facility wear.

These pendants are part of a larger system, commonly found in aged care and hospital environments, called a Nurse Call System.

Crowley’s Nurse Call System enables our residents or staff to alert others that assistance is required, who requires it, and where they are located.

Our Nurse Call System is made of many parts but the most familiar, and visible, will be the pendants worn by residents, fixed call points, and sensor mats in resident rooms.




All the devices work in similar ways and when any of them are activated, a message is generated and sent to staff identifying the room or location of the person who needs assistance.

Nurse Call Systems play an important role in aged care. These systems are a critical tool that support us in providing residents with safe and effective care and support.


Crowley has had a Nurse Call System in place for many years now however in recent months the existing system had been experiencing an increasing number of technical and reliability issues leading to a decision to replace this system with our NEW Alexys Nurse Call System.

For the most part residents won’t notice any difference, except perhaps that they would have been issued a replacement pendant. The changes implemented as a result of our NEW Nurse Call System are mostly behind the scenes with enhanced monitoring and reporting capabilities and improved system reliability being the key improvements.

Over the coming weeks testing of the Alexys System will continue with new enhancements and system features to be added over time.



Pendants are a wearable wireless call button which are assigned to each resident. Most residents choose to wear their pendant around their neck on a lanyard.



Call points are fixed buttons typically located in and around the facility, on walls in and around a resident’s living space, and in all bathrooms.



Floor sensor mats can be found beside beds and are activated when they are stepped on. Other types of sensor mats can be used on top of bed mattresses and chairs to alert staff when the occupant leaves their bed / chair.

Welcome to Team Crowley

Say hello to the newest members of Team Crowley



Ugyen (Ug)
Residential Care



Harutoshi (Harry)
Residential Care



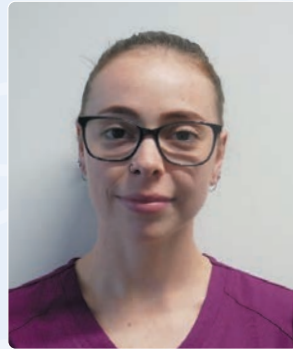
Tracey
Residential Care



Thomas
Residential Care



Craig
Residential Care



Abby
Hotel Services



Stuart
ICT



Philip (Phil)
Administration

Focus on Quality

Aged Care Quality Standards language, what does it mean?

Michelle Golding
Quality Manager

Aged care is an ever evolving industry. Whilst the fundamentals of care for the aged remain, the regulation and compliance continues to grow including the upcoming introduction of the new Aged Care Standards.

It is important our important our consumers (residents and clients), families, and staff understand the 'language of aged care'.

Below is a snapshot of the language used in the Aged Care Quality Standards and definitions.

Advance care planning

The process of planning for future health and personal care, whereby the person's values, beliefs and preferences are made known so they guide decision-making at a future time when that person cannot make or communicate their decisions.

Clinical governance

An integrated set of leadership behaviours, policies, procedures, responsibilities, relationships and monitoring and improvement mechanisms directed towards ensuring good clinical outcomes. Effective clinical governance systems ensure that everyone – from unregulated care providers, to employed or external regulated health practitioners, to managers and members of governing bodies such as boards – is accountable to consumers and the community for the delivery of clinical care that is safe, effective, integrated, high quality and continuously improving.

Consumer-centred care

Care and services designed around an individual's needs, preferences and background. It includes a partnership between consumers and providers.

Cultural safety

Care and services that are planned and delivered in a way that is spiritually, socially, emotionally and physically safe and respectful for consumers. Culturally safe care and services also ensure that a person's identity is respected so that who they are and what they need is not questioned or denied.



Decision making

Consumers making choices about their lifestyle and activities of daily living, their care, and services and end of life choices. Supported decision making is the process of enabling a person who requires decision-making support to make, and / or communicate decisions about their own life. The decision-making is supported, but the decision is theirs.

Dignity of risk

The concept that all adults have the right to make decisions that affect their lives and to have those decisions respected, even if there is some risk to themselves. Dignity of risk means respecting this right. Care and services need to strike a balance between respect for the individual's autonomy and the protection of their other rights (such as safety, shelter), unless it is unlawful or unreasonably impinges on the rights of others.

Diversity

Consumers’ varied needs, characteristics and life experiences. Consumers may have specific social, cultural, linguistic, religious, spiritual, psychological, medical, and care needs. The term also refers to peoples’ diverse gender and sexuality identities, experiences and relationships, including lesbian, gay, bisexual, transgender or intersex (LGBTI).

High-impact

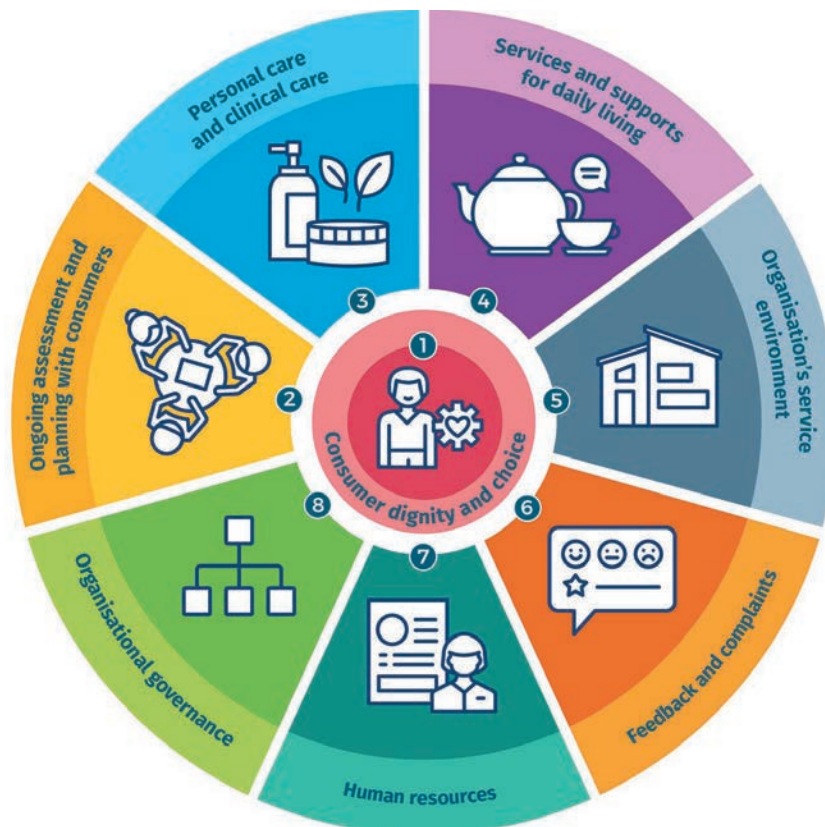
A risk that can have a significant effect on a person’s safety, health or well-being.

High-prevalence

There are a large number of people in a particular group that are affected by the same condition or risk.

Open disclosure

Open discussions with consumers, their family, carers and other support people of incidents that have caused harm or had the potential to cause harm to the consumer. It involves an expression of regret and a factual explanation of what happened, the potential consequences, and what steps are being taken to manage this and prevent it happening again.



Making Feedback Flow

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

Michelle Golding
Quality Manager

Residential Care family

- We would like to express our gratitude for the care and consideration given to my husband and our father. He was only with you for a short time but we were grateful as we knew he was in good hands.

Residential Care resident

- The 'Recipes and Remedies' session in Entertainment Area was a fun and interesting afternoon, listening to all the old time favourites.

Independent Living resident

- Thank you all for the birthday card and good wishes last week. A nice gesture, much appreciated.
- Thank you for having the gardens taken out. Marty and Nathan did a wonderful job, they were so friendly, called me by my name and were real gentlemen.

Home Care client

- Very impressed with the job North Coast Window and Pressure Cleaning did cleaning her windows and doors.

Project builder

- I just wanted to send you a note of gratitude for the fantastic lunch you put on yesterday. Compliments go to the chef and your team as it was one of the best lunches I've had (especially the duck spring rolls).

Staff

- Big thank you to you and the Crowley board for the flowers received. They were beautiful and very much appreciated.
- I would just like to thank everyone who organised Tuesday's Mandatory Training course. It was the best training course I have ever been to in my nursing career. Not once did my eyes want to close because I was bored. From the speakers to the fireman and to have Michael and Kelli there and then the games. It was a great day and I thoroughly enjoyed every minute of it. Let's not forget the presents we got (thank you) and the food was absolutely divine. You are all awesome and did a great job. Thank you. Proud to be part of the Crowley team.

Italian Popup Luncheon

- Italian lunch was fabulous! Great initiative, more please!
- Italian luncheon fabulous, perfect! Great menu and staff very very helpful.
- Excellent menu. When is the next luncheon?
- Fantastic lunch – thank you so much. Food and presentation amazing, who needs "The Hilton" to have a four-star chef. Please have more if you can, it made Sunday special.

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



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

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

What's The Odd One Out?

Pick the one that doesn't fit in with the others!

- 1 Tennis, Badminton, Squash
- 2 Glasgow, Edinburgh, Leeds
- 3 Semolina, Salmon, Custard
- 4 Mary, Michael, Molly
- 5 Painting, Drawing, Drilling
- 6 Oak, Cherry Blossom, Daffodil
- 7 Jet Plane, Hot Air Balloon, Truck
- 8 Alison, Tommy, George
- 9 Saucer, Knife, Fork
- 10 Coat, Shorts, Jacket
- 11 Skip, Charleston, Samba
- 12 Starling, Chaffinch, Manx
- 13 Car, Jump, Bus
- 14 Peas, Apples, Grapes
- 15 Gold, Tin, Silver
- 16 Glass, Diamond, Emerald
- 17 Frog, Fly, Ant
- 18 Bath, Toilet, Shed
- 19 Scarlet, Indigo, Petal
- 20 Rummy, Bowls, Snap

Analogies Quiz Answers

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

- | | | |
|-----------|---|-----------|
| 1 | Seat is to sit as ladder is to | Climb |
| 2 | Toe is to foot as finger is to | Hand |
| 3 | Bird is to flock as geese is to | Gaggle |
| 4 | Pot is to kitchen as towel is to | Bathroom |
| 5 | Small is to ant as huge is to | Elephant |
| 6 | White board is to classroom as computer is to | Office |
| 7 | Paper is to book as cardboard is to | Box |
| 8 | Ink is to pen as lead is to | Pencil |
| 9 | Dress is to lady as trousers are to a | Man |
| 10 | Earring is to ear as ring is to | Finger |
| 11 | Sock is to shoe as glove is to | Hand |
| 12 | Ball is to football as racket is to | Tennis |
| 13 | Laughter is to happy as crying is to | Sad |
| 14 | Paris is to France as Madrid is to | Spain |
| 15 | Snow is to ski as water is to | Swim |
| 16 | Green is to grass as black is to | Coal |
| 17 | Greek is to Greece as Hebrew is to | Israel |
| 18 | Canberra is to Australia as London is to | England |
| 19 | Cheetah is to mammal as alligator is to | Reptile |
| 20 | Meat is to carnivore as plants are to | Herbivore |

'Round the Traps'

Barney's is the place to be



Local Contacts

Crowley Administration
1300 139 099

Crowley Business Fax
6686 6082

Crowley Website
www.crowley.org.au

Crowley Facebook
www.facebook.com/CrowleyCare

Emergency
(Fire, police, ambulance)
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Ballina District Hospital
6620 6400

St Francis Xavier Parish
6681 1048

We wish to acknowledge the contributions of staff, residents, clients and others to our newsletter.

Unfortunately we cannot always include all material we receive for various reasons.

Enquiries should be directed to the Crowley Care Administration.