

the chatterbox

NEWS FROM CROWLEY CARE

NOVEMBER 2022



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Cover photo

Mary and Kevin enjoying Show Day



A Moment with our CEO

Hello everyone,

Show Day a big hit

After recent years of “No Show” it was truly wonderful our biggest Crowley community event went ahead this year. And what a day it was.

Our Annual Show Day exceeded expectations. We’ve received many positive comments from staff, residents and families about the special day.

Partly I think, everyone would agree, we were all just relieved we could get together this year!

And our community really made the most of it in true Crowley style.

We were reminded that coming together as a community in one place and on one day, is truly special.

A big thank you to all involved in making our 2022 Show Day such a big hit.

And the fun continues.

Because we have quite a few social events planned for both November and December, particularly our Christmas festivities, all within COVID safe rules of course.

I know I speak on behalf of our Crowley family when I say it’s brilliant these events are happening again.

New legislation new promise

New Federal aged care legislation, which came into effect on October 1st, following the Royal Commission into Aged Care, Quality and Safety recommendations, will improve our industry.

Included is a new Government funding system for aged care providers, which it is hoped will lift the level of Government funding per resident.

Whilst we await to see the details and how the new system will work, we are hopeful it will lead to increased funding for Crowley Care and our industry.

In the new legislation is the requirement for aged care providers to have 24/7 nursing care, something Crowley has always had.

Our quality of nursing, both day and night, has always been central to Crowley, and we are very well positioned to cope with a lot of these mandatory changes being made to the aged care industry.



Kelly Roberts wins national award

We are so proud of Kelly Roberts, our Clinical Manager Nurse Practitioner, who won a national award.

The Australian College of Nurse Practitioners Inaugural Excellence in Clinical Leadership Award was awarded to Kelly for her excellence in clinical leadership in innovative care. The College is the national peak body for nurse practitioners.

The award recognised the great work Kelly and her team delivered during the height of the pandemic and the invaluable work Nurse Practitioners contribute to Crowley and the aged care industry.

To win this national award Kelly had to demonstrate a model of care that is innovative and that improves patients access to evidence based health care. It is a huge tribute to Kelly, her team and to Crowley.

It goes to show regional providers like Crowley Care can offer nationally recognised clinical excellence. That fact alone should provide great comfort to our Crowley family and community.

Very best,

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

Michael Penhey
Chief Executive Officer

Catch Up with Kelli

Kelli Potts
Executive Manager Operations and Finance

Care at Crowley is made up of many facets, involves all areas and is delivered by all staff in their various roles. These various contributions to the overall care of our residents and clients form the individual and holistic care we strive for in our Vision.

Spirituality is an important aspect of all of our lives and often becomes even more important as we age.

Last month we celebrated Spiritual Care Week October 23 - 29. I would like to thank our Parish Priest Fr Peter Padsungay for his article below informing how the Parish Pastoral Team support the spiritual needs of our residents.

“Crowley is committed to the care of the whole person; physically, emotionally and spiritually.

As an essential part of the care team, Spiritual Care Staff provide residents with spiritual, religious and emotional support to enhance health and well-being.

We can provide support during times of trauma, ill health, sadness and grief through:

Non-judgemental, attentive and respectful listening.

Talking through questions about meaning, purpose, relationships, faith, life and death and feelings of despair, sadness, loss and grief.

Ministry of presence, Human connectedness and friendship.

Religious and Sacramental care such as Holy Mass on Wednesdays in the Chapel at 10:30am, Spiritual Direction, Prayer, Scriptural Readings, Holy Rosary, Holy Communion or Anointing as requested.

Spiritual Care goes beyond medical treatment and is centred on the person’s needs and beliefs. It does not impose, but seeks to listen respectfully and confidentially to promote comfort and healing.

Our Spiritual Care team can assess both spiritual and religious needs and facilitate support within the community as required.

Spiritual Care may provide the following benefits:

- *Positive and hopeful attitude about life and illness, which predicts improved health outcomes*
- *Sense of meaning and purpose in life, which affects health behaviours and social and family relationships*
- *Greater ability to cope with illness and disability*
- *Broader social support networks, and these social networks can be particularly comforting during difficult times*
- *Meaningful religious experience through the celebration of the sacraments, and spiritual directions with the priests, chaplains or ministers*

People often say that what is most helpful about seeing a spiritual care worker is: ‘being able to talk about what was on my mind’. Meeting with a spiritual care staff member gives residents an opportunity to speak about whatever they feel is important to them. To connect with the residents and know what’s important to them is the key to supporting spirituality in aged care.

Spiritual needs are different for everyone, but everybody can benefit from seeing a Spiritual Care staff member, no matter their age, gender, or whether they are spiritual, religious, both or neither.

If you would like to access our services, please ask your nurse, or see the rostered member of the Pastoral Care Team on Wednesday from 9:00am - 1:00pm.

We will make every effort to be with you as soon as we can.”



- Father Peter Padsungay

MELBOURNE CUP

DRESS UP DAY

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

TUESDAY 1 NOVEMBER

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



Crowley Show Day

Market stalls full of exciting wonders and treats



Face Painting



Old MacDonald's Farm



Craft Stall



Carnival Foods



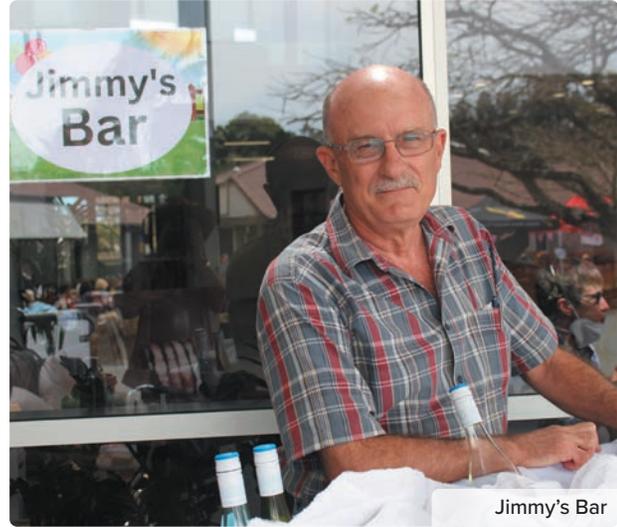
Crowley Auxiliary



Bake Stall



Chocolate Wheel



Jimmy's Bar



Jumping Castle



Men's Shed



BBQ Lunch



Orchid Society



White Elephant

Crowley Show Day

This year's Show Day featured an exclusive art exhibition





Crowley Show Day

We sure were spoilt for entertainment with line dancing and reptile show





Crowley Show Day

What a looker! We had a parade of fashionable 'Mr Show Girl' contenders



Angelic Andy



Luscious Lee



Anonymous Andy



Jiving Josh



Pretty Peni



Temptriss Tim



Delectable Dave



Tantalising Teppy



Divine Dean



Beautiful Brad



Crowley Show Day

A family fun day for residents, families, staff and friends

























Resident Focus

Stella McFarlane

Stella was born in Sydney on March 3, 1920, and grew up in Berala, near Lidcombe. She had a brother, Norman, who was 10 years older, and a sister, Phyll, who was five years older. Her dad was a builder and her mum looked after the home and children.

Stella went to primary school in Berala and high school in Burwood. Growing up, she enjoyed playing tennis and had a tennis court at home that her dad and brother built out of material collected from ants' nests. Stella recalls tennis competitions organised by a neighbour, some of which she won. There were parties at home and dances on the tennis court, which was decorated with coloured lights. Stella remembers when the trains started to run and people were excited to be able to change trains at Lidcombe and travel to Berala.

When she was very young, Stella worked in a florist shop and considered doing this as a career, as flowers and gardening have always been a love of her life.

After high school Stella learnt how to use a comptometer adding machine. She worked in the statistical office at Anthony Hordern's Department Store in Sydney for a number of years and made many lifelong friends.

Stella met Stanley Peter McFarlane when she was 16 and started going out with him when she was 18. Life was comfortable and safe, with friends, tennis and parties. Stella loved dressing up and going out to balls with Stanley, especially at the Farmers Ballroom in the city. Balls became a big part of their lives in those days, but then World War II started. Stella had to say goodbye to Stanley for the first time in 1941 when he sailed on the Aquitania to the Middle East. While he was away, Stanley asked Stella's father for his permission to marry his daughter, and then he asked his sister to buy an engagement ring. On her 21st birthday, Stella wore the ring for the first time.



Stanley came back to Australia the next year on short leave and said to Stella, "Let's get married!" They only had a few days to prepare. With help from family, friends and neighbours, they found material for the dresses and made them themselves, booked a wedding reception place for lunch and found flowers – all in the middle of a war.

Stella and Stanley were married at Berala Church. After they married, Stanley was stationed in places around Australia until he was shipped to Borneo. He didn't return home until 1946. Stella spent many years without her husband and had their first son, Peter, to care for.



When he returned, Stanley became an accountant and they moved to Beverley Hills. They had two more sons, Stephen and Gregory, and moved to Dee Why in 1960. Stella's love of travel began in 1964 with a four-month tour of the world, meeting family in England, visiting Niagara Falls, Japan, and many other adventures. Living in Dee Why meant lots of trips to the beach. Stella lived in Dee Why for 40 years and enjoyed countless family meals, indoor bowls competitions and Christmas parties filled with kids. Sadly, Stanley passed away from leukemia when he was 57.

For the past 20 years Stella has lived in Willandra Independent Living Village and felt very fortunate to be part of the community and made many wonderful friends. She was known as 'the lady who lives on the roof' because she looked after the garden on top of cluster 21. Stella had a wonderful time. When she turned 100, Stella had a big party with her three sons, seven grandchildren, nine great-grandchildren, family and friends. About six months ago Stella's health deteriorated and the decision was made to move to Crowley.

Stella moved to Crowley about a month ago and while it is a big adjustment, she is settling in, finds the staff really nice and enjoys participating in activities.

World Diabetes Day

Monday 14 November 2022

Anne Moehead
Clinical Support (Nurse Practitioner)

World Diabetes Day is the world's largest diabetes awareness campaign reaching a global audience of over one billion people in more than 160 countries.

The campaign draws attention to issues of paramount importance to the diabetes world and keeps diabetes firmly in the public and political spotlight.

The World Diabetes Day campaign aims to be the:

- Platform to promote advocacy efforts throughout the year
- Global driver to promote the importance of taking coordinated and concerted actions to confront diabetes as a critical global health issue

The campaign is represented by a blue circle logo that was adopted in 2007 after the passage of the UN resolution on diabetes. The blue circle is the global symbol for diabetes awareness. It signifies the unity of the global diabetes community in response to the diabetes epidemic.

Every year, the World Diabetes Day campaign focuses on a dedicated theme that runs for one or more years. The theme for World Diabetes Day 2021-23 is Access to Diabetes Care.

Crowley has established collaboration with the NNSWLHD credentialled diabetes educator Michelle Johnston who provides consultations and advice for our residents. We support a number of diabetics in our facility, with some on insulin and others on oral medications.

The aim of diabetes management is to keep blood glucose levels as close to the target range as possible, between 4 to 6 mmol/L (fasting). However, the ranges will vary depending on the individual and an individual's circumstances.

Keeping your blood glucose level at the optimum range is a careful balance between what food is eaten, physical activity and medication. Blood glucose levels which are too high, could result in hyperglycaemia or ketoacidosis. Blood glucose levels which are too low, could result in hypoglycaemia. It is important to learn about each reaction and respond appropriately. Ketoacidosis is an emergency and you must call emergency services immediately.

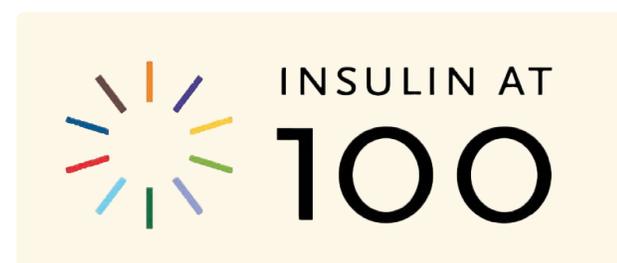
Keeping your blood glucose levels on target will help prevent both short-term and long-term complications.

Our staff help our residents to check blood glucose level, inject insulin and develop a healthy eating and exercise plan that is right for them.

Further information is available from Diabetes Australia at www.diabetesaustralia.com.au



**International
Diabetes
Federation**



Ageing Outrageously

Have you ever felt invisible?

René Lange
Risk Manager

When we are young, we see ourselves everywhere in advertising, in magazines, on TV and in movies.

But a strange thing seems to happen when we reach a certain age - we can feel we start to fade away, and dare I say, become irrelevant.

The older we get the less of ourselves we see – especially in popular culture. It's as if society wants us to take up less space, step back and fade away.

This ageism appears to be a particularly western concept. In Japan, and many other eastern cultures, older people are generally treated with a great deal of respect and are highly valued members of society. It may be one of the reasons that in Japan elderly people live longer.

On the other hand, we are taught to worship at the altar of youth. Certainly, the health, beauty and fashion industries make billions every year convincing us we need this face cream or that hair product to maintain our youth at a younger and younger age. And heaven forbid if you have some laugh lines on your face... quick where's the Botox!?

Numerous studies have shown as we age we are more likely to be subjected to discriminatory behaviours during recruitment processes. Recruiters often make assumptions based on aged based stereotypes and fail to see the significant value a more mature person brings; life experience being one.

More mature consumers can feel excluded from mainstream fashion because ageing is not reflected positively, in the imagery or the clothing available. Fortunately, the value of catering for the mature woman is increasingly recognised with some great mature aged female role models.

On the surface it all seems a bit trivial but ageism, in all its forms, is associated with increased social isolation and loneliness, greater financial insecurity, decreased quality of life and even premature death. It can have consequences for people's health and wellbeing.

Individually there are many things we can do to overcome the ageism we face:

- **Speak up:** don't let others steal your voice
- **Engage with the world:** show younger people that despite what they think you are aware of what's going on around you
- **Be independent:** don't assume or let others assume that because you are a certain age you're not able to do certain things
- **Make no apologies:** wear your maturity with a badge of honour. After all not everyone has the privilege of growing older. What are you saving your best life for?
- **Take up space:** don't let anyone convince you that you don't have a right to take up space in this world. Pull out that pink feather boa. Wear that loud shirt you love. Be seen!

Above all else age outrageously.



"Old age is an excellent time for outrage. My goal is to say or do at least one outrageous thing every week."

Louis Kronenberger

From the IL Desk

Jenny Kliese
Independent Living (IL) Coordinator

In recent weeks we've welcomed Margaret and Ross Richardson and Judy and Michael Honeywell into the Independent Living community.

Margaret and Ross lived and worked in the Northern Rivers for many years before retiring to Lennox Head where they spent their time enjoying and volunteering in the community.

They have been married 60 plus years with three children and six grandchildren.

Why did you choose Crowley?

It was an obvious choice as we'd heard good things through other people.

What are your goals and plans moving forward?

Being able to stay well and go with the flow, to live long enough to look after each other.



Judy and Michael have lived and worked in the local community for more than 35 years. They are in the 60th year of marriage and during this time their family has grown to three children and six grandchildren.

Why did you choose Crowley?

It was a natural progression as we were involved with Crowley in the early days and the fact it has its own chapel.

What are your goals and plans moving forward?

We are looking at our move as a new chapter less responsibility (house and garden) "a new era for us both".



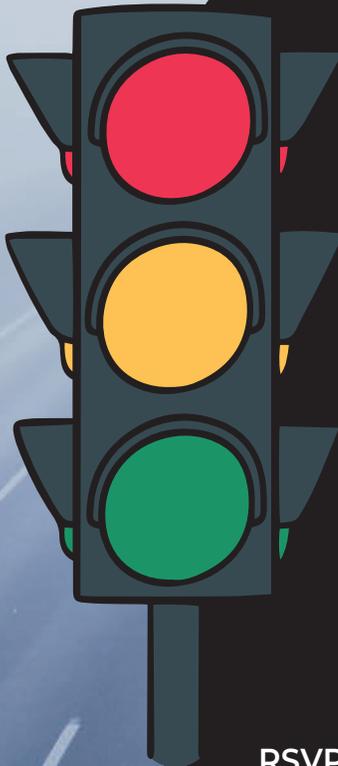


**Crowley Independent
Living Residents are invited to:**

OLDER DRIVER WORKSHOP

Presented by: True Blue Driving School

A free workshop to help older people make safer choices when driving a car, walking, catching public transport and using a mobility scooter



**Monday
28 November 2022**

9:30am - 11:30am

**Crowley Care
Activity Centre**

Light refreshments provided

RSVP encouraged by **21 November 2022**
to Crowley Reception

Sponsored by: Crowley Care Ballina

Crowley Auxiliary

Celebrating Crowley Show Day

Helen Cooney
Crowley Auxiliary President

Congratulations Crowley Care on a wonderful Show Day and celebration of the Crowley community. The Show Day was such a lovely way to bring people together to enjoy the company and friendship with family and friends. The displays and stalls all added to an atmosphere of celebration.

Thank you to the Auxiliary ladies for their contribution to the day. The delicious scones loaded with jam and cream were enjoyed by many. We also thank Tony and Kate for their continued support and contribution to the success of the Auxiliary events.

The raffle was well supported and the winner, Amanda, was delighted.

We are looking forward to Melbourne Cup afternoon. We have organised a lovely lunch with Tony, and we will have another raffle, along with some fun activities for the day.

We welcome any new members and encourage you to come along to our Auxiliary meetings and enjoy a social get together each month.

Regards,
Helen Cooney

News From the Men's Shed

We were pleased to participate in the very successful Crowley Show Day. During the morning we had a steady flow of residents, visitors and staff passing our stall and purchasing some of the items we had on display. As usual, Frank's Herbs attracted many of his long-time customers updating their herb gardens.

We are undertaking an update and bench rearrangement of the shed, which will help with our assembly and fix-it jobs. The September skip arrived and was most useful for the disposal of timber offcuts and associated shed debris.

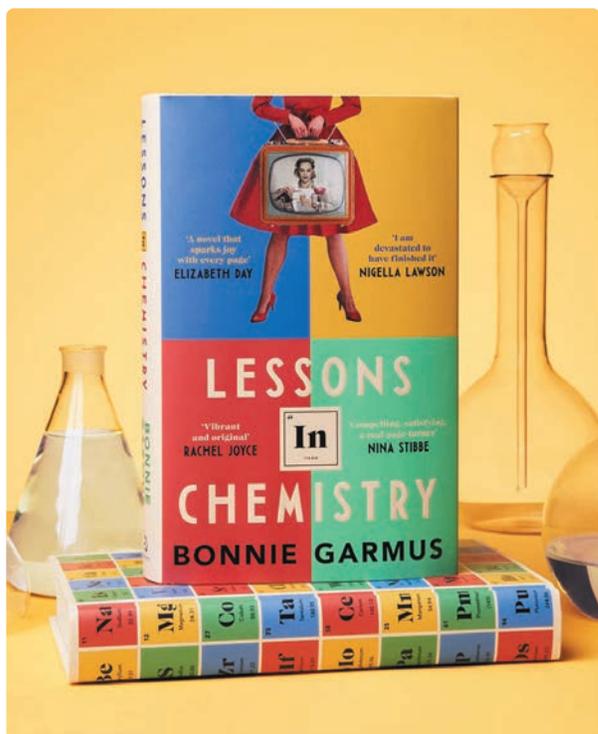
We are currently overstocked with a number of saleable items and we will display a selection of these on tables outside the shed. Many of these would be great Christmas presents, including a range of children's toys, chairs and restored furniture. Also on display will be towel roll holders, blinking light reindeers, table size Christmas trees, jewellery, boxes, Scottie dogs, black cats and many other items. These displays will occur outside the shed throughout November and December.

We invite all residents, friends, families, visitors and staff to visit us at the shed on Tuesday and Thursday mornings until mid-December to see what we have on offer.



Book Club

Lessons in Chemistry by Bonnie Garmus



Our latest read proved a popular choice. “Lessons in Chemistry” by Bonnie Garmus is a debut novel covering a multitude of social norms but mainly focuses on women’s status in the 1950’s and 60’s.

In the early 1960’s Elizabeth Zott’s all male co-workers at a research institute take a very unscientific view of equality. That is, except for Calvin, the lonely, brilliant Nobel Prize nominated grudge-holder who falls in love with Elizabeth’s mind. True chemistry results.

But like science, life is unpredictable. A few years later, Elizabeth finds herself not only a single mother, but the reluctant star of America’s most beloved cooking show. Elizabeth’s unusual approach to cooking proves revolutionary. But not everyone is happy because Elizabeth isn’t just teaching women to cook – she’s daring them to change the status quo.

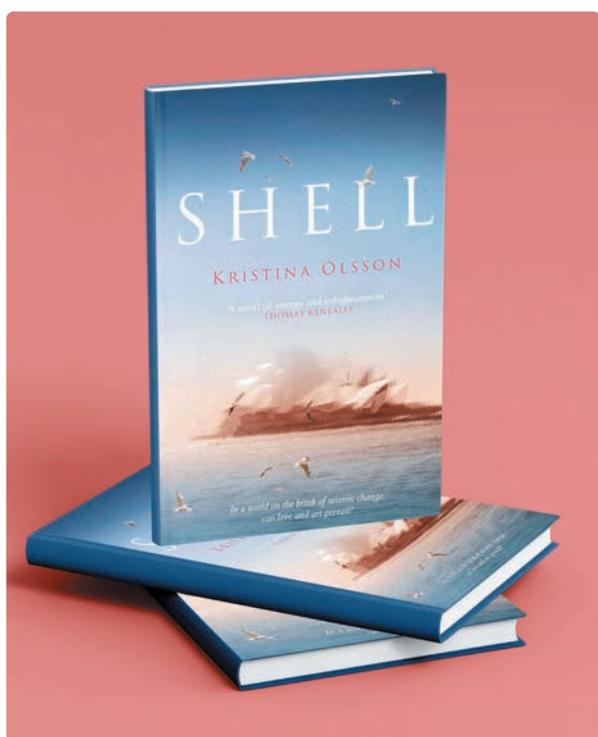
Throw in religion, a child on the spectrum, the sport of rowing, a dog called Six-Thirty, misogyny, greed, sexual assault, adoption, domestic abuse, fraud, orphanages... and you have a quirky fun read interspersed with serious comment.

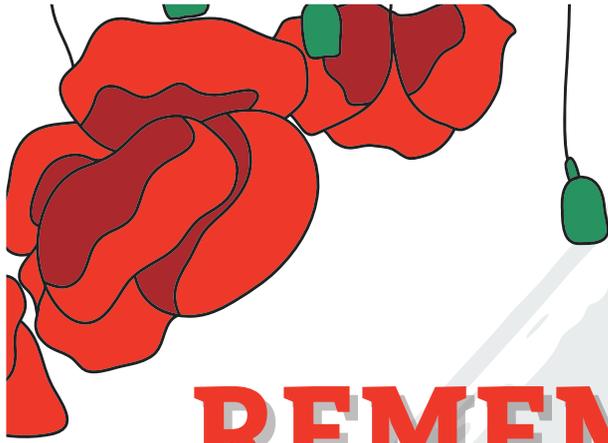
Next month we will discuss “Shell” by Kristina Olsson. The setting is Sydney at the time of Vietnam War conscription and construction of the Opera House. A journalist who is an antiwar protester and a Swedish glassmaker form a relationship, both having past familial problems to deal with.

Until we meet on 17 November,

Happy reading!

Marion





REMEMBRANCE DAY SERVICE

Residents and staff are invited to join us in commemorating the sacrifices of those who have died or suffered in all wars and armed conflicts.



FRIDAY 11 NOVEMBER
CROWLEY ACTIVITY CENTRE
10.30AM



We Remember Them

Remembrance Day 2022

Sherrie Viney
Home Care Manager

Crowley Care has been providing nursing and Home Care services to veterans in our local community for more than a decade now. We respectfully commemorate Remembrance Day every year on 11 November to honour those who have suffered, died and served in all wars and armed conflicts. At 11am, we pause to observe one minute's silence and remember them.

On this day we also remember the importance of world peace and an end to all wars.

Last month in the Chatterbox we featured a farewell to Queen Elizabeth II. During her life, the Queen diplomatically served her people and governed the Commonwealth through many major international events, including war. As a Princess, the young Elizabeth served as a volunteer during World War II.

During World War II, the Royal Family remained in England and Buckingham Palace was bombed nine times. It was during this time Princess Elizabeth carried out her first public duties.

In 1940, the then 14-year-old Princess made her first radio broadcast, urging child evacuees to have courage:

"Thousands of you in this country have had to leave your homes and be separated from your fathers and mothers ... my sister Margaret Rose and I feel so much for you, as we know from experience what it means to be away from those you love most of all ... we are trying to do all we can to help our gallant sailors, soldiers and airmen and we are trying, too, to bear our share of the danger and sadness of war."

At 18, Elizabeth became the first woman in the Royal Family to become a member of the armed services when she joined the Auxiliary Territorial Service, the women's branch of the British Army, working seven hours a day learning to maintain and drive trucks.

On 8 May 1945, the Royal Family greeted the crowds to celebrate the end of the war. Princess Elizabeth, dressed in her uniform, anonymously went out and joined the crowds celebrating, "all of us just swept along on a tide of happiness and relief".

In 1954, Queen Elizabeth visited Australia, including the Hall of Memory at the Australian War Memorial, passing the relatives of our deceased ex-servicemen and women.

Our thoughts are with our veteran community.

On this day, we remember them. Lest we forget.

This year Crowley's Remembrance Day event will be held on Friday 11 November, from 10.30am at the Crowley Activity Centre.



Update from Maintenance

Be prepared for summer weather

Albie Viel
Maintenance Manager

After February's flood and evacuation of the Independent Living village, how organised are you?

As the unpredictable weather season is with us, can you re-evaluate how you would be more organised for any interruption and duration to day-to-day life?

Be sure to:

- Have your emergency contact numbers stored in your mobile phone. Keep your mobile phone fully charged. Download the SES app.
- Keep a torch available with fresh batteries, not candles. Keep the torch in an easily accessible location.
- Make sure your essential medication is on hand.
- Notices of updates can be sent through the INS Lifeguard device.
- Keep in touch with your neighbours. During February's flooding, some apartment residents were able to spend the day with residents from the top floor apartments, showing great community spirit.
- If wet weather is predicted, keep a three-day supply of non-perishable food.
- Secure outdoor furniture. This is also a reminder for residents who have sunrooms – do not place items there that will be damaged by rain.

Independent Living residents should also take note when rain occurs. Are your gutters overflowing? If so, contact Reception for Maintenance to clear the guttering. Our Home Care residents should ensure trees and shrubs are cut back from their homes and that gutters are clean.

Do you know where the electrical circuit breakers are located in the event of power failure, and can you access it? Do you know where the valve is for turning on and off the water? For residents in the Village, please take five minutes to be aware of these locations.

In the event of a greater power failure in the community, Independent Living residents are asked to be patient. For after-hours requests – which include electrical issues, faults and storm damage – using your INS Lifeguard system is the best way to communicate with Crowley. Residents are asked to use this procedure, as we may be able to resolve residents' requests or contact contractors to complete the repairs. This allows emergency services to help people possibly in greater need in the community.

Crowley Plaza Visits

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



Show Day Success

Tony Baldwin
Hotel Services Manager

It was great to have Show Day back again this year. It was amazing to see everybody's smiling faces.

Residents and families enjoyed the great Show Day food, of which we prepared more than 300 portions.

The café van in the Plaza was turned into a showbag, popcorn and soft serve ice-cream stand, which also was a busy area to be in. It was nice to get a cold beer or wine from our makeshift bar – of course, all 0% alcohol – but it quenched the thirst on Show Day.

Barney's Café also extended out into the Plaza for this day for the coffee and cake service, which worked well in this area.

And of course, that fantastic fruit and vegetable display / photo booth – what a great talent that person has in displaying it. To incorporate the photo booth was a hit, with many photos getting taken right throughout the day.

There was also the Devonshire Tea stall in the Activity Centre, and delicious scones made by our very talented Judy, who made 15 dozen scones.

We can now start to look forward to the Melbourne Cup and the upcoming end of year parties in the next couple of months.





Fresh Pink Lemonade

Cool down this Spring with this refreshing pink lemonade

Ingredients

- 1 1/2 cups (375ml) lemon juice
- 1 cup (220g) caster sugar
- 3 cups (750ml) water
- 1 lemon, sliced, to garnish
- Fresh mint leaves, to garnish

Raspberry puree

- 50g fresh raspberries or frozen raspberries
- 1 tbsp caster sugar, extra
- 1 lemon, sliced

Instructions

Stir lemon juice, caster sugar and water in a saucepan over low heat for 5 mins or until sugar dissolves. Cool, then chill for 1 hour.

Meanwhile prepare the raspberry puree: Combine raspberries and extra caster sugar in a saucepan over low heat. Cook, stirring to lightly crush, for 2 mins or until sugar dissolves and raspberries break down and release their juices. Strain through a fine sieve into a bowl.

Place the lemonade in a serving jug. Add 1 tablespoon of the raspberry puree and stir to combine. Add sliced lemon, mint leaves and ice cubes to the lemonade. Divide remaining raspberry puree among serving glasses. Top with the pink lemonade.

Serves 4



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



Lamb Cutlets with Olive Dip

Make dinners easy with this simple 5-ingredient recipe

Ingredients

- 2 bunches Dutch carrots, halved lengthways or 400g baby carrots, peeled, quartered lengthways
- 1 bunch baby broccoli, halved lengthways
- 12 lamb cutlets, French trimmed
- 1/3 cup flat-leaf parsley leaves
- 200g green olive dip

Instructions

Preheat oven to 200°C. Line a baking tray with baking paper. Arrange the carrot and baby broccoli over lined tray. Spray with olive oil spray and season. Roast for 20 mins or until vegetables are tender.

Meanwhile, heat a chargrill on high. Season the lamb and cook for 3 mins each side for medium or until cooked to your liking. Transfer to a plate. Cover with foil and set aside to rest for 5 mins.

Divide the carrot, baby broccoli and lamb among serving plates. Sprinkle with the parsley and serve with dip.



INDEPENDENT
LIVING

Christmas PARTY

\$25 PER PERSON
ACTIVITY CENTRE
THURSDAY 15 DECEMBER
11.30AM - 1.30PM

BYO Drinks
LIVE MUSIC | DELICIOUS 3 COURSE LUNCH | PRIZES

Please advise dietary requirements at time of booking.

Please book and pay at Crowley
Reception by: **Monday 12 December**

**This event is for Independent Living Residents ONLY*

Please note: *This event will proceed subject to COVID status at the time*



RESIDENTIAL
CARE

Christmas PARTIES

Crowley Residential Care Residents are invited to enjoy a three course Luncheon to celebrate the holiday season.

SERPENTINE,
MISSINGHAM,
RIVERVIEW & ROSEBANK

TUESDAY 13 DECEMBER
11:30AM - 1:30PM
ENTERTAINMENT ROOM

BANKSIA, LILLIPILLI &
PROSPECT

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

Please note: This event will proceed subject to
COVID status at the time



Focus on Quality

Continuous Improvement

Michelle Golding
Quality Manager

Continuous Improvement is also known as CI or CQI (Continuous Quality Improvement). CI is a proactive approach (continuous effort) to improve the quality of our care, services, processes and systems and the outcomes for our stakeholders. Very simply, it's about making things better!

Identifying continuous improvement

There are various mechanisms where we capture CI's:

- Incidents
- Suggestions
- Complaints
- Surveys
- Audits
- Self-assessment
- Stakeholder feedback

Key elements of continuous improvement

- Consumer-focused
- Innovation
- Achievement of improvement through planned steps
- Driven by involvement and accountability of key stakeholders:
 - Consumers, representatives, carers and others
 - Staff and volunteers
 - Committee and board members
 - Advocates
- Involves regular monitoring and evaluation of progress, linking evaluation to strategic planning

Benefits of continuous improvement

- Improve care and services to consumers
- Improve stakeholder input and ownership
- Identify changes in care and service needs
- Enhance systems to monitor and track change
- Demonstrate sustainable results

Continuous improvement cycle

The CI model includes four phases:

1. Plan the improvement
2. Implement the improvement
3. Evaluate the improvement
4. Act to standardise the process

Continuous improvement and legislation

Under section 62 of the Aged Care Quality and Safety Commission Rules 2018 (Rules), Crowley must have a written Plan for Continuous Improvement also known as PCI. The PCI explains how we will assess, monitor and improve our quality of care and services, measured against the Aged Care Quality Standards.

Focus on Quality

This month's improvement

Michelle Golding
Quality Manager

What improvements have we made this month at Crowley?

This month the Quality Team have been focusing on quality documentation associated with Aged Care Quality Standards – Standard 6 Feedback and complaints, Standard 3 Personal care and clinical care, and Standard 8 Organisational Governance as a component of our Quality Management System (QMS).

In consultation and collaboration with the Clinical Manager and Risk Manager, we have developed several toolkits, which have been distributed throughout the organisation as quick reference guides for our staff.

QMS documentation fulfils many functions, such as communication of information, providing evidence of conformity and sharing knowledge. Many different types and levels of documents are needed, for example a quality manuals / toolkits, quality policy, documented procedures, and work instructions.

At Crowley, our quality documentation is available in different formats – electronically for staff to reference, but also in toolkits we have developed that contain:

- Policies and procedures
- Flowcharts
- Factsheets
- Forms
- Resources

Toolkits developed include Supporting Behaviours Toolkit and Incident Management Toolkit. Our Feedback, Infection Control and Medication Management Toolkits have been reviewed and updated to ensure best practice, and that they meet the Aged Care Quality Standards and are in accordance with current legislation / regulations.

As the Quality Manager, I am responsible for ensuring our quality documentation across the organisation is quality controlled. Did you know The Quality Team maintain more than 1500 documents across the organisation?



Supporting Behaviours Toolkit

Standard 3
Personal care and clinical care
I get personal care, clinical care or both personal care and clinical care, that is safe and right for me.




Incident Management Toolkit

It is everyone's responsibility to ensure the safety and wellbeing of residents, clients, staff and others.




Feedback Toolkit

Standard 6
Feedback and complaints
I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints, and appropriate action is taken.



Making Feedback Flow

Show Day feedback

Michelle Golding
Quality Manager

- Show Day was wonderful, everybody was happy.
- Wonderful day, Crowley did a wonderful job. How lovely it was to see the delight in John's eyes as he was watching the children get their faces painted.
- Great day, had my daughter and granddaughters at the show, who loved the face painting.
- Congratulations Crowley Care! You certainly demonstrated that care yesterday. A fantastic Show put on by a fantastic team! Hats off to you all!
- Thanks to the Crowley staff for a great Show Day after a two-year break. Lovely to see the smiling faces.
- Congratulations, what a wonderful day, Crowley!
- Well done, Crowley, looked fantastic.
- Thank you for a lovely day, it was wonderful.
- Loved it, such a great day.
- Great work, Crowley!!! Many thanks!!!
- Well done! It was a terrific day.
- A wonderful day.
- Had a great day.
- Fantastic day.
- This looks amazing.
- Such a highlight for residents and staff, and after two years we welcomed it back the Crowley way. Awesome event!
- So great to see so many smiling faces, perfect weather, perfect event!
- Feel good day!
- Great work, team Crowley!



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



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

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



Musical Instruments Word Search

Tune your mind with this musical puzzle

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

Accordion

Clarinet

Guitar

Saxophone

Viola

Bagpipes

Drums

Harmonica

Sitar

Violin

Bugle

Flute

Ocarina

Trumpet

Vuvuzela

Cello

French Horn

Piano

Ukulele

Xylophone

Brainteasing Riddle Solutions

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

Riddle me this...

- | | | |
|----|--|---|
| 1 | What fruit has seeds on the outside? | A strawberry |
| 2 | What loses its head in the morning but gets it back at night? | A pillow |
| 3 | People buy me to eat, but never eat me. What am I? | Plates and cutlery |
| 4 | What's orange and sounds like a parrot? | A carrot |
| 5 | Peter is a butcher. He is 5'10" tall. What does he weigh? | Meat |
| 6 | What can be seen once in a minute, twice in a moment, and never in a thousand years? | The letter 'M' |
| 7 | Which tyre doesn't move when a car turns right? | The spare tyre |
| 8 | What flies when it's born, lies when it's alive, and runs when it's dead? | Snowflakes |
| 9 | What kind of cheese is made backwards? | Edam (m-a-d-e) |
| 10 | Why did the cat join the Red Cross? | So it could become a first-aid kit |
| 11 | What kind of insects live on the moon? | Lunaticks (luna ticks) |
| 12 | Why does the Statue of Liberty stand? | Because she can't sit down |
| 13 | How can you make varnish disappear? | Take the 'R' out |
| 14 | What kind of bell doesn't ring? | A dumbbell |
| 15 | Why are birds poor? | Because money doesn't grow on trees |
| 16 | What kind of Lottery did the broom win? | The sweepstakes |
| 17 | The alphabet goes from A to Z. What goes from Z to A? | Zebra |
| 18 | Dogs have fleas and sheep have ... | Fleece |
| 19 | What can you break without touching it? | A promise |
| 20 | How many animals did Moses take on the Ark? | None, it was Noah! |

Round the Traps

Resident footy tipping winners



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.