

the chatterbox

NEWS FROM CROWLEY CARE

OCTOBER 2023



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Cover photo

Ruth and Dot from the village enjoying a cuppa in the plaza



A Moment with our CEO

Hello everyone,

It's Show Day

We are so looking forward to our annual Show Day this year, which is justifiably a highlight in the Crowley events calendar, and an event that embodies the Crowley spirit.

You could say Show Day represents Crowley at its best because it brings us together as a connected community in the form of a traditional Country Show.

The day is a super big hit with families, our residents, staff, and the broader Ballina community.

I don't think there are many aged care facilities that have a community like it. And the passion is evidenced by the energy that so many bring to the day.

In the end it is the excitement and smiles on the faces of our residents and their families that matters most.

As an aside, the architects who designed our newer buildings are coming to video our Show Day and the community event it has become. Part of the brief for our architects was to ensure the design, incorporating our wonderful plaza, was community focussed with a sense of connection. I think it's fair to say they succeeded.

Our Customer Service Team

This month we give gratitude to our much loved Customer Service Team.

If you are coming to Crowley for the first time, or if you are dropping in for a regular visit to a loved one, the first team you'll be greeted by is our Customer Service Team.

They say first impressions last. And our Customer Service Team makes a very conscious effort to connect personally with everyone who comes through our doors. What matters to the team

is their connection with others. And it's all in the small touches - knowing every residents' name, knowing their families name, and taking a genuine interest in the wellbeing of others - which is the heart of Crowley Care.

We receive unanimous feedback from our community who notice how effortlessly our Customer Service Team connects with them each and every day.

Crowley wins Employer of Choice

We were thrilled when Crowley Care won the Ballina Chamber of Commerce Employer of Choice award for over 20 employees.

It's fantastic Crowley has been recognised as a place where people want to work. We are very proud to have won.

Overall the awards recognise excellence and I do believe it is our unique culture at Crowley Care that supports this public recognition and achievement.



Very best,

A handwritten signature in black ink, appearing to read 'Michael Penhey'. The signature is written in a cursive, slightly stylized font.

Michael Penhey

Catch Up with Kelli

Welcome to October!

Kelli Potts

Executive Manager Operations and Finance

October is the month that signals the beginning of our events season starting with our famous annual Crowley Family Show Day on 5 October. This is a day that always brings so much joy and fun. We look forward to you joining us.

I'd like to thank in advance our team who plan this day. Kate and Lyndell who work for months prior to coordinate the activities and stalls, and on the day the Hotel Services and Maintenance army who spring into action doing the setup and food.

We are also seeing the steady return of residents, families and visitors to Barney's Café. Wednesday Roast Day and Friday Fish and Chip Day continue to be very popular. The buzz in the café is wonderful to see and the feedback has been one of gratitude that we have moved on from the days of restrictions and can now enjoy getting back together.

Last month I told you that Crowley was hosting 12 allied health students from Southern Cross University. The students are undertaking a unit of study that requires them to conduct a six week Health Promotion Project. The students have split into three groups, Pink Team, Yellow Team and Orange Team, and have designed and are conducting the following projects:

Paint and Sip – a project designed by the students to engage with a group of our Independent Living residents each week over a cuppa and some painting. The students have gathered feedback about the things that residents in Independent Living feel improve their engagement and overall wellbeing. This project has had an enthusiastic group of 12 Independent Living residents joining in each week.

Carers Support – in this project the students have been speaking with the families of our Residential Care residents about their experience as carers

with a loved one in residential aged care. The students hope to understand what supports are available and what new resources can be developed for these carers.

Staff Wellness

– students have created and surveyed the Administration staff about their wellness at work. These staff spend the majority of their day at a desk and the students were keen to know how they look after themselves in the workplace and more generally to counteract the negative effects of sedentary work.

The project and students' placements are due to come to an end in the next couple of weeks. It will be very interesting to read their final reports and recommendations as a result of their project studies.

I would like to thank our staff team members Michelle Golding, Jenny Kliese, Bin Agoston and Robyn Knight who have willingly taken on the role as Crowley Leads for the student groups. Their assistance is vital in ensuring the students have a wonderful learning experience at Crowley.

This is a reminder that nothing happens without the efforts of the entire Crowley Team. Each and every day there are hundreds of interactions that include every facet of our resident's and client's lives. Recently we hosted the Dementia Inclusive Ballina Alliance 'Future Fit' Symposium and the feedback for the staff was outstanding...

Thank you all.

Kelli 😊





Last Month at Crowley

Getting creative

With Spring now in full swing, we are enjoying the benefits of warmer weather, longer days, and the beauty of nature.

Our native plants and trees have been loaded with stunning flowers, as have the many beautiful gardens throughout our village.

We have been enjoying walking through the gardens along the many and varied pathways that meander around the village and creek. Sometimes stopping to sit and take in the view or enjoy the peace and tranquillity we are fortunate to have at our doorstep.

It is common to feel more energised as we move into warmer weather. We have been embracing this energy, ready for some of our favourite and biggest events of the year – Crowley's Family Show Day and The Melbourne Cup.

With an Art and Photo Competition planned for the Crowley Family Show Day, residents have been busy exploring their inner artist and trying various mediums and styles. It was time to discover the magic of some earlier flower pressings (eight weeks drying, pressing, and patience) to turn them into art. I'm sure you will agree the finished products are stunning!

We have also enjoyed trying various painting and drawing techniques using water / acrylic and charcoal / pastels. Students from Ballina Coast High School Enlighten Mentorship Program discovered and shared their talents, encouraging residents whilst enjoying the intergenerational friendships formed... the results speak for themselves.

For those who like to capture the perfect photo, a walk through the gardens or by the creek are sure to provide the opportunity to snap a moody landscape, stunning flower or one of our beautiful native birds, or perhaps a portrait of a loved one, to enter in the photography competition.

Some enjoy a more tactile approach. We have been exploring some clay craft or clay sculpting using air-dry clay. It is easy to use, a fun way to let you express your creative side with something practical or pretty, great for hand dexterity, and not too much mess! It usually only takes a week to dry and then can be painted if you choose to do so.





Melbourne Cup

With the ever famous 'Race that stops a Nation' approaching fast on the event calendar it will be time to get busy crafting some unique, show stopping headwear to wear on race day.

Some like to create something to coordinate with an outfit, others like to be practical, and then there are those of us that like to stand out from the crowd with a showstopper. There will be plenty of opportunity to create / decorate some headwear for the Melbourne Cup during the month of October. Keep an eye on the weekly flyer and whiteboards to enjoy and make the most of these opportunities.

R U OK? Day

A conversation can change a life. Crowley celebrated by dressing in yellow and checking in on their mates.



Daffodil Day

Pops of yellow, yummy treats and fun outfits were on full display. The Crowley family raised \$472 for the Cancer Council.



Photos of Residents

Please remember not all residents have given consent for their photo to be taken. Please be mindful when taking a photo of your loved one that you do not take photos of other residents. This includes in the background or with your loved one.

Father's Day BBQ

In September we held a Men's BBQ to celebrate Father's Day.



Dot Celebrated Her 100 + 1 Birthday



NRAS Visit

Three beautiful Labrador pups from Northern Rivers Animal Services dropped in to say hello and left plenty of smiles and a heart full of love.





Recognising Change In Our Loved Ones

Kelly Roberts
Clinical Manager (Nurse Practitioner)

Older people often display subtle signs and symptoms of being unwell some days before they develop an acute illness requiring treatment.

Our clinical group use observations by staff and friends and families, in identifying when someone is not quite themselves. This might occur in the Home Care setting, in Independent Living, or whilst our residents are out with family and friends or in the facility.

This shared information assists with assessment or close monitoring prior to identifying a potential issue.

Often it takes time for the full picture to become clear enough to enable effective treatment. For example, families may report their loved one has always been 'stoic', although when recently visited, they were withdrawn, uncomfortable when moving, or simply off their food.

This is valuable information that can be relayed to the staff, to allow them to follow up on the resident and request a review with their GP or in the facility with the Nurse Practitioner (NP).

Not all situations require immediate medical intervention. However keeping the GP informed of residents who are unwell also enables us to request a review when needed.

Included are some common terms that can apply to unwell older people:

Sepsis

A serious medical condition that arises in response to infection. Signs and symptoms may include fever, chills and severe shaking, rapid heartbeat, low blood pressure, confusion, agitation, rash, and pain in joints. Sepsis will often require medical intervention to treat the underlying infection.

Delirium

An acute confusional state often triggered by a physical illness such as infection. This physical change can impact on the person's brain, causing confusion, disorientation, and agitation.

The opposite symptoms and signs may also occur, where the person becomes sleepy, difficult to rouse, and has reduced intake of food and fluids (hypodelirium) and it is this quieter presentation that is often missed.

Delirium frequently occurs in people with dementia, however having episodes of delirium does not always mean a person has dementia. Many Geriatricians and specialists in caring for older people report that when a person has a "fragile" brain, they are more likely to develop a delirium even without having a prior diagnosis of dementia.

Delirium is often best treated without transferring to the hospital setting, when possible, as this can often exacerbate an already difficult situation and contribute to more confusion and disorientation.

Delirium takes time to resolve and requires close monitoring and intervention by staff to ensure symptoms are being treated effectively. Whilst the person is in a confused and disoriented state, it is important they remain safe and do not injure themselves or others.

If you are at all concerned about changes with your relative or loved one please contact the relevant Crowley service for support.



NSW Nursing and Midwifery Board of Australia

Anne Moehead
Clinical Support (Nurse Practitioner)

I'd like to share with my Crowley colleagues I have been reappointed as a professional member to the NSW Nursing and Midwifery Board of Australia Board for a further three years.

The appointment is pursuant to the Health Practitioner Regulation National Law and has been approved by the NSW Minister for Health, Ryan Park.

A brief background into the functions of the National Board include:

- Registering nursing and midwifery practitioners and students
- Developing standards, codes and guidelines for the nursing and midwifery profession
- Handling notifications, complaints, investigations, and disciplinary hearings
- Assessing overseas trained practitioners who wish to practise in Australia
- Approving accreditation standards and accredited courses of study

The NSW Nursing and Midwifery Board of Australia supports the work of the National Board in the National Scheme and we have been delegated to make decisions about nurses, midwives, and students on matters of:

- Registration, endorsement, and notation
- Compliance (audit of registration standards, conditions)
- Currency of practice
- Any concerning issues of criminal convictions and compliance

We work in partnership with the Australian Health Practitioner Regulation Agency (AHPRA).

The motivation for me is to contribute to the Board's deliberations, to give back and share some of my nursing experiences, and, in a small way, influence the future of nursing. I feel privileged to be part of this group of esteemed and knowledgeable clinicians.



* Nationally, except in NSW and Qld where this is managed by the Health Professions Councils Authority and the 15 health professional councils, and the Office of the Ombudsman, respectively.

Crowley Plaza and Café Visits

A hive of activity in the Plaza and Café catching up with loved ones





From the IL Desk

Jenny Kliese
Independent Living (IL) Coordinator

We've sprung into spring with some great activities and events in Independent Living, including the lovely and talented Fijian Singers who entertained us recently in both Residential Care and Independent Living.

Thirty-nine Independent Living residents enjoyed a lovely afternoon of entertainment by eleven talented Fijian singers with lots of laughter and beautiful music.

Grandparent's Day

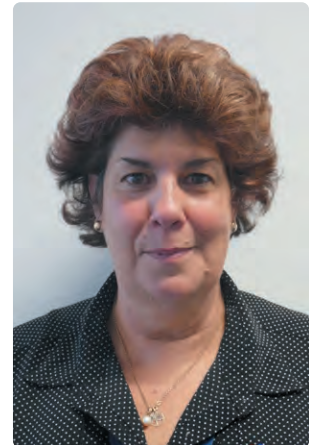
Grandparents' Day 2023 will be held on 29 October (in Australia, we celebrate it on the last Sunday of the month). It's a special occasion that celebrates grandparents, grand-friends, relatives, and those who generally take on the role of a grandparent within their family or community.

"Being a grandparent is a whole new level of love."

October is Mental Health Month

Mental Health Month is celebrated each year in October in NSW. The month encourages all of us to think about our mental health and wellbeing, regardless of whether we may have a lived experience of mental illness or not.

It includes being mindful and respectful to our neighbours, friends, and family by listening and being there for them.



News from the Men's Shed

Things are warming up in the Men's Shed with final preparations for the Crowley Family Show Day occupying most of our time.

Many items will be ready for sale including small wooden Christmas trees, illuminated reindeer, plus other Christmas themed goods.

A range of wooden toys including Jeeps with trailers, Kombi vans, fire engines, and sports cars will also be on offer.

Clocks, pens, bird feeders, wooden bowls, and one or two unique items will also be available.

Not to be forgotten are our children's rocking and deck chairs, and many more useful homewares.

There will be some herbs and pot plants available in October, but we are not back to "full" production yet.

We continue to receive items for repair or modification and are happy to oblige when possible. There have been some specific orders for things to be made by various members of the group and are completed when time permits.

Donations of timber and other supplies, including left over paint, are always welcome along with pots, plants, and other no longer needed items which can be restored or repurposed.

We are still hopeful that the "Green House" behind the Shed will become a reality as without it our herb and plant growing is restricted.

As we all age, continued mental and physical health becomes more important. Being a member of a supportive group like the Men's Shed is one way to achieve this.

Looking forward to a successful Crowley Family Show Day and continued camaraderie.

Best wishes to all at Crowley from the Crowley Men's Shed.


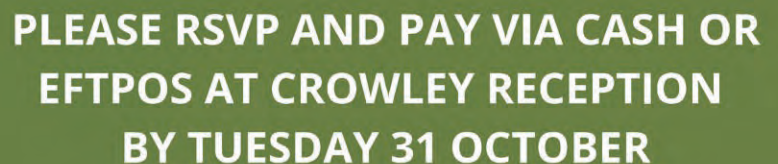
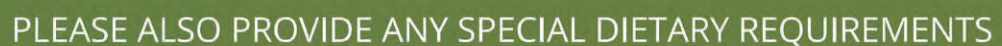
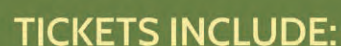



Congratulations Father Anselm Okeke

On Tuesday 12 September Father Anselm became an Australian citizen.

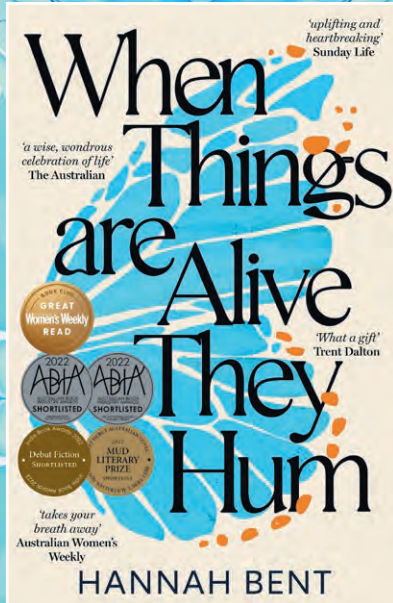
"Congratulations on your citizenship, we are so proud of you. This is a momentous occasion and we assure you of our prayers, love, and continued support."

- From your parish community

 CROWLEY CARE AUXILIARY MELBOURNE
CUP LUNCHEON TUESDAY 7 NOVEMBER 2023
CROWLEY ACTIVITY CENTRE 12.30pm - 3.30pm \$55 PER PERSON BYO DRINKS PLEASE RSVP AND PAY VIA CASH OR
EFTPOS AT CROWLEY RECEPTION
BY TUESDAY 31 OCTOBER PLEASE ALSO PROVIDE ANY SPECIAL DIETARY REQUIREMENTS TICKETS INCLUDE: GLASS OF SPARKLING WINE ON ARRIVAL DELICIOUS 2 COURSE MEAL 1 X ENTRY INTO THE LUCKY DOOR PRIZE TEA & COFFEE

Book Club

When Things are Alive They Hum by Hannah Bent



Our latest read was 'When Things are Alive They Hum' by Hannah Bent.

Sisters Marlowe and Harper are in their twenties and grew up in Hong Kong, losing their mother when young. Harper has Downs Syndrome, or as she refers to it, "Up Syndrome", and a congenital heart disorder. Marlowe promised her mother on her deathbed that she would always look after Harper. Marlowe is studying for a PhD in London but returns to Hong Kong when Harper needs a heart / lung transplant. This is difficult to access and not wanted by Harper. She wants her own heart to hum. However, Marlowe is determined at any cost; and cost there is! Their father, grandmother, aunt, uncle, cousin, boyfriends and step-monster all play their part in the story, as well as China's black market in organ harvesting.

Told by the two sisters in dual narration across alternate chapters, the author throughout the story takes the reader back in time to recall relevant facts which have shaped the girls. Complex family relationships, questions of responsibility and choice, disability rights, medical ethics, pain, grief, joy, human frailty, and judgement are all themes in the story.

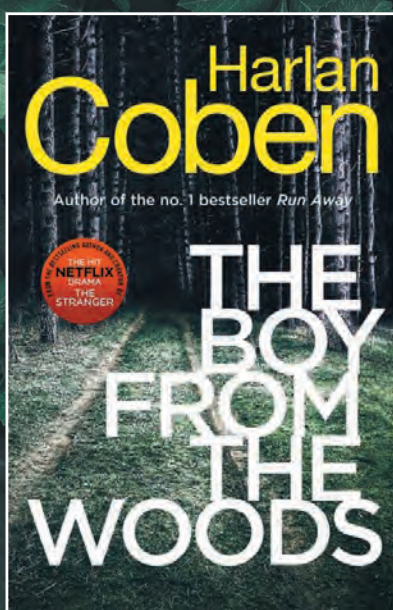
Again, the group had varied opinions as to the novel's worth. Half the group loved it, especially the relationship between the sisters. Several found it sad, others unrealistic and even boring. Others appreciated it more knowing that the author actually has a sister with Downs, and that it took 10 years to write.

Our next read is 'The Boy from the Woods' by Harlan Coben. Thirty years ago, Wilde was found in the backwoods of New Jersey with no idea of how he'd got there or what happened to his family. Now a decorated former soldier he is asked to help find a missing girl in the community where he has never felt welcome and the powerful are protected even when they are keeping secrets.

Until our next meeting on Thursday 19 October...

Happy reading!

Marion



Crowley Auxiliary

Helen Cooney
Crowley Auxiliary President

On Monday afternoon 28 August we had a great Auxiliary meeting with nearly full attendance. It was so lovely to share the afternoon with many enthusiastic ladies. We remembered those who could not join us and trust the ladies are all well and able to be at the next meeting Monday 25 September at 3.00pm in the Education Centre.

Note the change in meeting time as we have moved back to the summer time slot.

The enthusiasm of the Auxiliary is very uplifting with everyone offering to contribute in their own way to the success of our fundraising activities.

To those able to sell raffle tickets, a big thank you. We have made record progress this year with the back-to-back raffles. Feedback from the community has been very positive. A special thanks to Mary Ilic for her dedication to exploring all avenues for our raffles. It is with great appreciation also to Janet Davie and Ruth Brown for their donations to our great prizes and to Nancy O'Reilly for her creative talents in the preparation and presentation of the raffles.

A big thank you to all who purchase tickets as your support is very much appreciated by the Auxiliary and congratulations to the winners of the raffles.

We enjoyed an entertaining afternoon with Helen Jarvis singing old favourites at our Wine and Cheese event. Once again thank you to Tony and staff for the delicious cheese platters and great selection of wine.

There was plenty of chat, a little dancing, and joy-filled singing voices echoed around the room. The support of the Independent Living community was greatly appreciated.

The Auxiliary will be once again joining in the Crowley Family Show Day serving Devonshire Tea. Be sure to call in and say hello. The ladies will be selling raffle tickets in the Spring Raffle to be drawn on the day. We will also have the Melbourne Cup Raffle tickets available for purchase.

Melbourne Cup is creeping up on us so don't forget to get a table together for the Luncheon and book early. This is a very popular event with entertainment, a magnificent menu, and sweeps available on the day. We have a raffle with four draws for excellent valued prizes. Come along and join us, where you will certainly be guaranteed a fabulous afternoon.

We are heading towards ending the year and what a successful year the Auxiliary has enjoyed.

Our October meeting Monday 23 at 3.00pm is our final meeting for organising the Melbourne Cup Luncheon and our last meeting before our Christmas Party. Ladies come along and join in the discussion and review of 2023 so that we have all your ideas for a successful future as the Crowley Care Auxiliary.

Best wishes,
Helen Cooney





Craft Corner

How to make homemade wind chimes

What you need

- Plastic cups (small)
- Beads
- Bead string
- Hole punch
- Yarn or string to hang the wind chimes

Instructions

1. Take the plastic cups and punch four holes on each side. You will also have to find a way to punch a hole in the top to hang the wind chime once finished.
2. String the beads to your liking.
3. Tie the beaded string through the hole punches.
4. Use string to hang the wind chimes.



Warming the World with Love

The organisation “Wrap with Love” has a mission. It is to distribute wraps through aid agencies and charities to those needing warmth.

At Crowley a few of our Independent Living residents have already started knitting squares during their Tuesday craft and cuppa morning!

Do you love to knit and would also like to help?

Our aim is to provide 28 knitted squares to Wrap with Love who will sew the squares together and create a warm wrap which will be distributed to a community in need.

Crowley is inviting all residents who would like to volunteer their time by helping to create a wrap to start knitting now! Any donations of knitting squares can be dropped into Crowley Reception.

We knit, we sew, we give.



Instructions for making squares

Squares for wraps are to measure 25cm x 25cm (10 inches x 10 inches).

Knitted squares

To knit a 25cm x 25cm square use No.8 (4mm) needles with 8 ply yarn, cast on 50-55 stitches, and knit each row plain (i.e., garter stitch).

Note

Test your tension to measure 10 inches.

Do not knit stocking stitch

Do not knit one row plain, one row purl (i.e., stocking stitch) as your square will curl up.

No knots

Start each ball of yarn at the beginning of a row and sew in ends. Do not cut ends off short as your square will unravel. When starting or finishing a square, sew in all ends.

Crochet squares

Crochet squares to measure 25cm x 25 cm as for knitted squares – any pattern will do. Some people crochet the whole wrap in one piece.

Spring Has Sprung!

Sherrie Viney
Home Care Manager

It's a great time to clean up around the house including places you haven't ventured into for some time, such as your medication cabinet.

Older folk are commonly prescribed medications they no longer require. Expired or degraded medications, or those medications that were prescribed after surgery or hospitalisation and are no longer needed, should be discarded.

If you tend to have a stockpile of pills, creams, sprays, and liquids which you haven't sorted out for at least a year, then our Crowley Home Care staff attending your domestic services can assist you with a clean-up of any unwanted medications, over the counter products, or vitamins.

Having lots of old medications can place you at risk if you take them when not prescribed or when they are expired.

To protect the environment and waterways its best to return your unwanted medications to your pharmacy so they can be disposed of safely.

However, if you cannot get them back to your pharmacy it is advisable to place loose tablets and liquids into a plastic bag with a bit of soapy water and allow them to sit and disintegrate. Then add an absorbing agent such as kitty litter or coffee grounds, reseal the bag and place in the garbage. It's not a bad idea to remove or scribe over any labelling with your name on it before disposal.

All medications have an expiry date which can be found on the original box package, tube, or bottle. It's best to discard anything not in its original packaging, or where you cannot read the label, or is not closed properly.

All medications should be stored in an area that is out of reach of children, cool and dry, and free from direct sunlight or humidity.

It's best to avoid the bathroom due to the moisture and heat. Oddly enough this is where most people store their medications!

So, when one of our Home Care staff are visiting you next, have a think about sitting alongside them and together you can go through the cabinet and safely get rid of what you no longer require.





Lest We Forget

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 10 NOVEMBER
CROWLEY ACTIVITY CENTRE
10.30AM - 11.00AM

**AT THE GOING DOWN OF THE SUN AND IN THE
MORNING, WE WILL REMEMBER THEM**



Update from Maintenance

Albie Viel
Maintenance Manager

Upgrades and compliance have marked a busy September.

We replaced the Rosebank Wing air conditioning systems in the common areas and resident rooms. Part of the Riverview Wing air conditioning system was also replaced. This completes the replacement program of the larger air systems throughout the Residential Care facility.

The Maintenance staff constructed a timber framed pergola with clear roof sheeting to replace the existing shade sail in the Rosebank Wing courtyard. The new shelter area will preserve the outdoor furniture and allow residents to utilise the outdoor area in all weather.

Out in the village two concrete slabs were poured and an outdoor table and seating were fixed into place to allow our Independent Living residents to enjoy the outdoor areas together.

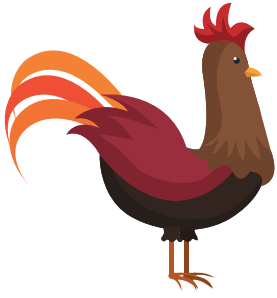
Compliance of our fire systems was also completed in September. The five-yearly hydrant testing was completed for the new section of the Residential Care building. Part of the testing to ensure the correct flow at a subscribed water pressure over a two-hour period was achieved through the method of a mobile pump simulating a fire engine.

All fire equipment, fire extinguishers, hose reels, and fire blankets undergo six-monthly services. The annual fire services system was carried in the entire Residential Care building over four days. This included a full function test of the fire alarm systems and testing a percentage of the smoke alarms and speaker testing.

The Apartments annual fire hydrant system check was completed. Ensuring correct water flow was maintained at the required pressure.







Crowley Family Show Day



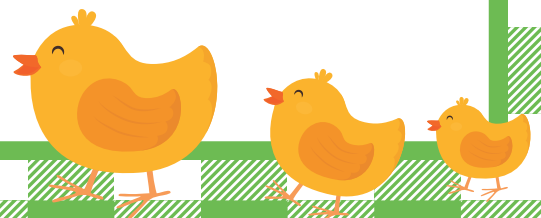
Thursday 5 October 2023

What's On:

HELEN JARVIS LIVE MUSIC
CROWLEY MEN'S SHED DISPLAY
CROWLEY'S FAMOUS BAKE STALL
'WILD RANGERS' WILDLIFE SHOW
BABY ANIMAL FARM
FREE BUNNINGS GARDENING WORKSHOP
JUMPING CASTLE
FACE PAINTING
+ MUCH MORE



10.00AM SHOW OPENS WITH HELEN JARVIS LIVE MUSIC
10.30AM OFFICIAL SHOW OPENING
10.45AM HELEN JARVIS LIVE MUSIC
11:00AM BBQ STALL OPENS
12.00PM RESIDENT LUNCH
12.00PM HELEN JARVIS LIVE MUSIC
12.30PM WILD RANGERS WILDLIFE SHOW
1.30PM HELEN JARVIS LIVE MUSIC
2.15PM RAFFLE & AWARD ANNOUNCEMENTS
2.30PM SHOW CLOSES



Hotel Services News

Christmas is coming!

Tony Baldwin
Hotel Services Manager

This year we can once again have our Christmas Day Seafood Buffet lunch.

In years gone by it has been a great success with over 100 people attending.

The lunch is a great way to take the worries out of Christmas Day, whilst letting you focus on the fun.

Wine and Cheese afternoon

Great to see another event underway - the Auxiliary Wine and Cheese afternoon, when 50 people enjoyed each other's company and socialised with an afternoon together.

Celebrating Dad

Another Father's Day over and it was great to see families spending time with their fathers in Barney's, enjoying the scrumptious lamb burger - the Father's Day special.



CROWLEY CARE CHRISTMAS DAY

Seafood Buffet Lunch

Monday 25 December 2023

11:30am for 12pm start

Entertainment Room

Lunch

Prawns and Oysters

Continental Meats

Carved Leg Ham, Pork and Turkey

Roasted Potatoes

Selection of Fresh Salads

Bread Rolls

Olives and Antipasto

Dessert Bar

Buffet Price \$95pp

RSVP to Reception by Monday 18 December

CROWLEY CARE CHRISTMAS DAY

Drinks List

Drinks available from Jimmy's Bar

Beer \$7.50

Corona
Great Northern Super Crisp
Heineken Zero

Wine \$25per bottle

Grant Burge Merlot
Peter Lehmann Pinot Grigio
Zilzie Prosecco

Cocktails \$15

Pina Colada
Strawberry Daiquiri
'Jimmy's' Non-alcoholic Lychee Colada

Other \$2.50

Assorted Soft Drinks & Juices

Sweet and Sour Pineapple Chicken Wings

Give your next barbecue some sweet and savoury flavour

Ingredients

- 3/4 cup pineapple juice
- 2 tbsp brown sugar
- 1/4 cup tomato sauce
- 1 tbsp Worcestershire sauce
- 1.5kg chicken nibbles (see note)

Instructions

Combine pineapple juice, sugar, tomato sauce and Worcestershire sauce in a jug. Place chicken nibbles, in a single layer, in a ceramic baking dish. Pour over sauce. Turn to coat. Cover.

Refrigerate for 6 hours or overnight, if time permits, occasionally turning chicken in marinade.

Preheat oven to 200°C (180°C fan-forced). Remove chicken from fridge. Stand at room temperature for 15 minutes.

Bake chicken in marinade for 35 minutes, turning twice during cooking, or until browned and cooked through. Serve.

Note

Chicken nibbles are chicken wings that have been cut in half at the joint and the tips discarded.

You can use whole chicken wings if you prefer.

Serves 8





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

Serves 8

Lemon Ricotta Dessert Cake

A creamy baked cake with a similar texture to cheesecake

Ingredients

- 125g butter, at room temperature, chopped
- 155g (3/4 cup) caster sugar
- 1 lemon, rind finely grated
- 250g fresh ricotta
- 3 eggs
- 150g (1 cup) self-raising flour
- 60ml (1/4 cup) fresh lemon juice
- 100g (1/4 cup) lemon curd, plus extra to serve
- Pure icing sugar, to dust
- Vanilla ice cream, to serve

Instructions

Preheat oven to 170°C (150°C fan forced). Grease and line the base of a 20cm springform cake pan with baking paper.

Use electric beaters to beat the butter, sugar, and lemon rind until pale and creamy. Add the ricotta and beat until just combined. Add the eggs, one at a time, beating well after each addition.

Use a large metal spoon to fold the flour into the mixture. Stir in the lemon juice. Transfer mixture to the prepared pan and dollop with lemon curd. Use a flat bladed knife to swirl the lemon curd into the batter. Gently tap the pan on the bench to settle the batter. Bake for 45 minutes or until the cake springs back when lightly touched.

Cool the cake in the pan for 10 minutes, then release the side of the pan. Cut the cake into wedges and serve warm, dust with icing sugar, drizzled with extra curd and topped with ice cream.

Meet our Customer Service Team

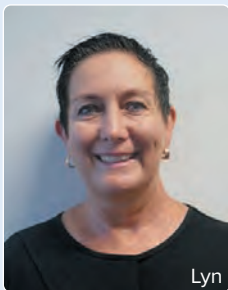
René Lange
Risk Manager

Crowley’s Customer Service Team is here to help guide residents, clients, and families on their care journey, no matter what that looks like.

Without doubt our team is knowledgeable, but what makes them so special, and so good at what they do, is they are genuinely kind, caring and compassionate human beings.

Every day through every interaction whether over the phone, via email or face to face, our team has one aim - to ensure all interactions with Crowley are positive.

They love getting to know residents, clients, and families, and making a difference in someone’s life, whether it be assisting them to arrange services, helping families and friends stay connected, having a meaningful conversation with someone about something significant in their life, or simply chatting about the weather.



Customer Service
Lyn and Lynda

“Welcome to Crowley Care”

If you have ever phoned Crowley and heard that phrase you will have spoken with either Lyn or Lynda.

They are the first point of contact for all incoming calls to Crowley including those for Residential Care, Home Care, Independent Living, Crowley Meal Service, Private Cleaning, VHC domestic assistance, and more.



In addition to answering and directing all calls that come through to Crowley, they work closely with Home Care on the scheduling of services. A really important part of the job involves going out into the community, helping new consumers navigate the paperwork required to access Crowley meals, and taking meal orders.

They are also part of the team who welcome new residents to Crowley, including those for Respite.

If you are a new resident, as part of the admission process you will meet with Customer Service and they will help you to complete your paperwork.

“Working in customer service is a great opportunity to connect with people. We’re lucky. We get to speak with and know pretty much everybody with a connection to Crowley.”

- Lyn and Lynda



Reception
Marcia

Reception is one of those roles where you are everything to everyone. It's one of meet and greet for families, residents, staff, and external stakeholders such as Pathology collectors, contractors, and visitors.

Reception's role is to sort out anything from residents' and visitor enquiries and concerns, to taking payments for events, to being a conduit for families to liaise with our nursing and administration staff.

Reception works very closely with Concierge in giving support to our families when they come to see their loved one during good times and sad.

"We get to know our families and form close connections and relationships. It's really lovely."

- Marcia



Concierge
Michelle and Janelle

The role of Concierge is to meet, greet, and welcome all visitors to Crowley Care. This includes all our contractors, families, visitors, and doctors.

As the first point of contact for many to Crowley they offer a support to families transitioning to care by way of information.

Concierge develops close relationships with our families, many of whom we see on a daily basis. They also assist residents and visitors with information, ensuring any questions, requests or concerns are passed on to care staff.

You only need to spend a moment at the front door to observe the Concierge lounge is a popular place for our residents to gather and people watch.

"Without doubt the most important and rewarding thing Concierge does is to sit and offer a friendly ear to our residents, having a chat and catching up on the lounge over the paper or a cuppa."

- Michelle and Janelle



The Crowley Customer Service team are here to help with all your enquiries:

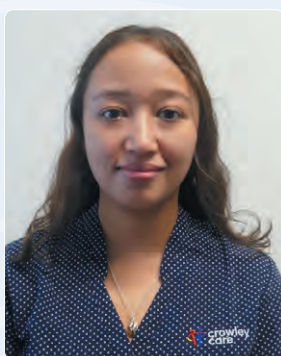
- Independent Living enquires
- Residential Care enquires
- Home Care enquires
- Hotel Service enquires
- Mobile Meal Delivery and Order enquires

Unsure about which Crowley care service is right for you? Our Customer Service Team make it easy.

They'll connect you with the right person to assist you along your care journey and work closely with all Crowley Service teams so that you can experience the Crowley difference of professional, caring, and ethical care with the trademark Crowley Smile.

Welcome to Team Crowley

Say hello to the newest members of Team Crowley



Yasmin
Residential Care



Tayla
Hotel Services

Congratulations Katrina

Our very own Katrina recently became an Australian citizen



Australian Electoral Commission (AEC)

2023 Referendum - 14 October

In the lead up to the 2023 referendum vote please ensure that your family member's enrolment details are up to date.

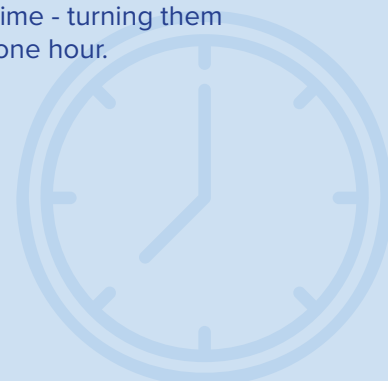
Official AEC Yes / No pamphlets will be given to residential care residents to assist them. Residents can cast their vote on Tuesday 10 October at Crowley using the AEC mobile polling booth.

Please contact Crowley Reception on 1300 139 099 for more details.

Daylight Saving Sunday 1 October

Remember daylight saving starts Sunday 1 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.

Our Education Committee consists of Keli Potts Executive Manager Operations & Finance, Sherrie Viney Home Care Manager, Anne Moehead Nurse Practitioner and myself.

We regularly review our Education and Training program to align with the Aged Care Quality Standards, various legislative requirements, best practice, and Crowley's Policies and Procedures to ensure we achieve our consistently high standard of safe, respectful, and quality care.

What's been happening at Crowley over the last few months?

Our Registered Nurses and Team Leaders participated in a training session for Understanding Diabetes and the Management of Type 2 Diabetes delivered by Meditrax.

Administration, Hotel Services, Maintenance, and our Registered Nurses enjoyed a 2.5 hour Fire Warden session with Stephen Paul from SAFE. This training included the roles and responsibilities of fire wardens, understanding the fire panels, and our emergency codes.

CPR is also a regular on our calendar with all our Home Care staff and Registered Nurses attending annually.

Our online learning platform Bridge and Altura Course Library is designed by industry experts with industry leading content. Staff can access Bridge on any device and have access to high quality online courses to meet compliance requirements that include:

- Aged Care Quality Standards
- Workplace Bullying and Harassment
- Privacy and Confidentiality
- Abuse, Unexplained Absences, and SIRS
- Confidentiality and Information Handling
- Culturally Inclusive Care
- Spirituality for Home Care

Our education model is continuously improving to strengthen the organisations culture to further enhance a talented, happy, and engaged workforce, effective leadership and governance, and to develop innovative approaches to enhance our reputation as the employee of choice in the recruitment and retention of our workforce.



Making Feedback Flow

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

Michelle Golding
Quality Manager

Residential Care family

- Firstly, sincere thank you for the beautiful flowers received yesterday and for your kind comforting words. We were grateful for Crowley to find a place for my husband in extreme circumstances due to our home being flooded and rebuilt. During his time with you he formed some special friendships. He formed his "A" team and often spoke so fondly of Roxy, Amanda, and Danielle (Ms Nick as he called her). However we wish to thank all the wonderful team of RNs, nurses, tea lady Tracey, Maintenance, welcoming front desk Marcia, Michelle, and Janelle always so kind and helpful and Josh our maintenance wound man. Crowley Care is, in our opinion, a truly wonderful place to spend your later years. Tranquil grounds and caring staff. We are most grateful to you all for looking after Noel for us. I look forward to attending your memorial service in November.

Independent Living resident

- This feedback is very slow in coming, I'm sorry to say, but I need to send a huge thank you to Albie and his Maintenance Team. I have needed to call on Maintenance for a number of issues over the last few years and I have found them to always be very prompt and thorough and efficient. But my special thanks and praise go to the work of Lee and Terry recently. My old plastic cistern was breaking up, the toilet seat was stained with age, there was a leak from one of the taps and a light switch was broken and potentially dangerous. Lee arrived, assessed the problems, noticed the broken light switch, called on the electrician Terry and in no time had acquired and installed new taps, a new cistern and toilet seat, and had the problems all sorted. I was very impressed with Lee's work and very appreciative of our Maintenance Team generally.

Staff members

- Hannelle is an amazing Team Leader (TL). She is approachable and helpful. She supports her staff and is always ensuring staff are okay. Shifts with Hannelle always run smoothly and calmly and I believe that this is because of her. If there was an emergency on shift and she was TL I would feel it would be handled professionally. She is great!
- I wanted to express my heartfelt gratitude for the beautiful bouquet of flowers you sent me. Your gesture was incredibly kind and thoughtful, and it truly brightened my day. The flowers are absolutely stunning, and their vibrant colours. I am truly thankful for your generosity. Once again, thank you to the entire Crowley team.

Home Care family

- My family and I would like to thank you for the flowers delivered yesterday. What a pity Mum didn't see them! - She so loved flowers.

Maria Hogan Memorial

The family of Maria Hogan would like to let you know that she passed away peacefully on Sunday 13 August with her family by her side.

Maria was a resident in Independent Living from January 2018 to August 2019 when she went into permanent care.

Maria was well known for her love of the piano, ice cream, a good cup of tea, and her wicked sense of humour. Maria was married to Max for 64 years and together they had nine kids, 19 grandkids and 17 great-grandkids.

The family would like to thank the care staff for their work with Maria, especially in the last week. Rest in peace Maria, you will always be in our hearts and we are delighted for you that you are back with your beloved Max.

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

Spring Crossword

Welcome the new season with this themed crossword

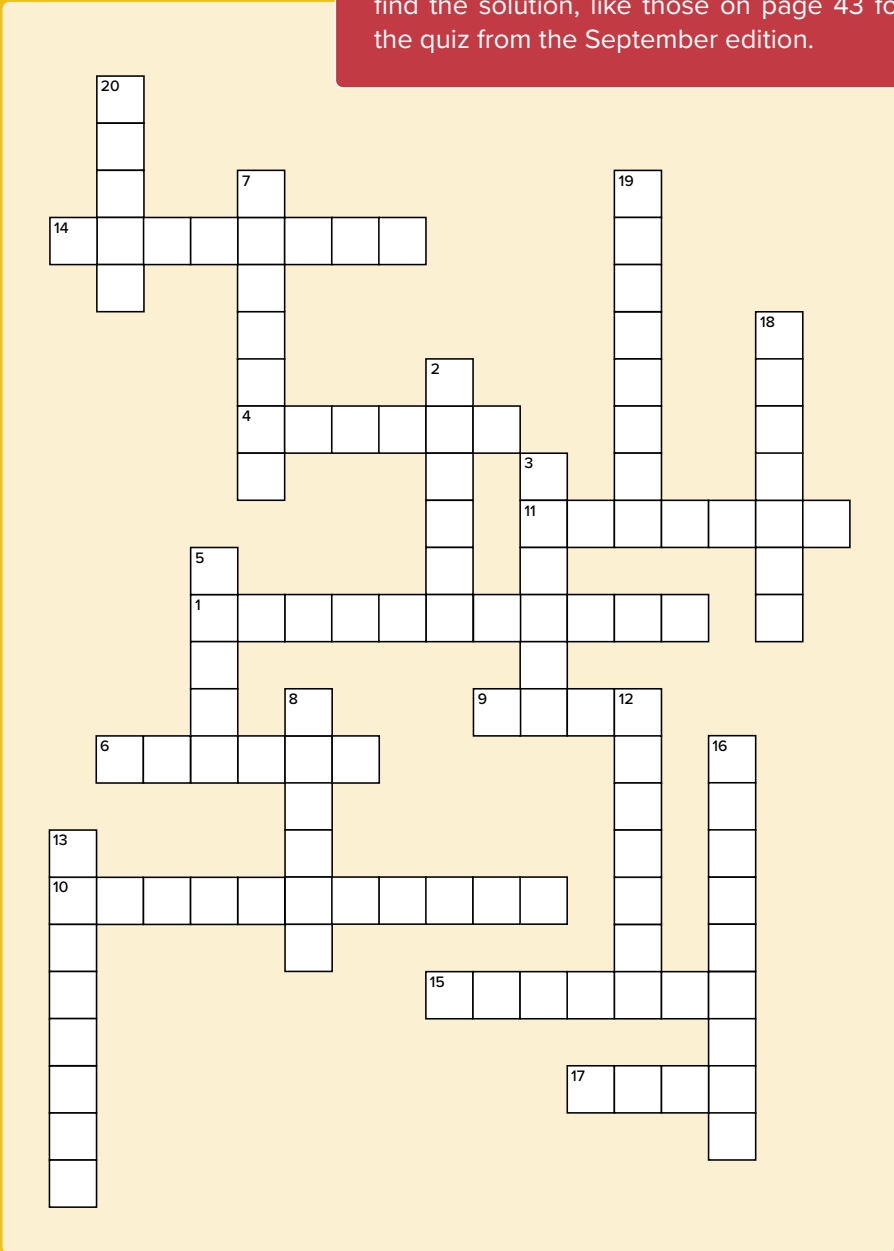
Across

- 1. Bees start doing this in early spring
- 4. A bird that lays eggs in the nests of other birds
- 6. Holland is famous for these flowers
- 9. Butterflies start appearing in spring; true or false
- 10. Smallest bird
- 11. Part of an insect
- 14. Yellow spring flower
- 15. An imaginary line on the Earth's surface dividing North and South
- 17. Soft under feathers providing insulation for birds

Down

- 2. A silk casing spun by many moth caterpillars
- 3. Christian religious celebration in April or May
- 5. Name a spring month in the Northern Hemisphere
- 7. Migratory butterfly
- 8. Bears rouse from hibernation in this season
- 12. Easter game for children
- 13. Runny nose caused by spring pollen starts with 'R'
- 16. A word describing baby animals or humans
- 18. April showers bring May ...
- 19. Australian bird known for imitating other birds
- 20. Part of a flower starting with 'P'

Puzzles pack a punch! Not only are they fun, but they also help to exercise our brains. Try your hand at this crossword, and be sure to come back for next month's Chatterbox to find the solution, like those on page 43 for the quiz from the September edition.



Jumbled Words Quiz Answers

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

Word	Clue	Answer
OPTTAO	A kind of vegetable	Potato
OBETLT	Drinks container	Bottle
TCRODO	Hospital worker	Doctor
CROTCUALAL	Adding machine	Calculator
RMINOTO	Computer Screen	Monitor
LAPEN	Air transport	Plane
GMOAN	A kind of fruit	Mango
LSOACMOSR	A place of study	Classroom
ROTPOIN	A single helping	Portion
EPHARCUS	Buy something	Purchase
SMEAT	Soften with water vapour	Steam
SINTEC	Small animal with six legs	Insect
KAENL	Where the foot joins the leg	Ankle
ONICME	Money that is earned from work	Income
HEPENW	A son of your brother or sister	Nephew
BLOYOGI	The study of living organisms	Biology
SRPAHPIE	Blue gemstone	Sapphire
HRCTEOSRA	Instrumental group	Orchestra
AEVALCHN	Large mass of snow sliding fast	Avalanche
HSNBAUD	A woman's partner in marriage	Husband

'Round the Traps'

Footy tipping winners

Congratulations to our resident footy tipping winners.

1st place – Polly and Bruce

2nd place – Renzo, Barbara and Anne

3rd place – Ken



Local Contacts

Crowley Administration
1300 139 099

Crowley Business Fax
6686 6082

Crowley Website
www.crowley.org.au

Crowley Facebook
www.facebook.com/CrowleyCare

Emergency
(Fire, police, ambulance)
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Ballina District Hospital
6620 6400

St Francis Xavier Parish
6681 1048

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.