

the chatterbox

NEWS FROM CROWLEY CARE

MAY 2022



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Cover photo

Fay and Leon enjoying a plaza visit.



A Moment with our CEO

Hello everyone,

Supporting our community

It was heart-warming to receive such positive comments about our decision to offer temporary accommodation at Crowley for those in our community impacted by the recent flood events.

You may recall our villas in Florence Price Place are designated for removal as part of our site Master Plan to build 26 new apartments.

However, Ballina Shire Council has had delays in progressing developments across the Shire, including ours, so we decided to help our community and offer short-term accommodation in these villas to those who've been impacted by the floods and who need temporary housing. A big thanks to our community for the warm welcome to our temporary residents. Very Crowley.

Our amazing staff

Valuing our staff equally is who we are at Crowley – no matter what job they do.

That's why we have once again rewarded our staff for their contribution during the pandemic by extending the payment of the Government's Workforce Retention Bonus Grant to all staff. I know this gesture has been much appreciated by many staff.

It's one small way we can show our collective gratitude for their personal efforts during the pandemic period.

Creative events

Of course by this time we would have all loved to have reopened with all our full calendar of Crowley events. I know!

But with the recent COVID cases we have had to temper our activities a bit to keep everyone safe. It means we are getting more creative in how we host events during these COVID times.

For example, we will still host a successful Australia's Biggest Morning Tea in May to raise funds for the Cancer Council. But we'll do it in a way that keeps everyone safe.

And for now we will continue hosting outside visits for family and loved ones for our Residential Care residents because that is the government's health recommendation. Of course our Independent Living events are, in the main, back up and running. And that's great news.

So whilst it would be great to keep step with our community by opening up now to all events, as an aged care provider we operate under government protocols and directives, all of which are designed to protect our vulnerable residents.

We are trying to strike the right balance as we navigate this next phase of COVID together.



Very best,

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

Michael Penhey
Chief Executive Officer

Catch Up with Kelli

Café wins national award for overcoming COVID challenges

Kelli Potts
Executive Manager Operations and Finance

When COVID-19 restrictions forced the temporary closure of Crowley Care’s much-loved onsite café, Barney’s, the Crowley team knew something had to be done.

Staff understood the café was an important opportunity for residents to be able to enjoy a cuppa, catch up with friends and relax.

“At Crowley, we value relationships, and the café was a way for residents, families and staff to connect,” Executive Manager of Operations and Finance, Kelli Potts, said.

That’s when they came up with the idea of Barney’s in the Plaza.

“Crowley has such a beautiful waterfront site with lovely outdoor areas and gardens it seemed logical to utilise these by bringing our residents and visitors together, and in a COVID-safe way,” Kelli said.

Crowley had a purpose-built coffee van built that offered a simplified menu (with plenty of the usual favourites). Before long, the outdoor café became the go-to spot for residents, families and visitors – and even the local postman. With restrictions and health recommendations constantly changing during the pandemic, Barney’s in the Plaza grew in popularity and necessity.



Barney’s Café team members Kelli, Shelley, Cadie, Tony and Tania celebrate their recent award win.

It’s now a permanent fixture alongside the original Barney’s Café and is being enhanced to be even more user-friendly with the addition of new market umbrellas and undercover areas.

The success of this venture recently earned Crowley a national accolade at the 2021 Hospitality & Lifestyle Aged Care Awards, announced by SoupedUp. Crowley took out the award for Catering Innovation Through COVID-19.

Kelli said the award was a testament to the ongoing commitment of Crowley staff to the care and wellbeing of our residents, and their ability to think outside of the box.

“As staff, we share these spaces with the residents and we wanted to continue to support social connection in a safe way,” she said.

“Everyone loves having a coffee and catching up at Barney’s in the Plaza; it has been a welcome addition to the facility and ensured that the use of our beautiful outdoor areas.”

SoupedUp said Crowley was a deserving winner and had adapted an existing service to enhance the lives of residents during the pandemic.

“What originally started as an alternative quickly transformed into a new and exciting hot spot for residents, showing that innovation can come when you least expect it,” the organisation said in a statement. “The hard-working, passionate, empathetic, and caring team at Crowley has gone above and beyond – despite the challenges COVID-19 has thrown their way.”



Mother's Day

Sunday 8 May 2022

Mother's Day is fast approaching so it is time to start planning that special day for your loved one.

Mother's Day is a celebration honouring the mother of the family or individual, as well as motherhood, maternal bonds, and the influence of mothers in society. It is celebrated on different days in many parts of the world.

Gift vouchers are available for Coco's (beauty salon) or Barney's Café via Customer Service.



Last Month at Crowley

The importance of engagement

The last few months at Crowley have been a little different and challenging to say the least. I think we are all only too aware that COVID-19 isn't going to go away as quickly as we would like as it continues to impact and disrupt our lives and families on a daily basis.

In the Leisure and Lifestyle team, it's times like this that we have to think outside the box, do things a little different, and often we will be surprised of what is sometimes discovered.

One of the things we've noticed is the increase in time spent by residents outside in the gardens with the fresh air. External visits have been a successful COVID prevention strategy and the unexpected benefits of the residents spending time outside in nature has been wonderful.

Previously many residents did not go outside the facility and visits were always in their rooms where they already spent much of their time. We're glad to see the beautiful Crowley gardens getting some well-deserved appreciation from our residents and visitors as they spend more quality time outdoors.

We can use this type of hindsight to move out of our comfort zones, build resilience, find ways to cope and continue to enjoy life, have purpose, connect with loved ones, laugh, have fun, and maintain or make new friendships.

This brings me to the importance of 'engagement'.

What is engagement?

Engagement may mean many things to different people. Generally, it is something that provides meaning and a sense of purpose. Something to look forward to, that keeps you occupied or busy. It may be something that greatly interests you, likely something you are committed to. It can also be a connection to like-minded people or a group.



As staff, we are privileged to be a part of our residents lives here at Crowley. It doesn't matter what role we are employed in, we all have the ability to positively influence 'engagement' for our residents with every interaction we have.

Stop, take time to talk and truly listen. Ask about family, life experiences from when they were younger, their careers, hobbies, or interests. Take an interest in photos or share stories of your own. Strike up conversations regarding current events, celebrations, and the daily Leisure and Lifestyle programs they may like to attend and assist them to their preferred choices.

It is often the little things in people's lives that can make a big difference at these times. Don't underestimate the impact of a smile, checking in with someone, a conversation or going the extra mile. ENGAGE... you may just make a huge difference to someone's day.



Beryl enjoying a cuppa and a chat with her daughter, Janet. What a nice way to spend the morning.



Pat and Brenda enjoying the lovely weather in the Plaza.



Lyn enjoying quality time with Phil. The smiles say it all!



Footy Fever

Do you remember last month's Chatterbox where we talked about games and all the ways you could introduce them into your daily routine?

Well watch out, because that hot tip travelled the halls of Crowley and before we knew it, our residents had caught a case of FOOTY FEVER!

Let's go ladies, keep your eye on the ball!



Aiming to strike! Ken takes his soccer seriously.



Happy birthday Norm!

Hopping Through The Halls

Celebrating Easter at Crowley

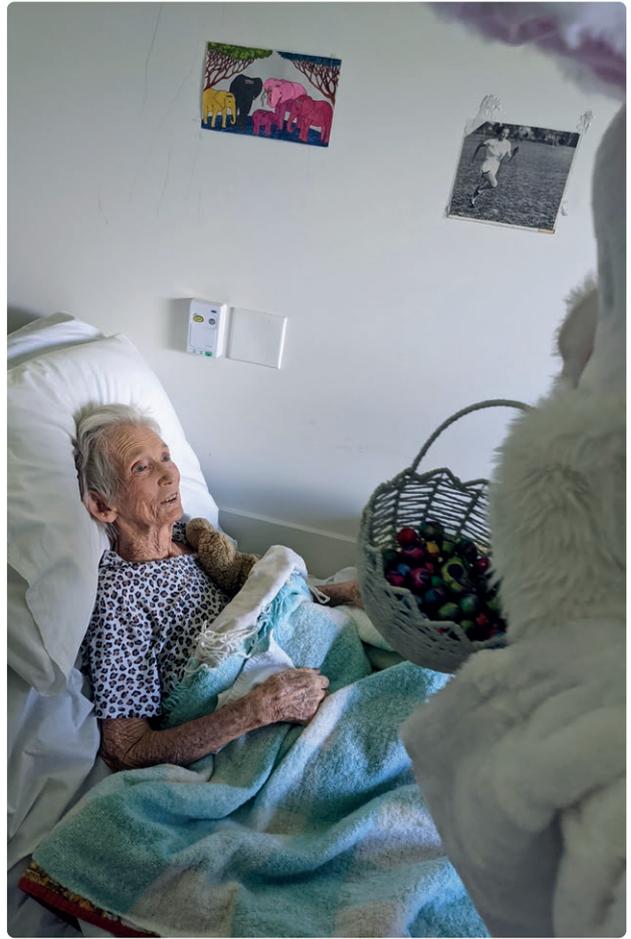
Easter is a time to celebrate new life, and with our local community going through hardship in recent months, Easter offered a chance for us to reflect on our blessings and share gratitude.

One way we spread cheer came with a fluffy tail and long ears... we had our very own Easter bunny hopping the halls, sharing hugs and chocolate eggs!

Our residents thoroughly enjoyed the visit from our furry friend, donning ears of their own while sharing smiles and sweet treats with one another.

Here are a few of our favourite photos of the fun.





Crowley Plaza Visits

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





How To Increase Your Immunity

Keeping your immune system strong during winter

Kelly Roberts
Clinical Manager (Nurse Practitioner)

In these challenging times, how do we help our immune system to combat circulating bugs and viruses?

The healthier your immune system is, the better your body will cope with any passing illness.



Sleep

Good quality sleep is essential. Practice good sleep hygiene and aim for eight hours a night if possible. Sleep hygiene refers to those activities that we do just before going to bed, including:

- Avoiding caffeine or excessive alcohol
- Reducing late night snacking
- Turning off the TV and any screen devices at least 30 minutes before preparing for bed to allow your mind to settle down for sleep
- Some people report an evening shower or a walk at dusk helps them relax and prepare for bed
- Clearing your mind from the day by writing down anything that is keeping your brain actively thinking in order to wind down ready for bed
- Making sure your bed isn't too hot or cold as this will prevent you from sleeping deeply overnight
- Not drinking too much before going to bed to reduce the number of times your body needs to visit the bathroom to remove fluid intake



Diet

Eat the rainbow! Add fruits and veggies to your diet. When aiming for your two serves of fruit and five serves of vegetables each day, remember to include a wide variety of colours.

Think dark green, purple, orange, yellow and red. Including an array of colours in your diet will ensure you are getting enough micronutrients and antioxidants required to strengthen your immunity.

Drink lots of water during the day and ensure to eat a balance of protein from fish and meat through the week. Fibre (which can be found in the skin of fruits and vegetables, among other sources) will help bowels to function, reducing constipation and bloating.

Stress

It is always important to manage stress no matter the season.

Reduce physical and mental stress by practicing self-care and allowing adequate recovery and rest time.

Try to reduce worrying over things you cannot change or do not have control over. Stress creates inflammation in the body and can prolong the recovery phase after illness.

Hygiene

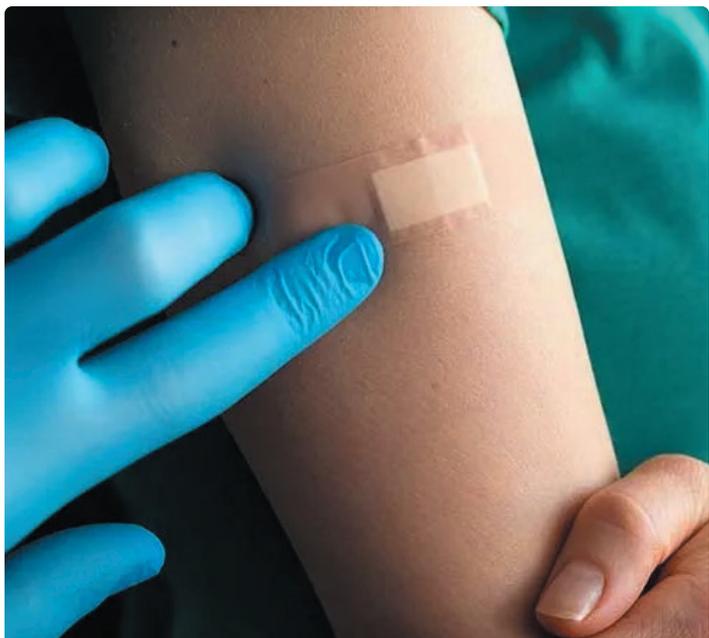
Practise good hand hygiene frequently and make it a habit. This is your best defence against picking up germs or any bugs from other people or surfaces. Wash your hands with soap and water, and dry thoroughly to reduce irritation.

Vaccinations

Protect yourself and others by ensuring you receive your annual vaccination for influenza. If you are over 65, speak with your doctor about the pneumococcal vaccine which is administered once every five years to help prevent pneumonia, meningitis, and sepsis.

There are also vaccines available to prevent shingles now. If you have had shingles in the past, speak with your doctor to see if this vaccine may help to reduce further infections with the herpes virus.

Many people can now access a fourth booster dose for COVID-19, which is available from pharmacies or your GP.



More Than You See Now

René Lange
Risk Manager

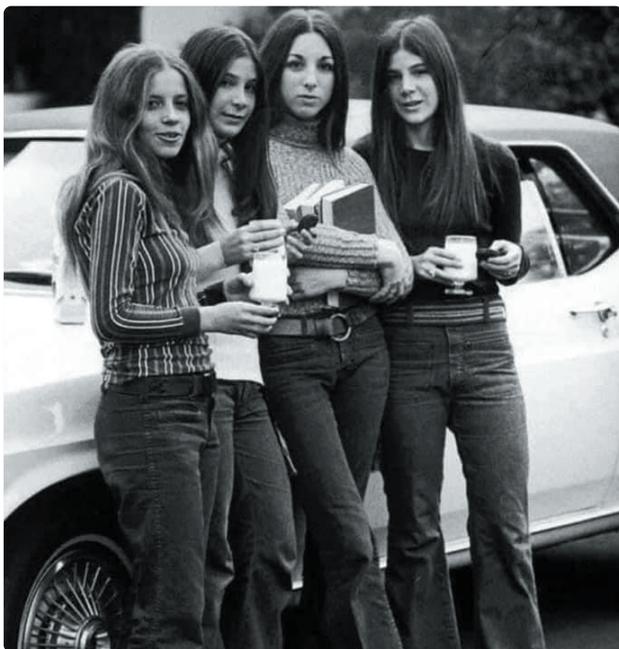
Recently I saw a post on social media that made me laugh. It was this black and white picture of four very fashionable young women standing in front of a car. With their wide leg jeans and long hair they looked like models on a photo shoot.

It was when I saw the caption accompanying the image that I laughed. The caption read....

“Dear kids, this is what your grandmas looked like in the 70’s.”

Fantastic! What a great reality check for the youngsters out there who think grandma has always been, dare I say it... ‘old’!

Now, not all of today’s grandma’s looked like this back in the 70’s, I’m sure, but the point is that the person we see today hasn’t always been ‘old’. Everyone has a past and often a very rich and interesting one, and if we take the time to get to know them we might be surprised by the life they have lived.



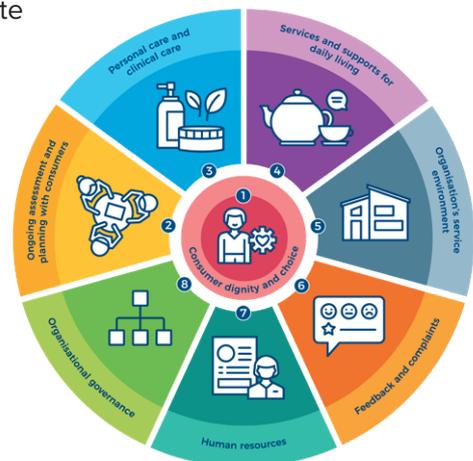
Crowley’s vision is centred around this very thing. Knowing someone well enables us to “provide an inspirational living experience through rewarding relationships with a focus on the individual”.

When someone enters Residential Care, one of the most important things we do is learn about their life – both present and past. Yes, understanding someone’s clinical needs is essential but even more important is understanding the person. This also ensures that we meet the very first of the Aged Care Quality Standards.

The Aged Care Quality Standards are a set of eight individual standards that ensure providers focus on outcomes for consumers. It is not a coincidence that at the centre of the standards wheel is the consumer.

We also understand that families are an important part of the history of every resident. At Crowley we continually strive to build relationships that help us know our people and their families.

So, when we look at our elders it’s good to remind ourselves that they have all lived – quite literally. They have gained experiences and perspectives that add value and enrich our own lives. And yes some of them were, and are, quite fashionable and cool.



Hosting Events Safely in May

May is a month of celebration

Mother's Day

May is always special at Crowley.

It's the month we celebrate Mother's Day and acknowledge our mothers and their contribution to our lives.

One way we do this is with our Mother's Day Luncheon, which this year we will be held on Thursday 5 May.

We've created a special menu and our plan was to hold the luncheon in the Entertainment Room as in previous years.

Unfortunately given the current situation with COVID cases we will need to adapt our plans.

Where it is not possible for some residents to join the main Luncheon, they will be looked after in their area and receive the special lunch menu.

The menu will consist of:

Entrée: Tempura flathead with lime and dill dressing

Main: Frenched lamb cutlets served with a potato and parsnips mash, roasted balsamic beetroot, and pea jus.

And to finish off, dessert will be a Petit Four dessert plate.

National Palliative Care Week

This year's National Palliative Care Week is held from 22 May to 28 May with the theme 'It's your right' which aims to raise awareness about the rights of all Australians to access high-quality palliative care when and where they need it.

Australia's Biggest Morning Tea

Our events have always been a feature of life at Crowley and we've all missed them. So we are working to see how we can reintroduce as many events as safely possible. This includes our biggest Biggest Morning Tea ever.

Each year we hold a fund-raising event for Biggest Morning Tea. Australia's Biggest Morning Tea is Cancer Council Australia's most popular fundraising event and the largest, most successful event of its kind in Australia.

Crowley over recent years has enjoyed getting everyone together to host a morning tea with lots of scrumptious treats and a hot cuppa. This year we plan to again fundraise but due to the COVID climate we may have to get creative in how we host it this year.

The event is planned for Thursday 19 May. We will provide more details on the format when we can given the current COVID cases and restrictions.

National Volunteer Week

Each May we come together to celebrate and recognise the vital work of volunteers. This year's National Volunteer Week runs from 16 May to 22 May with the very appropriate theme, 'Better Together'. Thank you to all of our amazing volunteers at Crowley!

WOW Day

Wednesday 18 May is Wear Orange Wednesday or 'WOW Day', a day when Australia wears orange as a way to say thanks to all SES volunteers. With recent weather events, we have all been witness to the amazing work the SES does for our community during times of emergency. Let's shake down our wardrobes and rally together in orange to show our gratitude.

ANZAC Day

Lest We Forget





From the IL Desk

Jenny Kliese
Independent Living (IL) Coordinator

A warm welcome to Audrey Rodgers who has joined our Crowley Independent Living community.

Audrey is a local who has lived in Pimilco with her late husband Warren for over 50 years as cane farmers. During this time their family grew to two sons and four grandchildren who all live locally.

Why did you choose Crowley?

Crowley was recommended. It felt nice when I came to look at the apartments and units, and my son felt it was safe. I have since found out my apartment was previously owned by friends of ours.

How are you settling in?

You don't realise what a big job it is to downsize and move after all those years until you are faced with it. However, with the physical and emotional support from family and friends I'm getting there.

Audrey keeps herself occupied with her family, cooking, walking, and keeping up with her wonderful network of friends in the Ballina community.



Reminder:

Have you tested your INS system this month?

Happy Mother's Day to all the ladies who have nurtured their own and others.

"Life doesn't come with a manual. It comes with a mother."

Unknown



Easter Raffle

This year we welcomed Easter with our IL Easter lucky draw raffle and it was a smashing hit!

Our six random winners from the Village received a beautiful hand crafted chocolate smash bunny gift box to enjoy.

These delicious gifts were specially crafted for our Village residents.

Congratulations to our lucky winners.



Crowley Care Auxiliary

Helen Cooney
Crowley Auxiliary President

To all members of the Crowley Care Auxiliary we would like to welcome you back to our monthly meeting. The meeting will be held on Monday 23 May at 3.00pm in the Education Centre.

It will be lovely to gather again after such a long recess. As you all realise the constraints around COVID-19 have been put in place to protect all residents in the nursing home area and also the Independent Living residents.

We thank the Crowley Executive for their great care and concern in keeping everyone safe. As we all learn to live with COVID-19 we respect the organisations control of this pandemic and congratulate the staff on their execution of a well-rehearsed COVID-19 response system.

It will be lovely to catch up with all members and chat about our ideas and concerns as we move forward working towards our purpose as an Auxiliary.

Please join us on Monday afternoon 23 May and bring along friends who may wish to join. New members are always welcome.

Looking forward to seeing everyone and hearing all your stories of the last five months.

Best wishes
Helen Cooney



The poster features a central orange rounded rectangle with white text. Above the rectangle is a shield-shaped logo with 'STATE OF ORIGIN' written across it. The background of the poster has blue and red wavy patterns. The text on the poster reads: 'STATE OF ORIGIN DRESS UP DAYS', 'CALLING ALL RESIDENTS & STAFF!', 'Get in the spirit of origin by dressing up in your team colours each origin game!', 'Game 1 - Wednesday 8 June', 'Game 2 - Sunday 26 June', and 'Game 3 - Wednesday 13 July'. The Crowley Care logo is in the bottom right corner.

STATE OF ORIGIN
DRESS UP DAYS
CALLING ALL RESIDENTS & STAFF!
Get in the spirit of origin by dressing up in your team colours each origin game!
Game 1 - Wednesday 8 June
Game 2 - Sunday 26 June
Game 3 - Wednesday 13 July

 crowley care

Book Club

Whisper Network by Chandler Baker

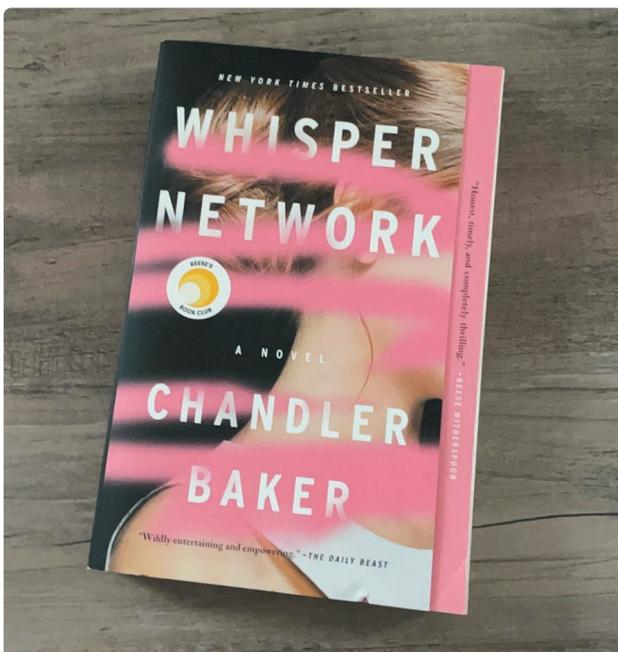
Part mystery, part social commentary, *Whisper Network* by Chandler Baker takes place in a legal firm where five women are brought together to stand up against their abusive boss.

When he is in line for promotion, the women add his name to “The List”, a spreadsheet of “bad” men circulating around corporate offices.

They then file a sexual harassment lawsuit against him and the company. This never eventuates due to an unfortunate death.

Acknowledging that this is not our usual reading choice, *Whisper Network* proved a popular read by half the group. Others were undecided. None doubted the importance and the timely nature of the #metoo topic.

However, some did not like its execution. Interwoven with the narrative are snippets of depositions, cross-examinations, and police interviews. The characters are not that likeable, but we could all relate to the women’s experiences – how they are treated by men, and also how women treat other women.



Our next read is *Just an Ordinary Family* (is there such a thing?) by Fiona Lowe.

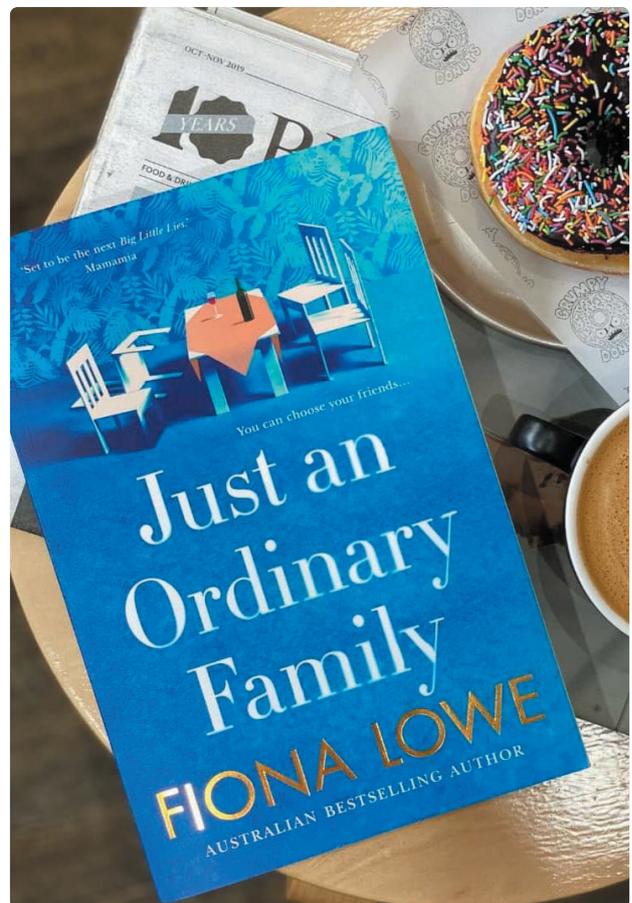
This is a story of ordinary people who get things wrong as often as they get them right.

There are misunderstandings, arguments, and relationships pushed to the brink and then recovered. With endings both happy and not.

This book explores the themes of trust, betrayal and regret and questions our own perceptions of what family is.

Until 19 May...

Happy Reading!
Marion



International Nurses Day

Everyone has a role to play

Sherrie Viney
Home Care Manager

This month Crowley celebrates International Nurses Day with all our nurses and carers, young and old, including those residents and clients who were once nurses.

The face of nursing has transformed over the decades, including the types and classifications of nurses and specialty opportunities.

Nursing in aged care is a challenging and complex field. They say “it takes a team to care for others” and this involves nurses, carers and other health professionals who provide a range of nursing and care duties according to their qualifications, training and scope of practice.

At Crowley this team relies on the support of all other teams to deliver our holistic care model.

The nursing care at Crowley is supported and underpinned by a governing body that has invested in developing and bringing together a diverse clinical team that operates within a Clinical Governance Framework.

Lifelong learning is a key concept for clinical staff to remain current and up to date in their practices and Crowley supports and promotes this by providing staff with an online learning platform known as Altura Learning.

Staff can attend modules of learning specific to aged care clients as part of their own self development and continuing professional development activities.

We are fortunate to have nurses who have specialised in areas such as wound care, palliative and continence care, and psycho-geriatrics.

At Crowley we encourage career pathways for interested staff and Crowley also accommodates clinical placements for a varying range of student nurses.

In 1974, 12 May was chosen to celebrate International Nurses Day as it marks the birth anniversary of Florence Nightingale who was known as the founder of modern nursing. She fought to lay the foundations and laws to protect the nursing profession and worked on developing it.

Nightingale was called the “The Lady with the Lamp” because she went out in the dark heading to battlefields, holding a lamp in her hand to search for the wounded and injured during the 1854 Crimean War.

Her distinguished role at that time helped reduce mortality rates among soldiers from 40% to 2%.

The theme for the 2022 resource is Nurses: A Voice to Lead – Invest in nursing and respect rights to secure global health.

Our compassionate and valued staff will be acknowledged with a breakfast BBQ to celebrate.

Happy International Nurses Day!



Home Care Client Profile

Claire Smith

Claire was born in Brisbane on 24 February 1942.

Claire was the adopted daughter of Mavis Vickery and Rev. Stanley Vickery (AO), a Methodist Minister and military chaplain in Queensland.

Claire's first job was as a dental nurse at QLD University Dental College from 1956 to 1962.

Claire married dentist Dr Arnold Smith in September 1963. She travelled and accompanied Arnold as a dental assistant at Dirranbandi, Mungindi and Bollon for two years.

Claire then moved to Warwick with Arnold where she worked as a medical nurse and receptionist in a private medical practice for two years.

In 1967 Arnold and Claire decided to move to London, where Arnold worked as a dentist.

Claire took herself off to college at the Brixton School of Building where she topped her two years of interior architecture, leaving in 1969.



After travelling around Europe for six months, Claire and Arnold returned to Australia where Arnold set up practice in Gympie QLD whilst Claire opened an arts and crafts shop in Gympie.

They adopted two children in 1971 and 1972.



After six years in Gympie they moved to Melbourne where Claire went back to university continuing her studies at RMIT, gaining a bachelor's degree in interior architecture in 1980.

Claire then opened a shop in High Street Armidale called 'New Direction Antiques'.

In 2000 Claire and Arnold retired and travelled around Australia in a converted 1960 school bus for six months. On this road-trip Claire created about 40 paintings of nature which inspired her artistic talents.

They then moved to Mornington Victoria for four years. Daughter Kerri had two children and lived in Byron Bay, so, of course they moved to be closer to Kerri and family.

Claire and Arnold moved to the Far North Coast and have lived in Tintenbar for the past seven years. They both love living in Tintenbar and their home is adorned with Claire's beautiful paintings.

Claire has been married to Arnold for 59 years.

Two of Claire's happiest memories are her wedding day and graduating from RMIT with her Diploma of Interior Architecture.

Community Connection

Northern Rivers markets

Aimed at increasing environmental and communal prosperity, community markets are often a collection of stalls that showcase the authenticity, culture, and talent of the area, and can be an illustration of the local community at its best.

And there is so much choice on offer, including weekend markets, farmers markets, country and organic markets, car boot sales, night markets and flea markets. With all that choice, you are bound to find something you like.

Whether you choose to take a slow stroll around the stalls, or just sit back, relax and enjoy good music and great food, exploring your local market is guaranteed to be a vibrant day out for all.



Due to recent weather conditions please check if the market is open before starting your trip.

Farmers Markets and Weekly Markets

Each Tuesday

- **New Brighton Farmers Market:** River Street, 8am – 11am
- **Lismore Organic Market:** Showground on Alexandra Pde, 7.30am – 11am

Each Wednesday

- **Murwillumbah Farmers Market:** 7am – 11am
- **Nimbin Farmers Market:** 3pm – 6pm
- **Newrybar Eats and Produce Market:** 4pm – 7pm

Each Thursday

- **Byron Farmers Market:** Butler St Reserve, 8am – 11am
- **Lismore Farmers Market:** 2.30pm – 6pm

Each Friday

- **Mullumbimby Farmers Market:** Showgrounds on Main Arm Rd, 7am – 11am

Each Saturday

- **Bangalow Farmers Market:** 1 Byron St (Hotel Car Park), 8am – 11am
- **Byron Artisan Market:** 4pm – 9pm
- **Uki Farmers Market:** 8am – 1pm
- **Duranbah Road Farmers Market:** Tropical Fruit World, 8am – 11am
- **Blue Knob Community Market:** 8.30am – 12pm
- **Lismore Markets:** Showground on Alexandra Pde 8am – 11am

Each Sunday

- **Ballina Farmers Market:** Commemoration Park, 7am – 11am

Monthly Markets

1st Saturday

- Brunswick Head Market
- Alstonville Market

1st Sunday

- Byron Bay Community Market
- Pottsville Beach Market
- Lismore Car Boot Market

2nd Saturday

- Bangalow Flea Market
- Kingscliff Beachside Market
- Woodburn Market

2nd Sunday

- The Channon Craft Market
- Tabulam Community Market
- Coolangatta Beachside Market
- Lennox Head Lakeside Market

3rd Saturday

- Mullumbimby Community Market
- Murwillumbah Makers & Finders Market

3rd Sunday

- Federal Market
- Uki Buttery Bazaar Market
- Lismore Car Boot Market
- Ballina Community Market
- Pottsville Beach Market

4th Saturday

- Evans Head Riverside Market
- Wilson's Creek Community Market
- Kyogle Bazaar Market
- Kingscliff Beachside Market

4th Sunday

- Bangalow Village Market
- Nimbin Fair Market
- Murwillumbah Showgrounds Market

5th Saturday

- Bangalow Flea Market

5th Sunday

- Nimbin Fair Market
- Lennox Head Lakeside Market
- Coolangatta Beachside Market



Update from Maintenance

The paints we use

Albie Viel
Maintenance Manager

Over recent months and after a COVID credited delay of almost two years, Crowley's Independent Living apartments have, or are, being painted.

The interiors will be completed first, followed by the common areas and exterior.

Repainting the apartment's external surfaces is an expensive exercise. To maximise the life of the repaint we first need to properly prepare the surfaces for best adhesion, which includes cleaning and repairs. To increase the longevity and fresh appearance of the new paint, we analyse how best to position darker colours in order to prevent balconies from been stained by plants while also working with consideration to the sunny climate in which we live and using lighter colours on sun-bearing surfaces.

These choices are important as at the time of the next full repaint of the apartments, the buildings will be 30-years-old.

The type of paint is selected for the quality and size of our project.

In this instance the paint used has an acrylic membrane which has a tough surface three times the thickness of normal external paint. It also has dirt shedding properties that does not allow water and dirt to penetrate the surface, similar to a wax polish for a car.

The colour scheme uses both light and dark colours together in contrast, giving the apartments an impressive modern look.

When we refurbish inside our units, we use trade paint for general areas. But for bathroom areas, a semi-gloss is used on walls and ceilings to allow for cleaning of the surfaces without causing rub marks and to prevent mould developing from the moisture in these rooms.

Reflecting the trend for white colour schemes, there is also a move away from enamel paints to water base gloss finishes due to the yellowing of enamel. Water based enamel paints cost more for the initial paint but it is more effective to repair paint work at a later date.

It is great to see some of these bigger projects starting again. Although we know with recent disasters and the ongoing impact of COVID there remains a significant shortage of materials and contractors.







Laundry Procedures For New Clothes

Tony Baldwin
Hotel Services Manager

As the cooler months approach and our summer clothes are packed away, we see an influx of new clothes coming in to residents.

It is important we ensure the procedure for the marking of clothes is followed. As you can appreciate with 150 residents there are thousands of items of clothing managed by staff through the laundry process.

So, to help staff return the correct items to their rightful owner, it is important to follow Crowley's system by ensuring all clothing is labelled appropriately.

In the case of a new resident

1. New resident's clothing is dropped at Reception for documenting and preparation for collection. Laundry staff are informed and they collect the clothes and take them to the laundry where they are labelled with the resident's information.
2. The labelled clothing is returned to the resident's room and the clothes are then put away by the care staff.
3. A place on the laundry trolley is allocated for the new resident appropriate to the area they are living, including a named hanging space and a laundry basket.

Existing residents

When additional clothing is brought in for an existing resident, the process is the same. The clothes should be taken directly to Reception where they are documented and sent to the laundry for labelling. If Reception is closed, clothes can be given to concierge staff during visiting hours. They will then hand over the clothing to Reception when the office reopens.

Regular laundry

A regular laundry service is done daily for each area of the facility. The clean laundry is returned to the right areas on trolleys and care staff then put the clothing away.

Sometimes friends and families are unaware of the clothing labelling process and items are taken directly by residents or families to their rooms. This can cause items to be misplaced or end up in the Unmarked Clothing Book.

If any items of clothing for residents are not labelled, these are returned to the laundry and are recorded in the Unmarked Clothing Book, where they wait to be claimed by the family or resident.



Slow Cooker Porcupine Meatballs

An easy and tasty dish best served with crusty bread

Ingredients

- 1 brown onion, halved
- 500g beef mince
- 100g (1/2 cup) long-grain rice
- 2 tsp Worcestershire sauce
- 2 garlic cloves, crushed
- 1 tbsp olive oil
- 700g bottle tomato passata
- 250ml (1 cup) beef stock
- 2 tbsp chopped fresh parsley

Instructions

Grate half the onion and finely chop the other half. Combine the grated onion, mince, rice, Worcestershire sauce and half the garlic in a bowl. Season. Use clean hands to mix until evenly combined. Roll level tablespoonfuls of mixture into balls. Place on a baking tray. Place in the fridge to chill.

Heat the oil in a saucepan over medium heat. Add the finely chopped onion and cook for 3 minutes or until tender.

Stir in the remaining garlic and cook for 1 minute or until aromatic. Add the passata and stock. Stir to combine and bring to a simmer. Season.

Transfer the tomato mixture to a slow cooker. Add the meatballs to the sauce and gently turn to coat. Cover and cook on LOW for 5 hours. Sprinkle with parsley to serve.

Serves 4





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

Serves 4

Vegetarian Lentil Nachos

A flavoursome meal the whole family will love

Ingredients

- 1 tbsp extra virgin olive oil
- 1 brown onion, thinly sliced
- 2 garlic cloves, crushed
- 2 tsp ground coriander
- 1 tsp ground cumin
- 1 zucchini, finely chopped
- 400g can finely chopped tomatoes
- 2 tbsp tomato paste
- 2 x 400g cans brown lentils, drained, rinsed
- 2 x 130g packets nacho cheese tortilla corn chips
- 1 cup pizza cheese
- 1 avocado, sliced
- 250g cherry tomatoes, halved
- 1 small red onion, halved, thinly sliced
- 1 fresh jalapeno chilli, halved, sliced
- Fresh coriander leaves, to serve
- Sour cream, serve
- Mild paprika, to serve
- Lime wedges, to serve

Instructions

Preheat grill on high. Heat oil in a large frying pan over medium-high heat. Add onion. Cook, stirring for 4 minutes or until just softened. Add garlic, ground coriander and cumin. Cook, stirring, for 30 seconds or until fragrant. Add zucchini. Cook for 1 minute. Add chopped tomatoes and tomato paste. Bring to a simmer. Reduce heat to medium-low. Add lentils. Cook, stirring occasionally, for 8 to 10 minutes or until mixture thickens.

Meanwhile, place chips on large baking tray. Top with cheese. Bake for 2 minutes or until golden.

Top cheese with lentil mixture, avocado, cherry tomato, red onion, chilli and avocado. Sprinkle with fresh coriander. Sprinkle with paprika. Serve with sour cream and lime.

Meet Team Crowley

IT Team



Ben

Favourite food:
Vietnamese

Favourite drink:
Soda water with lime/lemon

Favourite way to spend a day off:
Fishing

What was the last TV show you binged watched:
Ted Lasso

Best advice you have received:
To always greet someone with a smile



Dan

Favourite food:
Mexican burritos from Bob's Tacos

Favourite drink:
Mineral water with lime

Favourite way to spend a day off:
Surfing four hours from dawn, eating a Bob's Tacos burrito, siesta, surfing till dark, dinner with the family

What was the last TV show you binged watched:
Ted Lasso

Best advice you have received:
Live a life that makes sense to you



Craig

Favourite food:
Pizza but cheesecake is close behind

Favourite drink:
Pepsi Max

Favourite way to spend a day off:
Spending time with my family going on day trips

What was the last TV show you binged watched:
Dopesick

Best advice you have received:
Look both ways before crossing the road

Meet Team Crowley

IT Team



Nathan

Favourite food:

Curry spag bol

Favourite drink:

Tiger Spice Chai

Favourite way to spend a day off:

Sleep or bike ride

What was the last TV show you binged watched:

The Witcher (season 1)



Haydn

Favourite food:

Schnitty, chips and salad (classic pub food)

Favourite drink:

Bourbon

Favourite way to spend a day off:

Hanging with mates

What was the last TV show you binged watched:

Always Sunny in Philadelphia

Best advice you have received:

Think first, action second



Jarrod

Favourite food:

Smoked BBQ

Favourite drink:

Stone and Wood

Favourite way to spend a day off:

Woodworking

What was the last TV show you binged watched:

Letterkenny

Best advice you have received:

Learn something about everything, and everything about something

Available Support Services

Kate Noble
HR Manager

After reading Kelli and Sherrie's excellent article on resilience in the Chatterbox last month, it was easy to identify countless examples of resilience amongst our residents and staff as they navigated challenges.

However, every now and then, we (or someone we know) might need a boost or support to work our way through life's difficulties. And so the following information details a few key organisations, the type of support they offer, and ways to access them.

Employee Assistance Program (EAP)

A free, confidential counselling service supported by Crowley Care for its staff and their families. It is a short term (up to three sessions), solution focused approach to help you enhance your overall wellbeing.

- Phone: 1800 81 87 28
- Website: www.accesseap.com.au
- Email: info@accesseap.com.au

Lifeline

24 hour, 7 days a week free crisis support.

- Phone: 13 11 14
- Chat online: www.lifeline.org.au/crisis-chat
- Text online: 0477 131 114



Beyond Blue

Provides information and support to help people achieve their best possible mental health, whatever their age and wherever they live.

- Phone: 1300 22 4636
- Chat online: www.beyondblue.org.au/support-service/chat
- Online forums: www.beyondblue.org.au

Headspace (Lismore)

Centres and services to support young Australians and their families to be mentally healthy and engaged in their communities.

- Phone: 02 6625 0200
- Email: enquiries@headspace-lismore.org.au
- Drop in: Southern Cross University Health Clinic, Rifle Range Rd, Lismore, 2480

Kids Helpline

A free telephone and online counselling service for young people aged between 5 and 25.

- Phone: 1800 55 1800
- Email: counsellor@kidshelpline.com.au
- Webchat counselling: www.kidshelpline.com.au/get-help/webchat-counselling

Services for Residential Care residents

Mental health support is available through one of our visiting psychologists or mental health team. These services include Change Futures, Older Persons Mental Health, and Mind Connections telehealth service. All of these are facilitated for our residents by one of our Clinical Team members and Registered Nurses. Please speak to your Care Team if you feel these supports could be helpful.

Welcome to Team Crowley

Say hello to the newest members of Team Crowley



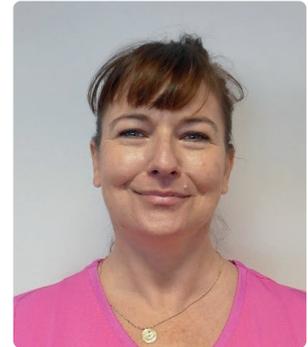
Kelli
Hotel Services



Ava
Hotel Services



Paul
Hotel Services



Jessica
Home Care



Sally
Residential Care



Priyanka
Residential Care



Leigh
Residential Care



Ross
Residential Care

Crowley Family News

Celebrate with us as we share some exciting news

Welcome baby Vivi

Congratulations to Ramesh and Pratikshya on the birth of their first daughter, Vivi.

Born on 17 March 2022.



Focus on Quality

National Aged Care Mandatory Quality Indicator Program (QI Program)

Michelle Golding
Quality Manager

Did you know the Australian Government started The National Aged Care Mandatory Quality Indicator Program (QI Program) on 1 July 2019 with three quality indicators and introduced a further two in 2021?

The QI Program requires the collection and reporting of quality indicators that relate to important aspects of quality of care across five crucial care areas. Data for each quality indicator is collected through measurements and assessments within each of the categories.

The program collects quality indicator data from residential aged care services every three months to report on important areas of care that affect residents' health and wellbeing. The data provides an evidence base that can be used to enhance service quality.

Quality improvement is an important part of everyone's job at Crowley and we continually promote a culture of quality improvement through our leadership and management.

The QI Program aims to support Crowley understand and use quality indicator data to be able to continuously improve quality of care and service improving outcomes for residents

As the Quality Manager I work closely with the Clinical Team to ensure we meet this level of compliance each quarter.

This involves preparing the data for submission on the My Aged Care Provider Portal, developing reports from this data for our Parish Aged Care Board, and capturing and documenting quality improvement activities that have been identified by our Clinical Team.

Objectives of the program

For government and policy makers

- Provide nationally consistent quality measures across residential care services in Australia to support sector-wide improvement and provide information about quality aged care

For Residential Care services

- Provide robust, valid data to measure and monitor performance to enable the use of quality data to identify and implement activities to improve quality of care delivered

For consumers and the community

- Provide transparent information about quality in aged care to enhance understanding of quality and assist decision making

What do we report on?

- Pressure injuries
- Physical restraint
- Unplanned weight loss
- Falls and major injury
- Medication management



NAUTICAL DRESS UP



FRIDAY 3 JUNE

ALL RESIDENTS AND STAFF ARE INVITED
TO DRESS UP IN NAUTICAL ATTIRE TO
CELEBRATE A CROWLEY FAVOURITE ON
NATIONAL FISH & CHIP DAY

Please note: staff name
tags and regulation
shoes must be worn



Making Feedback Flow

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

Michelle Golding
Quality Manager

Feedback from the flood event

- Brad, Steve, Maree, Lyn, Tanya, and daughter all raised the bar to amazing heights to keep residents and staff fed.
- Sneya worked all night, highly commended for her efforts.
- Susizo worked 22:45 to 8:45 knowing she might not get home.
- Thank you for the update. Your updates are appreciated both during COVID and now the flood. Hoping all you staff and residents remain safe.
- A special shout out to Jenny and Albie who worked some long hours to keep everyone safe. I was also staying with Dad on the night of the evacuation and their calm and professional manner helped enormously. I really appreciate that they went some 'extra miles' in their work that week.
- Felt so safe and secure when we had to be evacuated. All Crowley staff were brilliant and the staff and helpers at Xavier College and Holy Family Primary were so caring and obliging no criticism so bouquets to all.
- So proud of our Crowley family, standing together helps. Blessings to all.
- Thanks so much. Ballina is in our thoughts. Thank you for looking after my Dad and everyone else at Crowley. Please all stay safe and take care.
- Wonderful news. Thank you all for your amazing efforts.

Independent Living resident

- Painters were great, cooperative, very helpful and did a great job.

Home Care client

- This client sends her thanks to our dedicated nurses that have been with both her parents over the years, and that shares that we should be proud of all our nurses that go out to visit the elderly in the community. She sends her thanks to everyone.



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



We value your feedback at Crowley Care
and we'd love to hear from you.

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

- **Fill** in a Feedback Card and pop in the Suggestion Box in the Foyer, or
- **Send** us an email to info@crowley.org.au, or
 - **Call** us on 1300 139 099



Mother's Day Word Search

Try to find all the hidden words to celebrate our mum's this May

E K W H C O O R P G Z E L J V V T J P T
M U K E B N T K T L A C C M L O V E O F
O W U L B E E U F M O T H E R K Y M W B
Y A T P Y M X F I V W Z U A F R E A D R
G I B D D L C O O K C D Z D Y Z Q S R U
E I B B I Q I C E O O G N T F Q E Z K N
V K H W N O V R W F D A N C E P G T D C
J Y Q D N O P K F L Q A U L V L E U S H
K R O S E S F S W O U D R Y M H Z T J O
Z X D S R S X M F W C C T M E B B H G C
W M D N K X X Q O E U R U C M M A A Y O
L R L U I L O J R R D N R O O E K A G L
E L R G S N H U G S D H E N R E E P P A
K I E G S P E C I A L Z R S I B M E I T
E S P L E J D E V S E D K O E O Q Y I E
K X W E S A I F E E Z U J L S G I F T S
H M P C A Z P M Z H T I T E O L L Y J E
T J V H Y C A R D S U N D A Y F D L N H
P Y N J G N D P O I H C S K Q M P X W C
O V P P U T R P U A S N J T I L X A L W

Bake

Console

Flowers

Kisses

Read

Brunch

Cook

Forgive

Love

Roses

Cards

Cuddle

Gifts

Memories

Snuggle

Chocolates

Dance

Help

Mother

Special

Dinner

Hugs

Nurture

Sunday

Round the Traps

Easter festivities



Local Contacts

Crowley Administration
1300 139 099

Crowley Business Fax
6686 6082

Crowley Independent
Living
1300 139 099

Crowley Residential Care
1300 139 099

Crowley Home Care
1300 139 099

Crowley Meal Service
1300 139 099

Crowley Hair Salon
1300 139 099

St Francis Xavier Parish
6681 1048

Emergency
000

Ballina Fire Brigade
6686 2038

Ballina Police
6681 8699

Ballina District Hospital
6620 6400

Commonwealth Carelink
Centre (Free Call)
1800 052 022

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

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

Enquiries should be directed to the Crowley Care Administration.