

the chatterbox

NEWS FROM CROWLEY CARE

JULY 2022



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Cover photo

Bruce and family enjoying International Fish and Chip Day.



A Moment with our CEO

Hello everyone,

We are very excited to be moving forward again with a bit more normality as we cautiously re-establish our classic Crowley Care events.

Our recent International Fish and Chip Day was a great example and great success with more than 360 meals served. What made it so special was that the day was enjoyed together by our broader Crowley family - Residential Care residents, families, Independent Living residents and staff.

We received lovely comments on Facebook from those who attended complimenting the effort the team went to in making it a success. And we are keeping everything crossed so we can continue in this vein with a calendar of events that I know means so much to our community.

I'm also pleased to report our Board has appointed a local builder, Greg Clark Building, for the \$1.5 million refurbishment and upgrade of our Prospect wing. Due to COVID of course it's been some time since I could report to you redevelopment news, which had become a hallmark of Crowley as we continually upgrade our spaces to improve the quality of life for our community. It's great we are underway with this very important improvement.

The upgraded Prospect wing will become a 10 bed specialised secure Dementia Unit supported by our own specialist dementia trained staff.

It will feature a therapeutic design that maximises the function and quality of life for our residents during a very specific time in their dementia journey.

The wing has been designed to better replicate a home and will feature a functioning kitchen, dining seating options, individualised room entries, and different activity spaces including a secure peaceful garden.

Following these established dementia design principles supports the residents to engage in daily activities more fully, all in a safe environment that encourages individual expression and independence.

We are fortunate to have architects and a design team with significant expertise and experience in dementia design and all of us are working together to create a space that will help the residents truly feel at home.

This project has been some years in the planning and we are very excited and proud to be able to redevelop the wing to provide this specialist care and living environment.



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

Michael Penhey
Chief Executive Officer

Catch Up with Kelli

Connection and contribution to the community

Kelli Potts
Executive Manager Operations and Finance

On 26 May Crowley hosted and facilitated a Strategic Planning Day for Dementia Inclusive Ballina Alliance Incorporated.

A couple of years ago Crowley became aware of the Ballina Shire Council Dementia Friendly Alliance.

Michael and I both felt that this was such a worthwhile community group who had similar goals and values to Crowley in improving the lives and care of people living with dementia so we sought to become involved and offer our support.

I reached out on behalf of Crowley and was accepted to their Steering Committee, shortly after becoming their Treasurer with an additional focus on governance.

The goal of the group was to grow and become independent, and over the past two years we have made great inroads. We now host the meetings at Crowley, providing the venue and catering free of charge. Offering support to aligned community organisations in this way assists not only financially but adds to the quality of outcomes. We have rewritten the Constitution and become an incorporated association. We have also developed a website and social media presence and introduced a number of significant governance improvements. And most importantly we have an active Advisory Group representing people living with dementia and their carers.

One of these was our Strategic Planning Day and to ensure the day was successful we asked Michael Penhey to act as facilitator.

Crowley is very proud to be associated with such a dedicated and diverse community organisation as Dementia Inclusive Ballina Alliance (DIBA). The 'Board' (Committee) is an impressive group of highly credentialed and skilled local people, including those with the lived experience of dementia.

If you are interested in knowing more about DIBA check out their website www.dib.org.au or email admin@dementiainclusiveballina.org.au.



Australian Defence Force Support for Aged Care Facilities

You may be aware that in recent months the government has been in partnership with the Australian Defence Force (ADF) to make personnel available to assist in supporting residential aged care facilities with staff shortages and stabilising COVID-19 outbreaks.

Crowley was very pleased to be allocated four ADF 'general duties' personnel for seven days commencing on 15 June. The four ADF members were Mason, Blake, Luke and Alan.

The management team created a general plan to guide their activities whilst they were onsite. This included a large focus on them spending time with and providing companionship to our residents, taking them for walks, assisting with day to day activities and helping Crowley staff with general housekeeping duties.

Unfortunately, on the day after they arrived the support program was ceased by the government and the personnel were recalled to Sydney. What a pity we only had them onsite for one day, but we were very appreciative of the help they provided us whilst they were here at Crowley.

Kelli ☺



Last Month at Crowley

Intergenerational connections

At Crowley we have previously had some beautiful Intergenerational Programs. They ranged from the very young with our 'Mums & Bubs' group, to the pre-schoolers at St Anne's Long Day Care and our two primary schools Holy Family and St Francis Xavier, right through to our Year 9 students that would visit us from Xavier Catholic College.

As with many things, the pandemic has disrupted these programs. Despite this set back, we have been able to stay in touch to maintain contact from a distance. As much as we have missed seeing them in person, the students have continued to send us artworks, messages, and cards to remind us they are thinking of us all. These have certainly lifted our spirits and reminded us how much we value these relationships that we so look forward to renewing in person.



Developing strong connections between older and younger generations provides an important opportunity to share experiences, explore ideas and learn from each other.

Research indicates that when older and younger generations come together in collaborative undertakings it enhances both mental and physical health in elders.

Some of the benefits for the older generation include:

- Opportunity to nurture and be a role model
- Reminiscence by sharing stories
- Express creativity
- Increase self-worth and reduce feelings of isolation
- Improve emotional wellbeing

Benefits for the younger generation include:

- Enhance social skills
- Develop values and attitudes
- Opportunity to learn new skills
- Make children feel special and needed
- Acquire positive role models/mentors



Crowley Plaza Visits

A hub of activity, the Plaza is the place to be!





Under The Sea

How do we celebrate International Fish and Chip Day at Crowley?
With free fish and chips and a themed dress up day of course!

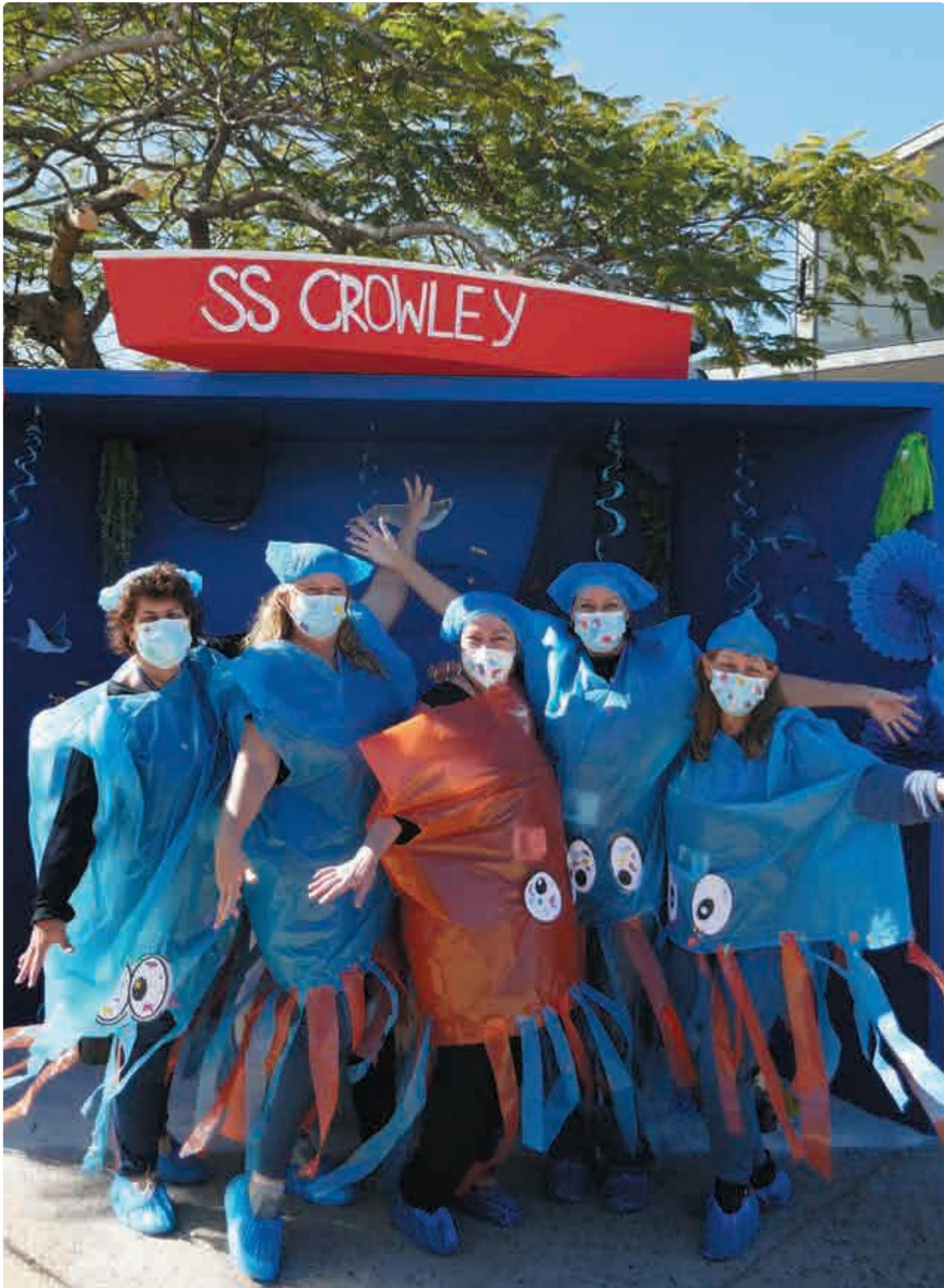
















Talent and Diversity - Our Clinical Team

Kelly Roberts Clinical Manager (Nurse Practitioner)

Our Crowley Clinical Team comprises of staff from culturally diverse backgrounds, who come to us with a myriad of qualifications. Across departments we have representatives from around the world, who come together each day to be a part of the Crowley family.

The team incorporates our Care Workers or AIN's who generally hold a Certificate III or IV qualification, Enrolled Nurses and EN students, Registered Nursing students and newly qualified Registered Nurses and very experienced Registered Nurses.

Our first Indian staff member was Vidya, followed two days later by John in 2013. John (a qualified GP in India) and Vidya (a qualified physio in India) married in 2014.

John continued his studies in Australia's nursing system, progressing from Enrolled Nurse to Registered Nurse. Both John and Vidya are a vital part of our Clinical Nursing Team and are well known by our residents and staff.



Alvin joined us in 2021 with a Chinese/Fijian Indian background. Alvin and his wife have purchased their first home in the Northern Rivers and are expecting their first baby.



Yat, Team Leader, is the first Sri Lankan staff member to join us and is currently working towards his Registered Nursing degree.



Raj and Mandy are both members of the Indian community and members of the Sikh community as well. Raj came to Crowley as a Certificate III student on placement in 2019 and after completing her placement, decided to join the community here at Crowley.



Nepal is well represented with our latest intake of new graduate Registered Nurses.

Ash and his wife Roshani, who works with us as a carer, Leena, Registered Nurse, who is due to have her first baby soon, Jay, Registered Nurse, now into her second year. Sanita and Namrata (Team Leaders who are studying their Registered Nursing degrees) in addition to many other Nepalese nationals across the organisation working in different departments and many of whom you know.

What you may not know, is many of these staff hold alternate qualifications that were gained in their birth countries. Ramesh, one of our carers, trained as a Microbiologist!



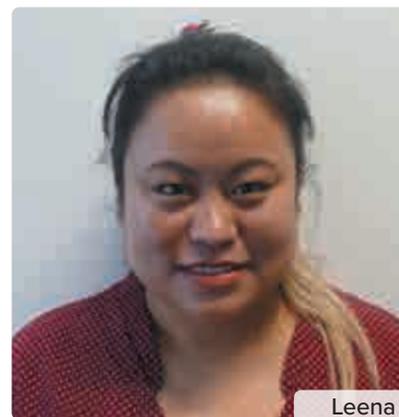
Ramesh



Ash



Roshani



Leena



Jay



Sanita



Namrata

Talent and Diversity - Our Clinical Team



Amrita



Damaris



Gyanu



Ivy



Joby



Mullaya



Priyanka



Renuka



Rose



Sam



Saziso



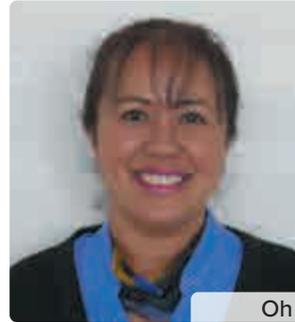
Sneha



Naomi



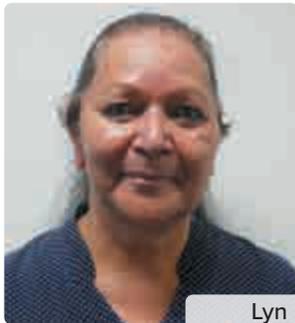
Miki



Oh



Melba



Lyn



Tracey



Peni

We have representatives from Japan; Naomi and Miki, Thailand; Oh, and the Philippines represented in our Clinical Team by Melba who many would know from night duty.



Natalia



Jackie



Tash

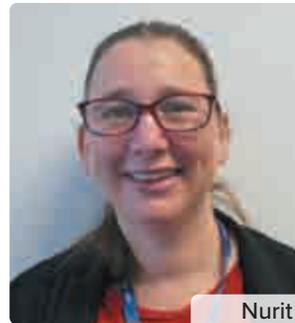
We have our Australian Indigenous representatives working in our Clinical Team, Lyn and Tracey our Registered Nurses from night duty, and Peni from Samoa.



Fanny



Hamisi



Nurit

European backgrounds are also represented in Natalia from Spain, Jackie and Tash from England, as well as Fanny and Hamisi from Africa. Nurit who hails from Israel and Renata, our physio, from Germany.



Renata

Across this rich cultural diversity within our talented Clinical Team is a unifying theme - a real passion for quality care and the ability and desire to connect with our residents and with each other. A beautiful tapestry of cultural diversity.

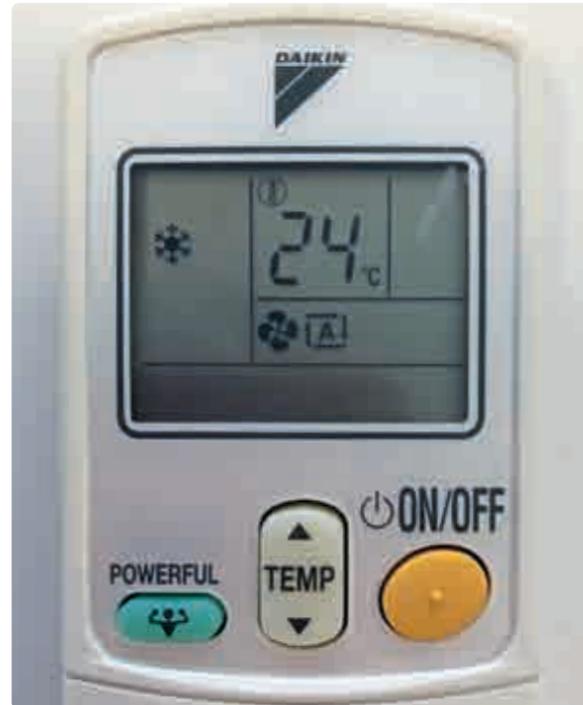
From the IL Desk

Change of season

Jenny Kliese
Independent Living (IL) Coordinator

Winter arrived with a blast on 1 June, and we have certainly noticed the season's chill in the air! Of course that signals it's time to change your air conditioner's mode from the icicle symbol to the sun symbol.

Switching the mode on your air conditioner will make sure it's doing the right job for you as the temperatures drop and you seek comfort from those cold windy days. If you need assistance, please ask the IL Team to help if you're unsure.



Emergency / Hospital Bag Checklist

- Toiletries, including toothpaste, toothbrush, incontinence pads, etc
- Personal papers, including POA, ED, and AC
- Important telephone numbers
- Personal cards such as your Medicare card, pension card, or ID card
- A copy of your current health and medication summary
- Mobile phone, iPad and small radio (with batteries)
- Activities books, such as crossword or wordsearch and something to read
- Hearing aids (with spare batteries) and reading glasses
- Torch and batteries
- Suitable footwear
- Warmer PJ's or clothes
- Appropriate underclothing

Reminder

Have you done your monthly INS test? The Lifeguard Team recommend this process helps the IP Device if tested regularly.

CROWLEY INDEPENDENT LIVING

MEN'S BBQ



WHEN Thursday 28 July
TIME 12.00pm
WHERE Activity Centre BBQ Area
BYO Drinks
RSVP Monday 25 July to Reception
Essential for catering

COVID ETIQUETTE APPLIES

Hand sanitising, social distancing and the need to remain seated at all times will apply.

Limited 10 people per table. Bookings essential at Reception.

Activity Centre is closed but facilities are available in the Education Centre.

An Afternoon at the Movies

The Bucket List

Come along to watch a movie on the big screen in the Education Centre for a small fee.

Hand sanitising and social distancing seating will apply. Booking essential at Reception.

The details of this month's screening are as follows:

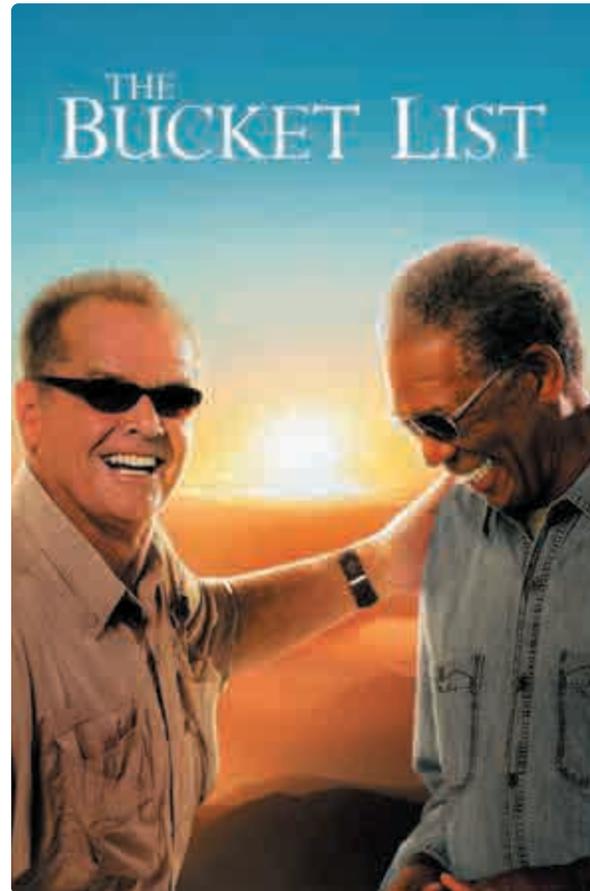
Movie:	The Bucket List
Genre:	Adventure, comedy, drama
Rating:	PG
Directed By:	Rob Reiner
Starring:	Jack Nicolson, Morgan Freeman, Sean Hayes, Rob Morrow
Released:	December 2007
Duration:	1hr 37min

Billionaire Edward Cole and car mechanic Carter Chambers are complete strangers until fate lands them in the same hospital room. The men find they have two things in common: a need to come to terms with who they are and what they have done with their lives, and a desire to complete a bucket list of things they want to see and do before they die. Against their doctor's advice, the men leave the hospital and set out on the adventure of a lifetime.

Reviews

"One of the most fun and uplifting films of the year."

"The Bucket List is poignantly filled with heart, guaranteed to tug at your heartstrings and tear ducts as we each face our own mortality, hopefully with the same courage and joy as Edward and Carter."

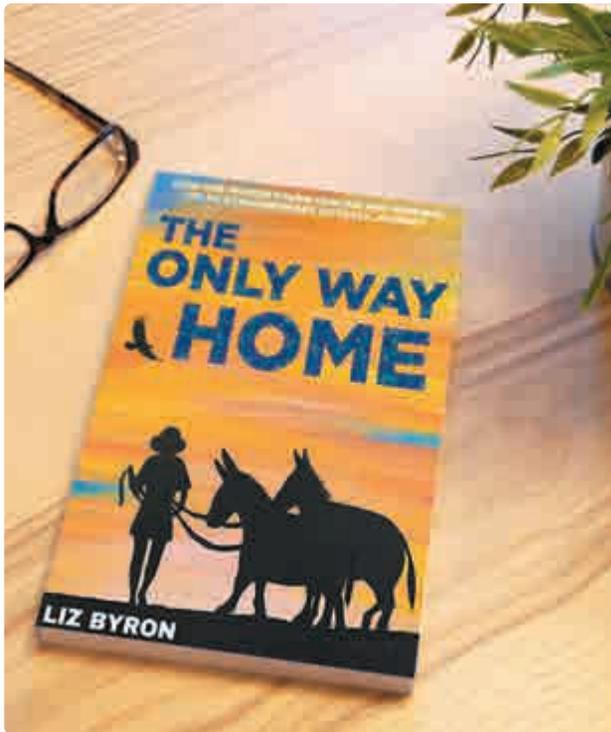


Crowley Screening

Movie:	The Bucket List
When:	Wednesday 13 July
Where:	Crowley Education Centre Room 1
Time:	1.00pm
Cost:	\$2.00
RSVP:	To Crowley Reception by Monday 11 July

Book Club

The Only Way Home by Liz Byron



This month's read was a memoir, "The Only Way Home" by Liz Byron.

In May 2004, Liz Byron set off from Cooktown with two donkeys, Grace and Charley, on a self-imposed challenge to walk 2,500 kilometres of the Bicentennial National Trail over nine months.

This epic journey was a rite of passage to mark the end of a 40 year marriage at age 61.

The author did not anticipate the effect on the trail of years of drought, particularly for the donkeys' access to food and water.

This was no "walk in the park"; it challenged the writer physically, mentally and emotionally. Interspersed with her trek are flashbacks to her childhood abuse, family tragedy and betrayal. Several members enjoyed the journey. Unfortunately, it tested most of us.

Described as "bewildering", it was really two books – the trek and the family life disclosures. One member gave up after the author revealed yet another selfish reaction to a past family tragedy. There was limited description of towns that she passed through, or characters that she would have met. Being a meditating vegetarian, passing through cattle stations proved a challenge for the author.

The donkeys were the memoir's saving Grace (and Charley)!

Next month sees a hopefully welcome change of genre; a thriller by Lisa Gardner titled "When You See Me".

Until our next meeting on 21 July,

Happy Reading!
Marion



Cleaning Mould at Home

Sherrie Viney
Home Care Manager

With the recent rains and increase in moisture many of us are finding mould developing at home.

Normally regular vacuuming, dusting and cleaning is enough to prevent mould.

Mould growth begins with water damage. You can generally resolve the problem by removing standing water or mud and affected materials/ contents and installing fans and/or dehumidifiers to dry structures. It is key you ventilate the area as much as possible.

Mould will readily consume many materials in our homes which are cellulose-based, such as timber and cardboard. But many fungi aren't fussy and will happily degrade paints and glue, and will grow in the dust and dirt found in carpets and insulation.

In terms of mould growth, flood water can be more problematic than clean water as it will have picked up dirt, sewage and other nutrient-rich materials along the way. This will not only increase the number of spores splashed onto surfaces, but also provide a ready food source for fungi as they begin to multiply.

Mould removal advice

To remove mould from walls and ceilings, in most cases household detergent or white distilled vinegar will suffice. Vinegar is a safe option as it doesn't burn or give off vapours and can kill more than 80% of mould species found in households.

Before you commence cleaning, to ensure your safety it's important to have good ventilation and to wear protective clothing including gloves, mask, eye protection and old clothing.

Do not brush the mouldy area as this spreads spores into the air. Ideally, use a vacuum with a HEPA filter which traps very small particles.



Here are some tips on how to do it:

1. Open windows. Fill a spray bottle with straight vinegar, no water, then spray mouldy areas and leave for one hour.
2. Half fill a bucket with water, dip a microfiber cloth in and wring out. Wipe away the mould from the areas you sprayed with vinegar. You can use a scrubbing brush and a solution of baking soda for stubborn mould removal, taking care not to remove paint.
3. Regularly wash the microfiber cloth in clean water so as to not spread the mould.
4. Dry the area with a dry microfiber cloth to remove excess moisture.
5. Spray the area again with straight vinegar and leave to dry naturally. Leave windows open to help the area dry faster.
6. Keep your spray bottle filled with vinegar so you can apply it once or twice a week to areas prone to mould growth.
7. Wash the clothes you wore for cleaning mould separately.

You may have to dispose of mouldy items that are unable to be cleaned including clothing, bedding, and soft fabrics and furnishings.

If areas of regrowth occur, it may be wise to consult a mould remover specialist.

Mould prevention advice

Good ventilation and controlling moisture is key to keeping your home clean and free of mould.

- Use exhaust fans after showering, in the kitchen when cooking, or in the laundry if using hot steamy water
- Culling fish tanks and indoor plants should be considered
- Open windows to improve cross ventilation when the weather is fine

If you are a Home Care package client and require assistance please don't hesitate in contacting the Home Care office team to discuss how your package can assist you on 1300 139 099.



Community Connection

Whale watching

More than 40,000 whales make their way along the NSW coast on their northern migration, known as the Humpback Highway, from June to November each year.

The Australian whale season coincides with winter and spring, as they begin their annual migration from Antarctica to their breeding ground, and the warmer waters, of the Great Barrier Reef.

Humpback and southern right whales are the most commonly sighted, but you may also spot orcas, blue whales, minke whales and sperm whales.



Where to see whales

You can spot whales from Australia's most easterly point, the Cape Byron Lighthouse, and wander along the Cape Byron walking track which offers great ocean views.

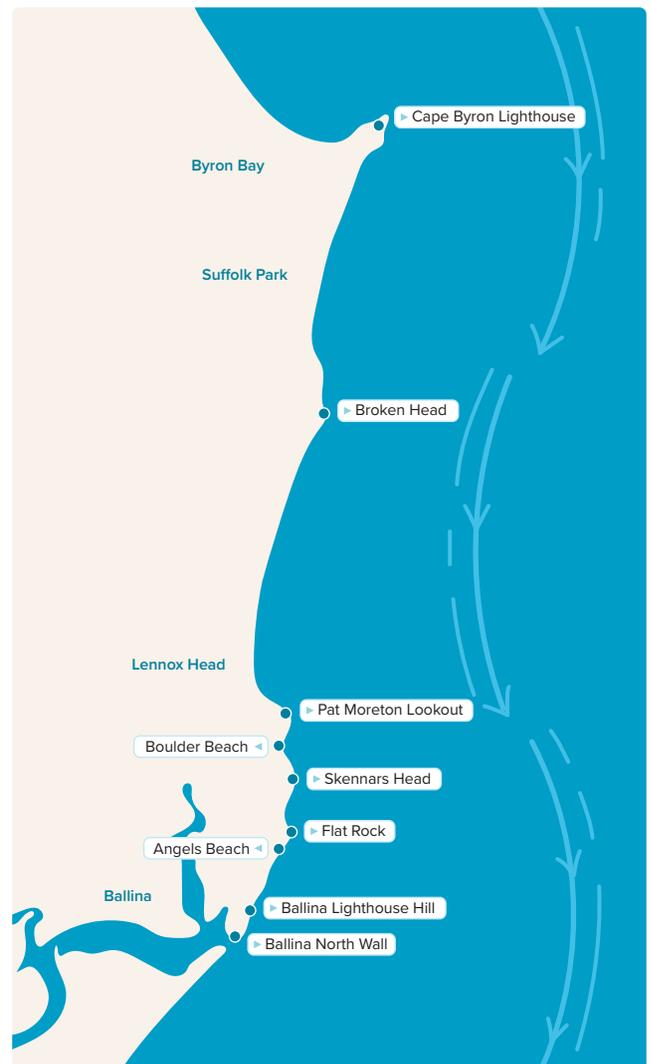
There are two lookouts around Ballina and a viewing platform at Iluka Bluff near Evans Head.

The most popular vantage points for whale watching in the Ballina, Byron area are Ballina North Wall, Ballina Lighthouse Hill car park, Angels Beach viewing platform, Flat Rock viewing platform, Skennars Head, Boulder Beach headland or Rocky Point, Pat Moreton Lookout at Lennox Headland, Broken Head, and Cape Byron Lighthouse.

In 2006 NSW Parks and Wildlife introduced amended regulations that govern whale watching from the water to meet strict national standards. A caution zone was introduced limiting boats to 300m from a pregnant and calving whale and 100m from an adult or juvenile. Boats are banned from approaching whales head on or from the rear.

The northern migratory route of the humpback is farther offshore as they avoid land mass, with the possibility of seeing them closer to shore being higher on their return journey to their summer feeding back in the Antarctic.

While the humpback is more easily seen, it is the southern right whales that appear unconcerned about their proximity to nearby boats and people.

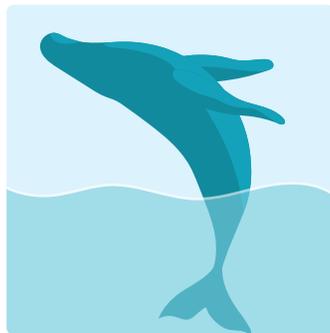




Typical whale surface behaviours

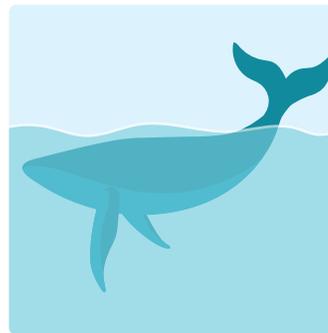
Breaching

A whale breaching or jumping will lift their entire body high out of the water, sometimes twirling around, and come down with a slap creating a huge splash.



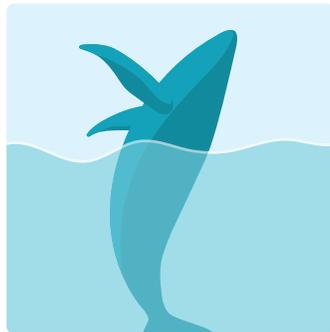
Lobtailing

The whale sticks its tail out of the water, sometimes swinging it around and slapping it hard on the surface to make a loud clap. This is thought to be a warning signal to other whales of danger.



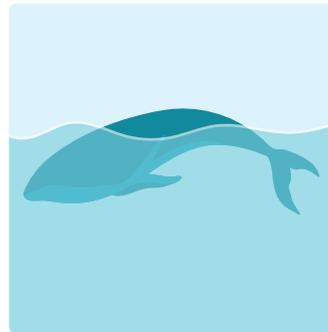
Spyhopping

The whale raises its head out of the water vertically and will turn, sometimes 360 degrees, to basically have a look around.



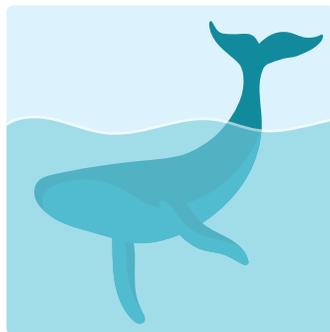
Logging

When the whale floats or rests motionless with its tail hanging, sometimes with its dorsal fin and parts of the back exposed. A pod of whales will usually face the same direction while logging.



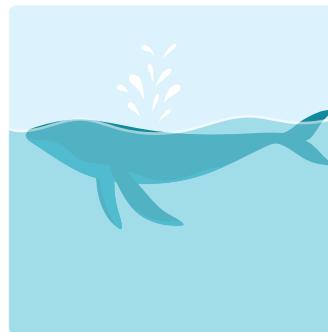
Sailing

Whales will raise their tails to clear the water, which is thought to be a means of 'sailing' through the water or to cool down.



Blowing

Together with an echoing, hollow sound, air and water vapour are expelled through the blowhole. This helps whale watchers to identify the whale.



Update from Maintenance

Maintenance outside and inside

Albie Viel
Maintenance Manager

The Maintenance team has conducted a long list of building repairs at the St Marks Close Independent Living units.

It included work on guttering, fascia, window screens, hot water system drainage lines, concrete pathways, fences, patio and post repairs.

We have also supported our concrete cleaning contractor remove mould from common footpaths.

Tips for maintaining your dishwasher

- Dishwasher filters require regular cleaning, which can be done by removing the filter and cleaning it with a soft brush to remove the built-up material
- Use a dishwasher cleaner regularly to clean inside the dishwasher and flush the drain
- Avoid seeds entering the dishwasher as seeds have the potential to stop the pump from draining the water
- Even dishwashers that are not being used should be cleaned as the drainage lines can become blocked from waste in the sink drain backing up into the pipe

Managing your hot water system

- A majority of our hot water systems are located within a cupboard in our Independent Living Units. Check inside the cupboard to see if there is water in the tray. This may indicate the drainage line is blocked. If this has occurred, please contact Maintenance through Reception

Efficiency with vacuum cleaners

- Clean the vacuum cleaner filters by following the product instructions. Regular cleaning maintains the efficiency and avoids the smell from the machine filter



Cleaning your range hood

- Remove and wash the filters in warm soapy water. The fan blade guard can be wiped clean

Tips for the cook top

- Avoid using abrasive chemicals that scratch the surface of the cook top and erase the control knob decals

Bathroom cleaning

- Bathroom exhaust fans require regularly cleaning due to the build-up of lint on the external cover and around the light fittings

Tricks for locks

- Avoid using oil base lubricates in door locks as the oil-based products attract dust and eventually makes the door lock harder to operate

Advice for air conditioning

- Ensure the filters have been washed
- When the hand remote screen is faded it is time to replace the batteries

Daffodil Day

Kate Noble
HR Manager

COVID-19 has taken illness to centre stage in recent years, but sadly it hasn't prevented 145,000 Australians being diagnosed with cancer annually.

The number of cancer cases diagnosed globally each year is about 19 million, which unfortunately doesn't change significantly whatever else is happening in the world or in spite of events that dominate our news headlines.

The daffodil is recognised internationally as the symbol of hope for a cancer free future.

Daffodils were chosen as the emblem because of their bright yellow colouring, which denotes the return of spring, representing new life and growth. It's fondly referred to as 'Flower Power'!

The Cancer Council, through various fund raising efforts including Daffodil Day, has subsidised life-changing breakthroughs in cancer research over the years. The good news is that our understanding of cancer has expanded dramatically along with diagnostic techniques and treatment approaches which are making a significant difference to the outcome for many cancer patients.

I have had the good fortune to be involved with Daffodil Day and can say that the most remarkable thing about the many, many people who buy a daffodil or donate money are their stories.

The stalls of daffodils and daffodil paraphernalia become an invitation for folk to tell you about their wonderful mum, grandfather, sister, best friend, son or even their own personal journey.

A few share their feelings, some talk about their treatment, whilst others praise doctors and nurses for their care and support.

One memory I hold is of a gentleman who approached with tears in his eyes who did not speak fluent English so just pointed to his wedding ring and put his hand on his heart.

We've had a lot of challenges in recent times but a positive consequence has been the bonding effect on the community and that it shone a light on people's generosity, courage and resilience. Together, we can also be the power behind the flower that represents hope for the Australians diagnosed with cancer every year.

The date for Daffodil Day 2022 is yet to be confirmed. Crowley always supports Daffodil Day by holding a gold coin donation dress up day, morning tea and by selling daffodils.



Under The Sea

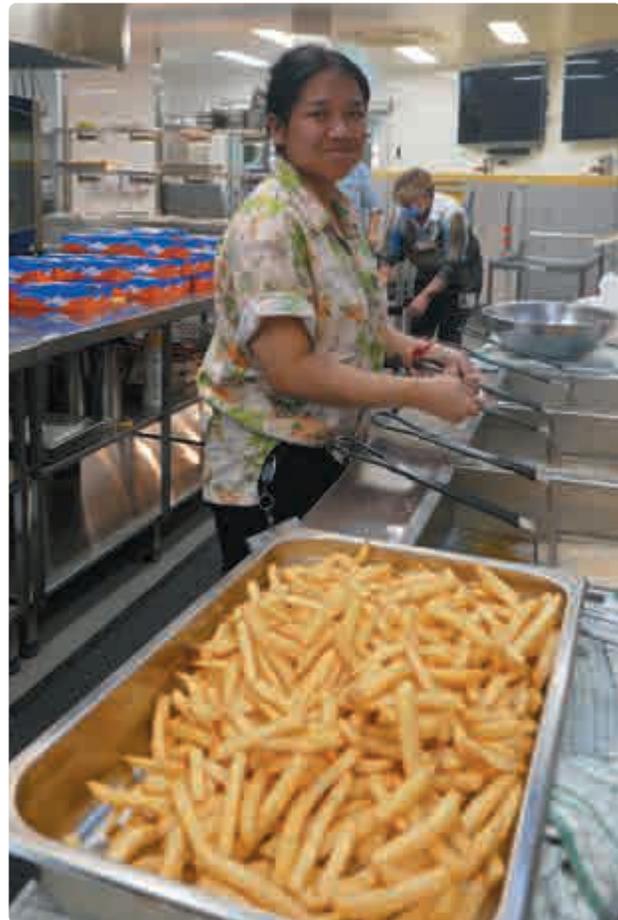
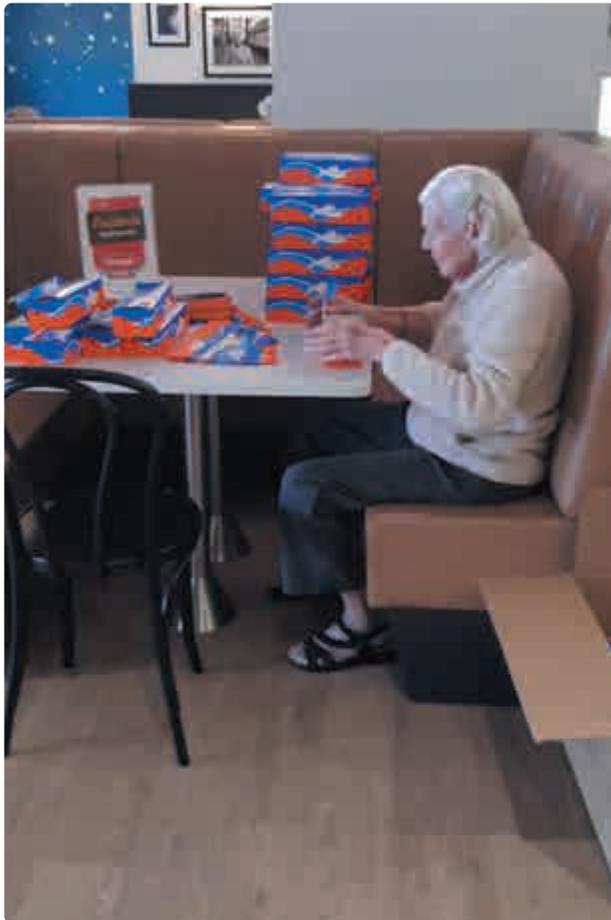
Fish and chips galore

Tony Baldwin
Hotel Services Manager

Recently we enlisted some keen Residential Care residents to help us prepare for the International Fish and Chip Day at Crowley.

Themed “Under the Sea” we served some 361 free fish and chip meals.

Thanks so much to our sponsors, with donations coming from Pacific West Seafoods, A&T Edgell, McCann, IJ and MOCO Foods.





Big Breakfast Pizza

Enjoy your traditional big breakfast in a new and easier way!

Ingredients

- 6 short-cut bacon rashers
- 2 pork sausages, casings removed
- 100g brown mushrooms, sliced
- 2 large wholemeal pita breads or pizza bases
- 1/2 cup (125ml) tomato passata
- 1 cup (100g) pizza blend shredded cheese
- 60g baby spinach
- 100g vine-ripened cherry tomatoes
- 3 eggs
- Baby rocket leaves, to serve

Instructions

Preheat oven to 200°C. Heat a large non-stick frying pan over medium-high heat. Cook the bacon for 2 mins each side or until golden brown. Transfer to a plate lined with paper towel. Add the sausages to the pan and cook, stirring with a wooden spoon to break up into lumps, for 5 mins or until golden. Transfer to the plate with the bacon. Add mushroom to the pan and cook, stirring, for 1-2 mins or until just tender.

Lightly grease 2 large baking trays. Place the pita breads or pizza bases on the prepared trays. Spread evenly with the passata. Sprinkle with half the pizza cheese and top with the spinach, bacon, sausage, mushroom and tomatoes. Sprinkle with the remaining cheese. Crack 3 eggs onto each pizza.

Bake for 12-15 mins or until the cheese melts and the bases are crisp. Sprinkle pizzas with rocket and cut into wedges to serve.

Serves 4





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

Serves 4

One-Pot Winter Chicken

Take advantage of seasonal produce with this simple on-pot tray bake

Ingredients

- 1 packet of seasonal vegetables for soup *(see recipe note)*
- 2 tbsp olive oil
- 4 chicken thigh cutlets, excess fat trimmed, scored
- 4 chicken drumsticks, scored
- 3 large sprigs fresh rosemary, plus extra, to serve
- 300ml cooking cream
- 40g (1/2 cup) finely grated parmesan
- Crusty bread slices, to serve

Instructions

Preheat the oven to 220C/200C fan forced. Peel and halve the onion. Finely chop one half and cut the remaining half into wedges.

Finely chop the celery and garlic. Place in a large roasting dish with the chopped onion. Drizzle with 1 tablespoon of the oil. Cook for 5 minutes.

Meanwhile, peel the potato, carrot, parsnip and swede. Chop into 3cm pieces.

Place the chicken on top of the celery mixture. Arrange the onion wedges, potato, carrot, parsnip, swede and rosemary around the chicken. Roast for 45 minutes or until the chicken and vegetables are crisp.

Combine the cream and parmesan in a jug and drizzle over the vegetables and around the chicken. Cook for 5 minutes or until the cream is bubbling.

Recipe Note

Did you know that packets of soup vegetables are available in the fresh fruit and vegetable section of supermarkets in autumn and winter. While they each contain slightly different root vegetables from store to store, ours contained 1 brown onion, 1/2 celery stick, 2 garlic cloves, 2 potatoes, 2 carrots, 1 parsnip and 1/2 swede.

Welcome to Team Crowley

Say hello to the newest members of Team Crowley



Kim
Residential Care



Alex
Residential Care



Ashlee
Residential Care



Sammi
Hotel Services

STATE OF ORIGIN
DRESS UP DAYS
CALLING ALL RESIDENTS & STAFF!
Get in the spirit of origin by dressing up in your team colours each origin game!

Game 1 - Wednesday 8 June
Game 2 - Sunday 26 June
Game 3 - Wednesday 13 July

It's survey time at Crowley ...



We value your feedback ...

We encourage you to take part as everyone's voice is important.

Let's celebrate successes and identify areas of opportunity for improvement

Surveys will be distributed via SMS link, email link and paper versions will be available. Keep an eye out!



Have You Ever Played a Game of Pass It On?

René Lange
Risk Manager

In pass it on players form a line or circle, and the first person comes up with a message and whispers it in the ear of the second person in line. They repeat the message to the third player, and so on.

When the last person in line is reached, the message is announced and the first person is asked to compare it to their original message.

The objective of the game is to pass the message on without it becoming garbled or changed along the way. It sounds easy but regardless of how carefully players listen and convey the message to the next person, it usually ends up being quite different to how it started.

Small changes occur in each retelling, so the statement announced by the last player differs significantly from that of the first.

While it's an amusing game it is also an apt metaphor for a process involving many steps or people where the original message becomes more confused the further away from the source it gets.

One of the ways we counteract this is by talking to the 'source' directly.

Instead of relying on a message passed through Mary, Bob and Joan that "Cathy doesn't want eggs for breakfast anymore" we need to speak with and involve Cathy in the discussion about her ongoing needs and wants. As it turns out Cathy actually likes eggs for breakfast but would prefer that they are scrambled not poached.

This is a very small example of the underlying intent and focus of Standard 2 of the Aged Care Quality and Safety Standards.

Where Standard 1 is about ensuring that we make decisions based on the individual that safeguard and support their dignity, individuality and choice, Standard 2 ensures that we continue to involve consumers directly in their ongoing care, checking in from time to time to better understand how we can improve their individual living experience.



Standard 2: "I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and well-being"

While Cathy may have been quite happy with poached eggs when we first met, things have changed. Scrambled eggs are a little easier for her to manage without assistance. This is important to Cathy as she'd prefer to maintain her independence as much as possible during meals.

If we rely on messages passed through others, however well intentioned, we may inadvertently deprive Cathy of something she enjoys (eggs) and adversely impact her independence and enjoyment of her meals.

How does Crowley partner with residents to ensure their ongoing health and wellbeing and clinical needs are met?

We achieve this in many different ways, including, for example, through our day-to-day interactions with residents, regularly scheduled health reviews which aim to identify any changes in health status and therefore needs, and with case conferences where a specific topic may be the focus of conversation.

Focus on Quality

Aged Care Quality and Safety Commission self-assessment process

Michelle Golding
Quality Manager

What?

The Aged Care Quality and Safety Commission Self-Assessment is an active process that is linked closely to the development and planning of continuous improvement.

Why?

Each Aged Care provider has a mandated obligation to self-assess their performance and service provision against the Aged Care Quality Standards.

At Crowley it also assists us to:

- Understand how care and services are delivered
- Report and evaluate outcomes that are achieved for consumers, staff and as an organisation
- Recognise opportunities for innovation and improvement at a system level, on a day-to-day basis, and improve individual consumer experiences and outcomes
- Build an organisational culture focused on improving safety and quality of care
- Communicate and report the organisation's performance, outcomes and risks to our Board
- Initiate change in accordance with the areas identified as requiring improvement

Who?

Crowley staff, consumers and families.

When?

June and December each year.

How?

At Crowley the self-assessment process is undertaken as a team and contains contributions from different staff across the organisation, families and consumers.

Each standard has a set of requirements. Individual staff will be asked to review one requirement, under a designated standard. We need to demonstrate and evidence how we meet each requirement, for example:

Standard 1 (3) (a) Each consumer is treated with dignity and respect, with their identity, culture and diversity valued.

Evidence: Staff are aware of individual residents preferred name. Staff ensure residents dignity and privacy are maintained and promoted by always knocking on residents doors prior to entering.

Staff selected to participate in this process receive a Self-Assessment toolkit to complete.

For consumers and families the process involves answering a quick pulse survey "a quality card" which will reflect one of the requirements where we ask if we are meeting, exceeding or how we could improve on this requirement.



Making Feedback Flow

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

Michelle Golding
Quality Manager

Independent Living residents

- Thank you so much for the beautiful flowers, lillies and roses. So unexpected a gesture and therefore very much appreciated. Many thanks.
- Many thanks to Crowley for the Mother's Day gift of flowers, gift voucher and chocolates. It was such a lovely surprise and was gratefully appreciated. From a very happy resident.



Staff member

- Just a note to say a big thank you for your help over the years and for advocating for me with regards to getting a professional reference. Much appreciated.

Residential Care family members

- Thank you for all that you did for my mother Joy. You guys' rock.
- Thank you for the care and expertise you were able to provide Bill over the past 15 months. We came to Crowley knowing this time would come and just wanted to be sure it could be as calm and peaceful as possible. You helped us achieve that and at a difficult time for Crowley we especially thank some very dear carers who always tried to make Bill's days and nights as good as they could be.
- You are all a very talented group of professionals; response in relation to COVID-19.



Residential Care resident

- Thank you for the beautiful flowers.
- Thanks for all your efforts.

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.

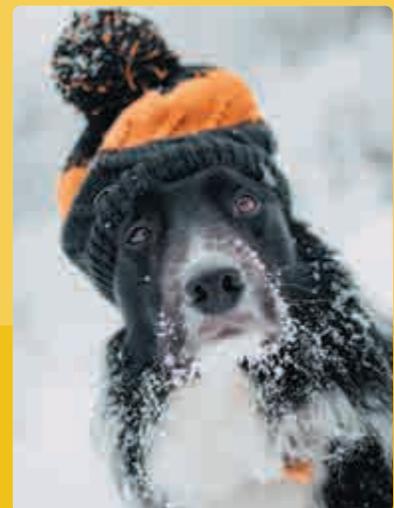
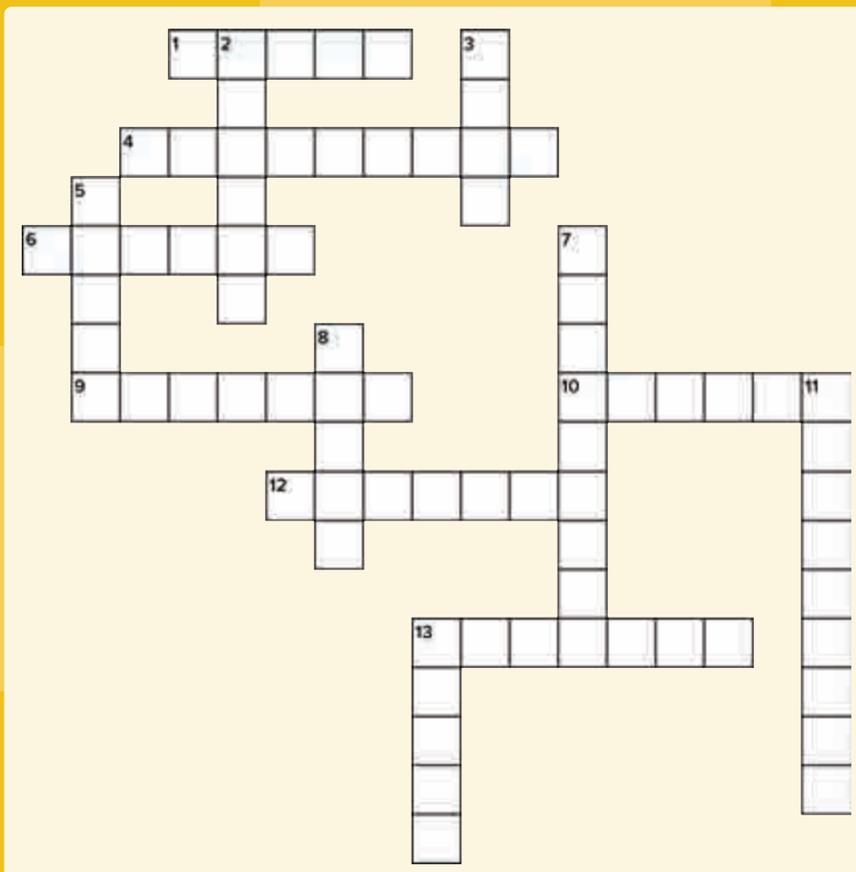
It's as easy as 1, 2, 3!

- **Fill** in a Feedback Card 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



Winter Wonderland Crossword

Take off your mittens and try your hand at this winter themed crossword!



Across

1. Eskimo's house (5)
4. A type of winter storm (9)
6. A game played on ice (6)
9. A person made of snow (7)
10. If you are lucky you may see these in the Northern Sky (6)
12. Tuxedo with feathers (7)
13. A place of exile for Russians (7)

Down

2. Keeps your hands warm in winter (6)
3. The word 'mountain' in German (4)
5. Winter footwear (5)
7. A large mass of snow that slides down a mountain (9)
8. Where bears hibernate (5)
11. A single piece of snow (9)
13. A neck warmer (5)

Odd Word Solutions

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

The Big Reveal

Puzzles pack a punch. Not only are they fun, but they also help to exercise our brains. Try your hand at the amusing puzzle on page 38, and check your answers for last month's odd word puzzle below.



Cross the odd word out in each row, then add one of your own!

1	Arm	Frog	Leg	Head	Body parts
2	Daffodil	Rose	Car	Daisy	Flowers
3	Tanker	Chapel	Church	Temple	Place of worship
4	Orange	Sweater	Socks	Trousers	Clothing
5	Siamese	Tabby	Fork	Burmese	Breeds of cat
6	Clown	Blue	Indigo	Pink	Colours
7	Mercedes	Ford	Cow	Audi	Cars
8	Magazine	Horse	Elephant	Koala	Animals
9	Joseph	Highway	Robert	Brian	Boys names
10	Trash	Triangle	Square	Trapeze	Shapes
11	Grapes	Banana	Mango	Truck	Fruit
12	Almond	Halloween	Pecan	Pistachio	Nuts
13	Fire	Tennis	Golf	Soccer	Sports
14	Pavlova	German	Custard	Tiramisu	Desserts
15	Forty	November	April	March	Months

Round the Traps

State of Origin



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
6620 6400

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 Care Administration.