

the chatterbox

NEWS FROM CROWLEY CARE

MARCH 2024



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Cover photo

Dympna celebrating her 100th birthday



A Moment with our CEO

Hello everyone,

Our trainee program

In this edition of the Chatterbox is a wonderful article about our traineeship program featuring comments from our trainees, about their affinity with older people and the reasons that attracted them to aged care, and Crowley in particular.

It's no secret the Australian aged care industry has had difficulty attracting people to consider a career in aged care.

Yet through our traineeship program we've found that when we expose the benefits of working at Crowley, where our trainees learn on-the-job and feel supported and mentored every step of the way, we get great outcomes.

Already our traineeship program has been hugely successful. Yet what's important, is not the number of trainees moving into permanent employment with us, but the reasons they choose to work at Crowley. And it's beautiful to read those reasons and their motivations in the article.

Our traineeship program is also about growing our own staff in the Crowley Way. And we are lucky to have lots of us here at Team Crowley who willingly support our trainees along their journey.

Florence Price Place development

Our Florence Price Place development or "Flo" as it is affectionately known, has begun with its Site Establishment Phase. It's great to be underway. You may have seen some fences erected around the site which precedes the demolition phase soon to begin.

When complete, Flo will provide 26 purpose designed and built, independent living apartments.

Their design has been carefully crafted to meet the needs of our community, incorporating deep experience and

expertise in aged care accommodation and lifestyle living. I promise as we progress with this milestone development, we will keep you informed along the way.

Additional appointment

You'll see in this Chatterbox a copy of a letter to our community announcing my appointment to the role of Ballina Parish Business Manager. As mentioned in the letter, whilst I have this complimentary role, I remain as the CEO of Crowley Care, fully committed to continue serving our residents and clients that we are so privileged to support.



Very best,

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

Michael Penhey

Catch Up with Kelli

Kelli Potts
Executive Manager Operations and Finance

I thought I would take this opportunity to draw your attention to the attached letter.

The Aged Care Quality and Safety Commissioner Janet Anderson PSM, and the Chief Medical Advisor, Dr. Melanie Wroth recently wrote to us on the importance of our vulnerable population staying up to date with COVID-19 vaccine boosters.

Whilst the letter is addressed to people living in residential aged care, this is a timely reminder to all of us that COVID-19 is still present in our community and we should do all we can to protect ourselves against it.

Stay safe

Kelli ☺



12 February 2024

Dear aged care resident,

I am writing to you from the Aged Care Quality and Safety Commission. We are concerned that there is a **big rise in the number of aged care residents who are NOT getting the COVID-19 vaccine booster shot** when it is due.

There is still a lot of COVID-19 in the community. Outbreaks of the virus are currently increasing in aged care homes across Australia.

Old age is the biggest risk to becoming seriously ill with COVID-19. People living in residential aged care are particularly vulnerable to COVID-19 infections. Being up to date with your COVID-19 vaccinations gives you significant protection and reduces the risk of you developing a serious COVID-19 infection. Up-to-date vaccination includes having had a **booster shot in the last 6 months.**

Yours sincerely,

Janet Anderson, PSM
Commissioner

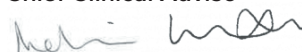


The Australian Technical Advisory Group on Immunisation (ATAGI) are the leading experts on COVID-19 vaccinations in Australia. They advise that the main aim of COVID-19 vaccination is to reduce the risk of serious illness and death.

In February 2023, **ATAGI updated their recommendations. They recommend that all adults 75 years and older should have an extra 2023 COVID-19 vaccine dose if it has been 6 months since their last dose.** This advice is still correct for February 2024. The immunity you get from vaccination reduces over time. Boosters increase and maintain your immunity to COVID-19.

It is your decision to have the COVID-19 vaccinations and keep your boosters up to date. I strongly encourage you to think carefully about this. Getting vaccinated protects your own wellbeing and your fellow residents. Your aged care provider must help you to access vaccinations. Feel free to raise getting vaccinated with them and ask for their help.

Dr Melanie Wroth, MB BS, FRACP
Chief Clinical Adviso





14 February 2024

Dear Residents, Clients, Families and Friends

I'm writing to you today with an update regarding Crowley and the broader Parish.

Our Parish Priest, Father Peter Padsungay recently announced my appointment to the role of Ballina Parish Business Manager, whilst continuing in my current role as CEO of Crowley Care.

I see these roles as Crowley CEO and Ballina Parish Business Manager as highly complementary. Crowley has always been a valued ministry of the Ballina Parish and whilst being the CEO of Crowley Care these past 23 years, I've also served in various capacities for our Parish, including as Deputy Parish Business Manager.

The catalyst for my appointment to the role was that Paul Lloyd, the previous incumbent, has made the decision to reduce his working week. Paul continues with the new title of Parish Finance Manager.

I want to assure you in taking on this role for the Parish, of my continuing commitment to all residents and clients in our care. Crowley is a special community with a unique spirit. The Crowley Team will continue to create the family atmosphere that makes Crowley feel like home.

I look forward to continuing my role leading this wonderful team.

Warm regards

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

Michael Penhey
CHIEF EXECUTIVE OFFICER

Pastoral Care from our Parish

Easter message

Fr Peter and Fr Anselm

Have you heard the story of the man whose hobby was growing roses? When he worked in his rose garden, he always whistled. It seemed to everyone that he was whistling much louder than was needed for his own enjoyment.

One day a neighbour asked him why it was that he always whistled so loudly. The man then took the neighbour into his home to meet his wife. The woman was not only an invalid but was completely blind as well. The man, you see, was whistling, not for his benefit, but rather for the benefit of his wife.

He wanted his blind wife to know that he was nearby, and that she was not alone.

That story is a wonderful illustration of the significance of Easter Day. The affirmation, "Christ is risen!" reminds us that God is near, and the experiencing of His presence strengthens us in our weakness.

Easter, the feast of the Resurrection, gives us the joyful message that we are a "Resurrection people." This means that we are not supposed to lie buried in the tomb of our sins, negativity, hopelessness, and indifference.

It gives us the Good News that no tombs can hold us down any longer – not the tombs of despair, discouragement, fear, doubt, or death itself. Instead, we are expected to live a peaceful life, constantly experiencing the real Presence of the Risen Lord in all the events of our lives.

Happy Easter! May you celebrate life and the true meaning of this holiday with your loved ones.

Fr Peter Padsungay and Fr Anselm Okeke



Hop together for our...

EASTER

dress up

**ALL RESIDENTS AND STAFF ARE INVITED TO DRESS
IN EASTER SHIRTS AND HEADWEAR**

THURSDAY 28 MARCH - MONDAY 1 APRIL



Please note appropriate clothing, name tags and regulation shoes must be worn by ALL staff



Join us in celebrating...

HARMONY WEEK

DRESS UP DAY

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

*Thursday
21 March*



Please note: appropriate clothing, name tags and regulation shoes must be worn by ALL staff

Australia Day

“Aussie Aussie Aussie, Oi Oi Oi”





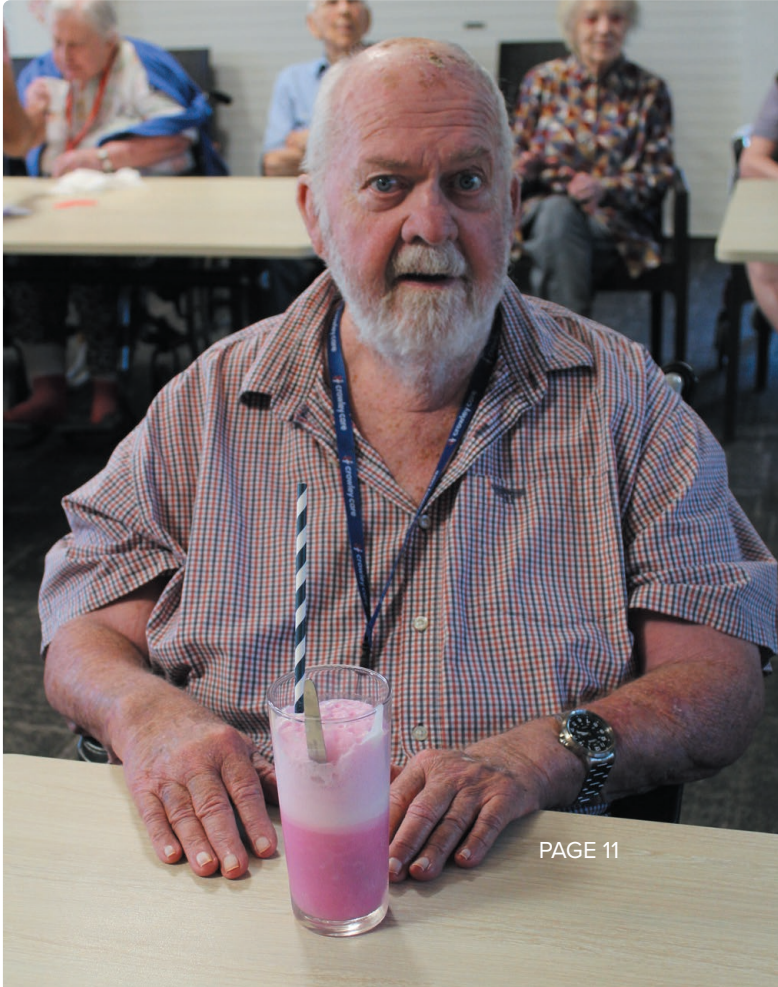
Bub's Group

Intergenerational program enjoyed by residents, Mums and bubs



Valentine's Day

We celebrated the day of love with delicious pink drinks



From the Clinical Corner

Individual rights and choices

Kelly Roberts
Clinical Manager (Nurse Practitioner)

Sunday 19 May to Saturday 25 May 2024 is National Palliative Care week across Australia where the aim is to increase awareness of the many benefits palliative care can bring.

This year, the theme is “Matters of Life and Death”. Australians have a great attitude to life and National Palliative Care Week brings openness and curiosity to how we approach end of life, to explore the thinking and conversations that go with it.

Many assume palliative care equals end of life care and it is much more than that for many Australians. Anyone with a life limiting illness has the right to live as well as possible for as long as possible.

At Crowley, we acknowledge the privileged position of being able to provide high quality Palliative Care to our Crowley community and our roles are made a little easier by having Advanced Care Planning in place for as many of our community as possible.

In addition to our long relationships with our residents and clients, Advanced Care Plans or Health Directives allow us to provide end of life care to the individual and their family according to the wishes of the person at the centre of that care.

Advanced Care Planning helps us get it right so residents and families are not struggling with identifying choices for care during what is already a stressful period of life.

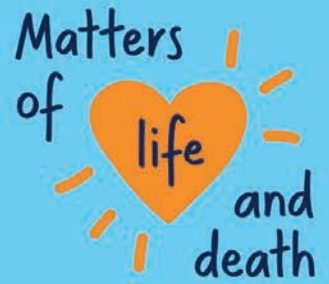
Advanced Care Planning lets others know what is important for you in regards to your health. It allows for individualised goals for care and reduces unnecessary medical and surgical interventions later in life.

Everyone has different goals, however there are some common themes we hear from our residents, clients, and families:

- The wish to be pain free
- The desire to have family around them
- Wishing to remain in their home or in a place that is familiar to them
- Avoiding hospital
- Minimising medical intervention where possible
- Having a “natural death” where possible



Save the date



National Palliative Care

Week 19–25 May 2024

palliativecare.org.au

If someone no longer has the capacity to complete an Advanced Care Directive for themselves, a Palliative Care Directive can be completed by the person with the authority to complete health documents i.e. Enduring Guardian.

You can write a letter outlining your wishes, and it doesn't have to be a formal document, just one that is clear and can be understood by Health Professionals and your loved ones.

Advanced Care Directives go with you to any hospital visit or admission to ensure continuity of care once you leave your home.

Often having conversations around “palliative” and “end of life” care can provide some relief to people who would prefer to have most of the circumstances arranged in advance.

Many residents have reported a sense of relief once they have their final stage planned and put to paper, ensuring their wishes are acknowledged.

Your GP can also complete these documents with you, although they cannot influence any decisions you make. Your doctor can certainly help guide your decision making, particularly as they have a record of your health history and are likely familiar with your health care goals.

Speak to your health team or your GP if you want to know more about Advanced Care Planning or palliative care. You can contact the Crowley Clinical Team for guidance and support on 1300 139 009.

Alternatively, for more information on palliative care and the resources available to support your loved one and family, visit the Palliative Care NSW website at www.palliativecarensw.org.au

Resident Focus

Residential Care - Barbara Beck

I was born on Guy Fawkes Day the 5 November 1934 in Wellington NSW. Up until I was eight I thought bonfires were a celebration for me. Wellington was considered the best place to live for a woman with tuberculosis which my mother had.

She sadly died at just 25 years old.

Mum and Dad married in Sydney and I have a sister Marie who is five years older than me.

I was very fortunate with my Dad. He was struggling to make his way as an artist and would take work to support his family, in newspapers and advertising.

Dad remarried and I had a lovely step mum.

My sister Marie lived with Nana, a wonderful woman. I love that idea it takes a village to raise a child.

We lived in Woolloomooloo, Victoria Street Kings Cross with a terrific view of the Harbour Bridge all lit up.

In War time I remember living in a little flat next to a cinema in Bondi at Five Ways. I loved that cinema, I was about seven by that time.

I'd get a shilling pocket money a week and I was allowed to go to the cinema on Saturday's and buy 2 ice-creams through the week but no lollies. I felt very lucky.

The cinema played B grade movies and the manager would come out onto the stage at interval with a canary in a cage and say if someone can answer this question they can take the canary home. I thought it was tremendous.

It was also the era when somebody inevitably would have a packet of Jaffa's and if any kissing would come on everybody would start rolling the Jaffa's and you'd hear bop bop bop as the Jaffa's went down the isles. It was so funny.

I remember one-night people were coming out into the streets in their pajamas, dressing gowns and slippers. I woke up wondering what was going on. There was a radio on with the news Darwin was being bombed.

When Nana died Marie moved in with us for a while, before going to a boarding house, and when I was 14 and a half ,I moved in with her. Because if anyone did something I wanted to do it too.

We lived in Arncliffe next to a big brick Catholic Church.

At 15 I went to work with Marie in a factory at Redfern making radios, soldering little squiggly bits. I didn't care what I did, it felt wonderful to be out in the big wide world, making a pound a week. I met so many interesting people, a lot of them new Australians.

After six months of that a ticket came for me to go to London with my two young brothers on a P&O ship, where my father and stepmother had gone.





So off we went and it was a fabulous trip. Ships were a lot smaller in those days and it took six weeks to get there.

I often think of the trip because it was so extraordinary for a kid like me.

We sailed the southern route first to Adelaide, then Freemantle and then two weeks across the Indian ocean to Colombo, then up the Red Sea (I didn't see anything red about it), then up the Suez Canal.

Once in the Mediterranean we had a fresh new port every day practically. The one I remember was coming into Algiers. It was lovely.

I told my brothers to stay on the ship and I got off and ran up a huge hill. It didn't have a road. There were people everywhere, sort of like a market place and there were whitewash walls with oranges growing on them. It was so beautiful.

Sailing through the Strait of Messina which almost joins Sicily to Italy, it was dark and a lot of people were on deck, as we passed by a volcano. You could see on one side some little white houses and a big red gash of lava down the mountain to the sea. There was lots of steam when the lava hit the cold water. It was so dramatic.

The next day was little Johnny's birthday and we needed a birthday cake so we walked all over Marseille.

We found a little bakery and bought a cake for Johnny. When we got back to the ship we cut the cake and found it was drenched in sherry. It was heavenly. That was a birthday to remember.

The whole trip made such an impression on me.

When we arrived in England I thought it looked so bleak and cold. It was the first time I'd seen snow and I wondered how long it would take me to swim back, but then we spotted Dad and Mum and baby Penny down on the wharf so that made things better. They took us to a tea house.

We lived in Sussex for a while sharing a lovely old house with a couple of young writers. I was given the attic. I have so many pictures in my head of that time looking out over icy fields covered in frost to a line of bare trees. It was so poetic, so beautiful in its way.

We moved to Notting Hill which looked over Hyde Park. We rented a couple of rooms with enormous windows.

I worked as a cleaner in a hospital across the road. I managed to save three or four pounds. So I thought I should put it in the Bank of England but when I got there with my money I was directed to the Post Office. Apparently that wasn't enough money for the Bank of England.

We left England after about 18 months and returned to Australia.

I had a cadetship with the Sun Herald. It was fabulous and perfect for me. The people were so glamorous. They had a huge room full of artists and journalists working away at their specialties. People designing centre spreads for Woman's Day, sometimes my Dad did that too.

I stayed there for about four or five years and met Kevin and married him when I was 20 and three weeks.

Kevin seemed ready for adventure and wanted to go to London. Everybody seemed to think London was the centre of the universe. I knew from my time there with Dad that it wasn't. Kevin started as a street photographer, then got a good job in a studio doing portraits. He learnt a lot about good lighting. It was terribly glamorous and fun.

When I was 23 we left for London. By this time my sister Marie was a travel agent and she organised our trip. The ship was Italian and stopped in Naples, we had a lovely time exploring Italy.

Resident Focus

Residential Care - Barbara Beck

We found two rooms in a family home that had a tiny balcony big enough for one person to stand on and look at the view. I found a lovely job in an advertising art studio, I had all kinds of jobs to do and I thought it was wonderful.

I remember one job I did was of Victorian dressed children playing with their hoops in the street. It was a time in commercial art, before the digital age where a lot of it was done on a scraper board which was a black layer of ink over white and you scraped your drawing into the white. It was a very stiff kind of way to draw something.

I did drawings for Woolies for their ads - maybe little baby jackets and booties and things like that. Kevin had a job he loved filming for a doctor and his wife. He was filming delicate brain operations.

After about five years my Dad wrote and wanted us to visit. It turned out they were in Lebanon. We got on a train and trundled through Europe, down to Istanbul, to Lebanon.

On the train the driver would have his hand on the horn as the track was like a highway, people walking with their sheep and goats and the occasional camel.

They would walk to wherever there was food for the animals and set up camp until the food ran out, then they moved on. It was fascinating.

One day there was a small girl who built a little castle on the track. She looked up to see the train slowly approaching and looked as if to say "no I'm not moving". The driver stopped the train as if he did this everyday got down kicked the little castle to pieces and took the child by the hand and took her to the nearest house.

We continued on. There were oranges and bananas growing. Things you only dream about in London. It was the trip of a lifetime.

Dad had done a couple of large murals and drawings for governments in Lebanon and was ready to go back to London, so they went.

I found a job there drawing children and making posters showing the tent cities where a lot of people lived. We stayed there for about six years before going back to London. It was fabulous.

They made me an art department and gave me three or four Palestinian men who could copy any drawing I did onto a large silk screen.

We made posters showing people featuring things like hand hygiene. Back then a traditional toilet was a hole in the ground and if you were lucky you got a jug of water beside it.

Kevin's parents wanted to see us so it was time to head back to Australia.

On the way back to Australia we spent a year in Rome. I had a fine old time drawing around the place and meeting some of the lovely people. On the way back, we had a couple of days in Afghanistan which was like the Wild West in those days.

We got back to Little Bay, next to La Perouse Botany Bay, to Kevin's parents and it was lovely to reconnect with friends I had before.

I found a lot of freelance work in Sydney until the digital age hit and all those old techniques went out the window. Then I couldn't get any work so I took some lessons with a painter I admired very much, Paul Warner, in the Narrabeen tram shed which was an art centre by that time. Kevin was working for the ABC making documentaries. Our marriage ended and I enjoyed living alone and being able to paint.

I've always been a night owl and I came to a time where I had a couple of falls some serious in the middle of the night so it was decided I would be better to move up here closer to my sister Marie and her family.

I moved into Crowley about 15 months ago and I find it good. Marie moved into Crowley a couple of months ago and its lovely to have her here.

I always think if there are seven billion people in the world. That means there are seven billion different ways of doing things.

Craft Corner

How to make paper mache maracas

What you need

- Balloons
- Shredded newspaper
- Wallpaper glue and a small piece of cloth
- Poster paint and brushes
- PVC glue
- Broom stick cut in four parts



Instructions

1. Blow four balloons to the size you want the maracas to be and tie with a string (to be hung to dry).
2. Wet balloons with glue and start placing shredded newspaper in one layer a time. Use your brush to add glue so the newspaper sticks to the balloon. When balloon is covered with first layer start the next.
3. After the third layer take a piece of cloth and dab balloon gently to take off excess glue and hang it to dry. It needs at least two days to dry.
4. In the second session do three layers again and leave it to dry. Repeat it again in the third session (you need nine layers of newspapers altogether).
5. With the paper mache completely dried you may discard the balloons by making a small cut and pulling the string with the balloon out.
6. To do the handles: Make a small opening where you pulled balloon out; the opening should be slightly bigger than circumference of the broom stick. (You need some space to insert rice / dried peas / cuscus.)
7. Take one stick of wood and dab one end of it in PVC glue. Make sure there is lots of glue. Insert glue coated stick side into opening until you can go no further. Hold in place for 30 seconds and place in a shelf to dry (PVC takes at least one hour to dry when it is used in thick layers).
8. When paper mache is dried, insert a tablespoon of dried beans, rice or seeds and close opening with more shredded newspaper and glue and let dry.
9. Paint as you like with poster paints.

Happy Birthday

Hip hip hooray! We shared in celebrating many birthdays last month



Dympna Celebrates Her 100th Birthday



From the IL Desk

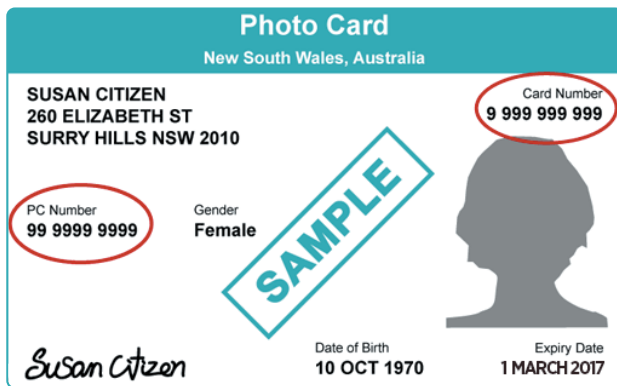
Jenny Kliese
Independent Living (IL) Coordinator

I want to give up driving

We regularly come across the phrase or question “I’m thinking about or I’m handing in my driver’s licence.”

Did you know? If you make the decision to stop driving you can hand your licence into the local Service NSW service centre (the Ballina Office is located at Ballina Homemaker Centre, 26 Boeing Avenue, Ballina).

If you need photo identification you can apply for an NSW photo card for free at the same time you hand in your driver licence.



NRL Footy Tipping for 2024

It's not too late to join your fellow residents in the 2024 Footy Tipping competition. Remember you don't have to be an expert to join, it's about the conversations and fun we have comparing our ups and downs. And we have weekly winners!

IL Brainstorming Meeting

Kelli and I had the pleasure of catching many of you at the Independent Living Social Brainstorming Meeting last week.

The meeting was really well attended and the spirit in which the conversation was conducted was wonderful, respectful and inclusive.

We covered a review of last year's program and discussed possible improvements as well as some new ideas. Hearing directly from the residents and enlisting their support is the best way to ensure the IL activities program is meeting their broad range of interests.



March Wellbeing Tip

Try these suggestions for a good night's sleep

- Avoid electronic devices, such as TVs, computers, and smart phones an hour before you go to sleep
- Be consistent and go to bed at a similar time every night so that you regulate your body clock
- Make sure your bedroom is quiet, dark, relaxing, and at a comfortable temperature
- Avoid large meals, caffeine, and alcohol before bedtime
- Regular exercise

Crowley Auxiliary

Helen Cooney
Crowley Auxiliary President

Our February Auxiliary meeting was a great success with our members happy to chat and catch up on the friendships they made in 2023.

The ladies are enthusiastic to start this year continuing to raise money for Crowley. We all look forward to working with the Crowley staff to continue to provide entertainment and functions similar to last year. We are also planning raffles to support our fundraising activities.

Our second meeting for 2024 will be held on Monday 25 March and this will be the Annual General Meeting. We would be very happy to see all our ladies again joining us to discuss ideas and to chat about the year ahead.

As members of the Auxiliary, we offer our sympathy to Marie Ronan on the sad passing of her husband over the holiday period. Our thoughts and prayers are with Marie and her family.

Please consider joining the Crowley Auxiliary and joining our meetings where you can make new friends and enjoy a social afternoon each month. We meet on the fourth Monday of each month at 3.00pm in the Education Centre at Crowley Care Facility.

Best wishes,
Helen Cooney



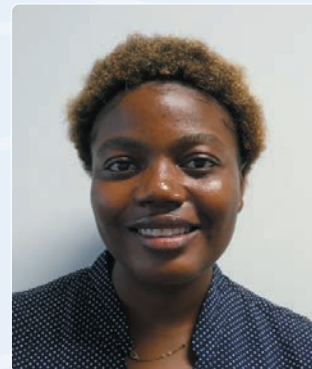
Welcome to Team Crowley



Gemma
Residential Care



Rumeet
Residential Care



Lydia
Residential Care

Book Club

Good books and what we are reading

For our first meeting of the year, we discussed books we “enjoyed” over the break. It’s always interesting to see the wide variety of genres and titles and appreciate that sometimes a good read is not one that we would call enjoyable.

What we read

“Lola in the Mirror” by Trent Dalton. An unnamed girl’s only escape from a drug filled underworld is to look in the mirror for answers. This is cleverly written. Dalton also wrote “Boy Swallows Universe” that is very popular on Netflix.

The books we read included mystery, suspense, true life stories, historical facts, everyday life and relationships and violence.

The following were recommended as worth a read:

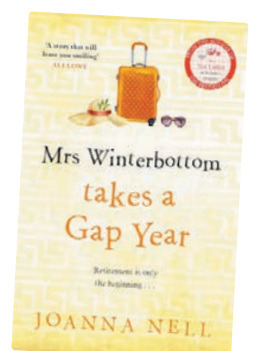
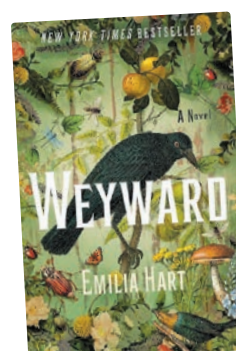
- “Mr Einstein’s Secretary” by Matthew Reilly
- “The Confession” by Jo Spain
- “At Home” by Bill Bryson
- “Mrs Winterbottom Takes a Gap Year” by Joanna Nell
- “Weyward” by Emilia Hart
- “The Seven” by Chris Hammer
- “Rescue Pilot” by Jerry Grayson
- “Lola in the Mirror” by Trent Dalton
- Lee Child’s “Jack Reacher” novels
- “The Woman in the Window” by A. J. Finn

Surprisingly, or not, many of the titles had been read by several members.

Our next meeting is on Thursday 21 March.

Until then, happy reading!

Marion





Mobility Scooters

René Lange
Risk Manager

Mobility scooters are a common sight in and around Crowley as they are in retirement villages all over the country. Scooters offer freedom and convenience to many people who would otherwise find it difficult to get around.

If you were to ask someone today what they thought the risks of mobility scooters were they'd probably mention those associated with driving on busy footpaths and roads. And certainly, that is true.

But have you ever thought about the danger they present when they're simply sitting in a garage? Many of them are plugged in right now, charging. And there-in lies the risk.

A common feature of mobility scooters these days is their power source – a lithium-ion battery. Rechargeable lithium-ion batteries are found in many common household items, including mobile phones, laptops, tablets, power tools, and mobility scooters.

As an increasingly common cause of household fires, lithium-ion batteries can overheat or explode if not used in the correct way. The fires that result are extremely dangerous and difficult to extinguish.

In January this year, an 83-year-old resident of an Adelaide retirement village tragically died in a fire that resulted from a mobility scooter left charging overnight.

This tragic incident highlights the importance of knowing how to correctly use, store, and charge lithium-ion batteries. There are many situations that can lead to lithium-ion batteries catching fire.

Some of the more common are:

- Overcharging - when a fully charged device is left "on-charge" overnight
- Non-compliant equipment - mixing and matching batteries and chargers
- Heat - overheating or exposure to heat or extreme temperatures

To reduce the risk of a fire:

- Choose good quality chargers that are designed specifically for the battery you are using
- Avoid using damaged batteries
- Charge batteries in a well-ventilated space free from combustible materials
- Avoid leaving batteries or devices on charge for longer than necessary and in particular overnight



Why Do We Ask?

René Lange
Risk Manager

When someone moves into aged care it can be an adjustment for them and their family.

When we live independently, we can come and go whenever we please, we can have visitors whenever we like, and we need only consider our needs and wants in making decisions.

However, an aged care environment is a shared one and providers have obligations to protect the privacy, safety, and health of all residents in their care.

As a resident or visitor to Crowley there are some questions we will ask that may feel a bit intrusive at first. They are certainly not intended to be and we ask them for some very good reasons.

Why do we ask visitors to check-in?

Work Health and Safety

Under Work Health and Safety regulations Crowley is obligated to ensure everyone who enters our facility is safe. One of the ways we do this is by keeping a register of every person in the building so in the event of an emergency we know to look for you and make sure you are okay.

Resident privacy and safety

Would you let strangers wander through your home whenever they please? Would you feel safe if they did?

Residents of aged care have the right to feel safe and comfortable in their home too. This means knowing that the people they see walking the halls of their home are there for legitimate reasons.

Why do we ask residents where they are going?

Our duty of care

Under the Aged Care Act 1997 Crowley has a duty of care to all residents. This duty of care continues even when a resident leaves the facility and includes an obligation to report to Police and the Aged Care Quality and Safety Commission (the Commission) if a resident is absent without our knowledge.

We need to know where you are going and when to expect you back so that if something were to go wrong we know when, and where, to start looking for you.

Meals

One of the other reasons we ask when you are expected back is for catering purposes. If we know you are planning to be back around dinner time, we'll make sure we have a meal prepared and ready for you on your return. Likewise, if you plan to eat out we avoid waste by not preparing your lunch or dinner.



Age-Related Memory Loss

Sherrie Viney
Home Care Manager

From clinicians to carers it's imperative to monitor and observe changes in memory in our residents and clients, anticipating and forecasting their needs.

It includes observing and assessing the differences between what is age-related memory loss and what may be signs and symptoms of dementia.

How often do you catch yourself saying "Oh I think I'm losing my mind", or "I think I've got dementia" just because you have forgotten something or can't remember where you left your glasses or house keys?

Age-related memory loss and dementia can share similarities, but there are also distinct differences between the two.

Age-related memory loss

- Occurs as a normal part of ageing
- Usually involves minor forgetfulness, such as occasionally forgetting names or where you put things
- Tends to be occasional and not significantly impacting daily function
- Is typically more related to recent events rather than significant gaps in long-term memory
- Can be improved with strategies and memory exercises
- Generally does not progress into more severe cognitive decline

Dementia

- Is not a normal part of ageing; it is a syndrome caused by various diseases that affect the brain
- Involves significant and progressive decline in cognition function, involving memory, thinking and reasoning
- Is more severe and noticeable, often impacting daily life and functioning
- Difficulty with language, communication, problem solving and performing familiar tasks are common
- Personality and mood changes may occur
- Tends to worsen over time and significantly impairs the person's ability to function independently
- Is caused by underlying neurological conditions such as Alzheimer's disease, vascular dementia, Lewy body dementia or frontotemporal dementia



While both age-related memory loss and dementia involve some degree of forgetfulness, the key differences lie in the severity, progression, and impact on daily functioning.

Age-related memory loss is considered a normal part of ageing and tends to be milder and more manageable, whereas dementia represents a more serious decline in cognition function due to underlying neurological conditions. If you are experiencing memory problems it's important to discuss this with your doctor for proper evaluation and diagnosis.

Age-Related Forgetfulness or Signs of Dementia?

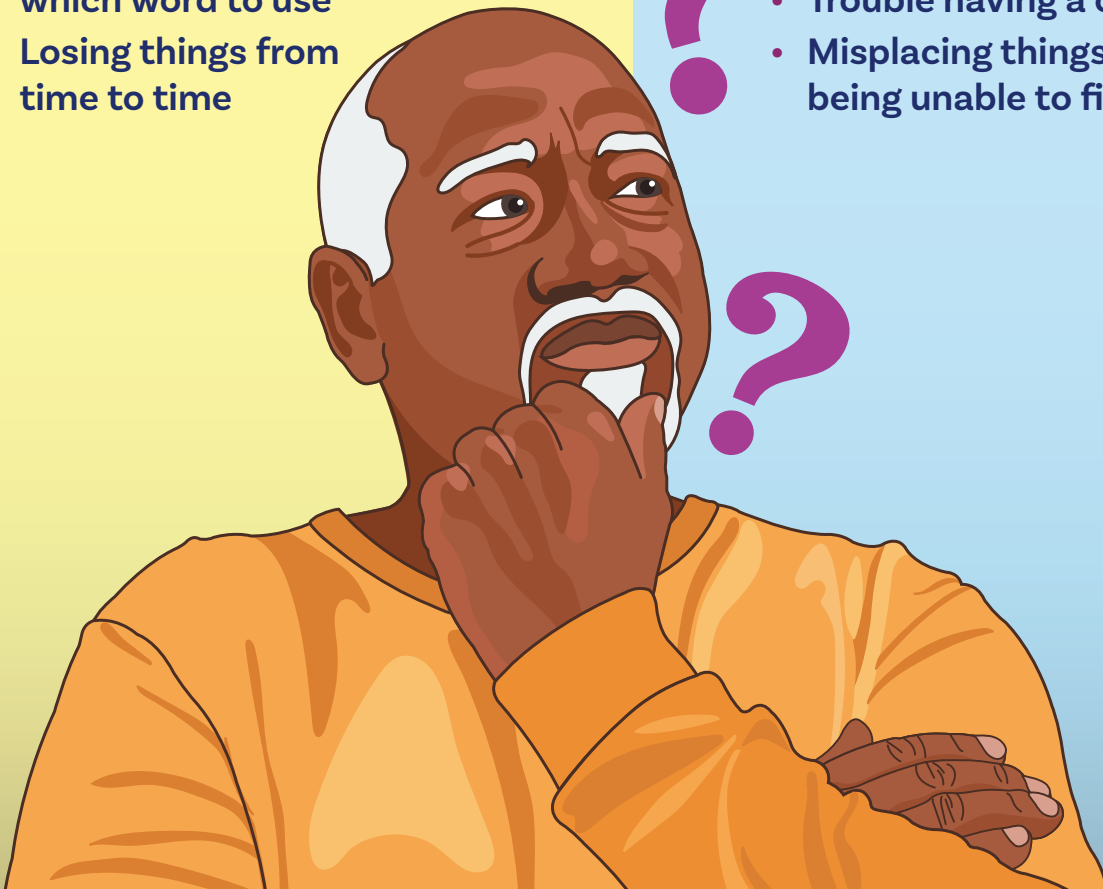
Many people can become more forgetful as they age. Learn the differences between age-related forgetfulness and signs of dementia.

Age-related forgetfulness

- Making a bad decision once in a while
- Missing a monthly payment
- Forgetting which day it is and remembering later
- Sometimes forgetting which word to use
- Losing things from time to time

Signs of dementia

- Making poor judgments and decisions a lot of the time
- Problems taking care of monthly bills
- Losing track of the date or time of year
- Trouble having a conversation
- Misplacing things often and being unable to find them



Talk with a doctor if you notice any changes in memory or thinking that concern you. Learn more at www.nia.nih.gov/memory-and-aging.

Update from Maintenance

Breakdowns

Albie Viel
Maintenance Manager

Even though we maintain equipment, breakdowns still occur.

Air conditioning breakdowns are a great example. Breakdowns occur from power surges from lighting, thunderstorm activity, and geckos can cause circuit boards to fail. The urgency for repair is obvious, but the availability of spare parts has changed over recent years.

Once organisations carried stock but this has changed due to numerous reasons. With COVID came supply chain issues and accessing parts became difficult. As existing stocks dwindled in Australia and overseas, workers became affected and movement restrictions were placed on them by governments.

With air conditioning the industry has many variable any and many different models. Older models are seeing less parts manufactured and there is often a waiting game to get them.

Unfortunately, patience can be short in hot and humid conditions. Please be patient as we are doing our best to secure parts as quickly as we are able.



Flower of the Month

The feature flower of March is the daffodil.

Daffodils signify rebirth and new beginnings, making them the perfect flower for the change of seasons as we move from summer to autumn.

March and April provide the perfect time to plant a bulb as flowers tend to bloom in late winter and spring in Australia.



News from the Men’s Shed

Thanks to the management, Albie, and his team’s help, we can now get a good selection of herbs underway at our new green house at the back of the Men’s Shed.

The donation of the extra green house will enable us to sell our herbs during Shed open days, Tuesdays and Thursdays 9am – 12pm, as well as our supply out the front of the Shed.

We apologise for the lack of good herbs for sale lately as I think you will agree the weather hasn’t been in our favour. However, we hope to have a good selection for sale early March.

We are now starting to get into the swing of things after the Christmas break and look forward to a good year ahead.



Hello Everyone

Shannon Allen Finance Manager

With this my first foray into the Chatterbox, I'd like to take this opportunity to introduce myself.

My name is Shannon Allen and I have recently joined Team Crowley as the Finance Manager.

My previous experience included industries such as Business Services and Auditing, Thoroughbred Racing and Breeding, Construction, TCM & Herbal Supplements, and most recently with CareFlight, a Sydney based not-for-profit organisation.

My journey from completing university studies to becoming a Certified Practising Accountant (CPA) has been anything but a straight line, and at times extremely challenging. Looking back and reflecting on this journey has given me some insight into the contributors to developing a meaningful career, as well as striving to live my best life.

Firstly, developing resilience assisted me in bouncing back after experiencing challenging times and allowed me to keep moving forward. Life can be full of hard knocks and roadblocks, and it's how we navigate these times that leads to personal and professional growth.

Secondly, being mindful of the importance of family and friends and ensuring we put time aside to develop these relationships. This includes being patient and forgiving with our loved ones, as they often challenge us and have differing opinions.

And thirdly, the value of practicing kindness with ourselves and others, and the benefits of striving for mutually beneficial outcomes when conflict arises. I wish I knew this years ago – better late than never.



Since starting in January, I have felt completely supported and accepted, and am extremely blessed to be part of the Crowley Care team. Being a Ballina local for the last 10 years and growing up in the Mid North Coast, it's important to me to have this connection, and be able to contribute to the local community.

Hotel Services News

Laundry Procedures

Tony Baldwin
Hotel Services Manager

Lost property and unlabelled clothes

The first Friday of each month we will be displaying lost property and unlabelled clothing that have accumulated during the month in the laundry.

This occurs as labels fall off from time to time.

Clothes will be displayed and held in the Entertainment Room from 9.30am until 10.30am on the first Friday of each month.

Laundry update

Our regular laundry service is conducted daily in each area. Clean and marked laundry is returned to the resident's area on trolleys with a hanging space and laundry basket for each individual resident for staff to then put the clothing away directly into residents' rooms.

If any items of clothing for residents are not labelled, these are returned to the laundry and remain recorded in the Unmarked Clothing Book. We then wait for them to be claimed by the owner.

As we think about the cooler months approaching and our summer clothes being packed away, can we please ensure the procedure for the marking of clothes is followed. This helps all staff return the correct items to their rightful owner.

We greatly appreciate your assistance in maintaining this system so we can provide an efficient service for you.



Marmalade Tea Loaf

Ingredients

- 375g packet mixed dried fruit
- 1 cup strong black tea, cooled
- 1/2 cup firmly-packed brown sugar
- 1 egg, lightly beaten
- 1 3/4 cups self-raising flour, sifted
- 1/2 cup walnuts, finely chopped
- 2 tbsp orange marmalade

Instructions

Combine dried fruit, tea and sugar in a large bowl. Stir to combine. Cover and leave to soak overnight at room temperature.

Preheat oven to 180C. Line base and sides of a 7cm-deep, 10.5cm x 20.5cm (base) loaf pan with baking paper, allowing a 2cm overhang at both long ends.

Add egg, flour, walnuts and marmalade to fruit mixture. Stir with a metal spoon until just combined. Spoon into prepared pan. Bake for 55 to 60 minutes or until a skewer inserted into the centre comes out clean. Cool loaf in pan for 10 minutes. Lift onto a wire rack to cool completely. Slice. Serve.

Serves 8





Recipe from taste.com.au

Serves 2

Chamomile, Carrot and Orange Drink with Hummus Crispbread

Ingredients

- 2 chamomile teabags
 - 250ml (1 cup) boiling water
 - 3 (about 380g) carrots, chilled, cut lengthways into quarters
 - 2 oranges, chilled, peeled, halved, cut into wedges, seeds removed
 - Ice cubes (optional), to serve
- Hummus crispbread*
- 4 multi-grain crispbread
 - 70g (1/4 cup) bought reduced-fat hummus

Instructions

Place the teabags in a heatproof jug and add the boiling water. Set aside for 15 minutes to infuse and cool slightly.

Meanwhile, to make the snack, spread the crispbread with the hummus.

Process the carrots and the oranges in a juice extractor and pour the juice into a medium jug. Add the chamomile tea and mix well. Add the ice cubes, if using.

Pour into serving glasses and serve the drink immediately with the hummus crispbread.

Staff Recognition 2023

Our 2023 Staff Recognition Presentation was held in December recognising those who went above and beyond to serve our Crowley community, or extend themselves through professional development or further education. It was a great event where wonderful food and entertainment were enjoyed. The theme was 'Jungle'. Adding to the celebration and fun atmosphere for staff who always enjoy catching up as a group and having some fun.

The award categories and winners were:

Years of Service

- 25 years Denise
- 20 years Sherrie
- 15 years Michelle
- 10 years Vanessa, Vidya, John, Kath and Melba
- 5 years Greg, Lauren, Terry, Sharyon, Sharon, Fanny, Tracey, Maree, Ivy and Kristie

Employee's Choice Award

Kelli, Tracey, Jess, Tasha, Hollie, April, Helda, Hannelle, Kathryn, Essie, Cherie, Meryl, Sue and Tania.

Special Recognition Award

Jenny, Jayanti and Michelle.

Special Recognition and Employee Choice Combined Award

Brenda, Chelice, Roxanne, Kate, Carole, Ash, Leanne, Laura and Albie.

Educational Achievement Award

Laura, Abbey, May, Hannelle, Yath, Ian, Sneha, Josh, Sanita and Namrata.

Team Award

CSE Care Worker Team

Quiet Achievers Award

Meal Van Team

We appreciate and thank our event sponsors:

Elders Lennox Head, Ramada, Hartley's Fresh Market, Shelley Beach Café, LJ Hooker Ballina, Ballina Waterslides, North Coast Medispa, Bunnings, Zarraffa's Coffee, Shirley's Flowers, PFD and The Cellar.





Trainee Spotlight

Shannon Wilson
Human Resource Manager

Care Workers provide for the physical care of our residents and they are instrumental in the intangible benefits too – building caring, trusting, and kind relationships.

They contribute significantly to the inspirational living experiences that Crowley aims to provide to all our residents.

We are proud to support the upcoming generation of Care Workers as they embark on a rewarding career with Crowley through our Trainee Program.

This program supports new Care Workers as they journey through their Certificate III in Individual Support (Ageing), supplemented by a comprehensive in-house training program.

Launched in 2022, the program has brought three trainees through to the completion of their studies, leading to secure permanent Care Worker roles at Crowley. With a fourth, Hollie, having just completed her studies and being nominated for Trainee of the Year at the registered training organisation where she completed her Certificate III. Congratulations Hollie!

Currently the program is supporting six keen and capable trainees and we would love to introduce them to you.

We asked each what motivated them to move into a career in caring, what they love about the role so far, and what some of their hobbies or interests are.

The Trainee Program is a great way to start a new and rewarding career in aged care. Becoming a trainee at Crowley allows them to:

- Earn an income while they study
- Build connections with fellow trainees
- Earn a qualification and the opportunity of secure employment and further study
- Have a strong mix of formal training and practical learning on the job
- Be part of a great team environment

If someone you know might be interested to learn more, enquires can be made at careers@crowley.org.au. Vacancies will become available throughout the year.



Back L to R
Georgia, Drew, Amber.
Front L to R
Janet, Mon, Jordan.

Georgia, Banksia

Caring has always been a part of Georgia's life - she's a 4th generation Crowley staff member (her nan, Judy, currently works in the kitchen) - and she loves it. She also loves working here specifically, "the atmosphere is bright and bubbly", and this aligns with Georgia's personality. She likes to spread happiness everywhere she goes.

"I love how the environment is so happy [at Crowley] – the staff, the residents – there's a good quality of life here."

Always up for a chat, Georgia loves old boxy cars and motorbikes. If there's a car show around, there's a good chance you'll find her there.

Janet, Serpentine

Janet was first introduced to care work in Malaysia when she cared for her boss's mother. After a few months, they ended up developing a trusting relationship and Janet knew this was the role for her. Janet loves connecting with residents and building trusting relationships along the way, which she knows takes time. But getting to know all the different characters she meets is the part she enjoys the most.

"This work is my passion. I enjoy coming to work every day and I've met a lot of friends from the residents."

As a devout Catholic herself, Janet aligns with the Crowley values, and she loves singing in her downtime.

Drew, Riverview

With previous jobs in the health sector, Drew came to Crowley to look for a more rewarding career providing direct care, motivated to work closely with people and in a role where he could form relationships. So far, he's enjoying the trainee program, really liking that he can learn while working, and sharing his appreciation of the residents, stating some have been really accommodating while he's in this stage.

"Crowley is really great at providing opportunities to learn and is really accommodating while you're learning. The residents and staff have been patient, helpful, and welcoming."

Drew naturally has an affinity for caring. A trained wildlife carer, he helps to support native animal rehabilitation. Outside of work he responds to calls for injured animals, mostly swamp wallabies, until WIRES can take over. He also loves to grow pickles, can and ferment his own vegetables, and enjoys a little taxidermy on the side (mainly birds and cane toads).

Jordan, Rosebank

Spurred from an early exposure to hospitals as a child, Jordan gravitated towards working in healthcare as an adult and has since found he's taken a special interest in the dementia sector specifically.

In his time at Crowley so far, he's enjoyed forming some good connections with residents. Outside of work, Jordan enjoys playing rock and roll on the drums and guitar - reckoning he's pretty good on the drums.

"If you see me, come up for a chat."

Mon, Missingham

"I want to look after the residents and make their lives more enjoyable by helping where I can."

Mon's first experience with caring involved looking after her grandparents but she joined the trainee program years later to make caring her career. She finds the work really interesting, as are the many characters she gets to know, and makes it a priority to provide care that's guided by the residents so it's delivered in a way they like – noting everyone has different likes. It makes her day when she sees people smile. In her free time, she loves to cook and rumour has it that she makes a mean curry puff!

Amber, Lillipilli

Amber came to Crowley after pivoting from working as a beautician. There she often worked with elderly clients and found she really connected with them. Amber was introduced to Crowley when she came here to complete a practical assignment for her Certificate III and hasn't left since. She loves the whole environment, the staff and residents. "Everyone's so approachable and accommodating. It's a very good work environment, and I love forming new connections with the residents." She finds she always has the support she needs to learn and there's plenty of opportunities to upskill.

In her free time, Amber's a busy mum, and loves to stay active and outdoors with her two boys, aged 8 and 10, taking advantage of the beautiful Australian beaches whenever she can.

Focus on Quality

Strengthened Aged Care Quality Standards

Michelle Golding
Quality Manager

From 1 July 2024 the new strengthened Aged Care Quality Standards are live. The Aged Care Safety & Quality Commission expects that organisations providing aged care services in Australia will be compliant with the new Aged Care Quality Standards from this date.

In 2021 the Royal Commission into Aged Care Quality and Safety recommended that the Department of Health & Ageing review the Standards.

They recommended that the reviewed Standards include vital areas such as:

- Food and nutrition
- Dementia
- Diversity
- Governance
- Clinical care

The department conducted consultations, reviewed, and revised the strengthened standards. Some of the key changes include:

- Simplified, comprehensive and measurable
- Strengthened focus areas
- Each standard has:
 - Intent and expectation statement
 - Outcomes and actions
- Overall:
 - Currently eight standards to seven standards
 - Currently 42 requirements to 33 outcomes with 146 supporting actions

Crowley is transitioning to the new Aged Care Quality Standards with implementation and compliance from 1 July 2024 across Home Care and Residential Care.

During this transition period we will be:

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



Resources are available online from Aged Care Quality and Safety Commission www.agedcarequality.gov.au



Making Feedback Flow

Home Care Satisfaction Survey

Michelle Golding
Quality Manager

We thank our Home Care clients for participating in our 2023 annual Home Care Satisfaction Survey.

The Consumer Satisfaction Index for 2023 was 91% - an increase from 2022's 89%.

Our clients were asked "What would you say was the best thing about the service(s) you receive?", and this is what they had to say:

- The Crowley staff who take me shopping are friendly, caring, and efficient
- I am satisfied with all the help I need at present
- I wouldn't be here, I would be in the care centre
- Reliable
- Very consistent service and communication
- Completely reliable, great communication and understanding of varied circumstances
- Reliable, pleasant staff. Nothing seems to be complicated
- Very good
- It is done with love and respect and nothing is too much trouble for the cheerful, helpful carers who attend to me. Thank you to all of them
- Peace of mind – it covers what I worried about
- Your staff are so lovely and very helpful
- The Crowley Care staff who attend my home are caring and respectful
- The promptness, respect, and friendliness are top in all aspects
- They fit all my needs and I feel if I did not have these services life at home would not be so good
- There is nothing to say about the service - all are okay
- Regular contact with carers
- The staff are caring and kind
- Being able to stay in my home and be as independent as I can
- Staff are all so caring and are to be congratulated
- Thank you for doing such a great job girls and making my life liveable
- Great service – love the good work you Ballina Angels do
- I find the community transport service unsatisfactory. I would prefer transport to be provided by a carer

Making Feedback Flow

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

Michelle Golding
Quality Manager

Residential Care family

- We would like to thank you for caring for our Mum whilst she was in your care.
- Thank you from the bottom of my heart for your care, concern and love shown to my beautiful Mum. She is at peace now! Always in my heart. Many thanks and God bless!
- To all the nurses and domestic staff. Thank you for your attention.
- Thank you for your always welcoming and friendly faces.
- To all the wonderful staff; your care of our Mum it is very much appreciated.
- Please accept our heartfelt thanks for the care of our mother while she was a resident of Crowley. The staff have been wonderfully supportive of Mum, always caring and understanding and happy to help her in any way. The support shown to us has also been amazing, always friendly and with a smile. We can't thank you all enough and feel we are so fortunate for Mum to have been looked after by such a great team at Crowley. Again, thank you so much.
- Just to thank you for arranging the barbeque area for Mum's birthday gathering last Sunday. Mum enjoyed it and was able to recall past memories associated with the invited relatives. We all had a lovely time. Also, a thank you to chap setting up area.

Independent Living resident family

- Beautiful flowers distributed throughout the facility to share the colour of love courtesy of Jan's family on her passing.

Independent Living resident

- Thank you - especially our Jenny who IL residents couldn't do without. Also, Marcia and Michelle on Reception, Lyn on the end of the phone, and Lyndell with her trusty camera. To the Home Care staff – Esther and Marlene, Mel who have been so helpful to me. And Albie who is always very obliging and Andy who pops up in different places. May each and every one of you have a happy and peaceful Christmas and New Year. A big thank you to everyone.

Home Care family

- Laura is just fantastic. You've got yourself a real good one there, she is so very organised and caring and such a lovely person.

Home Care client

- The staff are all charming, very good actually and I'm very happy with them all.
- Vanessa is worth a million in gold, she is one of the most competent people I have met. She stopped the scooter from falling on me and she called an ambulance quickly and stayed cool, calm, and collected the whole time.



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

Easter Quiz

Can you guess the answers to these Easter riddles?

1 Who is always late in Alice in Wonderland?

.....

2 Judy Garland and Fred Astaire starred in which 1948 Springtime film?

.....

3 What is the Easter Bilby?

.....

4 Who owns the factory in Roald Dahl's "Charlie and the Chocolate Factory"?

.....

5 Famous Andrew Lloyd Webber musical "Jesus Christ"

.....

6 What is the name of the rabbit in Winnie the Pooh?

.....

7 Who do children think delivers their Easter eggs?

.....

8 Name the 1979 satirically biblical film by Monty Python?

.....

9 "He's Alive" was an Easter hit for which country music star?

.....

10 What dried fruit do you find in hot cross buns?

.....

11 Easter Island is part of which country?

.....

12 Finish this famous saying "Don't put all your eggs in one"

.....

13 What is the name of a male rabbit?

.....

14 From which country did the Easter Bunny originate?

.....

15 On what street in New York does the City's traditional Easter Parade take place?

.....

16 Which classical composer wrote St. Matthew's Passion?

.....

17 What is the equivalent of Shrove Tuesday known as in France?

.....

18 What item does the rabbit in Lewis Carol's "Alice in Wonderland" always carry with him?

.....

19 Where is the most popular Easter Parade held each year?

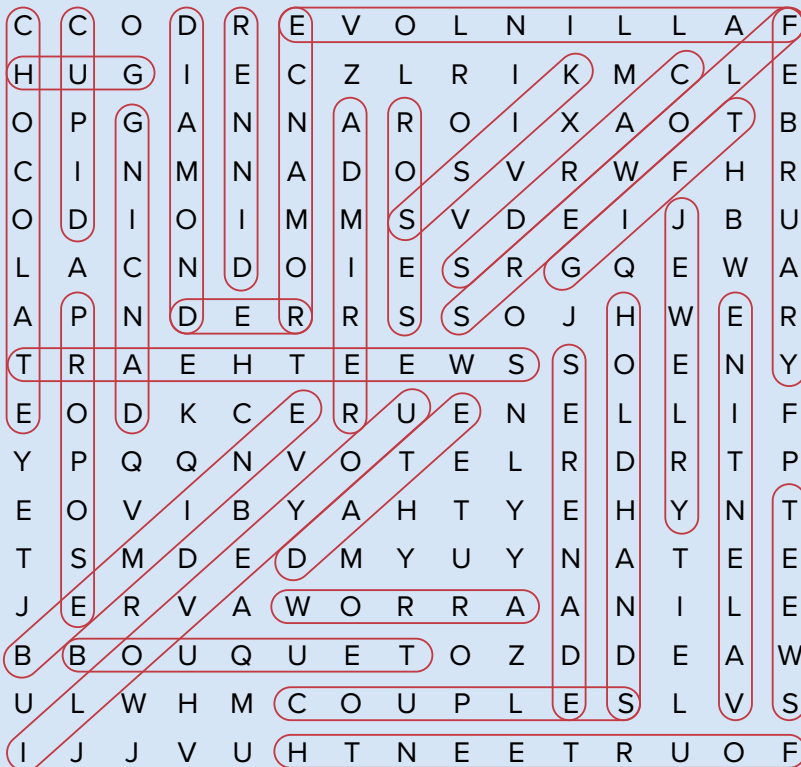
.....

20 Egg rolling, an Easter game of rolling hard-boiled eggs down a hill, is an annual event at which famous house?

.....

Valentine's Unscramble Word Search Answers

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



- LAFL NI ELVO FALL IN LOVE
- LOCAECHTO CHOCOLATE
- TSHTWRAEEE SWEETHEART
- ARBYFUER FEBRUARY
- MANCOER ROMANCE
- UHG HUG
- RLOEWFS FLOWERS
- PUIDC CUPID
- OPOSREP PROPOSE
- VEOL LOVE
- IGTF GIFT
- UQUTEBO BOUQUET
- EVNEANLETI VALENTINE
- RIMEDRA ADMIRER
- RADSC CARDS
- DER RED
- SOSER ROSES
- EWEST SWEET
- EDTA DATE
- NIDREN DINNER
- LOHD ANSDH HOLD HANDS
- ORWRA ARROW
- LP SOECU COUPLES
- NADNICG DANCING
- EB NIEM BE MINE
- AMDDION DIAMOND
- SISK KISS
- I VLEO OUY I LOVE YOU
- EWLEJRY JEWELRY
- SENERA SERENADE
- NETERFHOTU FOURTEENTH

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 50, and be sure to come back for next month's Chatterbox to find the solution, like those here for the word search from the February edition.



'Round the Traps'

IL residents get crafty



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.