

the chatterbox

NEWS FROM CROWLEY CARE

OCTOBER 2022



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Cover photo

Sandra and Vera enjoying the Wine and Cheese afternoon on Daffodil Day



A Moment with our CEO

Hello everyone,

All smiles for Show Day

As I write this, our preparations are in full swing for Show Day. We're so excited to be able to bring this much-loved event back to Crowley after a two-year hiatus. As promised, this year will be even bigger and better than ever!

We can't wait to get dressed up and enjoy this fun day with our Crowley family and the community.

As well as Show Day, we have some other exciting events coming up as we finally welcome entertainers back to Crowley. Our residents will be pleased to know that we have an extensive program organised.

In another step towards "normal" life, we are happy to announce in-room visits have started again on weekends and public holidays, between 10am and 2pm. As usual, visitors must return a negative rapid antigen test and wear a mask while at Crowley. Please come another time if you are unwell or have had COVID-19 in the past 10 days.

While we are pleased to allow in-room visits once again, we must ensure our Crowley community is kept as safe as possible. Our management team is constantly monitoring what's happening in the broader community and we make decisions accordingly.

Expanding our pastoral care

As part of our commitment to our residents' wellbeing and spiritual needs, we have expanded our pastoral care program to include the presence of a Parish Pastoral Team member each Wednesday. The Parish representative will be wandering around the facility and available to all residents for a casual chat or conversation on any topic. Alternatively, please see our team at Reception if you would like to make an appointment.

20 years for Tony

We are proud to announce that Tony, our Hotel Services Manager, recently celebrated his 20th anniversary at Crowley! Tony came to Crowley with a background as an executive chef and it was quite groundbreaking for an aged care facility to employ someone with his experience. With his innovative style and expertise, Crowley's award-winning foodservice has been recognised as amongst the best. Tony is highly regarded in the industry and is an asset to Crowley. We are very proud to have him on our team. Congratulations, Tony!



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

Can you believe it's October already? What a whirlwind of a year we have had!

As I write this, Crowley Show Day preparations are well underway. A huge thank you to the staff for their efforts over many months – it always makes this day such a success. It will come as no surprise that it takes hours of planning and preparation to coordinate every aspect of the day to ensure our residents, clients and families have such a wonderful time.

Now that we appear to be making progress out of the pandemic, we have been able to turn our attention to recreating our Residential Care Leisure & Lifestyle Program. Leisure & Lifestyle is a key component of the resident experience and it has been sorely missed by all of us. The program has a number of elements designed to accommodate and meet a wide range of needs and interests.

One of these elements is Social Engagement. Events such as Show Day are part of this element. Fortunately, we have also been able to maintain a good level of social engagement with families, despite the challenges throughout the pandemic. We thank you for your feedback and support of our efforts, and in particular the positive comments for our Barney's in the Plaza initiative, which has now become a permanent feature of life at Crowley.

You may have seen, and hopefully heard, that our entertainers are back. Some are Crowley stalwarts, and some are new to us. After each performance we have been seeking feedback from residents to make sure they are enjoying what we are organising. We are already seeing the benefits, with residents and staff alike finding lovely moments of joy once again in the music.

You will also see in Michael's piece that our pastoral care program has been expanded. This is part of the Spiritual element that is important to all of us and often even more so as we age. Anglican Mass has recommenced and we have plans to hold our annual Memorial Service later in the year.

We are now exploring other elements, including Physical Activity and Intergenerational Connection. We have some exciting plans in progress and I look forward to sharing these with you soon.

And it isn't just about Residential Care. We are in the process of developing our new Independent Living Social & Wellness Program.

We must also acknowledge that much of the success of these programs relies on the talents and commitment of volunteers. We are in the process of reintroducing volunteers to Crowley and are always keen to hear from people who may be interested in sharing their time and talent.

On that note, I would like to take this opportunity to mark the recent passing of one of our Crowley volunteers, Brian Caterson. Brian not only volunteered as a Crowley bus driver, but also assisted in driving the Crowley Meal Van. The pandemic limited his connection to us over the past two years but he was never forgotten and remained as part of our Crowley family, waiting for the day he could return. We thank Brian for his contribution to many a Crowley adventure, for his abundant good humour and common sense.



Kelli 😊

VOLUNTEERS NEEDED



We are looking for enthusiastic and friendly people who desire to create a positive change in our residents everyday life!

If you have a spare hour or two we would love to hear from you. For more information please contact our Reception on 1300 139 099 or HR@crowley.org.au

How can you contribute?

- Reading
- Cultural Activities
- Arts & crafts
- Fishing
- Walking
- Socialisation & much more



Last Month at Crowley

Daffodil Day

The Daffodil Day Appeal is the Cancer Council's most iconic fundraising campaign, helping the Cancer Council fund life-changing breakthroughs in cancer research over the years.

On 25 August, Crowley recognised the day by dressing in yellow, with some staff even going that extra mile by dressing up in their best yellow fancy dress outfits. The "Daffodil Fairies", "Infection Control Queens" and "Busy Bees" were a huge hit around the facility and brought many smiles to the residents' faces.

On the day everyone enjoyed some scrumptious 'yellow' treats prepared by our Hotel Services team. We also fundraised for the Cancer Council by selling lots of fresh daffodils to visitors, staff and residents, who happily supported such a worthwhile cause.

We are proud to announce our fundraising efforts raised \$300 for the Cancer Council.









Last Month at Crowley

R U OK? Day

There was another splash of yellow at Crowley on 8 September in recognition of R U OK? Day and the importance of checking in on one another. Staff shared delicious yellow cupcakes and chocolates, checking in on their colleagues and asking: R U OK?

R U OK? is an important question to ask, but there's more to say afterwards. Ask, then listen with an open mind, encourage action and check in because a conversation could save a life.





Resident Focus

Helen Zara Thompson

Helen was born on 26 August 1944 in Richmond, Tasmania, and was placed in the Children's Home of Mercy Orphanage in Newtown, Hobart.

Ernest Boon worked as a warder in the Hobart jail and on his days off would do maintenance at the orphanage. One day, Ernest saw a little baby crying. He went home to his wife, Zara, and said, "Come with me and look at this baby." They went back to the orphanage and took the baby home, naming her Helen.

Helen grew up in Newtown in Hobart and went to Bowen Road State School until Grade Four when her mum sent her to Sacred Heart Girls School to make her a lady, because Helen was such a tomboy. She loved playing football.

Helen's dad would take her into the jail with him occasionally and she would garden with the prison gardener, "Uncle Bob". Helen had a wonderful childhood and couldn't imagine having better parents.

Helen left school at 16 and worked at Walsh and Sons doing accounts, which she loved. At 17, Helen was engaged and pregnant to Ken; they married and Debbie was born. Two years later Tony arrived, and Jackie five years after that. The family lived in Risdon Vale until Ken was retrenched from the zinc works. They then moved to Queenstown. Helen joined the women's football committee and her son Tony played in the men's team at age 15.



After 17 years of marriage, Helen and Ken separated. Helen, Tony and Jackie moved to Brisbane. After they arrived Helen heard a lot of noise outside her unit so she and Tony went to have a look. It turned out to be Lang Park and there was a football game on. They watched from outside the fence as a big fella ran down the field and scored a try right in front of them. Helen clapped and he came over to see who was there, and that's how she met Big Mal Meninga. Mal invited them around to the dressing rooms for a chat after the game. That's why Helen goes for Queensland in the State of Origin.

Helen met Bob and they started dating, and after about seven years they married. Bob was the love of Helen's life and her kids adored him. Helen and Bob moved to Ballina so Bob could build Missingham Bridge. They were going to move back to Brisbane when the bridge was finished but stayed and moved into Ballina Pacific Palms Village.



After being together for more than 30 years Bob started getting headaches and was diagnosed with brain cancer. Eventually, Bob moved into Crowley. Helen would visit Bob daily. Bob made Helen promise that if she ever needed care that she would choose Crowley.

Sadly, Bob passed away in 2016, and Helen misses him terribly.

Helen moved into Crowley in 2019. She is really happy here because the staff are so friendly and they took such good care of Bob.

Helen participates in all the activities here at Crowley and loves socialising – even playing bingo, which she swore she would never do, but now it's one of her favourite things.



Farewell to the Queen

Kelly Roberts
Clinical Manager (Nurse Practitioner)

Sadly, last month saw the end of the reign of Her Royal Highness, Queen Elizabeth II. On 9 September 2022, Queen Elizabeth II passed away at the age of 96.

She was born in 1926 as Elizabeth Alexandra Mary Windsor to the Duke and Duchess of York, who later became King George VI and Queen Elizabeth, the Queen Mother.

Her father, King George VI, passed away in February 1952. Elizabeth, then 25 years of age and travelling in Kenya, became Queen and was crowned on 2 June 1953.

At her death, Queen Elizabeth II was the longest reigning monarch ever in Britain, which is a wonderful achievement not only for a Queen, but for a woman in leadership. She was one of just four monarchs to rule for seven or more decades.

The first British Prime Minister the Queen worked with was Winston Churchill, and as Queen, she was served by 15 UK Prime Ministers in total. Until her death, Queen Elizabeth II was the monarch of 15 countries in the Commonwealth that are home to approximately 150 million people.

Elizabeth married Prince Phillip, Duke of Edinburgh, in 1947 and they had four children during their marriage – Prince Charles (soon to be crowned King), Anne, Princess Royal, Prince Andrew, Duke of York and Edward, Earl of Wessex.

Since her passing, we have heard from many residents regarding their memories of Her Majesty and in some cases, their involvement in parades, meeting the Queen in person or passing on flowers during her visits.

Many residents were teary when they heard of her death and relayed how much they had loved following her through the years of leading a country and raising a family of her own. Some even recall her father, King George, and there are some residents for whom King Charles III will be the third Monarch in their lifetime.

It is with great sadness and fond memories that we bid farewell to the Queen and send her family our wishes after the loss of their mother. She will be forever remembered as the Great Queen.





From the IL Desk

Jenny Kliese
Independent Living (IL) Coordinator

Welcome to our newest residents Laurel and Curt Spuur. They have lived in the Ballina Shire for a number of years before joining the Crowley Independent Living community.

Why Did you choose Crowley?

It was by convenience at the time and it all fell into place.

What are your plans and goals moving forward?

Firstly, to get settled in (empty the boxes) then meet and enjoy the company of other Independent Living residents.



Melbourne Cup



INDEPENDENT LIVING

SWEEPS ON SALE



Monday 31 October

2pm - 4pm
Activity Centre

Tuesday 1 November

9am - 10am
Activity Centre

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

Winnings to be collected from reception 4pm on Tuesday 1 November

Cup Day - Tuesday 1 November

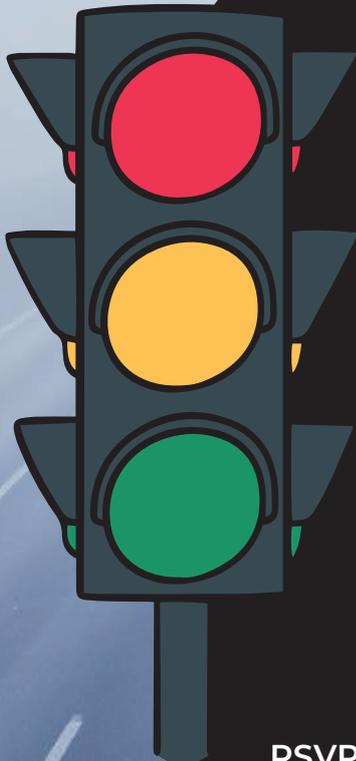
 STOP

**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

An Afternoon at the Movies

High Ground

Come along to watch a movie on the big screen in the Education Centre for a small fee.

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

This month's screening:

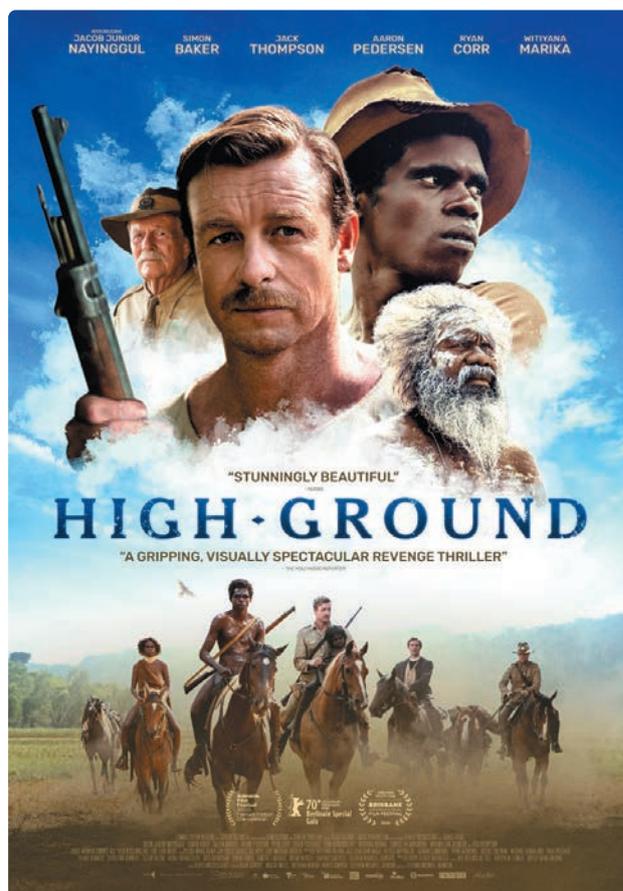
Movie: High Ground
Genre: Adventure, drama
Rating: MA15+
Directed By: Stephen Johnson
Starring: Simon Baker, Jack Thompson, Aaron Pedersen, Ryan Corr, Witiyana Marika, Caren Pistorius
Released: January 2021
Duration: 1hr 45min

After fighting in World War I as a sniper, Travis, now a policeman in northern Australia, loses control of an operation that results in the massacre of a group of Yolgnu people (an Aboriginal Australian people of Arnhem Land) in 1919. After his superiors insist on burying the truth, Travis leaves in disgust, only to be forced back 12 years later to hunt down Baywara, an Aboriginal warrior whose attacks on new settlers are causing havoc. When Travis recruits mission-raised Gutjuk, the only known massacre survivor, as his tracker, the truth of the past is revealed and Travis becomes the hunted.

Reviews

“Australian storytelling that packs a punch and pushes you to think deeply about the history of this country. High Ground captures the raw beauty of Arnhem Land as it does the brutality of colonialism.”

“An impressive western which delves into the troubled history of post-colonial Australia to create a tense and powerful drama.”

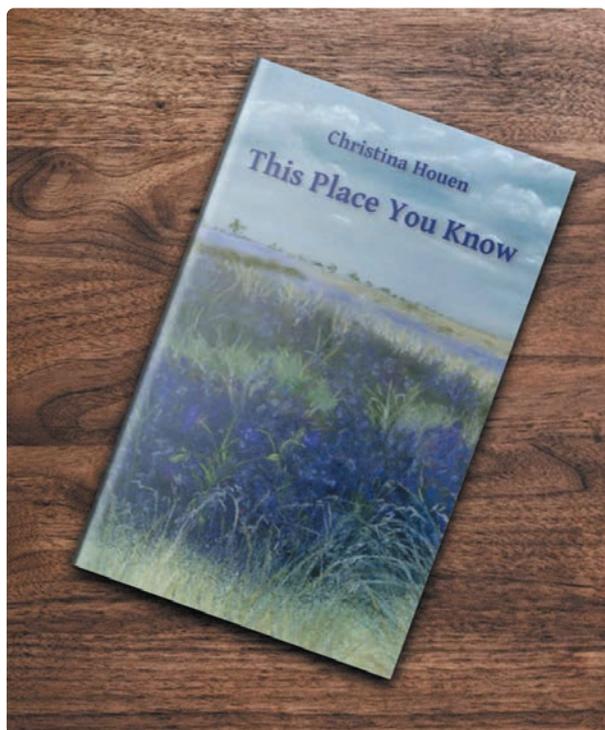


Crowley Screening

Movie: High Ground
When: Wednesday 12 October
Where: Crowley Education Centre Room 1
Time: 1.00pm
Cost: \$2.00
RSVP: To Crowley Reception by Monday 10 October

Book Club

This Place You Know by Christina Houen



Our September read was *This Place You Know* by Christina Houen. The memoir is in two parts; the better first half is based on the diary notes of the author's mother, Martha, while the second part is the author's recollections of life on the farm, recalling times back to when she was seven years old with remarkable clarity.

Martha is a teacher and marries Henry, a local farmer. Their lives become somewhat of a rollercoaster as Martha finds it difficult at first settling into country life and Henry finds companionship elsewhere. Eventually, Martha and the author are left to run the farm with Henry and the four elder children elsewhere. Martha does eventually come to embrace life on the farm.

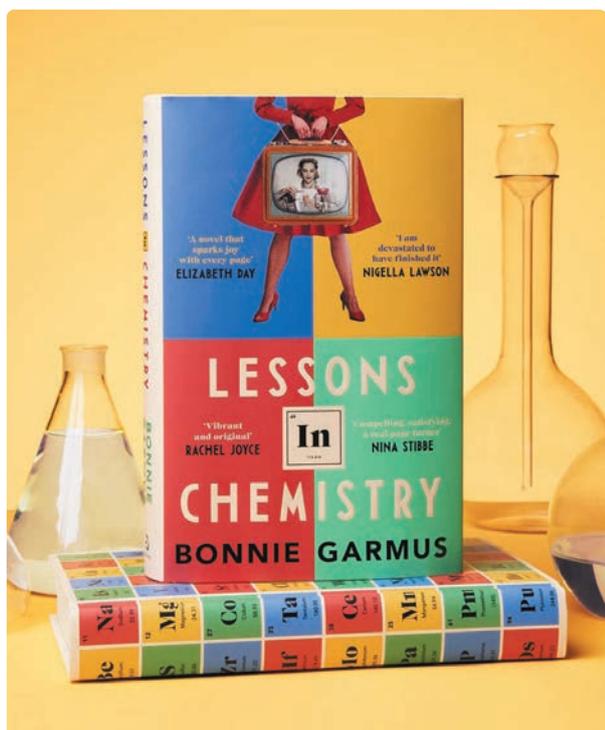
It is always a pleasure to discuss a book that some members absolutely loved. To them it brought back memories of childhoods on the land. We all could remember the prevalence of Vacola preserving kits and others recalled Herne's Bronchitis Cure. However, to others it was boring; noting that to them the characters were flat and forgettable. Some found it difficult to warm to the strait-laced mother and her intellectual snobbery, while others found it just readable, appreciating that life on the land is hard, especially in pre-war times.

Our read for October is *Lessons in Chemistry* by Bonnie Garmus. Chemist Elizabeth Zott is part of an all-male team of researchers in the early 1960's. Her colleagues do not treat her as an equal, except for one with whom she forms a relationship and has a child. Lots of unpredictable things happen. Elizabeth is very unconventional and uncompromising and ends up hosting a television cooking show, albeit with a chemistry bent.

Our next meeting is 20 October.

Until then,

Happy Reading!
Marion



Crowley Auxiliary

Wine and cheese afternoon

Helen Cooney
Crowley Auxiliary President

It was lovely to experience such a sunny day on the first day of Spring. I think it created a positive vibe around our community, even though the weather quickly changed the following day. However, we will keep being positive and looking ahead to more sunshine moments in the coming months.

The Auxiliary members would like to thank everyone who supported our August Wine and Cheese Afternoon. The feedback has been very positive and the music by the Celtic band Kinsale was most enjoyable. Many thanks to Tony, Kate and team for the catering! The wine, cheese and biscuits were certainly enjoyed by everyone. There were some great dancers and the afternoon was lots of fun.

Our next Auxiliary meeting will be held on Monday, 26 September at 3pm. We will be organising our part in the Crowley Show Day, which is on Thursday, 29 September. We also need to start our Melbourne Cup preparations as we will not have any time after our October meeting.

We welcome any new people who would like to join us. We meet once a month and have a social gathering after our meeting.

We are always very grateful for the care and dedication the staff at Crowley Care give to the facility residents, clients in the community, and the Independent Living community.

Regards,
Helen Cooney





Everyone Needs a Little Help Sometimes

René Lange
Risk Manager

Who remembers their first bicycle ride?

It's a moment generally filled with excitement, and possibly some trepidation, on the part of both the child and the parent. It may start with Mum or Dad helping to balance our bike with a hand on the seat and handlebars, and then progress to riding solo with the aid of training wheels before finally those training wheels come off and freedom and independence await.

Without those helping hands or training wheels to stabilise us, there were many spills, grazed hands and knees, and a few sore heads as we explored our newfound skill and learned our limitations.

There are many pivotal moments throughout our lives that serve to remind us of those heady days of learning to ride and just as many that quite rudely remind us of our limitations.



It can be confronting to realise you'll probably never again ride a bike, play your favourite sport, walk as far and as fast as you were able to, or do things you once enjoyed. It can be easy to become angry, upset, disappointed, frustrated or despondent in these moments.

At times like this it can be valuable to remember that child who willingly accepted the helping hands of others to learn to ride and didn't let pride get in the way of using training wheels so they could develop and maintain their independence. It is just as important to remember that while our abilities may change, we all still have things we want to do and find enjoyment in.

While freewheeling down the street on our bike may be out of reach, there are other ways we can achieve our individual goals and do the things we want. What that looks like will be different for everyone. For some, that could be a three wheeled trike in order to continue their daily bike ride. For others, the use of a 4WW or support with their weekly shopping may assist them in maintaining independence, reducing risks, and helping them continue to engage in activities they find enjoyable.

Whether you are at home or in Residential Care and are looking for help and support to do the things that bring you enjoyment, be sure to reach out and have a chat with one of our Crowley staff about services and supports for daily living.

We all live with limitations and need a little help sometimes. And isn't it worth it if we can continue to find and do things that bring us joy?

International Day of Older Persons

1 October 2022

Sherrie Viney
Home Care Manager

At Crowley Care, each day of every year we have the pleasure of recognising and supporting older persons in our local community with care, services and accommodation. On 14 December 1990 the United Nations General Assembly designated 1 October each year as the International Day of Older Persons. The theme for 2022 is The Resilience and Contributions of Older Women. It aims to highlight the need for gender equality and raise awareness of the need to include and recognise the contribution older women make in our societies globally.

Older women continue to contribute to their community and culture on every scale. There are many powerful and energised female dominant led groups in Australia, ranging from groups such as the CWA (Country Women's Association) to smaller groups including the Knitting Nannas and ladies auxiliary groups working in hospitals, schools and aged care services to support older persons, including women, both nationally and locally.

The Crowley Auxiliary started in 1982 as a group of women, and over the past 40 years they have worked tirelessly to raise thousands of dollars to help older people in our care and community. An amazing achievement from a group of older people!

In Australia today, 51% of the population are females and we are now seeing a higher percentage of female politicians and Parliamentary Ministers than we have in the past. As of March 2022, there are 225 female MPs in the House of Commons.

It is a fact that women remain underrepresented in key decision-making roles across all industries in Australia. At Crowley we are proud to be an employer of a predominately female workforce including carers, nurses and managers in key roles. All staff have the opportunity to contribute to our organisation despite gender. Crowley supports our working mothers and grandmothers who are also carers with flexible work conditions, recognising the importance of family and the dual roles some women have.

With a projected increase of the older population globally over the next three decades, we need to continue to change the way we think about age and embrace the contribution of older women in all aspects of our society.



Community Connection

Brunswick Heads

Brunswick Heads, originally inhabited by the Bundjalung nation people, is in the Byron Shire and has a population of 1737 people (2016 Census). In 1828 the Brunswick River was charted by Captain Rous. Some 20 years later, the cedar cutters' activities led to the first town, with a busy port and small commercial centre established by the 1880s. However, with the construction of the railway through Mullumbimby in 1894, the township went into decline.

Brunswick Heads' population began to grow again from the 1920s due to the popularity of family seaside holidays. The early camping grounds along the foreshores later became caravan parks. Throughout the town there is still evidence of the holiday cottages from the period.

In 1998 the Pacific Highway bypassed Brunswick Heads. Timber bridges link the riverside to the river and surf beaches, retaining its traditional seaside village atmosphere.

The river picnic area is a great place to enjoy the peaceful coastal reserve with views of the river. There's easy access to fishing spots, and where the sea ends, the rainforest begins, with nature reserves to the north and south.

Between May and November humpback whales migrate off the Brunswick Heads coastline. Dolphins are spotted all year round. Enjoy an eco-rainforest cruise or a guided kayak tour into special places with a local, experienced guide.

On the first Saturday of the month, you can pick up local produce, and arts and crafts from the markets. The Mullum2Brunns Paddle, usually held in May each year, is a 10km paddle along the Brunswick River, raising funds for local charities. In January there is a wood chopping competition with a carnival, twilight markers and fireworks.

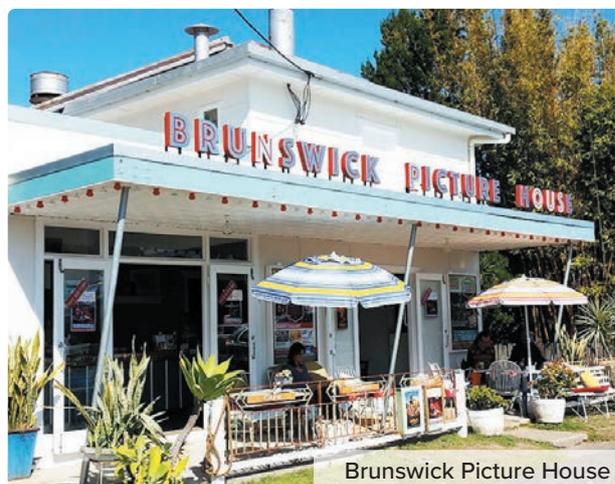
Attractions in Brunswick Heads include Torakina Beach, Hotel Brunswick, Brunswick Picture House, and a Fairy Trail.



Brunswick River



Torakina Beach



Brunswick Picture House

THE CROWLEY AUXILIARY

Melbourne Cup Luncheon

JOIN THE AUXILIARY FOR THEIR
ANNUAL MELBOURNE CUP LUNCHEON

Tuesday 1 November 2022

Crowley Activity Centre

12.30pm - 3.30pm

\$50 per person

BYO Drinks

Tickets include a glass of sparkling wine on arrival
and Lucky Door Prize

Please book and pay at Crowley Reception by

Tuesday 25 October

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



Update from Maintenance

Fire Safety

Albie Viel
Maintenance Manager

During September, our apartment buildings underwent the five yearly hydrant hydrostatic testing and the annual fire detection and alarm systems check of equipment. In our complex, all common areas are protected by smoke detectors monitored by the NSW Fire Brigade.

In the event of a fire, the hydrant system needs to deliver water at a required pressure and be able to maintain the water pressure.

At times the water pressure is restricted to reduce water leaks in the council's mains and, if failing the test, the owners are liable to install water tanks and pumps to meet regulatory standards.

The service provider uses a vehicle with a pump simulating a fire engine and, when connected, pressurises the hydrant lines, ensuring water flowing from the hydrants meet standards and testing lines for potential leaks. All hydrant connections are serviced.

The annual check of the fire detection and alarm systems are a more in-depth service, testing 50% of smoke detectors in one year and the remaining the following year.

Other checks include:

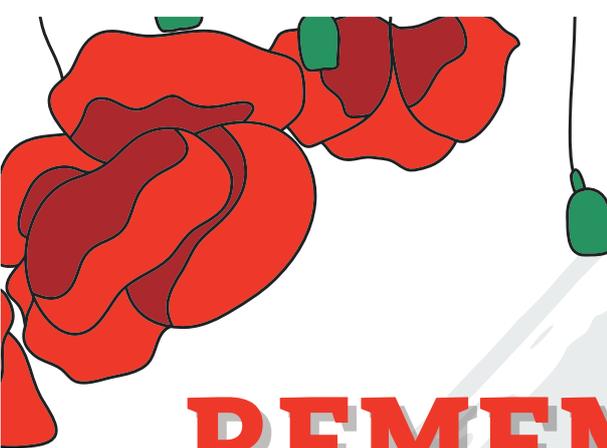
- The backup battery supply is tested
- Batteries are replaced every two years
- The volume of the alarm and speaker system is tested

Review zone plans:

- Check and test the operation of break glass panels
- Test the operation of fire panel switches and keypad
- Test the operation of the monitoring devices

For those residents who choose to purchase fire blankets and fire extinguishers, you need to consider the risks in the event of a fire. With a fire blanket, how long will you take to prepare the blanket to extinguish the fire, and have you used a fire blanket before? Dry chemical extinguishers contain powder that could affect your breathing.



A cluster of red poppies with green stems and leaves, positioned in the top left corner of the page.

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.

A black silhouette of a soldier standing in profile, wearing a helmet and holding a rifle, positioned on the left side of the page.

**FRIDAY 11 NOVEMBER
CROWLEY ACTIVITY CENTRE
10.30AM**



Father's Day BBQ

Tony Baldwin
Hotel Services Manager

It was great to be able to hold a BBQ get together for the Residential Care Father's Day 'Blokes'.

We started off with oysters Rockefeller and fresh king prawns, followed by rib eye steak, chipolatas and lamb skewers. We finished off with a refreshing chocolate chip ice cream ball, and of course it wouldn't be a get together without a couple of beers and a wine (and no, not the bad sort of 'whine' – now that was a bad Father's Day joke!).

It was fantastic to have these Crowley blokes together and fantastic to see our male staff also join in and serving the residents their lunch.

We have had many positive comments on the afternoon.





Father's Day BBQ



CROWLEY INDEPENDENT LIVING

MEN'S BBQ



WHEN Thursday 27 October

TIME 12.00pm

WHERE Activity Centre BBQ Area

BYO Drinks

RSVP Monday 24 October 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.

Cajun Fish Tacos

Mexican-style fish tacos with a zesty, spicy kick

Ingredients

- 600g barramundi fillets
- 1 tbsp Cajun seasoning
- 1 tbsp olive oil
- 350g packet kale slaw mix
- 2 pickled jalapeño chillies
- 220g pkt pre-chopped fresh pineapple
- 2 limes
- 8 mini flour tortillas
- Fresh coriander sprigs, to serve

Instructions

Heat a large deep frying pan over medium-high heat.

While the pan heats up, remove the skin from the fish and cut the flesh into 2-3cm pieces. Transfer to a bowl. Add the Cajun seasoning and oil. Toss until well combined.

Add half the fish to the pan and cook, turning gently, for 2-3 minutes or until just cooked through. Transfer to a bowl. Repeat with the remaining fish.

Meanwhile, make the kale slaw in a large bowl following packet directions. Set aside. Slice the jalapeño and transfer to a small bowl with the pineapple. Cut limes in half and squeeze 1 half over the pineapple mixture. Toss to combine.

Warm the flour tortillas in the microwave. Divide the slaw among the tortillas. Top with the fish and pineapple salsa. Sprinkle with coriander. Serve with the remaining lime halves.

Serves 4





Fruity Smoothie Bowl

Turn your favourite smoothie into a delicious breakfast bowl

Ingredients

- 2 bananas
- 125g frozen raspberries
- 1 cup (250ml) coconut water
- 1/2 cup (125ml) almond milk
- 2 tbsp LSA meal (see tip)
- 1 cup (130g) granola
- 100g blueberries
- 100g strawberries, hulled, quartered
- Plain yoghurt (optional), to serve

Instructions

Thinly slice 1/2 banana. Coarsely chop remaining 1 1/2 bananas.

Place the coarsely chopped banana in a blender. Add the raspberries, coconut water, almond milk, LSA mix and half the granola. Blend until smooth.

Divide the smoothie mixture evenly between two serving bowls. Arrange the blueberries, strawberry, remaining granola and the sliced banana in even rows on top of the smoothie. Gently swirl a little yoghurt into the uncovered smoothie, if desired.

Recipe Note

LSA meal is a mix of linseed, sunflower seeds and almond meal that is great for giving smoothies a nutrient boost. Find it in the health food aisle or alternatively, use almond meal.

Meet Team Crowley

Residential Care



Sally

Favourite food:
Indian cuisine

Favourite drink:
Coffee

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

What was the last TV show you binged watched:
NCIS

Best advice you have received:
Go with the flow



Sanita

Favourite food:
My own Nepalese food

Favourite drink:
Green tea

Favourite way to spend a day off:
Hanging out with friends

What was the last TV show you binged watched:
A Korean drama movie

Best advice you have received:
Don't lose hope, keep on trying, you are going to reach your goal



Kim

Favourite food:
Thai

Favourite drink:
Pineapple juice

Favourite way to spend a day off:
Relaxing with my dog

What was the last TV show you binged watched:
Criminal Minds

Best advice you have received:
It is what it is

Meet Team Crowley

Hotel Services



Kelli

Favourite food:

Caramilk cheesecake

Favourite drink:

Coffee

Favourite way to spend a day off:

With a good book sitting by the water

What was the last TV show you binged watched:

Good Girls

Best advice you have received:

Don't take life too seriously



Teppy

Favourite food:

Thai

Favourite drink:

Beer

Favourite way to spend a day off:

Having a family day

What was the last TV show you binged watched:

Marvel superhero movies

Best advice you have received:

Stay happy



Sammi

Favourite food:

Spaghetti bolognese

Favourite drink:

Fire engine

Favourite way to spend a day off:

Spending time with my three kids

What was the last TV show you binged watched:

Supernatural

Best advice you have received:

Always give back or pay it forward

Welcome to Team Crowley

Say hello to the newest members of Team Crowley



Malak
Hotel Services



Alexia (Bindia)
Residential Care

DAYLIGHT SAVING

Remember daylight saving starts **Sunday 3 October** and we turn our clocks forward.

Please make sure to change your clocks, watches and microwaves to the correct time - turning them **FORWARD** one hour.

Focus on Quality

Promoting a learning culture – investing in each individual

Michelle Golding
Quality Manager

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.

The implementation of Altura Online Learning and Bridge Learning Management System has been instrumental in the way Crowley delivers education through COVID-19. The Altura library consists of 25 courses with the flexibility of choosing other courses as required.

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

The organisation supports and encourages education and training for all employees including seeking opportunities to initiate education and training for stakeholders, including consumers and families.

Education is provided through different delivery methods and facilitators:

- External course / seminars / workshops
- Internal courses / in-services including paid Mandatory Training and visiting consultants
- Self-directed learning packages
- Online with specific providers
- Traineeships
- Clinical and Allied Health placements
- External study undertaken by staff members
- Senior Clinical staff also deliver in-house training topics and group or 1:1 sessions
- Clinical Governance Meeting / staff meetings
- Mentoring and coaching

continued on next page...

Focus on Quality

Promoting a learning culture – investing in each individual

Michelle Golding Quality Manager

Last month at Crowley we focused on Nutrition and Hydration for our clinical and Hotel Services staff. Education was facilitated by Lynn Haugh, Speech Pathologist, and Tony Baldwin, our Hotel Services Manager. The education included safe swallowing techniques and IDDSI framework.

The International Dysphagia Diet Standardisation Initiative (IDDSI) is a global standard with terminology and definitions to describe texture modified foods and thickened liquids used for individuals with dysphagia of all ages, in all care settings, and for all cultures.

The 42 staff who attended learnt about the levels of food textures and drink thicknesses and strategies to assist in safe swallowing. They also received some wonderful resources from the Aged Care Quality and Safety Commission, which has just launched a range of resources on Food, Dining and Nutrition.



This is what some of our staff had to say:

- The course was very well explained. Safe swallowing strategies. PIRATES. Lyn clearly spoke about dysphagia. Tony on preparing the meals for practical part of the course. Well explained. The handout information easy to follow and understand. A great course. Thank you. All the work you did made it possible.
- I found the lesson very interesting; I learnt a lot more than I thought.
- Enjoyed the in-service. Informative and well run. Safe swallowing strategies are a very important part of our job.
- Interesting training. Good visuals, entertaining, good examples. Any kind of training related to my work welcome. Thank you.
- The Safe Swallowing course that I attended on 30 Aug was fantastic. It was informative, educational and fun. I didn't really expect to learn much about swallowing and the act thereof, but I actually learnt heaps! Was glad I attended and would be happy to partake in any other workshops/courses etc. Many thanks to Lyn Haugh, Tony B, Judy R, Quality Team and all involved. I now feel more confident in the meal assist role that I'm occasionally called upon / volunteer to undertake.
- Safe Swallowing Strategies – Lyn Haugh and Tony Baldwin. It was a good education class. I need to assist residents safely, and I want residents to enjoy meals.



Making Feedback Flow

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

Michelle Golding
Quality Manager

Well done and thank you to all our residents who have completed their annual survey and returned it. Here is a snippet of what our residents think the best thing about Crowley is:

- The friendly attitude about staff and residents alike and beautiful areas to relax and spend time
- Having lights near cabinet in bathroom for shaving
- Staff are friendly
- Having care close at hand
- The meals are first rate
- Staff are great even though short staffed
- Peace and tranquillity when allowed
- Ask what you like / what to do
- Peaceful, friendly
- Friendliness
- I find the compassionate, gentle, tender-hearted manner of caring staff very supportive
- Having everything
- Activities
- Everything is available for people living and working here
- Pleasant people
- Beautiful and clean
- Kind staff
- Treated well, what's available to you, and made feel very welcome
- Honesty
- Staff, privacy, friendship with Nan
- I would expect no more but receive help and understanding from all staff
- The care from all the staff
- Friendliness, staff extremely helpful. The ability to hear exactly what I did at home
- The way COVID-19 is being managed
- Staff are very good in trying and unusual times
- I have everything I need
- Clean bedding
- Clean, friendly – it's home
- Not being forced to participate in activities
- All the staff
- Staff are very helpful and kind
- Friendly, easy to mix with
- Crowley Care has done a great job handling the COVID-19 problem and making all people happy and safe
- My room and how it is looked after by the workers and I have a lovely outlook
- Friendship, helpful
- Feel part of it all
- Your friends
- Staff are excellent
- Friendly people
- A level of friendliness to the staff
- Some very nice and polite residents
- Access to the chapel
- Care, support, location are all most favourable
- Nice people
- The staff

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



Brain-teasing Riddles

Try your hand at this mind-bending quiz

Riddle me this...

- 1 What fruit has seeds on the outside?
- 2 What loses its head in the morning but gets it back at night?
- 3 People buy me to eat, but never eat me. What am I?
- 4 What's orange and sounds like a parrot?
- 5 Peter is a butcher. He is 5'10" tall. What does he weigh?
- 6 What can be seen once in a minute, twice in a moment, and never in a thousand years?
- 7 Which tyre doesn't move when a car turns right?
- 8 What flies when it's born, lies when it's alive, and runs when it's dead?
- 9 What kind of cheese is made backwards?
- 10 Why did the cat join the Red Cross?
- 11 What kind of insects live on the moon?
- 12 Why does the Statue of Liberty stand?
- 13 How can you make varnish disappear?
- 14 What kind of bell doesn't ring?
- 15 Why are birds poor?
- 16 What kind of Lottery did the broom win?
- 17 The alphabet goes from A to Z. What goes from Z to A?
- 18 Dogs have fleas and sheep have
- 19 What can you break without touching it?
- 20 How many animals did Moses take on the Ark?

Round the Traps

Spring art



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.