

the chatterbox

NEWS FROM CROWLEY CARE

NOVEMBER 2021

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Cover photo
John, Gerry and Ken



A Moment with our CEO

Hello everyone,

Keeping us safe as we open up

It's great news the vaccination rates in Ballina, our region, and across the nation, are inching up, giving us all more confidence we are fast approaching a return to some normalcy. We will keep everyone informed as we progress, and I thank our entire Crowley family for supporting each other across the year. Getting everyone back together and doing all the things we love to do as safely and as quickly as we can, is our prime ambition. And whilst our residential care staff are now fully vaccinated, it's good to know our Home Care staff are in the process of reaching that important milestone as required by the State government. I'm sure having all staff vaccinated provides peace-of-mind for our residents, clients and their families.

Compliance is comforting

It's comforting to know Crowley takes seriously our requirement to comply with the raft of regulations and rules that apply to the aged care industry. I believe it's a good thing our industry is heavily regulated. Our Quality Team drives many of the systems, and at this time of year, is busy reporting on Crowley's performance and compliance. Our goal is to ensure we have all the right systems in place that run seamlessly and as part of the normal way we do things at Crowley. I think we are tracking well in this regard. And believe me, there are many systems we report on including: our financial statements; the new raft of clinical indicators of our residents; ensuring our food safety is top notch; making sure our planning is up-to-speed should there be an incident; to the more recent reporting on resident and staff vaccination status. These being a small part of what we report on at Crowley. In fact, our quality systems are part of what we do each day and not just during the reporting season.

Welcome Kate Noble

A big welcome to our new Human Resources Manager, Kate Noble, who started with us this month. As Crowley is fully focused on people, Human Resources is at the heart of what we do.

I believe our reputation at Crowley is defined by the quality of our people and the way in which they present, engage and connect with the world. Kate, I'm sure, will make a significant contribution to our staff performance, our positive culture of care, and she is also tasked with overseeing other initiatives, including our student placements. Please join me in welcoming Kate to team Crowley.



A handwritten signature in black ink, appearing to read 'Michael Penhey', written over a light blue horizontal line.

Michael Penhey
Chief Executive Officer

Catch Up with Kelli

Kelli Potts
Executive Manager Operations and Finance

Hi everyone,

As you all know by now there is always something happening at Crowley. As I write this piece I can report Crowley is a Finalist in the upcoming 2021 Northern Rivers Business Awards. This regional recognition came after winning the 2021 Ballina Chamber of Commerce Excellence Award in the Health, Care and Wellness Industries. Well done team Crowley!

In other exciting news Michael has introduced you in his piece to our new HR Manager, Kate Noble. Kate has been with Crowley for four weeks so I thought it might be an opportune time to find out a little bit more about her. This is what she shared with me.

I've been fortunate to have lived in quite a few places from the Sunshine Coast down to a tiny, rural town called Korumburra in South Gippsland, Victoria. I've also had the opportunity to work in Customer Service, Administration, Call Centres, Primary Teaching and even had my own business for about 10 years as a Recruiter and Trainer. Family and friends are therefore dotted around Australia with a few in England too.

Having been in and around the Northern Rivers for years, it's been great to settle and call the area home. I'm actually quite a 'home body' and a bit of a do it yourselfer so love pottering around the house and garden, but when I do venture outside there's a lot to choose from whether it's bush walking, going to a show or exhibition or visiting one of our lovely townships to catch up with friends.

My mum was diagnosed with Dementia a few years ago with her condition meaning it was best for her to live in Residential Care. So my experience with aged care to date has been from the other side of the desk. I've always been impressed with the level of her care but joining Crowley has enabled me to witness it from the worker perspective.

This first four weeks has enabled me to really understand not just the enormous amount of work that happens to make Crowley function efficiently 24/7. There is an incredible depth of talent and caring in our staff across all areas that really make it all come together into what I previously had only experienced as a consumer.

I am grateful that circumstances have allowed me to become part of the Crowley family.

Thank you Kate. Whilst these first few weeks have been full of learning about Crowley, the feedback from your fellow staff has been you have immersed yourself in the Crowley Way and they've been very impressed.

Kelli ☺



MELBOURNE CUP

DRESS UP DAY

Residents and Staff are invited to dress up
in your FANCY HATS & RACE WEAR
to celebrate Melbourne Cup

TUESDAY 2 NOVEMBER

*Staff Members please note: Name Tags and
regulation footwear must be worn *



Last Month at Crowley

Over the last few weeks due to so much uncertainty and the inability to go out socially, Crowley has been doing a lot of virtual activities and group discussions.

The residents of Crowley have been very patient and resilient in dealing with the constant changes. Reminiscing, happy thoughts, independent input and educational activities for the residents are just a few of the positive outcomes.

Seeing the resident's face light up while relaying a special story or memory is priceless. Some of the other activities include a history discussion group which has been very popular whilst looking at how much the world has changed over the years. So much interesting knowledge is shared between the residents.

Another virtual activity is Armchair Travels, where the residents of Crowley go travelling to a country anywhere in the world and see the virtual sights and taste a cultural snack from that country from the comfort of their own lounge room. This is a very popular activity as lots of memories are brought to light and the sharing of stories amongst everyone.

Memory building exercises, reminiscing and encouraging independent input are all very important tools to promote happiness, build connections and aid against depression.



Moyna and George ready to take a virtual journey around the world.



Aline in awe of the beautiful traditional dresses worn around the world.



Everyone loves a win in Bingo!



Sunshine and smiles.

Beauty Parlour



Pampered and pretty!



When you can't get to the beauty parlour we bring it to you!



Everybody needs to be pampered!



Penny for your thoughts.



So much love!



What a game!

Residents Christmas Sale

Crowley Men's Shed and
Residential Care Craft Group
Christmas Sale

Thursday 18 November
9:30am - 12:00pm
Crowley Activity Centre

SALE

*The Sale is open to Independent Living,
Residential Care Residents and Staff only

QR Code Check-in must be completed,
provide proof of double vaccine,
follow physical distancing and
wear a mask indoors

crowley care

Banana Splits

Our residents always enjoy getting their hands dirty when it comes to cooking up a new recipe! This month we had a wonderful time making deserts - the special of the month being the classic banana split. We're not sure which was more fun, making the splits or eating them!





Health Promotion and Preventing Infection in the Residential Care Community

Kelly Roberts
Clinical Manager (Nurse Practitioner)

When it comes to rolling up our sleeves to be vaccinated, older people tend not to hesitate.

Many have welcomed the advent of vaccination since they were children and receiving their first 'small pox' vaccination. And many have seen illnesses in their lifetime that younger people rarely see including rubella, measles and polio.

Each year in Residential Care we see influenza vaccination take up in the 99% rates. And in 2021 we've seen the same strength and commitment to maintaining Public Health with COVID-19 vaccinations.

In September over 93% of our residents had received both doses of the COVID-19 vaccine.

Those residents who may have initially chosen not to vaccinate, and are medically able to, have now requested to be vaccinated. This is a wonderful outcome for our community and going forward means we can move about with some confidence knowing our population has taken steps to ensure they are as safe as possible.

Our residents were vaccinated in house initially by NSW government satellite clinics, although over time we have been fortunate to now be able to vaccinate for COVID-19 ourselves.

Our Nurse Practitioners, Anne and myself, have attended the specialised immunisation course with COVID specific vaccination training, which has enabled us to vaccinate both staff and residents on site.

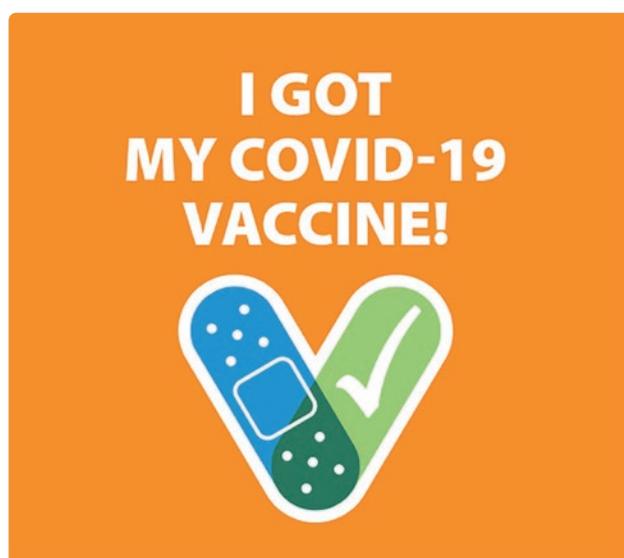
For new residents coming into Crowley, vaccines can be provided by us and once the vaccination status is known, we source individual doses from the resident's GP and administer doses in house.

Staff vaccination rates for Residential Care staff are at 100%. Another terrific milestone for our staff and our community as we work together to enable greater protection within our small community.

From early October Ballina Shire had over 90% of people having received their first doses of COVID-19 vaccination and although figures for the second dose were initially at over 70%, these too are beginning to climb.

Remember, as good as vaccinations are, they are designed to remind your immune system of how to fight any incoming infection. They are part of a package of tools designed to keep people safe and reduce infection risk. Wearing your mask, handwashing, vaccination and staying home if you have any cold or flu symptoms are the best strategies to keeping us all safe.

A huge thank you from all of the Crowley staff and stakeholders to those who have participated in 'rolling up your sleeves'.





Crowley Residential
Care Residents are invited
to join us for the
2021
MELBOURNE CUP
VIEWING PARTY



TUESDAY 2 NOVEMBER
2:30pm - 4pm
ENTERTAINMENT ROOM



MELBOURNE CUP
SWEEPS ON SALE



Monday 1 November
10am - 2pm
Entertainment Room
Tuesday 2 November
10am - 12pm
Entertainment Room

\$1, \$2 and \$5 Sweeps for Sale

*Winings to be collected from reception 4pm on Tuesday 2
November*
Cup Day - Tuesday 2 November

From the IL Desk

Jenny Kliese
Independent Living (IL) Coordinator

Christmas Light Up

It's that time again to dust off your Christmas lights and decorations. The Crowley Community Light Up was a big success in 2020 and enjoyed by residents and families. One comment was shared by a resident that captured the spirit: "Isn't it great to come home to our Christmas Lights."

Lights are readily available in stores now. You can light up and decorate for very little cost. Just don't forget to keep safety at the forefront. Do not overload power boards and be careful where cords run.

If you need assistance to hang your lights, we have some "Light Elves" available to help. All you need to do is contact Customer Service on 1300 139 099.

Join in and share the enjoyment and spirit of Christmas with our community. Light Up starts 1 December.

Melbourne Cup

Melbourne Cup Sweeps for Independent Living residents will be available for sale on Monday 1 November from 2pm to 4pm in the Activity Centre BBQ Area. The usual \$1, \$2 and \$5 sweeps will be offered. The correct change or closest to would be greatly appreciated.



The poster features a green background with a gold border. At the top right is the Crowley Care logo. The main title 'MELBOURNE CUP' is in large white letters with a drop shadow. Below it, 'INDEPENDENT LIVING' is in red and 'SWEEPS ON SALE' is in yellow. An illustration of a jockey on a horse is on the left. The event details are listed on the right: 'Monday 1 November', '2pm - 4pm', and 'Activity Centre BBQ Area'. Below that, it says '\$1, \$2 and \$5 Sweeps for Sale'. At the bottom, it states 'Winnings to be collected from reception 4pm on Tuesday 2 November' and 'Cup Day - Tuesday 2 November'.

MELBOURNE CUP
INDEPENDENT LIVING
SWEEPS ON SALE

Monday 1 November
2pm - 4pm
Activity Centre BBQ Area

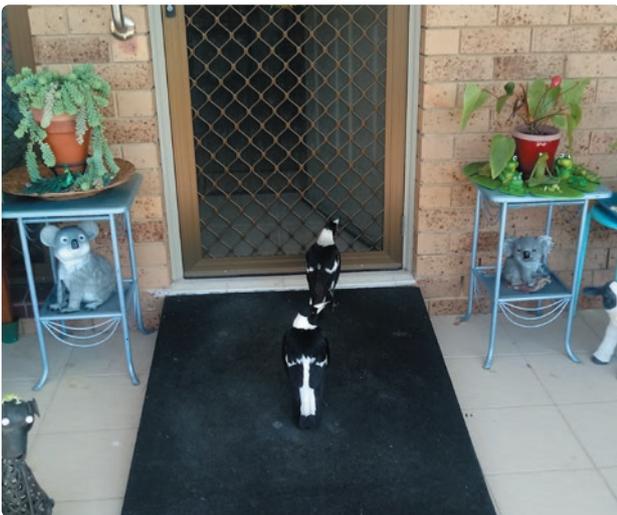
\$1, \$2 and \$5 Sweeps for Sale

Winnings to be collected from reception 4pm on Tuesday 2 November

Cup Day - Tuesday 2 November

Change of Season

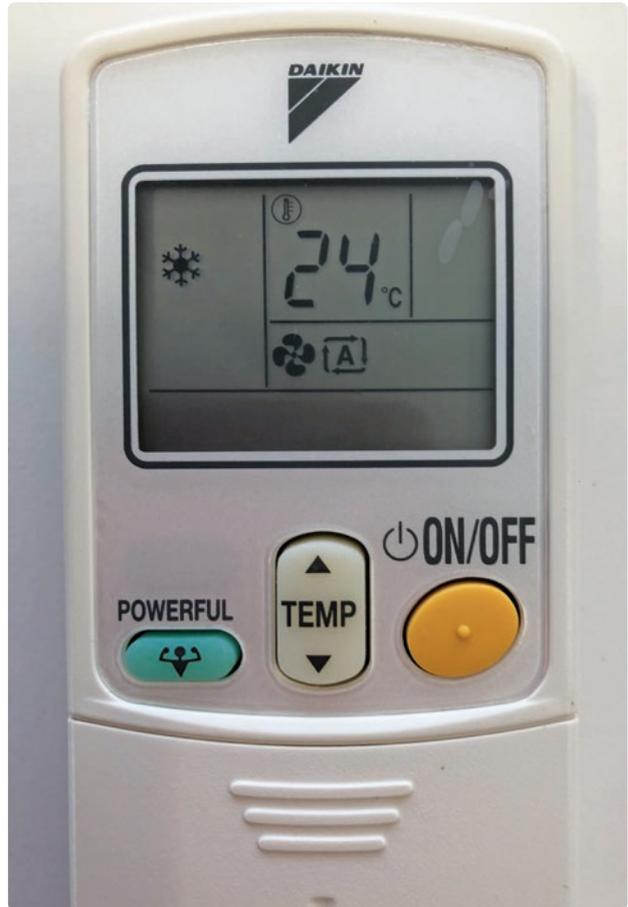
It's time to change the mode of your air conditioners, switching from the sun symbol to the icicle picture for those hot humid days. If you need assistance ask the IL Team to help if you're not sure.



Some of our neighbourhood magpies came a-knocking.



We were excited to see this very happy spring peach tree.



Did You Know?

A question we're frequently asked is "Where do we dispose of old x-rays and batteries?"

You can dispose of these items at:

- Ballina Shire Council - in the foyer there is a Community Recycling Area for x-rays and batteries
- Coles and Bunnings for batteries

An Afternoon at the Movies

Rams

Come along to watch the big screen in the Education Centre for a small cost.

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

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

Movie:	Rams
Genre:	Drama, Comedy
Rating:	PG
Directed By:	Jeremy Sims
Written By:	Jules Duncan
Starring:	Sam Neil, Michael Caton, Miranda Richardson, Asher Keddie, Wayne Blair, Kipan Rothbury
Duration:	1h 58m

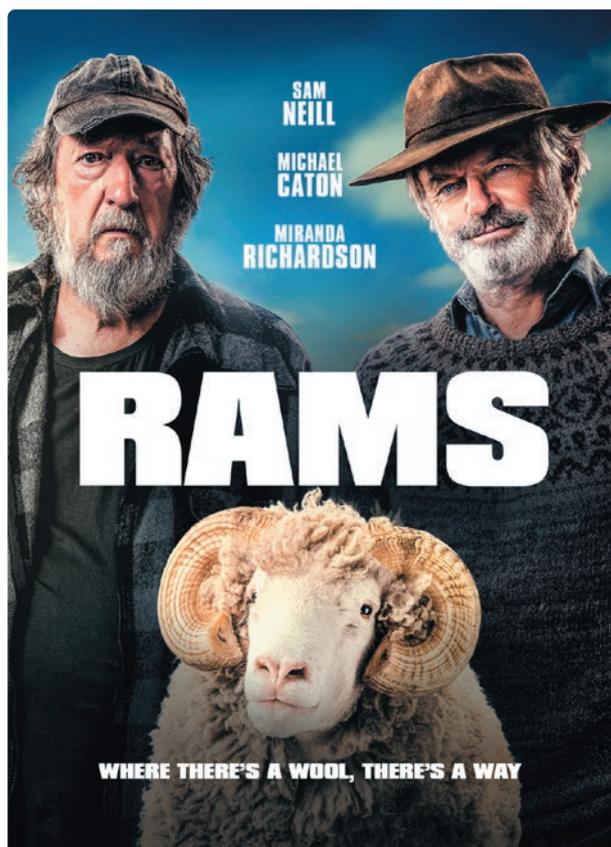
In remote Western Australia, two estranged brothers, Colin and Les, are at war. Raising separate flocks of sheep descended from their family's prized bloodline, the two men work side by side yet are worlds apart. When Les's prize ram is diagnosed with a rare and lethal illness, authorities order a purge of every sheep in the valley. While Colin attempts to stealthily outwit the powers that be, Les opts for angry defiance. But can the warring brothers set aside their differences and have a chance to reunite their family, save their herd, and bring their community back together?

Reviews

"The real magic of the film, of course, lies in the relationship between the brothers, there's a lot of enjoy about it."

"It's a decent film (a great one for animal lovers)."

"It's funny and sad, but with feel-good vibes, and I know this is a terrible intentional pun but – it's a really good yarn."



Crowley Screening

Movie:	Rams
When:	Wednesday 10 November
Where:	Crowley Education Centre Room 1
Time:	1.00pm
Cost:	\$2.00
RSVP:	To Crowley Reception by Monday 8 November

Book Club

It was great to meet up again this month when we discussed “The Great Escape from Woodlands Nursing Home” by Joanna Nell. Joanna has written four novels with similar themes.

At nearly ninety, retired nature writer Hattie prefers the company of birds to people, but when a fall lands her in a nursing home, she struggles to cope with the loss of independence and privacy. She dreams of “escape”. Fellow “inmate” Walter, would-be-comedian, also plans on returning home as soon as he is fit and able to take charge of his gopher. Walter and Hattie’s friendship grows after they meet at “The Night Owls” run by Bronwyn who has unconventional approaches to aged care.

The author draws on her experience as a GP visiting retirement villages to provide some insight into the routines, successes and failures of institutional care. She writes with wit, warmth and empathy about the perils, pitfalls and joys of old age.

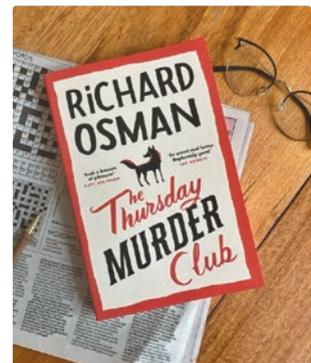
We were able to discuss the book from real residents’ points of view, drawing on actual experiences. Over all it proved an enjoyable easy read; a good blend of funny and moving.

Whoops... bad planning...

Our next read is “The Thursday Murder Club” by Richard Osman, another story set in a retirement village! However, hopefully it will be a fun read about four unlikely friends who meet once a week to investigate unsolved murders. It is written by a comedian!

Until we meet again on 18 November.

Happy reading!
Marion.



11 MEN'S BBQ

When: Thursday 4 November

Time: 12.00pm

Where: Activity Centre BBQ Area

BYO: Drinks

RSVP: By Monday 1 November to Reception
Essential for catering

COVID ETIQUETTE APPLIES

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

Limited 10 people per table. Bookings essential at Reception.

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

QR Code Check-in

Telephone Scam Targeting Veterans' Home Care Clients

David Crosby
Customer Service Manager

The Department of Veterans' Affairs has recently become aware of a scam targeting Veterans' Home Care clients. Clients are being contacted by someone claiming to be their VHC Service Provider and advising they have an outstanding debt of around \$600.

Clients are advised NOT to make any VHC related payments unless they are co-payments to their VHC Service Provider.

If you, or someone you know, has been approached by someone posing as a VHC Service Provider or DVA representative please contact your nearest DVA office.



Beware of scams

If you are a veteran, or know someone who is a veteran, please pass on the following tips taken from the DVA.gov.au website. Being aware of these tips may be helpful in preventing an incident that may compromise your private or personal information.

- If you receive a phone call or letter asking for your DVA client number or banking details, do not provide them. Contact your nearest DVA office to confirm the request is legitimate.
- Be cautious if you are contacted out of the blue by someone claiming to be from any government department requesting personal information. Always contact the organisation before responding, using contact details from a trusted source.
- Never give personal details to someone you do not know and trust.
- Never provide information such as passwords, tax file numbers or bank account details via email links.
- Do not open suspicious texts or click on links or attachments in emails received from unknown or unexpected sources.
- If you think you have provided your account details to a scammer, contact your bank or financial institution immediately.
- If you think you have provided your DVA number to a scammer, contact the nearest DVA Office.

For additional information about scams, visit www.scamwatch.gov.au - you can also subscribe to a free alert service to receive updates about the latest scams.

Home Care Client Profile

Barbara Meaney



Barbara was born and grew up in Hornsby NSW with three brothers.

Barbara left her childhood home when she got married at age 20 and moved to Collaroy with her husband Denis. Barbara and Denis had three children, a girl and two boys, while living in Collaroy.

When Barbara first left school she commenced her four-year hairdressing apprenticeship in Gordon on the North Shore, then finished her apprenticeship at a salon in Crows Nest. Barbara recalls loving her time as an apprentice meeting lots of interesting people, especially from Channel 7 and ABC staff.

In 1966, at age 25, Barbara moved to Wagga where she and her husband purchased their first Hotel. Barbara's husband was the publican for two years. They then moved to Gunnedah where they purchased two hotels. Denis also coached the Gunnedah football team.

When Barbara first met her husband, he was playing rugby league for Manly then moved to playing for the Western Magpies.

Barbara and Denis left Gunnedah in 1985 and moved to beautiful Lennox Head where they purchased the motel and Barbara purchased and ran the hairdressing salon. Barbara and Denis had friends who influenced them to move to the area.

In 2000 Barbara moved into Ballina and bought a unit which she still resides in today. Sadly, Denis passed away in 2011.

Barbara recalls an amazing memory with an 18-year-old exchange student named Christian who lived with them. Christian is now 60 years of age and a doctor in Denmark. When Denis was at the end of his life Christian flew from Denmark to Ballina for one day just to say goodbye to Denis. That day, Christian recorded an interview with Denis which Barbara cherishes. Later on, Barbara went on a trip to Norway for one week which she spent with Christian travelling down the Norwegian fiords.

Barbara has been very involved in the Ballina Bridge Club and was President from 1996 to 1999. Barbara has been described by her contemporaries as a 'powerhouse', a true role model as she worked tirelessly over the years for the club. Golf is another interest and Barbara has played golf at both Byron Bay and Ballina.

Two great decisions Barbara made in her life was to have children and move to the Far North Coast. Barbara's favourite food is Italian and favourite memories include travelling overseas with her husband and all the people she has met in her life through their travels, interest groups, businesses and football.

How To Get Proof of Your COVID-19 Vaccinations

Sherrie Viney
Home Care Manager

To assist our clients in the community gain evidence of their vaccination status we can offer the following advice for those with smartphones or computer access.

If the online or smart phone options do not suit you the easiest way is to go to your GP or local Service NSW centre to have a copy of your certificate printed.

Alternatively, call the Australian Immunisation Register on 1800 653 809 to have one mailed to you.

What types of proof there are?

There are two ways you can show proof of your COVID-19 vaccinations - a COVID-19 digital certificate or an immunisation history statement. They are both free.

- Your COVID-19 digital certificate shows proof of only your COVID-19 vaccinations
- Your immunisation history statement lists your COVID-19 vaccinations and all other vaccinations

You can print your own COVID-19 digital certificate or immunisation history statement when you download your proof online. You don't need to call for a copy.

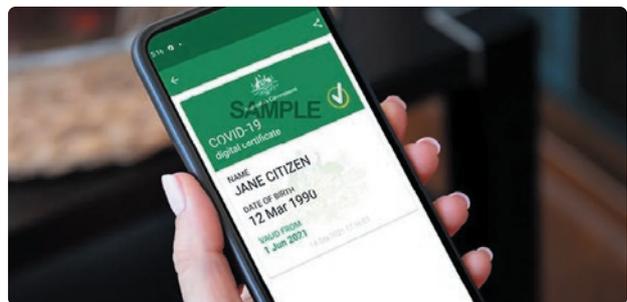
How to get proof of your vaccinations?

How you get proof depends on your situation. This includes if you need to create a myGov account, link services or enrol in Medicare.

You'll need to get your own digital certificate or immunisation history statement using either:

- Your Medicare online account through myGov at www.my.gov.au
- The Express Plus Medicare mobile app which can be downloaded through the Google Play store or Apple app store

Once you've had all your required doses, you can add your COVID-19 digital certificate to your digital wallet.



Australian Government
Services Australia

medicare

Immunisation history statement		
As at:	22 June 2021	
For:		
Date of birth:		
Individual Healthcare Identifier (IHI):	1234 1234 1234 1234	
COVID-19 immunisation status:		
This individual has received all required COVID-19 vaccines.		
Date given	Immunisation	Brand name given
31 May 2021	COVID-19	Pfizer Comirnaty
21 Jun 2021	COVID-19	Pfizer Comirnaty
Next NIP immunisation/s due	Date due	
No vaccines due.		
Notice/s		

If you're a veteran

If you're a DVA gold card holder and you have a Medicare number, you can access your COVID-19 digital certificate through either:

- Your Medicare online account through myGov
- The Express Plus Medicare mobile app

If you're a DVA gold card holder and don't have a Medicare number, you'll need to access your My Health Record and link it to your myGov account. This way, you'll be able to get proof of your COVID-19 vaccinations.

To do this, you'll need to call the My Health Record enquiries line on 1800 723 471 (option 1). They'll verify your identity and give you an access code, also called an Identity Verification Code, to link your accounts.

You can find out how to get COVID-19 vaccination proof through My Health Record from the Australian Digital Health Agency website at www.digitalhealth.gov.au

If you can't get proof online, you can call the Australian Immunisation Register on 1800 653 809. Select option 4 for the AIR veteran and defence support line. Then ask them to send your immunisation history statement or COVID-19 digital certificate to you. It can take up to 14 days for your statement or certificate to arrive in the post.

Alternatively, if you can't get proof online your vaccination provider can print your immunisation history statement for you.

Important contacts and numbers to assist you:

- My Health Record 1800 723 471
- myGov enquiries 132 307
- Medicare Enquiries 132 011
- Australian Immunisation Register 1800 653 809
- Digital Health general enquiries 1300 901 001
or email help@digitalhealth.gov.au

If you require assistance or guidance please don't hesitate in contacting the Crowley Home Care office on 1300 139 099.



**Service
NSW**

Community Connections

Magical Fingal Head

Fingal Head is located on the Tweed Coast of Northern NSW. This natural beauty is one of our region's hidden gems.

Around 23 million years ago an amazing basalt rock headland formation was formed by ancient lava flows from the nearby and extinct shield volcano, Mt Warning. It is one of the world's largest and best examples of an erosion caldera with a diameter of more than 40km.

Fingal Head was first sighted and recorded by Lieutenant James Cook on the 16 May 1770. There is a small island just offshore in honour of his name, Cook Island, and the water between the mainland and the island is referred to as the "Giants Causeway". This is a throwback to the famous stretch of water between Northern Ireland and Western Scotland.

Cook Island is located 600m offshore from Fingal headland and is known as a breeding area for a variety of seabirds such as terns and shearwaters. Cook Island was proclaimed as a marine reserve in 1998 and due to the diversity of the area no fishing is permitted in the waters that surround it. The island hosts a huge array of marine life such as groupers, trevally, surgeonfish and parrotfish. It is frequented by migratory shark species including wobbegongs, blind sharks and leopard sharks.



In 1872 the Fingal Head Lighthouse was built to help guide ships along the coastline. The lighthouse itself is not very high, only 7m tall. However its white light has the power of 1,000 candelas and a range of 17 nautical miles (31km).

The area around Fingal Head is one of the last remaining pockets of littoral rainforest along the Tweed Coast. A littoral rainforest is a community of plants and animals close to the sea and is dominated by rainforest plants.

Dreamtime Beach is located on the southern side of Final Head and is the place to go to escape the crowds. It maintains a seclusion and solitude that leads you to believe you're a million miles away.

To get there you need to walk through a wonderful coastal rainforest - you twist and snake along a path that bursts out from the littoral rainforest and you are instantly greeted by low lying sand dunes and beautiful waters of the Pacific Ocean. Dreamtime Beach faces due east and is ready to greet the dawning of each day.



The Gentle Art of Swedish Death Cleaning

René Lange Risk Manager

When we hear something described as Scandinavian or Scandi it often evokes images of white walls and blonde wood. Scandinavian design is noticeable by a focus on clean, simple lines, minimalism and functionality without sacrificing beauty.

Part of what makes Scandinavian design so popular is its aesthetic appeal and lack of clutter with everything having a place and no unnecessary nick-nacks lying around catching dust.

Scandinavian design has enjoyed a strong following for many years in part due to its uncluttered nature and brightness which evokes a sense of calm that many of us are seeking in our daily lives.

Is it any wonder then that a country that values the calm derived from clean, uncluttered living and organised spaces would come up with the concept of 'death cleaning'?

It's actually not as morbid as it sounds.

The concept behind Swedish death cleaning is that you organise your home and belongings in the hope that your children won't be burdened by having to deal with 50 years' worth of belongings when you pass away.

And while there is obviously a benefit to our next of kin, we can all benefit from a little bit of Swedish death cleaning while we're still in the here and now.

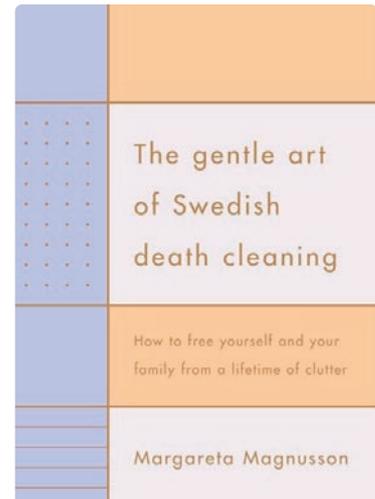
Marie Kondo, author of the incredibly popular book, "The Life-Changing Magic of Tidying Up: The Japanese Art of Decluttering and Organising" speaks of only retaining items that 'spark joy'.

Likewise, Swedish death cleaning isn't about getting rid of everything you own. Rather it's a method of downsizing, organising and streamlining your life so you are only holding on to what makes you happy.

In her book "The Gentle Art of Swedish Death Cleaning", Margareta Magnusson talks of freeing yourself and your family from clutter. But where Marie Kondo advocates dealing with your clutter by categories and all at once, for example sorting through every single book you own, Swedish death cleaning is as the name of Magnusson's book implies a somewhat gentler approach.

It's not just for people over a certain age and it should be considered a slow and ongoing process. Swedish death cleaning can't be started and finished in a day, week, or month. It's going to take time and should be seen as a lifestyle change, not a period of intense purging.

As you move through the process, you'll no doubt relive fond memories. You'll be reminded of people and places long forgotten and surround yourself with your greatest treasures. Importantly death cleaning isn't about dying. It's about looking back on your life, no matter your age, and only keeping what's important.



Update from Maintenance

Albie Viel Maintenance Manager

Maintenance staff have been in all areas of the site carrying out a variety of projects. Col has continued the Independent Living unit's refurbishments having 20 units requiring different levels of work with the last of the Florence Price Place Villa residents coming across and a number of units for new residents.

After completing maintenance repairs to the external parts of Redford Place units, which included roof, pergola, pathway and painting repairs, the Team are now at the Apartments carrying out external repairs particularly to the fascia and roof areas. Contractors are painting ceilings and walls to refresh the interior colour scheme in the common areas.

Due to COVID-19 restrictions the use of external contractors had been limited and the repainting of rooms in the Residential Care facility has been left for the Maintenance Team to complete. Rooms have been repainted, new vinyl flooring laid and new curtains and roller blinds installed.

Independent Living unit residents have made various additional work requests including extra lighting, additional power points and television points. For additional works requests, remember to fill out an Additional Works Form, available at Reception. Detailing the exact nature of works required, including a diagram of the proposal. This will assist us in assessing the request for approval.

We also want to acknowledge Terry, our electrician. Terry recently left Crowley to retire to Queensland. Terry has been at Crowley for three years and in that time has been a well-respected, committed and much-loved employee. He will be missed and we wish him all the best for the future.





Laundry Procedures

A Reminder to Families, Residents and Visitors

Tony Baldwin
Hotel Services Manager

It's important that resident clothing is labelled.

As we approach summer and gift giving season, it is always a good reminder that any item of clothing coming into the facility must be labelled first prior to going to the resident's room.

The laundry services team rely on these labels to ensure items of clothing are promptly laundered and returned to their owners. This enables us to quickly locate a missing item or find its owner without having to add to the "Unclaimed Laundry Book".

When additional clothing is brought in for a resident, the clothes are taken directly to Reception where they are documented and sent to the laundry for labelling.

If Reception is closed on weekends, clothes can be given to the Concierge staff to follow the same procedure.

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

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 the care staff to put the clothing away. If there are any items of clothing not labelled these will be returned to the laundry.





Christmas **PARTIES** Residential Care

Crowley Residents are invited to our Christmas Luncheon.
Enjoy a three course meal to celebrate the holiday season.

SERPENTINE, MISSINGHAM,
RIVERVIEW & ROSEBANK

TUESDAY 14 DECEMBER
11:30AM - 1:30PM
ENTERTAINMENT ROOM

BANKSIA, LILLIPILLI &
PROSPECT

WEDNESDAY 15 DECEMBER
11:30AM - 1:30PM
ENTERTAINMENT ROOM

Blueberry Bagels

This gourmet interpretation of a classic breakfast will get the day off on a sweet note.

Ingredients

- 3/4 cup (185ml) warm water
- 100g frozen blueberries, thawed
- 2 tsp (7g/1 sachet) dried yeast
- 1/3 cup (70g) caster sugar
- 2 1/2 cups (375g) plain flour
- 1 tsp ground cinnamon
- 1/2 tsp salt
- 8 cups (2 litres) water, extra
- 1 egg yolk
- 1 tbsp milk
- 1/4 cup (60g) white sugar
- Cream cheese, to serve
- Blueberries, to serve
- Raspberries, to serve

Instructions

Combine water, blueberries, yeast and 2 tbsp of caster sugar in a jug. Set aside for 5 minutes or until frothy.

Combine flour, cinnamon and salt in a large bowl and make a well in the centre. Pour the yeast mixture into the well and stir until combined. Turn onto a lightly floured surface and knead until dough is smooth and elastic. Place in a large bowl and cover with plastic wrap. Set aside for 30 minutes or until dough rises by half.

Preheat oven to 180°C. Combine extra water and remaining caster sugar in a large saucepan over high heat and bring to boil. Reduce heat to medium and bring to a simmer.

Brush an oven tray with oil. Divide dough into eight portions. Roll each portion into a ball. Push a lightly floured finger through middle of ball to create a hole. Flatten ball slightly. Place on oiled tray and set aside for 10 minutes to rise slightly.

Add 4 of the bagels to simmering water. Cook for 3 minutes. Turn and cook for a further 3 minutes. Use a slotted spoon to remove and return to oiled tray. Repeat with remaining bagels.

Whisk egg yolk and milk together in a bowl. Brush over each bagel; sprinkle with sugar. Bake in oven for 20 minutes or until golden brown. Leave to cool. Serve toasted with cream cheese and berries.





Spring Beef Casserole

The perfect spring time beef casserole that doesn't involve you slaving over the stove top.

Ingredients

- 500g beef chuck steak, cut into 3cm pieces
- 2 tsp smoked paprika
- 2 tbsp olive oil
- 1 brown onion, coarsely chopped
- 1 red capsicum, seeded, coarsely chopped
- 2 zucchini, coarsely chopped
- 2 garlic cloves, finely chopped
- 400g pineapple, peeled, chopped
- 1 cup (250ml) Massel Beef Style Liquid Stock
- 2 rosemary sprigs
- 1 cup (200g) couscous
- 1 cup (250ml) boiling water

Instructions

Place the beef in a large bowl. Sprinkle with paprika and toss to coat. Heat the oil in a large frying pan over medium heat. Cook the beef, in batches, turning, for 5 mins or until brown all over.

Transfer to a slow cooker with the onion, capsicum, zucchini, garlic, pineapple, stock and rosemary. Season. Cover and cook for 6 hours on low or until the beef is tender. Remove the rosemary and discard.

Place the couscous in a large heatproof bowl. Pour over the boiling water. Cover with plastic wrap and set aside for 4-5 mins or until the liquid is absorbed. Use a fork to separate the grains.

Divide the couscous evenly among serving bowls. Top with the beef mixture. Season to serve.

Crowley Connections

Karen Merritt, Home Care

When did you commence at Crowley?

11 years ago

Where did you work prior to commencing at Crowley?

In a pharmacy

Have you completed any study? If so, what qualification do you have?

Dispensary tech, make-up artist, swim instructor

How does your day look before your work at Crowley begins?

With a yoga session

Tell us a little about your life outside of Crowley

My life is busy but enjoyable

What is an exciting adventure you have been on lately?

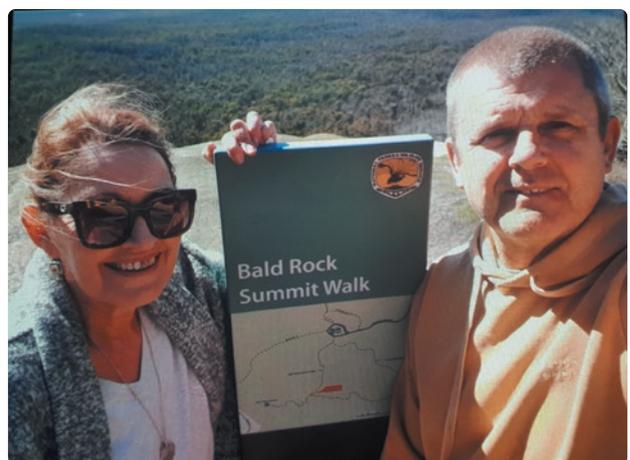
Trip to Tenterfield staying in a cute B&B and climbing Bold Rock

Do you have any hidden talents?

I can give great facials

What is something that people may not know about you?

I'm the eldest of eight children. The youngest is four years older than my baby girl, and I love how close they are.



Meet Team Crowley



Karen, Home Care

Favourite Food:
Chinese and Thai

Favourite Drink:
Bubbles

Favourite way to spend a day off:
Doing something for myself - hair, nails. It's always nice!

What was the last TV show you binged watched:
Line of Duty

Best advice you have received:
Life is far too short so live to the fullest. Have no regrets!



Vanessa, Home Care

Favourite Food:
Lamb roast with lots of veggies

Favourite Drink:
Juice - any flavour

Favourite way to spend a day off:
Spending time with my two grand-babies or out in the boat on the water fishing

What was the last TV show you binged watched:
Prison Break

Best advice you have received:
Stop worrying! Worrying will only take your happiness away.



May, Home Care

Favourite Food:
Prawns

Favourite Drink:
Alcoholic ginger beer

Favourite way to spend a day off:
Spending time with my grandchildren

What was the last TV show you binged watched:
Peaky blinders

Best advice you have received:
Just be kind

Welcome to Team Crowley



Maddy
Residential Care



Priyanka
Residential Care



Kate
Human Resources

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





The Eyes Are The Window To Your Soul

Kate Noble
HR Manager

Being a new employee to Crowley Care (replacing Bridget and working with Anna in HR), this quote came to mind as I began meeting the staff and residents on my travels throughout the facility. And there's a lot of wonderful staff and residents to meet.

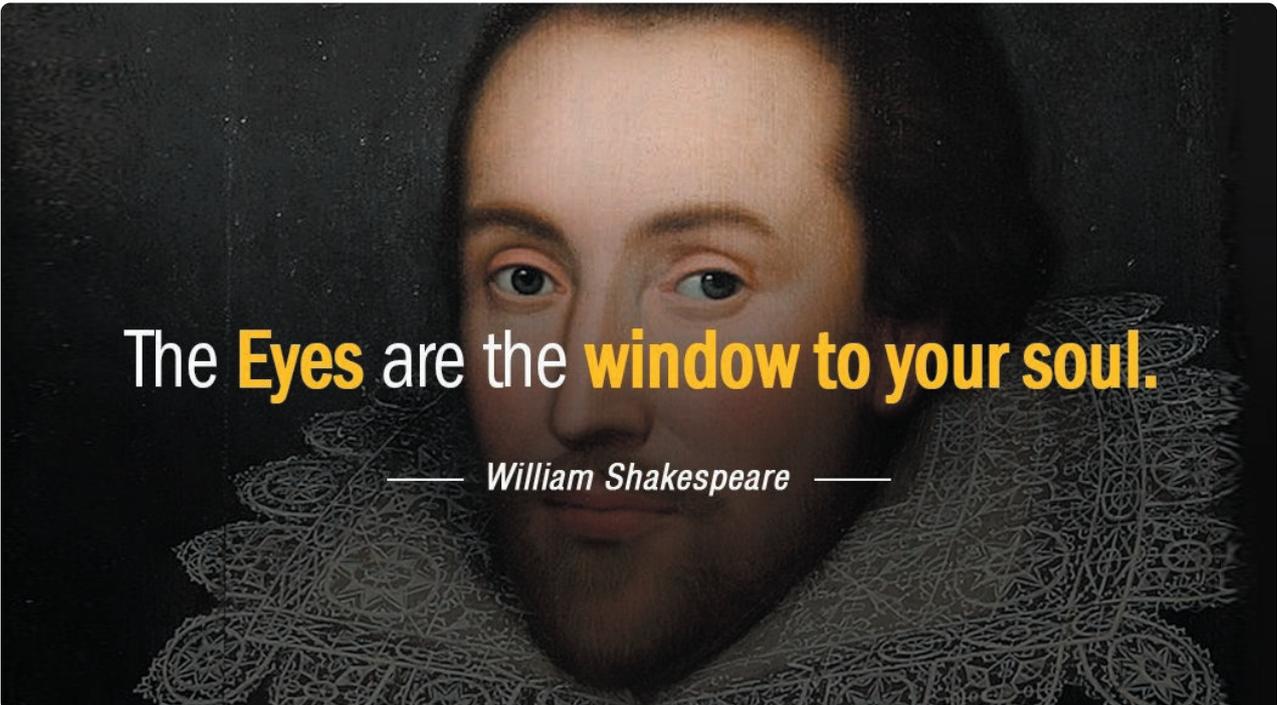
The wearing of face masks has made me realise how important our eyes are in conveying what we're saying, thinking and feeling.

Each time I was introduced to someone, even if I couldn't see their mouth form a smile, I could see their eyes change. It was a positive change too; a slight narrowing of the eyes as the muscles of their face accommodated the smile, along with a wonderful but subtle brightening of the irises.

It was reassuring to learn that smiling with your eyes is not only hard to fake, it helps to channel good thoughts and a welcoming vibe. A vibe I could feel.

Even though I could see the smile in people's eyes, it was interesting that occasionally when I was able to spend a bit longer with someone, despite the smile and the pleasant conversation, you get to glimpse beyond the surface to the other deeper elements about a person such as a sense of humour, sadness, experience, wisdom, kindness and knowing.

So, whilst I can't remember everyone's name, job title or even their face (a downside to mask wearing), fortunately I do remember everyone smiling with their eyes. So, thank you Crowley staff and residents for the positive vibe and genuine, warm welcome.



The **Eyes** are the **window to your soul.**

— William Shakespeare —

Focus on Quality

Promoting A Learning Culture - Investing In Each Individual

Michelle Golding Quality Manager

In April we successfully launched Altura Online Learning, an online learning management system known as “Bridge”.

Crowley became a member of Altura Learning, a global community of Learning for the Care Sector! It’s been an exciting time for Crowley as we moved into online learning during COVID as a method to deliver our education.

Feedback from our staff

- Very good indeed, very worthwhile and instructive
- Altura is so easy to use
- Thank you, Crowley, for continually improving
- Great course content, so relatable
- I would love to look at the courses again

Who are Altura Learning?

Altura are a leading training provider for the aged care and disability sector. They are member-led and committed to ensuring that all their learners are trained to a high standard.

Altura Courses

All Altura courses are based on actual examples of providing outstanding care and are engaging, informative and inspiring stories that are easy to relate to. The films intentionally feature real people and real care workers (where possible/ appropriate), rather than actors giving demonstrations. After staff have viewed the films, they are asked to complete an “Essential Assessment” in the form of a multiple-choice questionnaire.

All Altura courses are checked by national and international experts for accuracy and compliance and are regularly updated to ensure staff are receiving the very best training and education.

Over the last few months staff have completed courses including:

- Aged Care Quality Standards
- Dementia an Introduction
- A Guide to Safe Food Handling
- Customer Service: Providing a Five Star Experience
- Promoting Equality, Diversity and Inclusion
- Culturally Inclusive Care
- Effective Handover
- Oral Health

At Crowley we are committed to promoting a culture that is invested in each individual through personal and professional development. We aim to broaden the scope of capabilities of our workforce and maintain currency of practice through lifelong learning and continuous improvement.

We continue to develop our Education and Personal Development Training model to ensure we achieve our consistently high standard of safe, respectful and quality care.





Making Feedback Flow

Michelle Golding
Quality Manager

Student placement feedback

Our recent student placement students were asked the following questions:

What part of the placement did you find most beneficial?

- Hard question as there are so many factors. For me personally, I feel the staff have really encouraged me to develop my leadership qualities. I feel very supported, which in turn assists me to provide quality person-centred care.
- All staff were amazing and super friendly. The education was relevant to the criteria I had to meet. Gained knowledge and new skills.
- Shadowing the RN in Charge was excellent as it provided an outstanding example of the role and what is required and expected.

How could we improve your training experience?

- Residents and staff have been very supportive.
- Nil.
- I would like to thank all of the staff for being so welcoming and accommodating our learning experience.

Education and training feedback

We recently held Clinical In-Services presented by Anne Moehead, one of our Nurse Practitioners here at Crowley. This is the feedback:

Dementia Overview

- Very informative.
- Great overview for an EN student it has been very helpful.
- Awesome presentation. Please make a PowerPoint paper a bit bigger as it is hard to read at home. Thank you, Anne.

Delirium

- Session on Delirium was extremely interesting with valuable information.
- The Delirium training was a great basis of knowledge and greatly improved on my understanding. Delivered really well. I would find it very beneficial to relate this to a case study based on an actual case of Delirium for a Crowley resident to assist putting knowledge into practice.

Managing Changed Behaviours

- Thank you, Anne, fantastic presentation. A lot of practical information.
- Inservice with Anne was succinct and very informative. I felt empowered and given the tools and address behaviours with more confidence.
- Great information received, good engagement.

The Month of November

November is the eleventh month of the year, the fourth and last of four months to have a length of 30 days.

November was the ninth month of the calendar of Romulus c. 750 BC. November retained its name (from the Latin novem meaning “nine”) when January and February were added to the Roman calendar.

November is a month of late spring in the Southern Hemisphere and late autumn in the Northern Hemisphere. Therefore, November in the Southern Hemisphere is the seasonal equivalent of May in the Northern Hemisphere and vice versa.

In November we celebrate:

2 November Melbourne Cup Day
11 November Remembrance Day

- November’s birthstones are topaz and citrine. Topaz symbolises love and affection. Citrine represents positivity and is said to be a stone that contains all the powers of the sun.
- The birth flower of November is the chrysanthemum which holds meanings of loyalty, honesty, and well wishes.
- The zodiac signs for the month of November are Scorpio (23 October – 21 November) and Sagittarius (starting 22 November).



A meaningful life is not being rich, being popular, being highly educated or being perfect.

It is about being real, being humble, being strong and being able to share ourselves and touch the lives of others. It is only then that we could have a full, happy and contented life.

Word Search

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

Celebrate the month of November with a Melbourne Cup themed word search puzzle!

- | | | | |
|------------|------------|------------|--------------|
| Bet | Food | Jockey | Roses |
| Champagne | Gate | Melbourne | Spring |
| Cup | Grandstand | Models | Thoroughbred |
| Fashion | Hats | Punter | Track |
| Flemington | Horse | Racecourse | Trophy |

Round the Traps

Crowley Men's Shed



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
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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.