

# the chatterbox

NEWS FROM CROWLEY CARE

NOVEMBER 2019

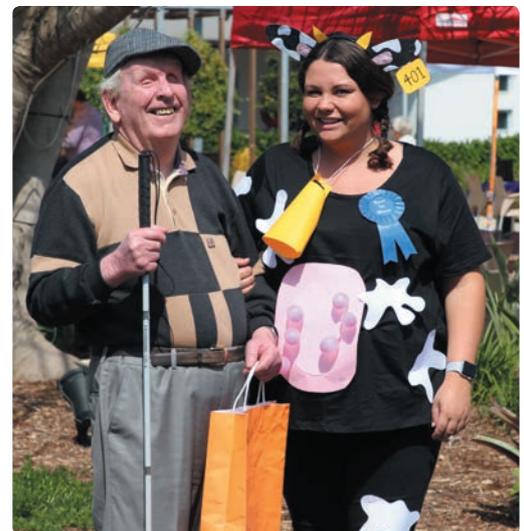
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## Cover photo

IL Resident Jan having a ball at this years Crowley Family Show Day



## A Moment with our CEO

Hello everyone,

### Better than ever - Crowley Show Day

Well somehow we seem to set ourselves higher benchmarks with our annual Show Day. And this year's Crowley Show Day is a tribute to everyone who contributed, no matter how big or small. The whole day just runs like a well-oiled machine and with something for everyone. Each year we go up a notch with this year's Show bigger and better than ever.

Great entrainment, great attendance from the community, including Ballina Shire Councillors who joined in the fun, and a great cross section of ages enjoying this special day. It was lovely to see more children attend this year, in addition to families, staff and our community. Perhaps the greatest compliment I heard was the Crowley Show Day was "not something you'd expect from an aged care facility". And that I believe speaks volumes about the Crowley difference! Thank you to everyone who worked so hard to make it such a special day. Look out next year!

### Our new Cafe Lounge

I'm thrilled our new Cafe Lounge is open for business! It adds a whole new dimension to our cafe experience here at Crowley. For when you feel like a quieter time with the paper and a coffee in more relaxed seating, our Cafe Lounge hits the spot. It is all part of our mission to provide more choice and more lovely experiences for our residents and the community.

### Wonderful tributes

In Chatterbox this month are two wonderful tributes, both similar but both completely independently made of each other.

Firstly Independent Living Resident of 24 years Kay Hanlon recently said: "Two of the best decisions I ever made are marrying Ron and moving here to



Crowley in 1995." Whilst recently passed away and much loved Residential Care resident Allan Rice recently remarked: "The two best decisions I made was marrying my beautiful Margie, and becoming part of the Crowley family." Allan called Crowley his home for 23 years and made a wonderful contribution to our community.

What's so special about these tributes is that both Kay and Allan love and loved living at Crowley. Their decision to spend a large part of their life here was one of the best they ever made. Very special indeed to hear such words for all of us and a great tribute to our caring staff.

Michael Penhey  
Chief Executive Officer

## Out and About

Here at Crowley our calendars are always packed with exciting activities. From painting to storytelling, social gatherings and quiet strolls, there's something going on that's perfect for everyone. And our residents have been busy during the last month! Here are some highlights:



*Ahoy matey! Juanita was quick to get into character for Pirate Day, looking like a true shipmate! We're always up for a bit of fun on Dress up Days at Crowley.*



*Shiver me timbers, Captain Susan lead us through some themed sing alongs for Pirate Day... arrrr!*



*During our tour of the Evans Head aviation Museum, Bill was excited to discover a MiG-15 jet fighter aircraft.*



*Our men had a visit to the Evans Head aviation Museum, enjoying a tour and checking out the memorabilia.*



*Dale and Linda getting their 'country on', learning how to boot scoot. What a knee-slapping good time!*



*With spring in the air and an array of gorgeous flowers, Polly perfected the art of flower pressing.*



*Wendy and Beryl were eager to lead a walk around the gardens in hopes of spotting local wildlife at Shaws Bay.*



*Bev and Phyllis kept their eyes peeled for local bird life on our recent bird watching outing to Shaws Bay.*



*We discovered a shaded seat by the water to enjoy the ambience at Shaws Bay.*



*Dave was quick to learn the steps during our country dancing session, what a natural groover.*



*Glennis enjoyed a morning of music and memories with our visiting speech pathology students.*

# Crowley Show Day 2019 - What a Blast!

This year our Crowley Family Show Day was an amazing day filled with much joy and so many smiles!

We were fortunate to have Steve Passfield and Kathryn Jones onsite treating us with their musical talents. The Mini Show by St Anne's Long Day Care Centre and a reptile and dingo show by Bridget and Sophie from the Fauna Fetchers were also great.

We would like to send out a BIG thank you to everyone who was involved and attended our 2019 Crowley Family Show day. We were fortunate to have assistance and support from so many staff, residents and family members, and know our day would not have been the same without your help.





**Special mentions must go out to:**

- Mayor David Wright
- Deputy Mayor Eoin Johnston
- Councillor Sharon Cadwallader
- Steve Passfield and Kathryn Jones
- The Crowley Men's Shed
- The Crowley Craft Group
- Northern Rivers Jumping Castles
- LJ Hooker Ballina
- Alstonville Automotive Services
- Ballina Orchid Society
- Liz Van Eck Face Painting
- Sue Ramsey
- Amazing Animals to You
- Fauna Fetchers
- Alstonville Florist

**Congratulations to the following winners:**

- Raffle Winner: Fay Hitchens
- 100 Club: Lauren Taylor-Mathisen
- Jellybean Guessing: Archie Mason-Reynolds





## Intentional Rounding... What is it?

**Christine Lawton**  
**Residential Care Facility Manager**

Recently we commenced a trial project of Intentional Rounding on a couple of residents in each area of the facility.

It entails a staff member monitoring and checking with the nominated resident on an hourly basis about their needs.

They are looking at the following:

1. **Position:** Are they comfortable, need repositioning?
2. **Personal needs:** Do they need to use the toilet, is there water close by, do they have their glasses, hearing aid?
3. **Pain:** Do they require a heat pack or analgesia?
4. **Environment:** Is the pendant/call bell accessible? Do they have their TV remote/book within reach? Is the out of bed sensor plugged in and working? Is the area clean and tidy?
5. **Wellbeing:** Check if there is anything else they may require. How they are feeling and remind them that a staff member will be back in an hour.



Staff have documentation to complete following these interactions.

There have been studies on this style of care and the results show the number of falls has decreased, as have the frequency of call bell usage.

We have had positive feedback from our trial about the benefits from family and residents.

Before we commence the next stage of this project, we will gather further feedback from staff, residents and families.

We will then roll out the support program to other residents in the facility that may require this style of care.

If you have any questions about this, please make contact with Team Leaders, the Registered Nurse or myself.



# Resident in Focus

## Allan Rice

**Kelly Roberts**  
**Clinical Manager**

Allan was born on 27 April 1923 in Armidale NSW. He was the middle child of seven, having three brothers and three sisters. The family have always been very close, with his youngest sister and all the nephews and nieces and their families having a strong bond with Allan (the patriarch of the Rice family).

Allan attended West Armidale Public School and then Armidale High School until he was 14 years old, when he left to work as a Motor Mechanic Apprentice at the local Ford dealership. Allan met his one and only sweetheart, Marjorie when they were 15 years of age.

Allan joined the Army when he was 18 and spent time in and around Darwin during the bombings in 1942. (In the meantime Marjorie joined the Air Force and was stationed in Brisbane). They were married when they were discharged in July 1946. After the war Allan returned to work as a mechanic until the early 60's when he was invited to apply for an administration position at the University of New England where he worked as an overseas buyer among other roles.

Allan and Marjorie travelled to New Zealand, Western Australia, Europe and England, and had many wonderful holidays in their little caravan. He has also attended the Commemoration of the Bombing of Darwin for many years, including the 75th Anniversary in 2017 when he was honoured to have the Governor General Sir Peter Cosgrove and his wife Lady Cosgrove spend some very special time with him.

Allan moved from Armidale to Ballina after Marjorie died, just a few months short of their 50th Wedding Anniversary, and for the last 23+ years Crowley has been home.

During his years in his beautiful villa overlooking the creek and golf course, Allan was very active in village life. He was involved in the resident's committee, volunteered in Residential Care, played cards and carpet bowls, and for about 20 years co-ordinated and ran the Crowley ANZAC Service. This included arranging for the participation of senior students from Ballina High School. Allan was honoured to be invited each year to attend the Ballina High School ANZAC Service, and last year was their "featured veteran".



Since moving into Residential Care at Crowley, Allan has continued to be involved in many activities including choir, men's get-togethers, church services and movie afternoons. He particularly loved the visits of the students from the schools and was honoured to have his portrait painted by one of the students from St Xavier's High School (this hung proudly in his room).

Allan has two children and is Poppa to five grandchildren and Great-Poppa to eight great-grandchildren who he absolutely adored, and they adored him too. They love to come and visit and have time with him, particularly celebrating special occasions.

The two best decisions he has made would be marrying his beautiful Margie and becoming part of the Crowley family.

\*Since developing this feature for our Chatterbox, Allan has sadly passed away. His family were with him throughout his journey and we pass on our warm wishes and love to Gwen, Brian and all the wider family.

We thank Allan for his personal contribution to Crowley over the past 23 years. He truly made Crowley his home and community. He will be both missed and lovingly remembered.

# Melbourne Cup



All residents, visitors and staff are invited to dress up in your

**FANCY HATS & RACE WEAR**

to celebrate the excitement of this year's Melbourne Cup Day!

**TUESDAY  
5 NOVEMBER  
DRESS UP DAY**

Crowley Residential Care Residents please join us for the

## 2019 Melbourne Cup Viewing Party

**Tuesday 5 November  
Crowley Entertainment Room  
2.30-3.30pm**

Nibbles and drinks provided  
Prizes will be awarded for Best Dressed Male and Female



Join the Crowley Auxiliary  
for their inaugural

# Melbourne Cup Luncheon

Tuesday 5 November

12.30pm

Crowley Education Centre

Tickets **\$45ph**

**Entree**

Prawn Cocktail

**Main**

Duck Breast, baby spinach, lemongrass and  
chilli infused rice and Hoi Sin Sauce  
or Lamb Rump, parsnip mash and brussel sprouts

**Dessert**

Tiramisu or Passionfruit Cheesecake

**BYO DRINKS**

- Ticket includes glass of Sparkling on arrival
- Three course luncheon
- Lucky door ticket
- “Fashions on the Field” Prizes will be awarded

**RSVP: Thursday 31 October**

Purchase tickets from  
Crowley Reception

1300 139 099

## Rewarding Relationships

### David Crosby Customer Service Manager

Our village residents have a unique relationship with Crowley. Very few retirement village residents in Australia would have the opportunity to address their questions directly to their organisation's management. Our village residents have direct access to myself, Kelli Potts and Michael Penhey. Both our residents and Crowley see great value in having this open and honest contact, helping to nurture many rewarding relationships.

During October we held our Annual Village Management Meeting. While the meeting has a number of very prescriptive legislative topics to cover, it does allow for a robust question and answer session for residents to pose questions to management.

A number of the questions related to our new Emergency Call System being rolled out into the village in November. There is a lot of excitement around this change from both residents and staff.

As always, once the formalities were complete, we shared a few stories over a cuppa and one or perhaps two pastries.

We see great value in our residents having this open and honest contact with us and this helps nurture rewarding relationships.

## 34 Years and Counting!

### David Crosby Customer Service Manager

A great relationship can stand the test of time. Beryl White, an original Independent Village resident has handed back the keys to her villa that she has called home since 1985. After a famous 34 years Beryl is excited to continue her journey as part of the Crowley family as she moves into our Residential Care facility.

Beryl shared a memento of Crowley history, an advertising brochure that she collected on arrival in 1985. It's amazing to see how far we have grown over the last 34 years.



Still encouraging our residents daily to “enjoy carefree retirement living.” It is a great story that Crowley can mature into a world class care facility with state of the art buildings and deliver on a promise made to a resident 34 years ago.

## From the IL Desk

**Jenny Kliese**  
Independent Living (IL) Coordinator

With the warmer weather on our doorstep, it's important to look after yourselves and stay cool. Heat can be very sneaky and we often don't notice its impact until after the damage is done. Follow these handy tips to make sure you stay sun smart and stay on top of the increasing temperatures.

### Remember to:

- Stay indoors during the hottest part of the day (between 10.00am to 4.00pm)
- Limit your time in the sun. Try to schedule any walking or exercise earlier for later in the day
- Keep hydrated with water (even if you don't feel thirsty). If you don't like the taste of water, try adding some fruit slices or frozen berries to add some flavour
- Limit your alcohol, caffeine and sugary drink intakes as they add to your dehydration
- Use sunscreen, a wide brimmed breathable hat, and wear loose fitting and light coloured clothing (darker colours absorb the heat and will increase your body temperature)
- Visit air-conditioned public places like shopping centres, libraries, cinema or even come and visit us at Crowley. Sit and read in our library, read the paper in reception or enjoy a cold drink at Barney's
- Eat smaller meals more often. Try to add some extra fruit to your summer diet, as it contains high levels of water
- Close your blinds or curtains to block out the morning and evening sun as it moves. But remember to open your windows back up in the evening to let your house cool



## Phones to be tested in November

With the changeover of the new INS Lifeguard Emergency System starting Early November we will work through the following phones until all new installations are done:

55-100 SFP and 14-28/12 FPPV

If you have any questions please ask the IL Team.

## An Afternoon at the Movies

Are you a movie junkie or fancy yourself a fan of Hollywood? Did you know that Crowley hosts a monthly movie screening? Everyone is welcome to come along to watch the big screen in the Education Centre for the small cost of a gold coin donation. The details of this month's screening are as follows:

**Movie:** Rocketman  
**Genre:** Biography, Drama, Musical  
**Directed By:** Dexter Fletcher  
**Written By:** Lee Hall  
**Starring:** Taron Egerton, Jamie Bell, Richard Madden, Gemma Jones, Steven Mackintosh, Tom Bennett

Rocketman is an epic musical fantasy about the incredible human story of Elton John's breakthrough years. The film follows the fantastical journey of transformation from shy piano prodigy Reginald Dwight into international superstar Elton John. This inspirational story -- set to Elton John's most beloved songs and performed by star Taron Egerton -- tells the universally relatable story of how a small-town boy became one of the most iconic figures in pop culture.

Rocketman also stars Jamie Bell as Elton's long-time lyricist and writing partner Bernie Taupin, Richard Madden as Elton's first manager, John Reid, and Bryce Dallas Howard as Elton's mother Sheila Farebrother.

### Reviews:

"Bursting with glitter, outsized emotions, and the sheer joy of music and a life well-lived, this glummy musical is the gorgeous biopic Elton John deserves."

- *Common Sense Media*



### Crowley Screening

**Movie:** Rocketman  
**When:** Wednesday 13 November  
**Where:** Crowley Education Centre Room 1 (upstairs)  
**Time:** 1.00pm followed by afternoon tea  
**Cost:** Gold coin donation  
**RSVP:** To Crowley Reception Monday 11 November

**PLEASE NOTE**

Independent Living Bus Trips have limited space, so pop your name down early to avoid disappointment.



**IL Mens Bus Trip**  
Thursday 14 November

**8.30am departure from Crowley Reception**  
**\$5 bus fare + \$2 morning tea + \$16.60 for lunch**

In November the gents are off to Tweed and Murwillumbah, visiting Hinze Dam and other interesting sites around the area. Morning tea will be at the Information Centre by the river in Murwillumbah and then we will have lunch at the Coolangatta-Tweed Heads Golf Club. It should be an interesting day out for us all.

RSVP to Crowley Reception by Monday 11 November

**IL Ladies Bus Trip**  
Thursday 5 December

**8.30am departure from Crowley Reception**  
**\$5 bus fare + meals**

Ladies here's your chance to get some Christmas shopping done as we depart for Tweed Heads. First stop is morning tea at Tumbulgum at The House of Gabriel, followed by a trip to Tweed City to do a spot of shopping. There are some lovely eateries for lunch at your leisure before heading home, hopefully prepared for the festive season!

RSVP to Crowley Reception by Monday 2 December

# MELBOURNE CUP SWEEPS ON SALE



**Monday 4 November**  
**10am – 2pm**  
**Entertainment Room**

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

**Cup Day – Tuesday 5 November**

# Crowley Residential Care

## Residents, Family & Friends Christmas Party

**Saturday 7 December  
11.30am for 12pm start  
Crowley Activity Centre**

### **MENU**

Crusty Bread Roll

### **Main**

Chorizo, roast potato, red pepper  
and spinach tart and salad

### **Dessert**

Mango Pavlova

Featuring entertainment by:  
**Dean Doyle & Narelle Harris**

**\$20 per person family & friends**

No cost to Crowley Residential Care Residents

**BYO Drinks**

Please book and pay at Crowley Reception by:  
**Friday 29 November**

*Please advise dietary requirements at time of booking.*

# Crowley Care Christmas Day Buffet Luncheon

Wednesday 25 December  
11.30am for 12pm start  
Entertainment Room

## Buffet Lunch

Fresh Seafood

Continental Meats

Roast, Pork, Turkey and Leg Ham

Crispy Roast Potatoes

Selection of Fresh Salads

Dinner Rolls

## Dessert Buffet

**\$55 per person**

No cost to Crowley Residential Care Residents

BYO Drinks

Please book and pay at Crowley Reception by:  
**Friday 13 December**

*Please advise dietary requirements at time of booking.*

# Crowley Home Care

## Clients, Family & Friends Christmas Party

Join us for lunch to celebrate the festive season  
and spend some time with fellow Home Care  
Clients and The Crowley Home Care Team

**Monday 2 December**  
**11.30am for 12pm start**  
**Crowley Activity Centre**

**\$20 Family and Friends**  
Free for Crowley Home Care Clients  
BYO Drinks

Featuring entertainment by:  
**Brian Pamphilon**

Please book and pay at Crowley Reception by:  
**Monday 25 November**

*Please advise dietary requirements at time of booking.*

# Crowley Independent Living Christmas Party

Please join us for a...

## Spooky Christmas

Friday 13 December  
11.30am for 12pm start  
Crowley Activity Centre

Theme: Black & Orange

**\$20 per person**  
Residents, Family and Friends  
BYO Drinks

Please book and pay at Crowley Reception by:  
**Wednesday 4 December**

*Please advise dietary requirements at time of booking.*

# Barney's Cafe Christmas Day Luncheon

Wednesday 25 December  
12.30pm  
Barney's Cafe

## Arrival

Glass of Champagne or Non-Alcoholic Punch

## Entrée

Seafood Platter

Prawns, Oysters, Crabmeat, Smoked Salmon,  
Moreton Bay Bug and Tempura Fish Goujons

## Main (choice of)

Duck breast, crunchy vegetable stack and Hoi Sin Sauce  
Crispy Skin Salmon, Coconut Rice and Lime Chilli Dressing  
Lamb Rump, Potato Rosti, Rhubarb and Beetroot Compote

## Dessert Buffet

**\$85 per person**

BYO Drinks

Bookings limited and essential.  
Please book and pay at Crowley Reception by:  
**Friday 13 December**

*Please advise dietary requirements at time of booking.*

# Coffee and Friends

**Gail Norton**  
Human Resources Manager

Anyone familiar with Crowley knows there are loads of people who visit our site each day. The reasons vary but it certainly makes for a busy place.

However, having lots of people around us does not mean that some of us aren't lonely. Finding ways to meet people can sometimes be challenging for some and straightforward for others.

In any community there are bound to be people who would like to meet more people or make new acquaintances. Our residents at Crowley are no different. We see new residents arriving regularly and opportunities to make ourselves known to them don't always appear.

Our Independent Living Team work proactively with our residents to accommodate, as much as possible, the social needs of the IL community. This applies to both Independent Living and Residential Care Residents. In Residential Care we encourage residents to join social activities as an opportunity to establish social connections early.

One of the ways our Independent Living Residents are getting to know each other is to meet socially on the first Tuesday of each month at Barney's Café from 10am. We encourage you to come over and reacquaint yourself with old friends and make some new ones. Feel free to bring friends and family also!

# Barney's Café Lounge

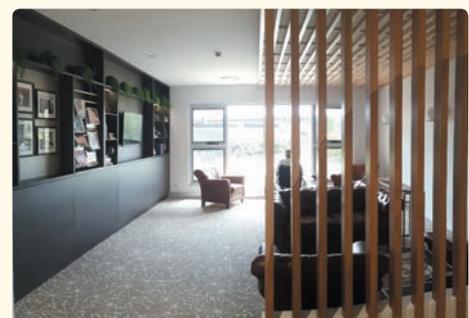
**Pania Howe**  
Project Officer

Here at Crowley there's often a little surprise waiting for you just around the corner. Now just a few steps from Barney's Café (opposite Coco's Hair and Beauty Salon) you will find our new addition to our Crowley social areas, Barney's Café Lounge.

If you're in the mood for a quiet coffee and a book, or a relaxing catch-up with friends away from the hustle and bustle, Barney's Café Lounge is the perfect spot.

Luxurious leather Chesterfield lounges await to embrace you as you enjoy your cuppa in the morning sun. Complete with lifestyle magazines to indulge in, books of all genres to take you on your next adventure and quirky knick-knacks to tickle your curiosity....

Welcome to Barney's Café Lounge for all residents, friends, families and visitors to enjoy!



# The Meaning Behind Our Place Names

**Sherrie Viney**  
**Home Care Manager**

Crowley Home Care services have been operating for more than 30 years now providing home and nursing care services across the Richmond Valley.

Our wonderful staff travel to remote areas to provide care to clients including some historical farms and properties. The local towns and villages are steeped in history including the origin of how each locality came to be known or named.

The derivation of our island township of Ballina is not completely known. Named in 1856, It is thought it was a corruption by early Irish settlers, of an indigenous word 'Bullenah' meaning 'place where oysters are plentiful', yet the pronunciation and spelling is the same as a town in Ireland in the Parish of Kilmoremy.

Lismore is of Gaelic origin meaning 'great garden' or 'great ringfort'. Wollongbar is thought to be an aboriginal word meaning 'hole in the ground'.

Goonellabah is an aboriginal word meaning 'native coral tree'.



Tintenbar, another aboriginal word, is a derivative of 'chin-chin-bar' meaning short tailed pademelon, a native Kangaroo like marsupial.

Lennox Head was named by Captain Henry Rous, after Charles Lennox, The Duke of Richmond.

Evans Head was named by Captain Thomas Paddon, an early European settler after a lieutenant on his ship.

Coraki is a derivation of a Bundjalung word 'Gurigay' meaning 'the meeting of the waters'.

Wardell was a bustling river village settlement in the late 1800's with two sawmills. Its original name was Bingall Creek, then known as Blackwall in the 1850's and later changed to Wardell.

Alstonville was originally known as Duck Creek Mountain, until John Perry the first Postmaster suggested the name Alstonville, the name of his farm, after his wife's maiden name Anne Alston.

Alstonville is also the place where a young soldier by the name of Patrick Bugden worked in the early 1900's at the hotel. Patrick was born in South Gundurimba, just south of Lismore in 1897 and in 1911 entered the Military forces serving in World War I. Patrick was posthumously awarded the Victoria Cross for his bravery after being killed during the battle of Polygon Wood in Belgium.

Each year on Anzac Day the Anzac March starts at the Patrick Bugden memorial in Alstonville in Bugden Avenue. This year on Remembrance Day we continue to acknowledge all Australians who have and do serve in the defence and peace keeping services for our local area and country.

Crowley's Remembrance Day Service will be held on Monday 11 November commencing at 10.30am in the Entertainment Room.

Lest we forget.

# Home Care Client Profile

## Kay Hanlon



*“Two of the best decisions I ever made were marrying Ron and moving here to Crowley in 1995.”*

I was born in Casino NSW and as a child, we lived on a 30,000-acre property called Tomki at Horseshoe Creek Kyogle.

I have two sisters, both double certificate nurses and we lost a brother age five months.

Mum worked the farm including working the tractor with Dad. We had jersey cows and then went into breeding Aberdeen Angus Stock.

I left Casino in 1955 to commence my nurse training in Warwick. In 1959, I was in charge of the operating theatres and then in August 1959 I moved to Sydney to do my second nursing certificate in Midwifery at Royal Hospital for Women in Paddington for 12 months.

I met the light of my life, Ron, in Sydney during my midwifery training. A friend from Casino was working in Sydney on the railways and he wanted to take a friend of mine out and asked me if I would be interested in going out with a mate of his. That mate was Ron and we hit it off straight away.

In September 1960, Ron was transferred to Werris Creek on the railways so I moved to Kurindi hospital, which was only ten minutes away. On the 3rd April 1961 at age 24, we were married in the Catholic Church in Kurindi.

We went on to have two children Paula and Phillip. We lost Phillip in 1993. Paula lives in Sydney, working for West Ryde Mental Health services with a background in psychology. Paula is an accredited Auditor and travels around Australia auditing Hospitals.

Some of my best memories are of our fabulous trips exploring Australia together. I have had a wonderful life. We have had our ups and downs but overall it has been great.

My favourite food is Atlantic salmon, oysters and prawns and Tony Baldwin's fabulous sauce for Atlantic salmon!

Two of the best decisions I ever made are marrying Ron and moving here to Crowley in 1995.

I have watched Crowley grow over the years and it has only gotten better, in particular the facilities it provides and the staff.

# Laundry Procedures

**Tony Baldwin**  
**Hotel Services Manager**

Moving into Residential Care can sometimes be an overwhelming and complex event and often the last thing considered is laundry.

Recently we conducted a complete laundry audit of all rooms with our residents to check clothing items and to ensure everything is marked correctly.

It is important resident clothing is marked. It enables us to quickly locate a missing item or find its owner without having to add to the "Unclaimed Laundry Book".

During the audit staff reported they collected from across the facility 320 18-litre bags of unmarked clothing.

Everything that was located and unmarked has been taken to the laundry to be marked, documented and returned to each resident.

As we approach the gift giving season, it is timely to remind residents and families of the procedure for bringing new items into the facility.



## **In the case of a new resident:**

1. Laundry staff are informed by admission staff on arrival of the new resident. They will pick up the personals/clothes from Customer Service. These are then taken to the laundry where they are labelled with the resident's name.
2. The labelled clothing is returned to the residents' 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 in the area that they are living, including a named hanging space and a laundry basket.

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

If reception is closed, clothes are to be given to the Team Leader in the area where the resident resides who will then hand over the clothing to reception when the office reopens.

Clean laundry is returned to different areas on trolleys and the care staff then put the clothing away. If there are any items of clothing not labelled these will be returned to the laundry and documented in the Unmarked Clothing Book and wait to be claimed by the owner.

In the event that you notice something missing, we ask that you alert one of our nurses who can then ask our laundry staff to check the log for unclaimed clothes.

In an effort to improve our management of resident clothing we greatly appreciate your assistance in maintaining this system.



## Orange and Thyme Shortbreads

The flavours of orange and thyme marry perfectly in these buttery, crumbly shortbread cookies, perfect for this festive season.

### Ingredients

- 125g butter, softened
- 1/4 cup (55g) caster sugar
- 1 cup (150g) plain flour
- 1/4 cup (45g) rice flour
- 2 tsp finely grated orange rind
- 1/2 tsp coarsely chopped thyme

### Orange Buttercream

- 100g butter, softened
- 1 cup (160g) icing sugar mixture
- 1 tsp finely grated orange rind
- 3 tsp orange juice

### Instructions

Use an electric mixer to beat butter and caster sugar in a bowl until pale and creamy. Stir in plain flour and rice flour until dough comes together. Shape into a disc. Preheat oven to 160°C. Line 2 baking trays with baking paper.

Place dough on a lightly floured surface. Add orange rind and thyme and knead until smooth. Roll dough out to a 3mm-thick disc. Use a 4cm round fluted pastry cutter to cut discs from the dough, re-rolling the excess. Place on the lined trays.

Bake, swapping trays halfway through cooking, for 10-15mins or until light golden. Set aside on the trays to cool completely.

To make orange buttercream, use an electric mixer to beat the butter in a bowl until very pale. Gradually add icing sugar and beat well. Add orange rind and orange juice and beat until well combined. Place in a piping bag with a 5mm plain nozzle. Pipe the orange buttercream over half the biscuits. Top with the remaining biscuits.

# Remembrance Day

Residents, clients, family and staff are invited to join us at Crowley to commemorate those who have died or suffered in all wars and armed conflicts.

**Monday 11 November**

**10.30am Ceremony Start**

**Crowley Entertainment Room**

**Lest We Forget**



# Memorial Service

You are invited to attend our Memorial Service to join residents, families and staff in an atmosphere of quiet reflection and remembrance of residents and clients we have lost this year.

**Tuesday 19 November**

**10am Start**

**Crowley Chapel**

Followed by Morning Tea in the  
**Crowley Activity Centre**



## Maintenance News

**Albie Viel**  
**Maintenance Manager**

During October we replaced the pool cover and I thought it would be good time to discuss the pool heating cycle as the ambient temperature changes.

The pool water temperature is set for 34 degrees. The temperature in the mornings is 34 degrees or slightly higher and late in the afternoon the temperature drops to the late 33s.

Our pool temperature has consistently been at the prescribed 34 degrees. Temperature and water balance tests are carried out in the mornings and late in the afternoon.

If the water temperature is over 35 degrees this will encourage bacteria growth and along with excessive and long exercise in a hydrotherapy pool over a period of time could lead to skin problems.

Part of the water balance checks includes the Bromine, pH, Calcium and Alkalinity tests. Bromine is the pool sanitiser chemical. The pH of pool water is a measure of its acidity. Calcium relates to the surface of the pool reacting with pool water. Alkalinity is a measure of how much acid it can neutralise.

To confirm the water quality, a sample is sent to Southern Cross University each month for analysis using four different rounds of testing.

If you use the pool after hours please cover the pool after use to ensure the pool maintain its temperature overnight and for the pool users next morning.



Join us for a BBQ and drinks on the  
**Entertainment Room Deck**

**Thursday 12 December** at 12.00pm

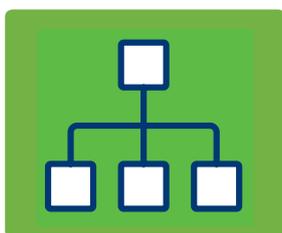
\$5 per person, BYO Drinks

RSVP: To Crowley  
Reception by  
Monday 9 December

# Spotlight on Standards

## Michelle Golding Quality Manager

In November we continue our journey understanding the new Aged Care Standards. This month our focus is on Standard 8 Organisational governance.



### Consumer outcomes

I am confident the organisation is well run. I can partner in improving the delivery of care and services.

### Organisation statement

The organisations' governing body is accountable for the delivery of safe and quality care and services.

### What's new

- Financial governance
- Open disclosure
- Antimicrobial stewardship
- Specific requirements for governance and oversight of systems e.g. information systems, workforce, feedback and complaints

### Purpose and scope of the standard

The intention of this Standard is to hold the governing body of the organisation responsible for the organisation and the delivery of safe and quality care and services that meet the Quality Standards.

The governing body sets the strategic priorities for the organisation. It's expected to promote a culture of safety and quality, and to include this in the organisation's governance systems.

The governing body is expected to drive and monitor improvements to make sure the organisation is committed to quality care and services and the best interests of consumers.

While governance systems are a foundation for most businesses, this Standard is focused on how these systems support the delivery of safe and quality aged care services. It's expected the organisation has governance systems in place to assess, monitor and drive improvement in the quality and safety of the care and services they provide. This includes making sure consumers have a quality experience. Organisations are expected to plan for and manage internal and external emergencies and disasters.

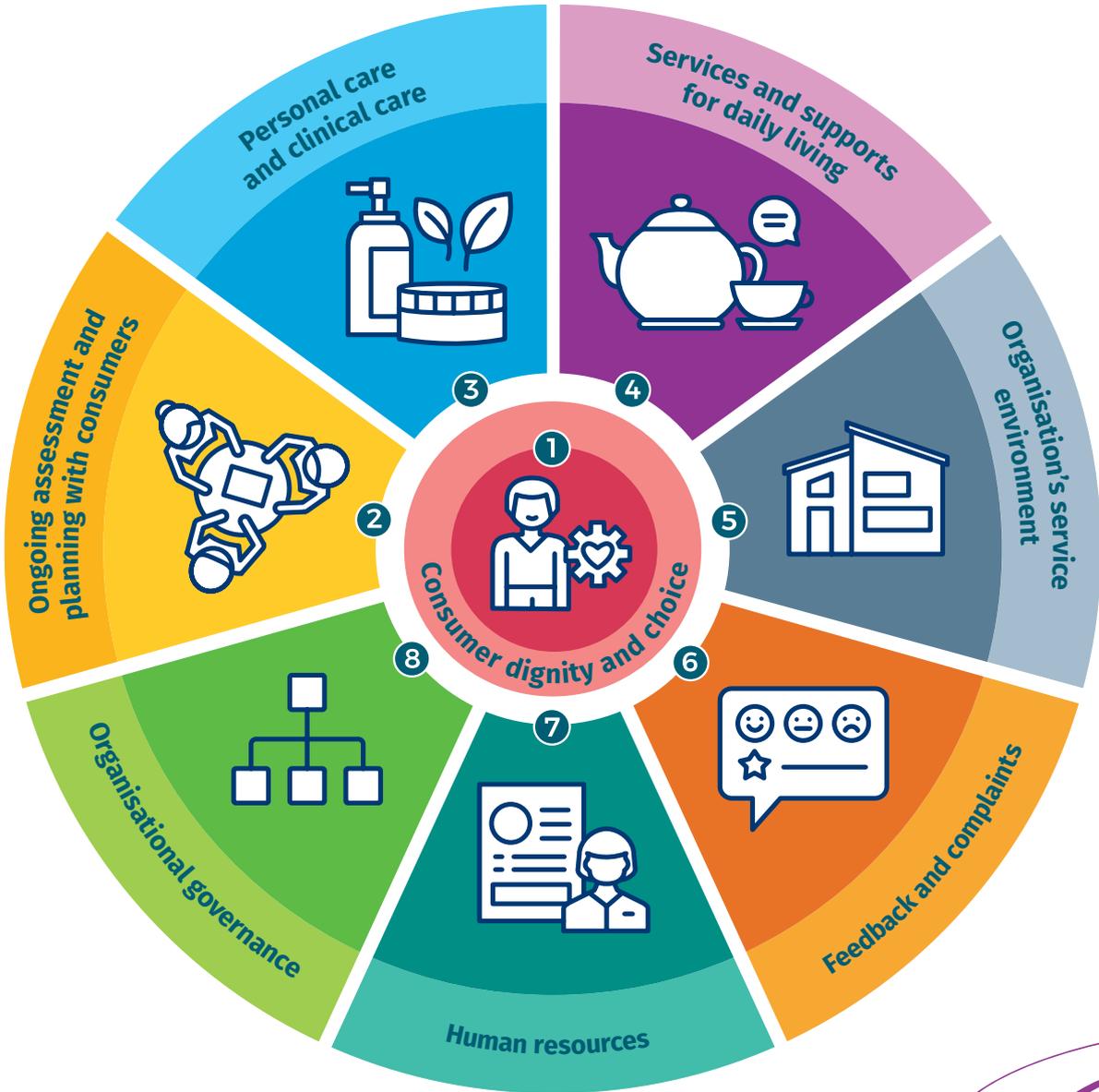
There are also particular requirements related to the following key areas:

- Managing high-impact or high-prevalence risks in the care of consumers
- Identifying and responding to abuse and neglect of consumers
- Antimicrobial stewardship
- Minimising the use of restraint
- Practicing open disclosure

How the governing body and governance structures are organised will depend on the organisation's setting, size and the nature of care and services being provided. It will also depend on the level of responsibility and control the organisation has for consumer outcomes and the risks involved in delivery of care and services. The evidence needed to meet this Standard will reflect these things.

### Linked standards

Standard 8 supports all of the other Quality Standards. This is because it supports how the organisation focuses on the requirements of each Standard strategically to make sure they run the organisation well.



# Aged Care Quality Standards

Be ready for July 2019

1800 951 822  
[agedcarequality.gov.au](http://agedcarequality.gov.au)

# Making Feedback Flow

## Michelle Golding Quality Manager

This month we wanted to share with you some of the amazing feedback we received following our Crowley Family Show Day. Here's what our residents, clients, family and friends had to say:

- Great day, staff were excellent. My favourite thing was the music
  - My favourite thing about the day was seeing all the smiling children
  - Excellent day. My favourite thing was petting the baby farm animals
  - A wonderful day, congratulations to all involved. Favourite thing was the entertainment
  - My favourite thing was everything!
  - Event went very well. I thought it was very well put together
  - Fabulous - best weather and wonderful spirit. Favourite thing - the variety, the happy people, the entertainment and the fabulous caring staff
- We had an awesome day, I love that the carers and staff dressed up, especially Radania as a cow. Many thanks to Crowley, it was a great day to have fun with our family members. My favourite things were the animals, jumping castle, showbags, cakes, reptile show, Devonshire tea, orchids, music, woodwork and dancing with Radania. Everything!
  - Great day out. Favourite things - food and community spirit
  - A great job. Favourite thing - snake demonstration and animals
  - Favourite thing - seeing people and family
  - A wonderful day to meet up with people and enjoy company. Favourite thing was enjoying a great day with families and outstanding music
  - A very good day as usual. Thanks Crowley Staff. Next year it should be on a weekend so more family can come, or maybe during Queensland and NSW school holidays. My favourite things were the reptile show, show bags, cooking, cookbooks, Devonshire tea and jellybean competition
  - Top day. Favourite thing - the orchids, the staff and the produce display



# 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](mailto:info@crowley.org.au), or
  - Call us on 1300 139 099

# Scorpio Horoscope

23 October - November 21



Ruled by the all-powerful Scorpion, Scorpio is perhaps the most misunderstood and mysterious sign of the zodiac. Secretive by nature, this sign brings us to hidden places that we don't usually have the courage to face.

The sign of life, death and resurrection, Scorpio's embrace these life cycles and continually transform, reinventing themselves. The essence of Scorpio energy is magnetic, passionate, loyal, protective, powerful, charismatic, transformational, focused, loyal, healing, bonding-oriented and brave.

**Element: Water**

Refreshing, charming, mysterious, emotional

**Ruling planet: Pluto, Mars**

Transformation, power, healing, instincts

**Compatibility:** Taurus, Cancer

**Scorpio strengths:** resourceful, brave, passionate, stubborn, a true friend

**Scorpio weaknesses:** distrusting, jealous, secretive

**Scorpio likes:** truth, facts, being right, longtime friends, teasing, grand passion

**Scorpio dislikes:** dishonesty, revealing secrets, passive people

**Lucky numbers:** 8, 11, 18, 22

**Colour:** scarlet, red, rust

**November birth flower:** chrysanthemum

**November birthstone:** topaz, citrine

## What a Laugh!



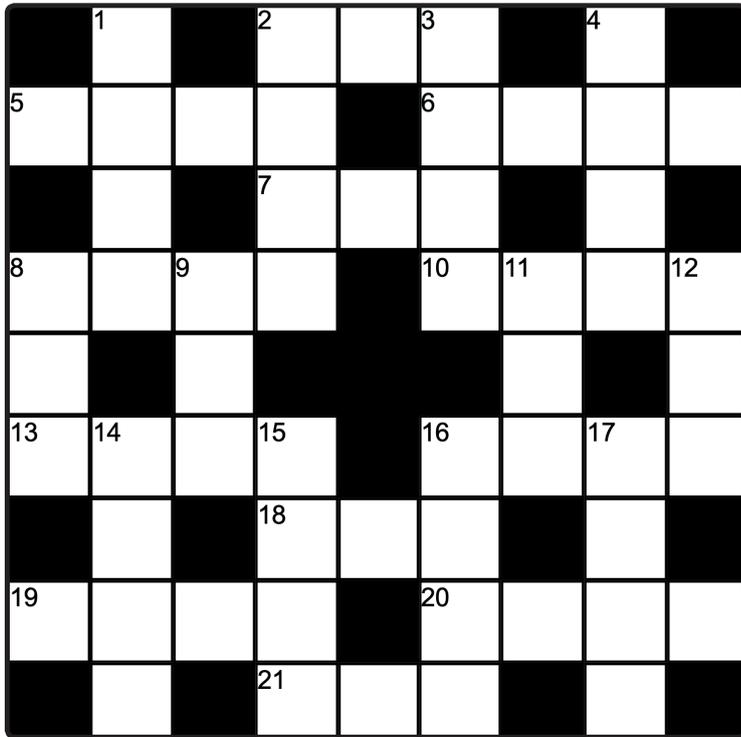
A pensioner drove his brand new Mercedes Benz to 100km/h. Looking in his rear view mirror, he saw a cop behind him, signalling for him to pull over. He floored it to 120, then 130, then 140, and 150km/h! Suddenly he thought, "Man, I'm too old for this nonsense!"

So he pulled over to the side of the road and waited for the cop to catch up with him. The officer walked up to him, looked at his watch and said, "Sir, my shift ends in ten minutes. And guess what, today is Friday and I'm taking off for the weekend with my family to the beach. If you can give me a good, solid reason for your insane speeding that I've never heard before, I promise you that I will let you go."

The man looked very seriously at the policeman and replied, "Officer, a few years ago my wife ran off with a policeman and I thought you were bringing her back."

The cop left saying, "Have a good day, Sir."

# Games Corner



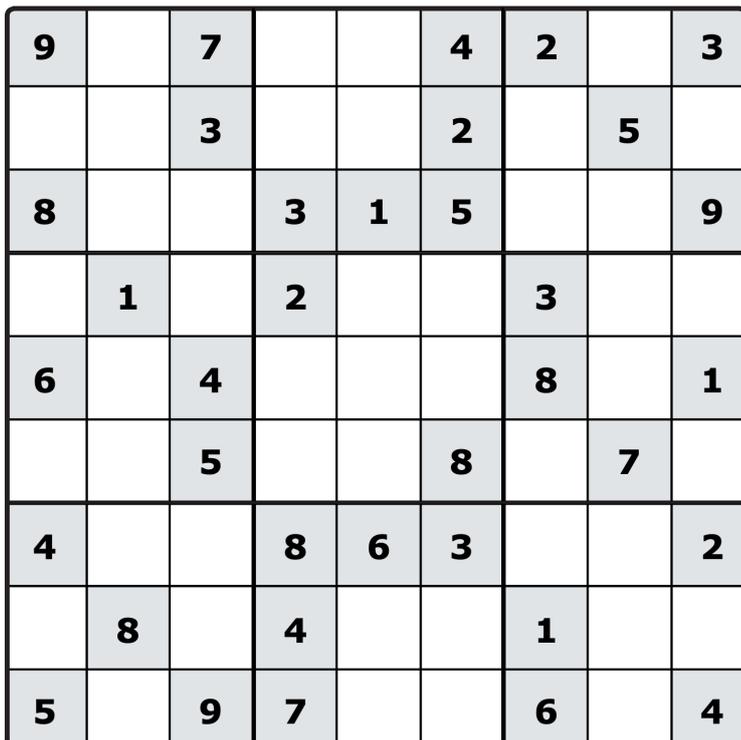
# Crossword Clues

## Across

- 2. Helium or neon
- 5. Bloodsucking insect
- 6. Watch
- 7. Roman 3
- 8. Cold annoyance
- 10. Segment
- 13. One and the other
- 16. Yearn for
- 18. Big clumsy man
- 19. Crust on healing wound
- 20. Partly open
- 21. Rowing need

## Down

- 1. Blueprint
- 2. Canter or gallop
- 3. Stumble
- 4. Quartet
- 8. Weep
- 9. Fall mo.
- 11. Rainbow shape
- 12. Deuce; even score
- 14. Cry of pain
- 15. Wanderer
- 16. Off in the distance
- 17. Above the neck



## Riddle Me This...

A sphere has three,  
a circle has two, and  
a point has zero.

What is it?

Answer: Dimensions.

# Round the Traps

Here at Crowley we are always up to something, and usually it's something new, exciting or mischievous. This is what we have been up to:

1. Crowley Mini Kids Playgroup is an all round hit! Joan loves her cuddles with little Oliver.
2. Our resident green thumb, Dave, hard at work weeding the garden outside reception.
3. Crowley Independent Living Resident George modelling his genius creation to combat the spring birds.
4. Welcome to our new fishy friends in Serpentine! These guys don't have names yet, so if you have any ideas let reception know.



## 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  
6686 2111

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.