

the chatterbox

NEWS FROM CROWLEY CARE

MARCH 2023



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Cover photo

Amanda and Noel enjoying the Seniors Festival



A Moment with our CEO

Hello everyone,

That special Crowley buzz

It's so good to have life at Crowley "back to normal" with our signature events calendar.

Such a buzz about the place helped by an upswing in our renowned activities.

Picnic in the Plaza was a perfect example. Fabulous weather saw a day of music, food, smiles and connections for our Residential Care residents, Independent Living residents, families and friends.

While our IL residents are back having fish 'n' chips, coffee, cake and a natter in Barney's Café. It's been a while and everyone is so grateful they can once again enjoy our onsite café.

We've also welcomed back IL residents to attend Mass in our beautiful Chapel. Thank you for being so patient.

Meanwhile our recent Seniors Week calendar of events saw jam-packed daily activities highlighting the role and contribution older adults make to our local community.

All these events and connections are trademark Crowley that put smiles on our faces. I think the important thing is to live in the moment and enjoy them.

Memory Support Unit named

We have a name for our new, secure memory support unit which is currently under significant refurbishment.

"Lighthouse" is the new name for the wing.

It's such an appropriate name I feel, as it represents light, hope, security, guidance, safety, dependability, direction and refuge.

The refurbishment is progressing and our Lighthouse wing will open soon.

Lighthouse is a 10 bed dementia wing, specifically designed for residents who require a secure home. For the refurbishment of both indoor and outdoor spaces, we employed an experienced dementia design team to create a warm, homely environment for our residents.



Our strong future

Our Parish Aged Care Board is responsible for the organisation's future direction.

Now that we have gotten back to some normality, the Board is preparing for the development of Crowley's next Strategic Plan, with a workshop in May.

The significant changes to the industry and recent aged care reforms will of course be front of mind as we develop the plan.

It will also account for the changing needs of our Ballina and regional community to ensure Crowley's offering remains contemporary and industry leading.

The new Strategic Plan will give our Leadership Team a mandate to continue to fulfil our organisation vision into the future.

Very best,

A handwritten signature in black ink, appearing to read 'Michael Penhey'. The signature is fluid and cursive, written on a light-colored background.

Michael Penhey
Chief Executive Officer

Catch Up with Kelli

Pets as visitors to Crowley

Kelli Potts

Executive Manager Operations and Finance

In Australia we love our pets. Statistics show that over 60% of Australian households have a pet with over 40% being a dog. Research shows that there are many benefits to having animals around us and can help to boost the health and wellbeing of people who enjoy the interaction.

Here at Crowley we are aware of these benefits and allow dogs on the site and in the facility.

Recently however we have received feedback from residents, staff and visitors that not all pets are well behaved and controlled whilst onsite. So I thought I would take this opportunity to remind pet owners that here at Crowley there are rules and responsibilities that must be abided by when bringing their dog to the Crowley site.

It is important to remember not everyone loves your dog as you do. Some residents may not be comfortable with animals, they may have an allergy, or in some cases they may be fearful from a past experience. Please respect their wishes and choices not to interact.

So please follow these rules so we can still have our furry friends visit!

1. Dogs must be on a lead and controlled by the owner at all times whilst on the Crowley site.
2. Dogs must be calm, gentle, well behaved and trained to obey commands.
3. Dogs are not permitted in resident dining areas or in Barney's Café (inside or on the veranda) and must not be left tied to the veranda fence or gate.
4. 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.

5. At no time are sick animals to enter the facility.
6. Dogs must be toilet trained. Dogs that urinate in the facility, on furniture (including in the Plaza) or in resident areas will not be allowed to visit. And, should an accident occur, it will be the responsibility of the owner to clean up after their pet.
7. All pet owners will act in accordance with any reasonable direction of Crowley staff in relation to control or removal of their dog from the site.



We welcome visitors to Crowley and want to continue to provide safe and comfortable spaces that support socialisation and connection whilst respecting the diverse wishes of our residents. Please help us keep Crowley welcoming for all visitors.

Kelli ☺



Last Month at Crowley

Friendship Mornings

We have recently introduced a new addition to the Leisure and Lifestyle program - a Friendship Morning.

Bringing together residents and informally sharing life stories, thoughts, experiences, and knowledge in a fun environment to allow all participants to contribute as they feel comfortable. Friendship and social connectedness are so important to our wellbeing.

What is friendship? Friendship is a bond between people that connects them and leads to companionship.

Social connectedness is a state of feeling close to others as well as a feeling of belonging to a group or community.

The importance of friendship and social connectedness are more than just a feeling - there are also health benefits. It can reduce anxiety and depression, help regulate our emotions, lead to higher self-esteem and empathy, and it actually improves our immune systems.

During our first 'Friendship Morning' there were some fun questions that got us all sharing stories, experiences, and laughter without feeling pressure to participate.

We started with a game of 'ever have you ever'. Here we learnt where people were born, their first jobs, overseas holidays, performances on stage, first cigarettes, and close encounters with police.

So many interesting and varied jobs and experiences. By taking the opportunity to chat and ask questions with these amazing individuals, we become more connected, empathetic and challenge the perceptions of older persons.

Our residents have had such a rich tapestry of experiences and lived such interesting lives. We are looking forward to our next Friendship Morning.





Easter

DRESS UP



ALL RESIDENTS AND STAFF ARE INVITED
TO DRESS IN EASTER SHIRTS AND
HEADWEAR BETWEEN
FRIDAY 7 APRIL and FRIDAY 14 APRIL



*NAME TAGS & WORK APPROPRIATE SHOES ARE TO BE WORN

Seniors Festival Wrap

Crowley's been a hive of activity with NSW Seniors Festival running from Wednesday 1 February to Sunday 12 February.

There were plenty of events and activities to keep our residents occupied.

Our regular music entertainers and school student visits were accompanied by a morning of poetry reading where residents sat and reflectively listened.

We had a friendly but competitive game of Uno and Euchre and a Friendship Morning where residents shared their life stories and experiences.

We also welcomed guest speakers from Ballina's Marine Rescue and a Tech Savvy Senior talk was also given by our own Diocesan IT Manager, Ben Hansen.

For those lazy afternoons residents were able to take it easy by watching a movie and eating an ice cream, or indulging in a pamper afternoon where they went to relax, unwind and be spoilt.

Another notable experience was a visit from Paw Power with a pet therapy session. Residents delighted in giving a very tolerant 'Otto' lots of loving pats.

And last, but not least, we held a Picnic in the Plaza where residents took in the sunshine, sharing morning tea with friends and family while enjoying entertainment.

Overall, we can report a very successful and full Seniors Week was held at Crowley!













NSW
SENIORS
FESTIVAL

*I'm at Crowley's
2023 Seniors Festival*

 crowley
care







Devil in the Detail

Kelly Roberts
Clinical Manager (Nurse Practitioner)

This month the Clinical Team wanted support from our wider Crowley Community in updating some small but important details relating to our Residential Care residents.

All residents come in to our care with their Medicare, pension and DVA cards in their possession.

Crowley Administration staff ensure we have copies of these details and that they are logged onto our administration and clinical systems.

Medicare, pension and private health card details expire over time and often staff do not have the current Medicare number or expiry date from the card. We also require up to date details of DVA numbers and eligibility.

Without these details, we cannot update immunisation registers and monitor PBS safety net allowances. Our bulk billing GP's and Nurse Practitioners also require these details to link with Medicare.

Should any of your details or personal information change during your stay at Crowley, please notify Reception or one of the Clinical Team who can update your records accordingly. This includes postal / email addresses for mail, and phone numbers for anyone you have listed as your contact person too. A current address for your next of kin also helps us keep our records up to date.

Now that COVID restrictions are beginning to lessen in some areas, more and more families and friends are visiting at Crowley.

Should you bring in any new clothes or valuable items such as iPads, mobile phones, headphones, or personally valuable items, please ensure staff are aware so they can be added to the individual residents list of valuables.

New clothing, shoes, bed quilts and cushions coming in can be left with Reception and Concierge staff to ensure they are labelled prior to being returned to the resident.

Unlabelled items will often go missing and are difficult to track, so your help in this process is greatly appreciated.

Basic toiletries, including toothpaste, shampoo, combs, razors and toothbrushes that may be required for residents are supplied by Crowley.

Should you wish to purchase a different product unique to you, this can be done via Tamar Pharmacy or you or your family can bring in what you require and leave these with the Team Leader to ensure they are correctly labelled.

Disposing of unwanted items such as furniture or clothing can be arranged with an associated disposal fee. If unsure, check with the Team Leader in your area or leave a message with Reception who will pass your enquiry onto the right team.



Crowley Auxiliary

Come join us

Helen Cooney
Crowley Auxiliary President

Welcome back to all our Auxiliary members to the new year.

Our first meeting for 2023 was Monday 27 February. This year we look forward to meeting each month with a variety of activities and continuing with our raffles as our major fund-raising events get underway.

We are open to suggestions and will be happy to discuss your ideas at our meeting.

Keep the fourth Monday of each month free to join us and enjoy our meetings and continue our friendship together.

The contribution of the Auxiliary is appreciated and our fundraising provides great support for Crowley Care.

We welcome new members who would like to join us.

After our meeting we relax with friendship and afternoon tea, catching up on each other's news and sharing our life stories.

Regards,
Helen Cooney

Crowley Volunteers

Carole Bull
Volunteer Coordinator

It's with great pleasure we can say our Volunteer Program is back at Crowley Care.

Those wishing to participate in the program are growing as the word is spreading throughout the community.

We are also happy to say we are currently working with Northern Rivers Community Gateway through their Community Visitors Scheme. They are helping us by sending caring volunteers with amazing skills and knowledge, who are wonderfully matched to our individual residents.

Crowley volunteers come from all walks of life; business, students, parents, retirees, and residents.

There are a wide variety of volunteering roles which can be flexible according to your availability, skills, and interests.

There are so many possibilities that we have for our volunteers, including calling bingo, assisting with hosting morning teas, reading, story writing, and 1:1 coffee and a chat. This list is vast.

If you or anyone you know are wishing to take part and become a Crowley Volunteer please let me know by contacting me on 1300 139 099.

CROWLEY CARE

ANZAC DAY SERVICE

Lest We Forget



MONDAY
APRIL
24

Crowley Residential Care and
Independent Living residents are
welcome to join us for our Annual
Anzac Day Service

Time: 10:30am

Location: Crowley Activity Centre

The service will be followed by Morning Tea

From the IL Desk

Jenny Kliese
Independent Living (IL) Coordinator

Great news! All of the new updated INS Lifeguard LXG devices have been installed to replace the previous IP device.

133 devices have been installed in all occupied Independent Living units and common areas.

This includes, to date, 161 pendants and 141 call points being reprogrammed. The new devices are more streamlined, simple, and functional.

How do these devices work?

When the device is in **IDLE MODE** you will see:

- A soft **BLUE** colour ring around the **HELP** button,
- **GREEN** power LED (light) located on the bottom left side, and
- **WHITE** LED battery level / cellular signal indication bar.

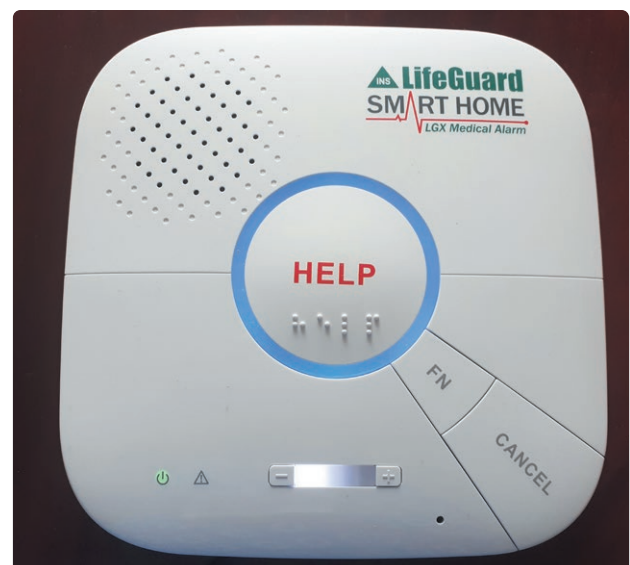
The **ORANGE** LED (located to the right of the **GREEN** power LED) is the fault LED.

The **ORANGE** LED only flashes when the device is auto-charging (low power mode) or there is a fault with the cellular signal.

The device maintains the same operating functions as the previous IP device, for example:

- By firmly pressing (once) your **Pendant HELP** button or **Call Point** (located in bathrooms), an automated voice will explain that your call for assistance has been initiated before Lifeguard staff answer your call.

Please test your INS Lifeguard LXG devices monthly. This is a maintenance requirement for your device and for peace of mind that the device is working.



Craft Corner

Bird seed wreath

What you need

- 3/4 cup plain flour
- 3 tablespoon of honey
- 1 packed unflavoured gelatin
- 1/2 cup warm water
- 4 cups bird seed
- A ceramic or glass mould
- Cooking spray

Instructions

1. Whisk the gelatin and warm water until dissolved.
2. Add honey and flour and stir
3. Add bird seed and fold until all seeds are well coated, it is a sticky mixture!
4. Mix until there are no lumps.
5. Spray mould with nonstick spray.
6. Gently press the mixture well into the mould.
7. Use a chopstick to make a hole in the mixture for hanging later on.
8. Set the mould aside overnight.
9. Remove wreath from mould and hang your bird feeder on a tree!



Advanced Care Planning Week

Sherrie Viney
Home Care Manager

What do you wish for and who knows what you want? It all makes for good planning.

March heralds in Advanced Care Planning Week, running from Monday 20 March to Sunday 26 March.

It's a good reminder every adult deserves respect and a sense of control over their life decisions, including future care decisions.

It helps if and when you are facing a sudden or significant health decline and / or for the final chapter.

As a society we discuss and plan our financial affairs, yet we are not so fluent and comfortable with 'Death Literacy'. We avoid speaking and preparing for future care decisions. Imagining our own death including life-threatening scenarios or our own palliative phase of life isn't always top of mind.

At Crowley our Clinical Team and Care Coordinators have a responsibility to develop a care plan in partnership with you, that is underpinned with respect, reflecting your choices and wishes, taking note of your preferences and goals. This includes your Advanced Care Directives.

Our client and resident information systems, in both Residential Care and Home Care, includes documenting if you have a current Advanced Care Plan in place and a nominated substitute decision maker, so that when this information is required, we are guided by your wishes and health directives.

This month is a good time to give thought to what matters to you.

Have discussions with your significant others and / or GP about your wishes and what's important to you should you be facing a serious health decline or treatments that you do not want, if you can no longer communicate, eat or drink, for example.

Develop your Advanced Care Plan by writing it down and making copies for your GP and representatives. Nominate a substitute decision maker - someone over the age of 18, who you trust to make decisions for you only when you cannot.

You do not need a lawyer to make an Advanced Care Plan and you can change your plan or substitute your decision maker at any time. As Care Coordinators we appreciate being updated when your plans change, so do let us know.

For free advice call the National Advance Care Planning support service on 1300 208 582 or go to the website www.advancecareplanning.org.au/create-your-plan

Alternatively, you can speak with the Clinical Team in Residential Care or your Client Case Officer in Home Care for further guidance and resources.

If you haven't already done so, nominate your substitute decision maker, who agrees to represent and share your directives and preferences.

Let your wishes be known, write them down and share them.

Serious Incident Response Scheme (SIRS) in Home Care

René Lange
Risk Manager

Everyone receiving aged care services, including those in community-based Home Care, have the right to safe, quality care and services.

To help ensure this happens, providers of commonwealth funded aged care (including care delivered in the community) are required to collect information about and respond to incidents that occur.

The Serious Incident Response Scheme (SIRS) is an initiative of the Australian Government intended to help prevent and reduce incidents of abuse and neglect of older Australians.

First introduced in Residential Care in April 2021, SIRS was extended to include consumers receiving care in the community in December 2022.

Under the SIRS, providers are required to report to the Aged Care Quality and Safety Commission (the Commission) incidents that occur during the provision of care and services, including:

- **Unreasonable use of force**
Like kicking, punching or rough handling
- **Unlawful sexual contact or inappropriate sexual conduct**
Like stalking, making sexual advances or unwanted sexual touching
- **Psychological or emotional abuse**
Like yelling, name calling or ignoring
- **Stealing or financial coercion by a staff member**
Like stealing money or pressuring you to give money
- **Neglect**
Like not giving you the care you need to stay well

- **Inappropriate use of restrictive practices**
Like using physical force or medication to restrict your freedom of movement
- **Unexplained absence from care / missing consumers**
Where a care recipient goes missing
- **Unexpected death**
Like someone dying unexpectedly because they did not receive proper care and services

Sometimes incidents will occur that are not connected with the provision of care. These could include:

- A consumer telling a staff member that their adult child recently coerced them into providing access to their bank account, or
- A staff member witnessing a consumer being bullied by a family member

These types of incidents are a form of Elder Abuse, and while they are most certainly serious, care providers are not required to report to them to the Commission.

That being said we all have a responsibility to help prevent the abuse and neglect of older people.

If you become aware of elder abuse or neglect, you should take appropriate steps to protect the person's health, safety, and wellbeing, including engaging with a consumer advocacy service, contacting the Australian Human Rights Commission, or reporting it to the police.

The Older Persons Advocacy Network (OPAN) provides support and resources which can be found online at www.opan.org.au

Update from Maintenance

Contractors

Albie Viel
Maintenance Manager

To provide the best outcome for our residents we use contractors who must provide evidence they can provide services in an aged care environment.

Contractors must provide current certificates of currency, including Worker's Compensation, Personal Accident Insurance, and Public Liability Insurance. Contractor approval is also subject to a current National Criminal History Check for all personnel who work on site. Criminal History Checks for contractors have the same requirements as our staff and are in accordance with the Aged Care Act 1997.

All contractors record their presence on site when entering or leaving the site. All contractors scan in via Entrytrakr and carry identification with them while working. Contractors also must agree to abide by any Public Health direction issued by the Government or Crowley.

Our contractors are also required to enter into an annually reviewed agreement that details the service they provide and their responsibilities.

Our contractors contribute to quality as their services are linked to the Aged Care Quality Standards, in particular Standards four, five and eight.

We ask that residents do not directly engage with contractors as they have all pre-directives from the supervising staff member. All resident requests must be entered in the Maintenance Book so it can be appropriately addressed, supervised, and documented.

Maintenance contract services include fire services, security, kitchen equipment, gas equipment, air conditioning, medical, communications, gardening, plumbing, electrical, plastering, painting, waste removal, lift services, mechanical, and bin cleaning.



Barney's is Back

Tony Baldwin
Hotel Services Manager

Our café Barney's has re-opened to residents and families again and everyone is welcome.

Barney's is such a wonderful and pleasant place to be and is easy to access.

It's always been a good meeting place and you don't have to worry about parking like you do downtown.

The café is open seven days from 8.00am to 3.30pm.

And there is always an assortment of yummy cakes and slices and various savoury items to choose from.

Some favourites include our Chicken Pesto Turkish Roll and the Breakfast Egg and Bacon Rolls. And of course our fantastic coffee.

Plus, we have ready to heat meals that can be taken away and reheated later. These meals are from our resident's menu. On Wednesday's we have Roast Day and on Friday's our famous Fish and Chip Friday.

Having access to our café experience is a big part of living at Crowley.

Here residents form friendships. And just being able to get together and go to the café gives them a sense of independence, all within a safe and caring environment.

The café staff are trained not only in making great coffee, but also in communicating with older people.

The care and assistance they provide is all part of the overall care model we provide at Crowley.

See you in Barney's.



Crispy Creamy Vegetarian Casserole

Turn your favourite cracker into a crunchy casserole topping

Ingredients

- 1 tbsp extra virgin olive oil
- 30g butter, chopped
- 1 leek, trimmed, sliced
- 3 garlic cloves, crushed
- 800g baby potatoes, quartered
- 1 1/4 cups vegetable stock
- 400g broccoli, trimmed, cut into small florets
- 150g sugar snap peas, trimmed
- 2 bunches asparagus, trimmed, cut into 3cm lengths
- 1/2 cup creme fraiche
- 1/2 cup chopped fresh flat-leaf parsley
- 70g Ritz crackers, crushed
- 1/3 cup grated red Leicester cheese

Instructions

Heat oil and butter in a large frying pan over medium-high heat. Cook leek and garlic for 2 minutes or until leek softens. Add potato. Stir to combine. Add stock. Bring to a boil. Reduce heat to medium-low. Simmer, uncovered, for 7 to 8 minutes or until potato is almost tender. Stir in broccoli, sugar snaps, asparagus, crème fraiche and parsley. Bring to a simmer. Remove from heat.

Preheat grill to medium. Transfer vegetable mixture to a 2-litre (8-cup-capacity) baking dish. Combine crackers and cheese in a small bowl. Sprinkle over vegetable mixture. Grill for 2 to 3 minutes or until lightly browned. Serve.

Serves 4





Gluten-Free Apple Crumble

A cozy blend of apples, almonds, coconut and cinnamon

Ingredients

- 6 granny smith apples (about 1.1kg), peeled, cored, cut into wedges
- 2 tbsp fresh lemon juice
- 2 tbsp caster sugar
- 1 tsp pure vanilla extract
- Pure icing sugar, to dust
- Gluten-free vanilla ice cream, to serve

Crumble

- 50g (1/3 cup) gluten-free plain flour
- 40g (1/3 cup) almond meal
- 35g (1/2 cup) shredded coconut
- 1 tsp ground cinnamon
- 60g (1/3 cup firmly packed) brown sugar
- 60g unsalted butter, chopped
- 25g (1/4 cup) flaked almonds

Instructions

Preheat oven to 180°C/160°C fan forced. Lightly grease a 1L (4-cup) round ovenproof dish.

Combine apple, lemon juice, sugar, vanilla and 80ml (1/3 cup) water in a large saucepan and cook, stirring occasionally, over medium heat for 10-15 minutes or until apples are tender. Transfer to the prepared dish.

To make the crumble, combine flour, almond meal, coconut, cinnamon and sugar in a medium bowl. Use your fingertips to rub the butter into the flour mixture until mixture resembles coarse breadcrumbs. Stir in flaked almonds.

Sprinkle the crumble mixture over the apples. Bake for 25 minutes or until golden. Set aside for 5 minutes to cool slightly before dusting with icing sugar. Serve with ice-cream.

Community Connections

Byron Bay to Ballina Coastal Walk

This is a 36km coastal walk from Byron Bay Lighthouse to Ballina, passing through forest, beaches, and the coastal town of Lennox Head.

The walk can be broken down into phases:

1. Byron Bay Lighthouse to Tallow Beach

Start the journey at Byron Bay Lighthouse where you can catch the sunrise while walking the trail through beautiful Palm Valley to the most easterly point of Australia. Enjoy strolling along the shoreline with dolphins to see and a clear view of Tallow Beach before walking through the forest down to the sea.



Byron Bay Lighthouse

2. Broken Head to Seven Mile Beach

The forest roads climb high up through Broken Head Nature Reserve before down to Seven Mile Beach. Walk along the beach with fisherman, dog walkers and surfers along the way.



Broken Head Nature Reserve

3. Lennox Head to Ballina

With the beaches behind you, enjoy the climb up to the Lennox Head Pat Morton Lookout to gaze over the hill to Boulders Beach heading to Skennars Head, bordered by Sharpes and Angels Beaches. Round the corner of Lighthouse Reserve and you have reached your destination of Ballina.



Lennox Head Boardwalk

FRIDAY 17 MARCH

St. Patrick's Day

DRESS UP

ALL RESIDENTS AND STAFF
ARE INVITED TO DRESS UP
IN **GREEN** FOR
ST PATRICKS DAY!



*NAME TAGS & REGULATION FOOTWEAR
MUST BE WORN BY ALL STAFF

Laughter Whilst Working

Confidence, creativity, productivity

Melissa Cleghorn
Human Resources Manager

It's Monday morning and I arrive at work.

Within the first few minutes at my desk greetings and smiles ensue and chat begins about the weekend just past.

"What did you do?" "Where did you go?" From the boring to the exciting, each story is told with humour. And thus we begin the week with laughter!

So, is this working? Should we have just launched into our emails, to-do lists, rostering and recruitment? Should we have confined our greetings to simple pleasantries and got on with the tasks of the day?

Australian Natural Health believes "Laughter is one of the three elements of preventive medicine."

Stanford University academics, as reported in the World Economic Forum, studied the effects of laughter in the workplace, and concluded "[laughter] makes us better bosses and better employees".

The article reads, "the study was a truly global one: 1.4 million people in 166 countries. One of the things it found was that around the age of 23, people everywhere start to laugh less."

"So basically, when we enter the workforce, we fall off a humour cliff," Stanford psychology professor Jennifer Aaker said in an interview with The Times. "We don't start laughing again until 70. So that's 47 very serious years."

BetterUp believe that there are 10 benefits of using humour at work:

1. A lighter mood
2. Reduced stress
3. Faster interpersonal bonding
4. A greater sense of belonging at work
5. Better perceived leader performance
6. Overall workplace cohesion
7. Improved mental health
8. Closer relationships
9. Reduced inhibitions
10. More happily resolved disagreements

Laugh your way to better health

Australian Natural Health recognises the health benefits of laughter as first discovered by Dr Passkind in 1934 listing the following:

- Benefits to the heart, relaxes the arteries, reduces blood pressure, and increases blood flow – equivalent to up to 45 minutes, comparable to aerobic exercise!
- Laughing 15 minutes every day, according to Dr Michael Miller from the University of Maryland, can significantly reduce your chances of suffering a heart attack
- A 'laughing workout' of 15 minutes burns the same amount of calories as a medium-sized chocolate bar and 100 laughs is equal to 10 minutes on a rowing machine!



So, it seems that laughter really is the best medicine, whether at work, at home, alone or together with friends and family!

What's really great about laughing is I can sit on my couch, watching a comedy movie and burn off calories of several medium-sized chocolate bars!

Welcome to Team Crowley

Say hello to the newest members of Team Crowley



Robert (Rob)
Residential Care



Stephen (Steve)
Home Care



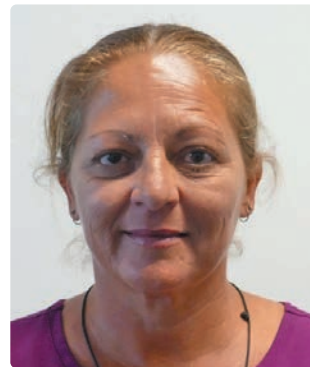
Laura
Home Care



Richmond
Hotel Services



Sudha
Hotel Services



Sonia
Hotel Services



Margaret (Marg)
Hotel Services

Staff Recognition 2022

Our 2022 Staff Recognition Presentation recognised those who excelled in their positions, went above and beyond, or extended themselves through professional development or further education.

We had several award categories on the night, ranging from Educational Achievement Award, Special Recognition, Years of Service, Team Award, and Quiet Achievers Award.

Years of Service

30 years	Jenny
25 years	Lorraine
20 years	Tony and Dean
15 years	Michelle, Christine, Narelle, Tim
10 years	Brenda, Garry, Penny, Katrina
5 years	Mandy, Lynda, Trevor, Jessica, Wendy, Dave

Special Recognition Award

The Special Recognition Award is awarded to staff members who have gone above and beyond their day to day duties. The recipients were: Yath, Karen, Jenny, Chelcie, Lyn, Tasha, Margie, May, Melba, Jodie, Wendy, Renuka, Jane, Taylor, Essie, Lauren, Brenda, John, and Jenny.

Crowley Team of the Year Award

Home Care Team

Quiet Achievers Award

Café Team

Educational Achievement Award

We recognised staff who have undertaken further education during the year. We congratulate these staff members and thank them for the investment they have made in furthering themselves professionally and personally.

- Cert III in Individual Support: Ash, Roxy, Kon
- ACOPC Foundations of Infection Prevention and Control Certificate: Alvin
- Enrolled Nursing Diploma: Chelcie
- Immunisation for Health Practitioners: Christine
- Master of Business Administration: Ben
- Bachelor of Food and Nutrition: Shelley
- Cert III in Business Administration: Kate
- Bachelor of Sports and Nutrition Science: Kelli

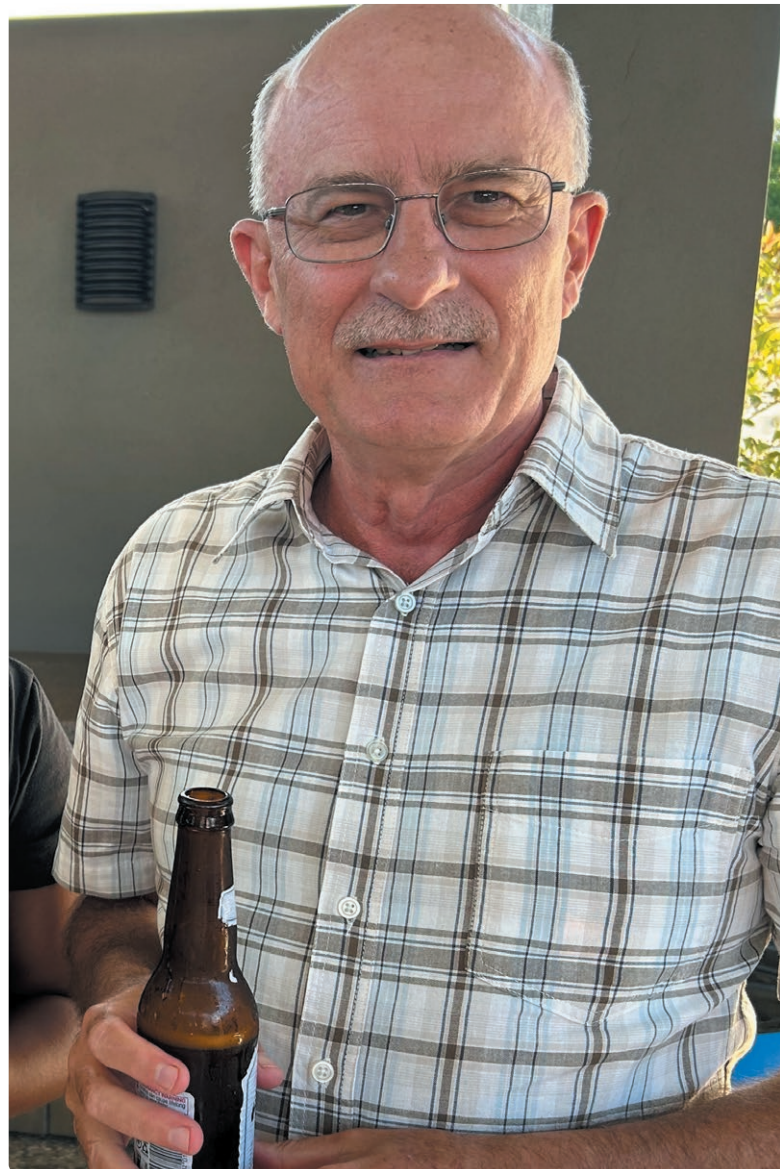














Join us in celebrating...

HARMONY WEEK

DRESS UP DAY

Friday 24 March

Staff and Residents are invited to wear **Orange or Multicultural Attire** to celebrate the cultural diversity of Australia!

Please note: name tags and regulation shoes must be worn



Focus on Quality

Transition to AN-ACC

Michelle Golding
Quality Manager

From 1 October 2022 the Australian Government introduced a new funding model, called the Australian National Aged Care Classification (AN-ACC), for residential aged care.

The transition from ACFI to AN-ACC was in response to the Royal Commission into Aged Care and Safety, which looked at what the Government could do to ensure the quality and safety of residential aged care for older Australians.

The intent of the new funding model is to ensure equitable distribution of funding that matches the care needs of residents in government funded residential aged care facilities.

At Crowley all residents have been independently assessed to determine their AN-ACC classification for care funding purposes. These assessments are known as 'shadow assessments' and this was in preparation for the transition to the new funding model.

AN-ACC assessments are conducted by independent assessors employed by independent organisations contracted by the Department of Health.

AN-ACC assessments involve looking at the individual care needs of residents by considering their:

- Physical ability
- Cognitive ability
- Behaviour
- Mental health issues

Information collected from an AN-ACC assessment is then used to assign the resident one of 13 classes, called an AN-ACC class. A resident's AN-ACC class is used to help the Government work out how much funding the aged care home will receive to provide for the residents' daily care needs.

Quality improvement always plays an important in the implementation of key reforms like AN-ACC, and at Crowley this includes the review of our documentation, policies, processes and systems, education / training, engaging external consultants, and simply how we can do things better.

If you would like further information on the AN-ACC funding model it is available from our Reception area, or you can go to www.health.gov.au/our-work/AN-ACC/residents



Making Feedback Flow

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

Michelle Golding
Quality Manager

We love receiving compliments from our wonderful residents, clients, families, and staff.

With more and more people now using social media, the way we receive this feedback has changed - moving from feedback cards, verbal acknowledgments, and emails, to our Facebook page.

Here's a collection of comments from Facebook:

Resident New Year's Day Celebrations

- How nice to see a different style of mask!

Auxiliary Coffee Machine Donation

- We love our coffee machine, thank you!
- Well done
- Great effort thanks so much
- Fabulous!
- Thanks, Auxiliary, for your great work
- Well done, even greater coffee now
- Well done Auxiliary ladies, thank you

What are we looking forward to in 2023: Grace and Larelle

- Grace and Larelle are such gorgeous sisters, magical ladies
- Absolutely gorgeous sisters
- Beautiful ladies
- Lovely Grace and Larelle

What are you looking forward to in 2023: Shelley

- Happy New Year Shelley!

Australia Day Celebrations

- Great to see residents enjoying Australia Day celebrations, thanks Crowley
- Great photos
- Well done

Seniors Festival

- Wonderful pictures
- So lovely to see photos of my mum (Mary) and to see her having such a great time. Thank you Crowley Care
- Looks like so much fun!
- Anywhere there is music and laughter she has a great time. Crowley Care work so hard to keep their residents entertained. It is so comforting for her family too

Recruitment Campaign

- Go Guys. Beautiful Nursing Home! Awesome Staff

Entertainment

- Lovely to see the residents enjoying Alicia's talent

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



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

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

Capitals of the World Word Search Solutions

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

Puzzles pack a punch! Not only are they fun, but they also help to exercise our brains. Try your hand at the puzzle on page 37, and be sure to come back for next month's Chatterbox to find the solution, like this word search from the February edition.



St. Patrick's Day Anagram

Rearrange the letters of each word to reveal the answers!

Word	Clue	Answer
KARCHSOM	Clover-like plant
ODLG	What Leprechauns keep in their pot
REGEN	Colour of envy
ELAPUNCHER	Mischievous elf
IDLERAN	St. Patrick is from here
ELBRYAN	This stone wants a kiss
RHAP	National emblem of Ireland
SEBFLAT	Capital of Northern Island
KANESS	Slender Reptiles
CHARM	Third month of the year
TRACKPI	Patron saint of Ireland
SKIWHEY	A popular liquor in Ireland
RICEMILK	Humorous verse
OTTSU	Type of dark beer
BUNDIL	Capital of the Irish Republic
GLENNDA	St. Patrick was a missionary here
SINGESNU	A type of bitter stout
RSHII	From Ireland
TAPE	Fuel from boggy land
BAWINOR	Colourful arc in the sky

Round the Traps

Student visits with Xavier College



Local Contacts

Crowley Administration
1300 139 099

Crowley Business Fax
6686 6082

Crowley Website
www.crowley.org.au

Crowley Facebook
www.facebook.com/CrowleyCare

Emergency
(Fire, police, ambulance)
000

Ballina District Hospital
6620 6400

St Francis Xavier Parish
6681 1048

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

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

Enquiries should be directed to the Crowley Care Administration.