

the chatterbox

NEWS FROM CROWLEY CARE

OCTOBER 2020



**crowley
care**

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Cover photo

Albie and Kath having a laugh in yellow to celebrate Daffodil Day.



A Moment with our CEO

Hello everyone,

Such beautiful weather we are experiencing as we come out of winter. And thankfully at the time of publication the number of COVID-19 cases in New South Wales remains low.

Whilst that's good news, I need to remind our readers that as an aged care facility we are currently subject to NSW Public Health Orders with respect to COVID-19. These Public Health Orders made by the Minister, are clear about entry restrictions, and we are of course adhering to them to keep everyone as safe as we can at this time.

Of course our visitor access to our Residential Care facility currently allows prudent and controlled visits for families and friends. I do accept these current restrictions are more difficult for some. We would all love to go back to pre-COVID practices. Hopefully as the numbers continue to trend in the right direction we will cautiously be able to consider responsible further opening of our facility. We continue to adjust our visitor practices to better balance safety and access for families and friends.

I believe Crowley is doing its best to keep everyone safe whilst allowing access in a measured way. I would like to thank our staff, community, residents and families who have stoically adapted to the changing circumstances in many ways.

The good news is that we will soon restart Mass for our Residential Care residents in our beautiful chapel with COVID safe practices in place. Initially the services are only for our Residential Care residents. Hopefully we will be able to extend this out further to others as we are also guided here by the practices of our Diocese. We will keep you informed.

In other developments that see us return to more normal operations, we recently recommenced our staff culture training. The training is currently



delivered online via Zoom to keep everyone safe. Our focus is on improving our connections and wellbeing, both of which are vital for our community during these more challenging times.

It was beautiful to see even during this period of visitor restrictions, the children from St Anne's Day Care found ways to keep making beautiful connections with our residents. The children made videos featuring dancing and singing and they touched the hearts of many. I dare say if COVID occurred 20 years ago, without all this technology, then those connections would not have been possible.

A handwritten signature in black ink, appearing to read "Michael Penhey".

*Michael Penhey
Chief Executive Officer*

Catch up with Kelli

Kelli Potts
Executive Manager Operations and Finance

It's October can you believe, in what has been a memorable and unusual year for us all.

It seems only yesterday it was early March. I was attending an aged care conference in Sydney when a break in the program announced the Dorothy Henderson Lodge, a residential care facility in Sydney, had recorded a confirmed case of COVID-19. Just a couple of short weeks earlier the pandemic had become world news. Since then COVID-19 has dominated our media and much of our conversation and thoughts. It's impacted our lives in many ways and for aged care, it has been particularly challenging.

And whilst there is no case of COVID-19 at Crowley, it's comforting to know we've been prudently planning with our Outbreak Management Plan in case we may need it. Our Plan is unique to Crowley, and is linked to fit our own organisational structure, capacity, resourcing and regional location, among other things.

Our managers and a number of staff have been actively developing aspects of our Outbreak Management Plan. The level of detail we are looking at is considerable. For example: What if our kitchen can't be accessed? Do we have enough PPE and other critical stores and for how long? How will we keep families and residents connected in an outbreak? Who will work where, how and so on? These and hundreds of other questions, scenarios and solutions are being addressed in our planning.

We are also working closely with our Local Health District, the Public Health Unit, the Department of Health, the Aged Care Quality and Safety Commission, other local aged care and health providers, GP's, specialists and others. And all of this is going on in the background. We have participated in surveys from numerous departments, hundreds of webinars, scenario planning, various



meetings to collaborate on all aspects of the pandemic and read through daily documents and updates on learnings, case numbers and pandemic related education. It is a major undertaking and we are responding at all levels.

Importantly we've had the benefit of learnings from earlier cases in aged care, with our primary objective to minimise the impact of COVID-19 should it occur. Every day we are learning more about best practice and how to manage COVID-19 in an aged care setting. And Team Crowley is working together to keep us all as safe as possible.

Shortly we will distribute more detailed communication about our Outbreak Management Plan. In the meantime I felt it was important to let you know we are focused and vigilant in our preparations should we have a case of COVID-19. Of course we continue with our day-to-day COVID-19 safe practices that are helping keep our residents, clients, staff and visitors as safe as we possibly can.

Kelli ☺



Australian Government

As we get out there again,
it's up to all of us to

STAY COVID FREE DO THE 3



WASH
HANDS



PHYSICAL
DISTANCE



HAVE
THE APP

And if you're experiencing cold or
flu-like symptoms, stay home and speak
to your doctor about getting tested.

BE COVIDSAFE

For more information about Coronavirus (COVID-19)
please visit [health.gov.au](https://www.health.gov.au)



Authorised by the Australian Government, Canberra

Out and About

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



Betty got out and about, still enjoying the cooler days with friends.



Do you play cards? The ladies in Banksia have been teaming up to play. Come along on a Wednesday in the blue lounge to try your hand.



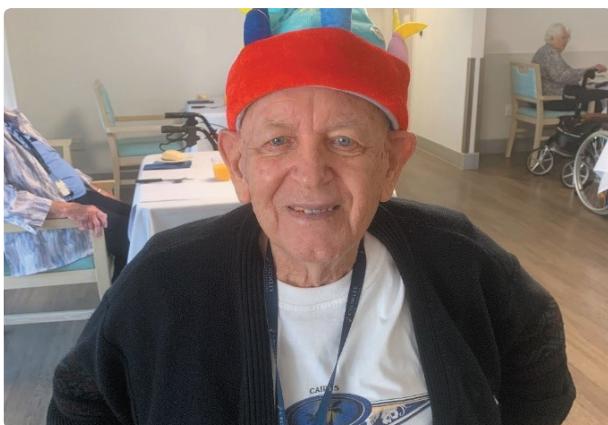
Our Monday golfers are really getting into the swing of it. Joyce took to the 'green' to putt for a hole in one.



Checking on the spring blooms, Ken was on his daily watering duties in Prospect. Keep up the good work!



Not in the news?? Our two avid readers John and Michael will fill you in anytime. We can always count on John and Michael to have read all about the latest goings on.



Last month was a month of celebrations here at Crowley. We blew the candles out for Albert, Dot, Shirley and Paddy who all celebrated birthdays in September. Many happy returns for another wonderful year.

Last Month at Crowley

Crowley has always been a hub of activity and interaction, and this last month has been no exception. Residents, families and staff have been making the most of each day, filling it with activities to keep us connected during these times. We think the smiles on our residents faces say it all. Here are some of our favourite snaps from the past month!





Essential Skin Care

Christine Lawton
Residential Care Facility Manager

When a new resident is admitted into Residential Care there are many assessments we do to get an overall picture of their health and the care they will require.

One of those is the skin integrity assessment. This looks at past history of skin issues, health status, whether the skin is dry or tissue paper skin, any reddened areas, excoriations, rashes, allergies or bruises, and what condition their skin/scalp, toe and fingernails are in.

A review of wounds and skin tears is also undertaken. From there a care plan is then developed around the findings.



To maintain good skin integrity and help prevent skin tears and wounds developing, we encourage:

1. Moisturise your skin at least daily but ideally twice daily with a good quality moisturiser that is easily absorbed and non-greasy. This will help to maintain the elasticity and integrity of the skin. We continue to use Macadamia Lotion. All residents are provided with this. We do have this available for purchase at Reception.
2. Eat a healthy balanced diet and drink at least 6-8 glasses of water per day. This helps to keep the skin hydrated and supple.
3. Use unscented soap free (pH neutral) soaps or body washes. In fact, it has been researched and proven that excess washing of the skin strips it of its natural oils and increases the risk of bruising and skin tears. For this reason, we encourage the residents to only shower every 2-3 days.
4. Pat skin dry do not rub. This causes friction and could cause a break in vulnerable skin.
5. Avoid overheating.
6. If your mobility has decreased and you find that you are sitting or lying for extended periods try to change position in the chair to relieve pressure.
7. Protect at risk areas on your arms or legs with bandages or limb protectors.
8. Apply sun block when out in the sun now that the weather is warming up.

Diabetes

The Difference Between Type 1 and Type 2

Kelly Roberts
Clinical Manager

Type 2 diabetes

Is a progressive condition which develops over years, in which the body becomes resistant to the normal effects of insulin and/or gradually loses the capacity to produce enough insulin in the pancreas. Type 2 diabetes is associated with modifiable lifestyle risk factors. Type 2 diabetes also has strong genetic and family related risk factors.

Type 2 diabetes:

- Is diagnosed when the pancreas does not produce enough insulin (reduced insulin production) and/or the insulin does not work effectively and/or the cells of the body do not respond to insulin effectively (known as insulin resistance)
- Represents 85 to 90 per cent of all cases of diabetes
- Usually develops in adults over the age of 45 years but is increasingly occurring in younger age groups including children, adolescents and young adults
- Is more likely in people with a family history of type 2 diabetes or from particular ethnic backgrounds
- For some the first sign may be a complication of diabetes such as a heart attack, vision problems or a foot ulcer
- Is managed with a combination of regular physical activity, healthy eating and weight reduction. As type 2 diabetes is often progressive, most people will need oral medications and/or insulin injections in addition to lifestyle changes over time

Diabetes runs in the family. If you have a family member with diabetes, you have a genetic disposition to the condition. While people may have a strong genetic disposition towards type 2 diabetes, the risk is greatly increased if people display a number of modifiable lifestyle factors including high blood pressure, overweight or obesity, insufficient physical activity, poor diet and the classic 'apple shape' body where extra weight is carried around the waist.

Type 1 diabetes

Is not preventable and not associated with weight, physical inactivity or any other lifestyle factors. It is an autoimmune condition for which there is currently no cure.

Type 1 diabetes:

- Occurs when the pancreas does not produce insulin
- Represents around 10 per cent of all cases of diabetes and is one of the most common chronic childhood conditions
- Onset is usually abrupt and the symptoms obvious
- Symptoms can include excessive thirst and urination, unexplained weight loss, weakness and fatigue and blurred vision
- Is managed with insulin injections several times a day or the use of an insulin pump

Crowley Connections

Anne Moehead

Let me introduce myself - a personal reflection:

Many of you may know I have recently joined the Crowley Care team. Firstly, I want to say thank you to Michael, Kelli and Kelly for their warm welcome and to all the staff for their friendliness and support. I have appreciated it.

I join the team as a Clinical Support Nurse Practitioner. I am excited to work alongside Kelly and the Crowley team and to deliver care to all the residents.

A little about my nursing career which I am looking forward to being able to share with the Crowley team.

I feel privileged to have worked in the nursing profession for 45 years. Nursing has taught me many life lessons; to be patient, flexible, respectful, to listen and not judge, the importance of colleagues and teamwork, and to appreciate life and opportunities as they present.

Beginning my nursing journey

I commenced as a student psychiatric nurse in 1973 at Gladesville Hospital Sydney which at the time was a 1,000 bed hospital built in 1838 situated on prime real-estate along the Paramatta River. This established my future in the specialty of mental health. After completing my psychiatric training, I moved to the North Coast and undertook general nurse training at Lismore Base Hospital in 1977.

I worked as a nurse unit manager in the medical ward, a community nurse in Ballina, with the Aged Care Assessment Team and in 2004 returned to Lismore Base working toward Nurse Practitioner (NP) in Psychogeriatrics/Dementia. In the last few months, during COVID, I have been assisting with the coordination of the Local Health Districts RACF InReach service.

On becoming a Nurse Practitioner

I had the privilege of being the first appointed Psychogeriatric Clinical Nurse Consultant in Australia to join an ACAT team in 1992 working with my esteemed colleague Dr Hugh Fairfull-Smith, whom many of you may know. We have worked together since 1986. It was during my ACAT appointment I realised I was frequently being asked by colleagues, medical staff, GP's for my opinion on diagnosis, treatment and medication management. It occurred to me that I needed to step up and take on total accountability for my clinical recommendations and suggestions. The opportunity presented itself to work toward endorsement as a Nurse Practitioner, which I accepted in 2004.

After completing my Masters in Old Age Psychiatry at the NSW Institute of Psychiatry I submitted a portfolio to the NSW Registration Board for endorsement as a NP. The requirement for endorsement further included examination by a panel of experts via a 'VIVA'. It is like having your entire career scrutinised, dissected and analysed by an expert panel of five including Professors of nursing, a rep from the NSW Nursing and Midwifery office and representatives of your specialty. I became authorised in 2006 becoming the first NP Psychogeriatrics in Australia.

On reflection

Why did I become an NP? I believed I could make a difference. I realised I did have the qualities needed, which I would like to share with you: having credibility, respect (from colleagues, for yourself and for your patients), a desire to make a difference, being ultimately responsible for my own actions, not being a quitter and working toward that end goal and having faith in the health system

Achievements - what I am most proud

- Being a nurse for 45 years and achieving NP endorsement.
- Being instrumental in establishing a number of dementia services on the North Coast including the Psychogeriatric Reference Group.
- Developing the state wide DementiaCare Competency and Training Network online program- delivering education to around 11,000 clinicians across NSW.
- Mentoring and supporting eight NP's to endorsement.
- Being awarded an Order of Australia Medal (OAM) for services to Dementia in 2005.
- Contribution to policies at the state and national level on the Delirium Clinical Care Standards; Hospital Acquired Complications; NSW Dementia Action plan; The commissioning of the National Dementia Care Specialist Units; the accreditation of the masters of NP for Monash University, University of Western Sydney and Sydney University.
- I have just heard that I have been appointed practitioner member NSW Board of Nursing and Midwifery Board of Australia – a great honour.

During my career I have been fortunate to care for and support many patients who have left an indelible imprint in my mind and who have influenced the person I have become. Young people being diagnosed with dementia at age 50 presenting with crippling life challenges, loss of work, finances, self and family; genetic dementias which effect 3 generations, the youngest being 24yrs; successful, scientists, health professionals, lawyers and skilled tradespeople. Dementia does not discriminate and as a clinician I saw it was my role to deliver the best care, support and management to the person, the carer/family and my colleagues who deliver the care.

What am I grateful for?

Good health, my husband Grant and my daughter Renee, friends and colleagues and the opportunity to be innovative and expand my expertise and nurse led services.

“Anyone can be a leader irrespective of their age, race, creed, nationality or political affiliation. Once you can figure out your talents and optimise them very well, at the right place and at the right time, you are a leader.” Israelmore Ayivor

Where to now

I look forward to my time at Crowley, making new friends, supporting new colleagues and continuing to make a difference.



Brighten the Day with a Little Yellow!

Sarah McMahon
Marketing and Events Coordinator

Daffodil Day is an important date in the Cancer Council's calendar, being one of Australia's most iconic events. The daffodil is recognised internationally as the symbol of hope for all people affected by cancer.

Here at Crowley we acknowledged the day by dressing in yellow, enjoying delicious yellow treats and fundraising for the Cancer Council. Our daffodil costumes were aplenty with some dressed from head to toe in yellow, buzzy bee's, ducks, chickens, and gorgeous daffodil headwear.

We are proud to announce our fundraising efforts raised \$208.05 for the Cancer Council.





From the IL Desk

Jenny Kliese
Independent Living (IL) Coordinator

It is National Grandparents Day on 25 October. Some of our readers have shared what being a grandparent and great-grandparent means:

Seeing your family grow and grow

“A feeling of increasing your family with love and fulfillment as they grow”

Unconditional love, without the responsibilities

“Revenge to my son”

Children energises you

“Life’s reward”

You often have a busy nest, but the nest is all yours

“It’s wonderful with all the kisses and hugs but you can hand them back to their parents”

A focus on the fun

“You can spoil them with love then give them back”

Pure affection

“Makes you feel proud”

The financial situation is different... and usually better

“As a grandparent and great grandparent.. I can at this stage of my life I can help not only emotionally but financially a great position to be in”

Watching your own children become amazing parents

“How your values are passed on to the next generation”

Your grandkids love your stories

“Share your life stories and journey”

The grandparent-grandchild relationship is like no other

“Unique and unconditional”

“Grandpa has ears that truly listen, arms that always hold, love that’s never ending and a heart that’s made of gold.”

Daylight savings

Daylight savings begins Sunday morning 4 October 2020. Turn your clock forward one hour before you go to bed Saturday night.

Public holiday

As it is a public holiday on Monday 5 October 2020, please remember IL staff do not work on public holidays. If you need assistance please use the After Hours Procedure by pressing your pendant or the HELP button on your INS Lifeguard Device.

Specialised Home Care Cleaning

David Crosby **Customer Service Manager**

We've recently engaged a number of specialist cleaning staff to complement our existing care team. They are responsible for private domestic services, all VHC homes, all Transitional Care homes and Home Care domestic services within Crowley Independent Living.

We created this additional staff capacity because of feedback from our clients and staff. We can now better provide our Veterans Home Care clients with improved time frames and achieve more consistency with their services.

This new model commenced on Wednesday 9 September 2020.

In the meantime, our new team members have been undergoing training and orientation with Crowley Care, learning about our Home Care services. And, most importantly learning about you, our clients, and how Crowley Care provides quality care and services.

We trust you will enjoy getting to know them as much as we have and look forward to your feedback.



Kerry



Guy



Monique



Sue

Men's Shed Pre Christmas Sale

Tuesday 3 and Thursday 5 November

10.00am to 2.00pm (both days)

Morning tea will be available

COVID etiquette social distancing and hand sanitizing will apply.

The usual items will be for sale:

- Toys
- Home wares
- Planter boxes
- Frank's herbs and plants



An Afternoon at the Movies

Good Liar

The IL monthly movie screening has recommenced. Come along to watch the big screen in the Education Centre for a small cost.

Kiosk goodies of ice cream, lollies and chips are available prior to the movie starting.

Hand sanitising and social distancing seating will apply. Limited to 10 people, booking essential at Reception.

Movie: Good Liar

Genre: Crime, drama, mystery, thriller

Directed By: Bill Condon

Written By: Jeffrey Hatcher

Starring: Helen Mirren, Ian McKellen, Russell Tovey, Jim Carter, Lily Dodsworth-Evans

Career con artist Roy Courtnay can hardly believe his luck when he meets well-to-do widow Betty McLeish online. As Betty opens her life and home to him, Roy is surprised to find himself caring about her, turning what should be a cut and dry swindle into the most treacherous tightrope walk of his life.

Reviews:

“With actors like these in top form there’s never a dull moment, even when the film delves into flashbacks set in the distant past.”

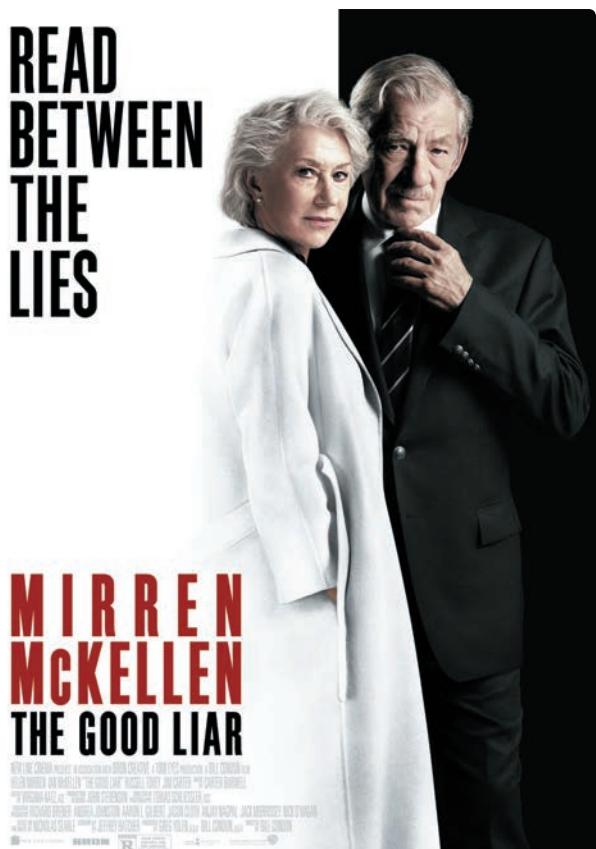
– *The Australian*

“The Good Liar is a captivating game of cat and mouse executed by two consummate pros.”

– *Daily Telegraph*

**READ
BETWEEN
THE
LIES**

**MIRREN
MCKELLEN
THE GOOD LIAR**



Crowley Screening

Movie: Good Liar

When: Wednesday 14 October

Where: Crowley Education Centre
Room 1 (upstairs)

Time: 1.00pm

Cost: \$2.00

RSVP: To Crowley Reception
Monday 12 October

Additions to the Crowley Family

We have had some big changes to our Crowley family over the past month, and we couldn't be happier!

Not only have we welcomed an adorable new member to the family, but we have celebrated the union of two soul mates, creating a new family of their own.

Firstly, Residential Care staff member Elaine welcomed a beautiful baby girl named Sophia on 3 September. Doesn't little Sophia look adorable in her leopard print romper? We're glad to report that everyone is happy and healthy.

Next we celebrated one of our own getting married. Congratulations to Residential Care staff member Bec and Aidan. What a beautiful family.

If you have special family moments to share please let us know.



Community Connections

The Bountiful Bangalow

History

The name Bangalow appears to have been derived from an Aboriginal word, “Bangalla”, said to mean a low hill or kind of palm tree. These palms are still present today and are a major characteristic of the rustic town.

It is likely that the surrounding area of Bangalow became a home for cedar cutters temporarily in the 1840s with little development taking place here until 1881 when the town was first settled by Thomas Robinson.

The town was known as Bangaloe until 1907, when the modernised spelling came into use. At this time the town became the centre of the surrounding agricultural farmlands. It is only in recent years that the charming historic streetscape of the main street, the stylish cafes and boutique shops, the monthly markets and its proximity of being near Byron Bay has increased Bangalow’s appeal as a tourist destination. Fresh local produce is a feature in the award-winning cafes, restaurants and farmers markets.

Just a little above Byron Bay (just 15 minutes’ drive) over the picturesque rolling green hills, Bangalow is a cosy village with a vintage feel, set up in the hills of the Byron Bay hinterland. Bangalow has many charming characteristics and unique features that attract visitors of all tastes. A relaxed pace town, Bangalow is quickly becoming a popular destination for visitors – as a day trip across from Byron Bay, a full holiday experience or as a place to make your home.

Bangalow is renowned for its strong feeling of community and with one of the largest populations of families in the Shire there is a high level of care for community values. Bangalow is also renowned for its picturesque countryside and agricultural pursuits. The surrounding green, rolling hills are a patchwork of fruit trees, macadamia orchards, coffee plantations, dairy cattle and other agricultural activities which offer much to visitors sampling the local produce.

Things to see and do

Bangalow Heritage House, Museum and Tea Room

Located on the corner of Ashton and Deacon Streets, the Bangalow Heritage House, Museum and Tea Room has an interesting collection of local memorabilia and historic photographs which provide an insight into the history of the cedar cutters and farmers who settled the area. The Heritage House and Tea Room is open from 10.00 am - 3.00 pm Wednesday to Saturday. Our residents have enjoyed many a visit to the museum over the years.

Bangalow Heritage Walk

Still in its infancy, this Heritage Walk is designed to allow visitors to walk from the Heritage House Museum through the town and identify, and learn about, the history of the town’s most interesting buildings. Plaques explaining each building are located outside. Buildings of interest include the Masonic Hall, the A&I Hall, the Catholic Church in Deacon Street, Readings building in Lismore Road, a number of Federation-era timber houses and the Bangalow Heritage House, Museum and Tea Room.

Abracadabra

Abracadabra is a wonderful store offering a huge variety of items for sale. The store is legendary in Bangalow and has been a source of fun and excitement in the town since 1973. From clothes to model cars, from fairies to throw rugs Abracadabra has it all. Here are some of the words used to describe the Abracadabra experience, “exciting, fun, colourful, mythical, spiritual, practical, earthy”. Not to mention friendly staff and great service.

Festivals and Events in Bangalow

Bangalow Show

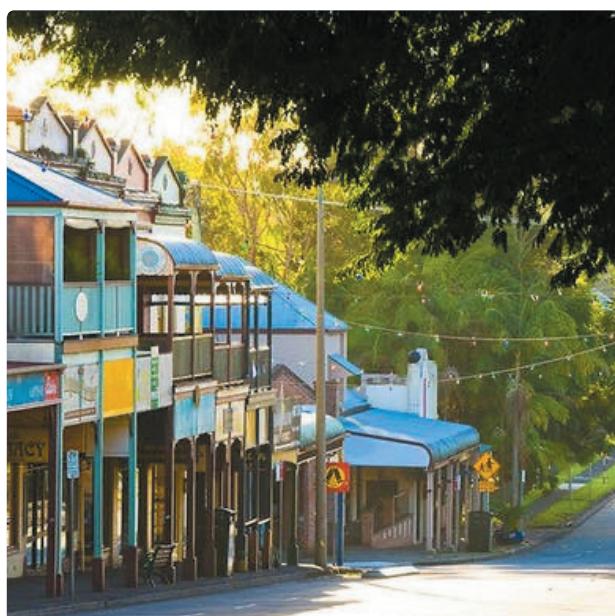
A traditional Agricultural show with a modern twist the Bangalow Show is held in November each year. Including poultry, show jumping, horses, cattle and all the usual cakes and preserves the show is a firm favourite with both locals and visitors.

Bangalow Music Festival

A unique music festival showcasing the best national and international chamber and orchestral musicians. Held in August The Bangalow Music Festival is presented by the Southern Cross Soloists.

Bangalow Markets

The Bangalow market is held on the 4th Sunday of each month in the very pretty shady grounds near the A&I Hall at the lower end of town. Plenty of parking is available as well as a quality selection of local arts and crafts and produce.



Farmers Markets

Bangalow Farmers market is held every Saturday from 8am to 11am behind the Bangalow Hotel at the top end of town. Well worth a visit to sample some of the amazing fresh local produce.

Sample Food Festival

The Sample Food Festival is a wonderful opportunity to try some of the delicious offerings from local cafes, restaurants and food producers all in one magical location. Hosted on the first Saturday in September in the Bangalow showground.

Billycart Derby

The annual Billycart Derby is a hoot for all ages young and old. Homemade billycarts are raced down the gently sloping main street of Bangalow while the crowds roar encouragement from the sidelines. Held in May it's a great family day out in Bangalow.

Bangalow BBQ and Bluegrass Festival

A fun and delicious festival for the whole family with great music, BBQ competitions in all categories including chicken, ribs, pork, beef and whole hog. Also hosts the hugely entertaining and popular Old Time Variety Show. This is a charity event held annually in August.



Home from Hospital – Help is at Hand

Sherrie Viney
Home Care Manager

After a visit to hospital it's important to get you back on track and ensure you and your home environment are as safe as possible.

Our DVA and Home Care package clients are supported with occupational therapist referrals, in home reviews, equipment, aids and home modifications to keep them independent and safer at home, especially after a hospital stay.

If you've ever been to hospital you would know that when you discharge things aren't quite the same. You've experienced changes in response to being in hospital - a new wound, injury or impairment, or new medications or aids to use.

Falls occur due to physical or environmental factors. Many developing with age and older people are at significant risk of falling within six months of discharge from hospital.

At Crowley we use validated falls risk assessment tools to help identify strategies to target risks. Falls are preventable and extend beyond physical factors.

Falls management strategies can include a referral to an occupational therapist to attend a comprehensive assessment of your home including the kitchen, bathroom, bedroom and outdoor areas where most accidents occur.

When our team makes an assessment, consideration is given to room layouts, slippery or uneven flooring, bathroom location and accessibility, lighting, trip hazards and the need for handrails or home modifications.

A few other things to consider are wearing well-fitting low-heeled footwear, removing floor rugs, ensuring cords, cables and much-loved pets are not underfoot, walkways are clear and well lit, wearing your spectacles and having your mobility aid and personal alarm at hand where you need it.

Have you thought maybe a recliner chair that's easier to get out of, or a bedside commode to avoid that night time trip to the toilet would assist you?

Our teams are here to support you!



Home Care Client Profile

Mary Glynn



Where were you born?

I was born in Casino Hospital on 8 January 1928. The hospital was three doors down from home and Dad walked Mum to the hospital on the Sunday morning.

Where did you grow up?

I lived and attended all my schooling in Casino at the Sisters of Mercy.

Do you have any brothers or sisters?

I had a precious brother Devereux who passed away seven years ago. I adored him and we got on so well. He looked after me and we were the greatest friends. We shared the same interests in music and reading. Devereux had a marvellous personality.

What did you do when you left school?

I left school in 1942. My parents moved to Lismore and my father worked for the Department of Agriculture. I worked in a solicitor's office in Molesworth Street, Lismore at age 15 as a junior office assistant.

I eventually started to work in offices relieving administrative staff which I enjoyed, including St Vincent's Hospital as a receptionist and on the switchboard at age 16.

Tell us about your family.

At aged 20, in 1948, I married Gerry Glynn who was the son of the Proprietor and owner of Lismore Cordials Pty Ltd. We were married in Lismore at the Cathedral. Gerry had a home built for us in East Lismore where we lived for the next 47 years.

We had three children - Christopher, Maria and Marguerite. Our beautiful son Christopher died suddenly aged 27 in New Zealand whilst working as a veterinarian surgeon, specialising in horses. Both daughters live in Sydney and I have five grandchildren and six great-grandchildren.

Tell us about your interests, hobbies or passions:

I'm interested in reading, history and music.

What would you say are your best decisions you have made in life?

Marrying my husband who was the most ideal, patient and sweetest man and having three children who have given us so much joy.

What is your favourite memory in life so far?

Travelling the world after we retired, something I always wanted to do.

What is your favourite food?

I love a good quality steak.

Unitray Cart a Big Hit With Residents

Tony Baldwin
Hotel Services Manager

It is great news that we have ordered another Unitray food trolley to add to the fleet. You may remember we introduced the Unitray system with our new kitchen. Feedback has been wonderful from residents. This additional Unitray will be used in the Rosebank area to bring the service system in line with all other areas.

These trolleys come from Italy and will take a couple of months to arrive. In the meantime our supplier, Regothermic, has kindly provided a trolley on loan so that we can get started with it straight away.

It gives us the flexibility to hold the food keeping it hot or cold for up to an hour, allowing staff time to support residents with meals whilst ensuring the quality and temperature of the food.

It's also great that we now have a dedicated Hotel Services Ward staff member who helps at breakfast time. This is a high peak time when a range of cares are needed and this allows care staff and Hotel Services staff to work together, doing what they do best - caring for our wonderful residents.





Passionfruit Sponge Cake

Nothing adds zing and pizzazz to sweets quite like passionfruit! Try your hand at making this sweet treat to share this spring.

Ingredients

- 40g butter, melted
- 1 tbsp cornflour, for dusting pan
- 4 eggs
- 2/3 cup caster sugar
- 1 tsp vanilla extract
- 1/3 cup plain flour
- 1/3 cup self-raising flour
- 1/3 cup cornflour
- 2 tbsp boiling water
- 300ml thickened cream, whipped
- Icing sugar mixture, for dusting

Passionfruit curd

- 1 egg
- 1 egg yolk
- 1/3 cup caster sugar
- 50g butter, chopped
- 2 passionfruit, halved

Instructions

Passionfruit curd

Place egg, egg yolk and sugar in a small saucepan. Whisk to combine. Add butter and passionfruit pulp. Place over medium heat. Cook, stirring for 8 minutes or until mixture coats back of spoon. Remove from heat. Stand for 5 minutes. Pour into a bowl. Cover surface with plastic wrap. Set aside to cool completely.

Preheat oven to 160°C fan-forced. Brush two 6cm-deep, 20cm round cake pans with half the melted butter. Sprinkle each pan with 2 teaspoons cornflour. Shake to coat. Remove excess cornflour. Line base of each pan with baking paper.

Using an electric mixer, beat eggs, sugar and vanilla in a bowl on high speed for 8 to 10 minutes or until thick and creamy and sugar has dissolved. Transfer to a large bowl.

Using a large metal spoon, fold in sifted flours. Fold in boiling water and remaining melted butter. Divide mixture between prepared pans. Bake for 20 minutes or until sponges spring back when touched. Line a wire rack with baking paper. Stand sponges in pans for 5 minutes. Turn, top-side up, onto wire racks to cool.

Place 1 sponge on a plate. Spread with passionfruit curd and cream. Top with remaining sponge. Dust with icing sugar. Serve.

Maintenance News

Albie Viel
Maintenance Manager

This summer forecasters have indicated La Nina will bring rain and possible cyclonic activity. In recent times power interruption time frames have been minimal, but residents should be prepared for such events.

Tips for the storm season:

- Have your emergency contact numbers stored in your mobile phone memory
- Keep your mobile phone fully charged
- Keep a portable radio with fresh batteries
- Keep a torch available with fresh batteries, not candles. Keep in an easily accessible location
- Make sure you have a stock of essential medication
- Keep a store of non-perishable food for three days
- Secure loose items. If Independent Living residents need assistance please call Reception for Maintenance to assist
- Where possible put vehicles under cover
- Keep in touch with neighbours
- And watch your INS system for notifications from Crowley



Do you know where the electrical circuit breakers are located in the event of a power failure?

Recent power outages have been experienced within the shire. In these instances Crowley keeps in touch with Essential Energy on behalf of residents. We ask residents to be patient with staff and emergency services.

For Independent Living residents after hours requests which include electrical faults, water issues or faults please call INS LIFEGUARD system. This is the best way to communicate with Crowley. Residents are asked to use this procedure as we are able resolve many requests ourselves or contact contractors to complete repairs. It allows emergency services to help those with greater need in the community.



Seasonal Allergies and COVID Similarities

Rene Lange
Risk Manager

The weather is warming up and the flowers and trees are starting to bloom and that means the hay fever season is upon us.

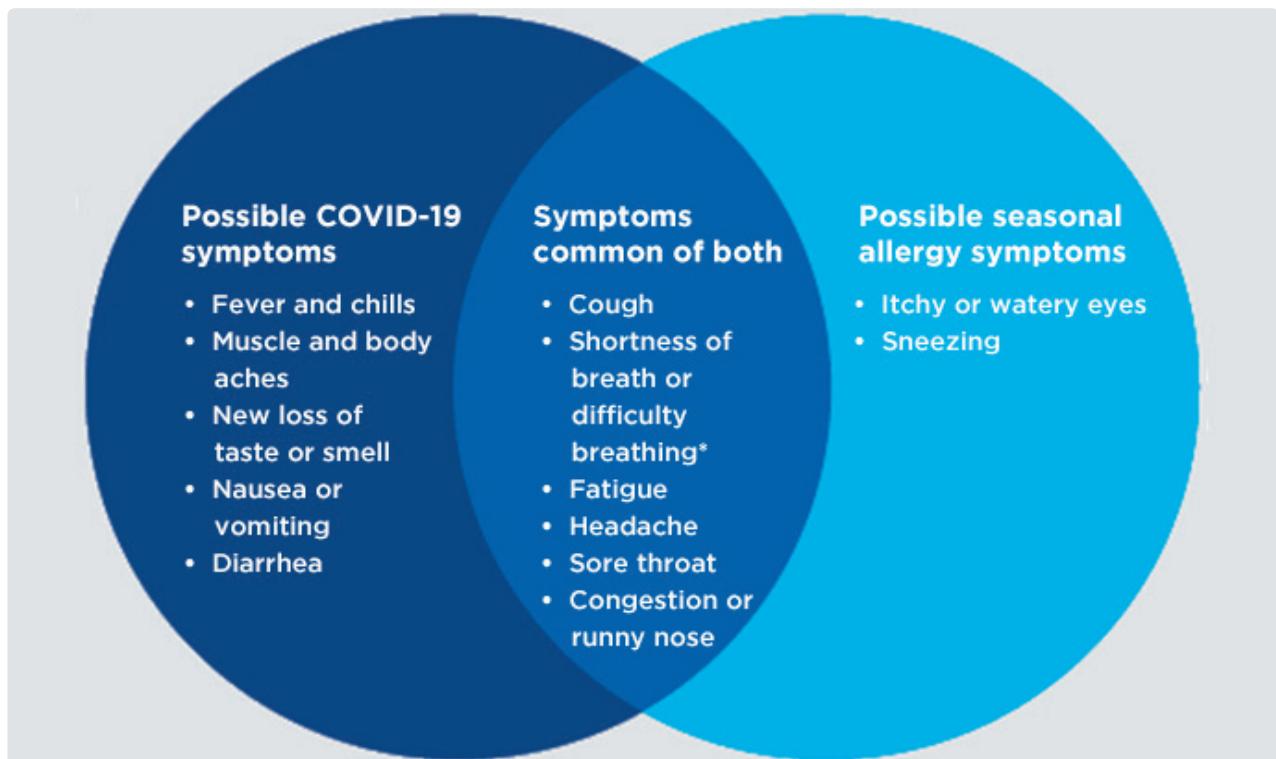
As we move further into spring it's important to be aware of the difference between seasonal allergies and something like COVID-19 as they share many symptoms which make it difficult to distinguish between the two.

We are fortunate there are no recorded cases of COVID-19 in our immediate local area and while this lowers the risk that a runny nose is COVID-19, it is not a guarantee.

Areas to the south, including Sydney, and the north in SEQ continue to experience new cases on a daily basis and regardless of border restrictions people are continuing to travel and move about. All the reasons that make the Northern Rivers a great place to live also make it an attractive travel destination.

So, while it may feel like we are in our own little bubble we are not immune to the risk and we must remain vigilant.

If you do experience any symptoms, even if you suspect it is hay fever, the safest approach is to assume it is COVID-19, seek a test and isolate at home until given the all clear.



Authentically Valuing Our Staff

Bridget Challis Human Resources Manager

Crowley employs more than 250 staff in Residential Care, Independent Living and Home Care. We are one of the region's largest employers.

Even as we grow, one way we remain focused on great outcomes for our residents and clients is the value we place on our staff. We want the WOW factor by authentically valuing our people.

I have been very fortunate to move to beautiful Ballina and commenced with Crowley 5 months ago. In my HR career of over 20 years working in a range of industries, my impression is that Crowley rates very highly as an employer who provides not only a great working environment but a vast array of benefits.

Some benefits of working at Crowley include:

- Salary packaging
- Staff Assistance Program
- Café on site
- Fitness passport
- Free car parking
- Flexible working arrangements
- On-site management and administration
- Career development opportunities
- Training days
- Great team environment
- Desirable location
- Uniform and meal payment systems
- Fun dress up/theme days
- Meaningful relationships, great sense of community - the Crowley family
- End of year staff parties
- Special recognition awards
- Monthly birthday celebrations
- Celebrating milestone birthdays
- Footy tipping competition

Overwhelmingly staff tell me the best benefit is the pride and reward in their work as they go about caring for our residents and clients every day.



Welcome to Team Crowley



Shaylee
Hotel Services



Catherine (Cat)
Hotel Services



Kerry
Home Care



Elizabeth (Liz)
Home Care



Sue
Home Care



Guy
Home Care



Ebony
Residential Care



Ravinder
Residential Care

Focus on Quality

Aged Care Quality Standards and Crowley

Michelle Golding
Quality Manager

The Aged Care Quality Standards apply to all Australian Government subsidised aged care services.

The Standards provide a framework of core requirements for quality and safety. As a Government funded aged care provider Crowley is assessed and must provide evidence of our compliance.

For each Aged Care Quality Standard Crowley must demonstrate we understand it, apply it, and monitor and review the outcomes so that we can keep improving.

The standards allows the Aged Care Quality and Safety Commission to assess and monitor consumer's experience and the systems and processes in place to support the provision of safe and quality care and services.

Each of the Quality Standards is expressed in three ways:

- A statement of outcome for the consumer
- A statement of expectation for the organisation
- Organisational requirements to demonstrate that the standard has been met



The Quality Standards are made up of eight individual standards:

1. Consumer dignity and choice

What this means to you:

"I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services, and live the life I choose."

2. Ongoing assessment and planning with consumers

What this means to you:

"I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and well-being."

3. Personal care and clinical care

What this means to you:

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

4. Services and supports for daily living

What this means to you:

"I get the services and supports for daily living that are important for my health and well-being and that enable me to do the things I want to do."

5. Organisation's service environment

What this means to you:

"I feel I belong and I am safe and comfortable in the organisation's service environment."

6. Feedback and complaints

What this means to you:

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

7. Human resources

What this means to you:

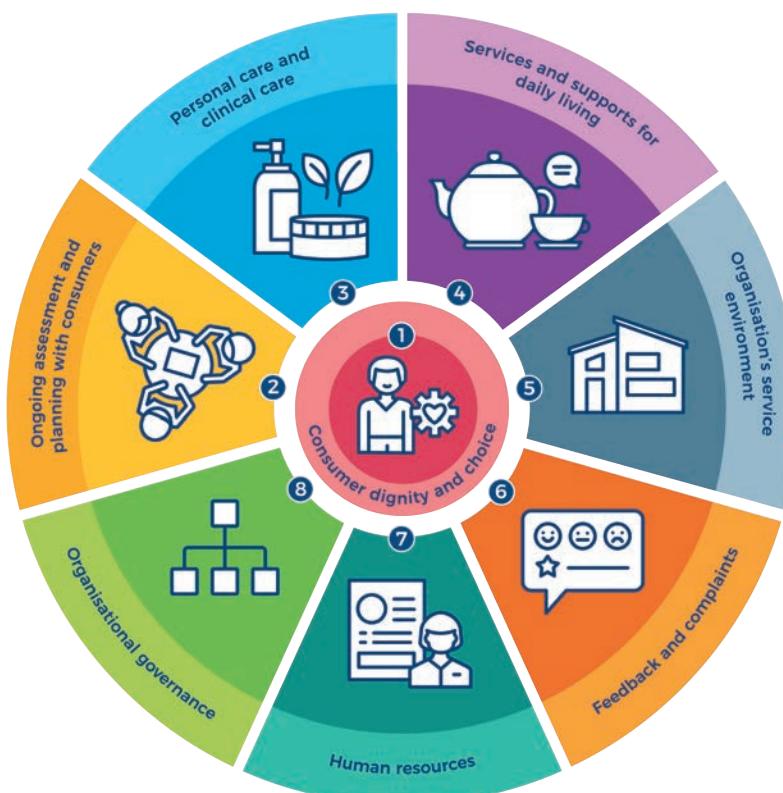
"I get quality care and services when I need them from people who are knowledgeable, capable and caring."

8. Organisational governance

What this means to you:

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

If you would like further information on the Aged Care Quality Standards please visit www.agedcarequality.gov.au or contact Michelle at mgolding@crowley.org.au for a copy of the Aged Care Quality Standards factsheet.



Making Feedback Flow

Michelle Golding
Quality Manager

Residential Care Family Member

"For the first time since March, my husband and I visited my aunt in Missingham wing.

This email is to say a big thank you to Crowley staff and how well organised the morning visit was. We currently all live in an ever changing and challenging world, and this is especially the case in aged care. I can only begin to think of the extra work that is going on behind the scenes at Crowley, and this was evident with the way visits to family are organised to ensure the safety of residents, staff and visiting family.

The reception was set-up really well at the entrance to Barney's, and our pre-ordered coffees were ready right on time. I also wish to give extra special thanks to Gail Norton, who was very kind, caring, and cheery - absolutely the right lady in the right job!

People so often complain, when things are not right, but I also believe in giving credit where credit is due, so a huge big thank you to Crowley staff for the great way they are caring for residents and families, especially in our current very trying and everchanging world.

Thanks again Crowley, much appreciated."



Residential Care Family Member

"I am writing to express my thanks and gratitude to the staff of Crowley, for the many ways in which they cared for my mum while she was a resident in Serpentine.

The decision to encourage a loved parent to move into residential care is fraught with a raft of emotions but I can confidently say that it was the right one. Mum settled in quite quickly and always loved her room, her window and the grounds where we frequently walked together. She wasn't a great one for joining in the activities unless I was with her! But she said many many times that she couldn't want for a better place.

As the extent of her world contracted, the staff she saw daily became more and more important. I could see that her interactions with them, however small, were important to her daily routine. Whether it was someone in nursing, personal care, meals, cleaning activities or administration, she was happy to chat with them all. For my part I had confidence in knowing these were the people of her world, keeping an eye on her, when I wasn't there.

Mum had only good things to say about them all and her care. I could not have given mum the attention, interaction, care and enjoyment which she had daily at Crowley. So for all that I am grateful to your staff and hope you can pass along my sincere gratitude for two years, Crowley was her home and she was treated with compassion and respect. She was particularly fond of Peni and Lorraine.

So thanks to them all. I hope they know they make a difference every day."

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



We value your feedback at Crowley Care
and we'd love to hear from you.

It's as easy as 1, 2, 3!

- Fill in a Feedback Card and pop in the Suggestion Box in the Foyer, or
- Send us an email to info@crowley.org.au, or
 - Call us on 1300 139 099



Libra Horoscope

23 September - 22 October



People born under the sign of Libra are peaceful, fair, and they hate being alone. Partnership is very important for them, as their mirror and someone giving them the ability to be the mirror themselves. These individuals are fascinated by balance and symmetry, they are in a constant chase for justice and equality, realising through life that the only thing that should be truly important to themselves is their own inner core of personality. This is someone ready to do nearly anything to avoid conflict, keeping the peace whenever possible.

Element: Air

Powerful, creative, adventurous, exciting, fun

Ruling planet: Venus

Pleasure, romance, love, femininity, values

Compatibility: Aries, Sagittarius

Libra strengths: cooperative, diplomatic, gracious, fair-minded, social

Libra weaknesses: indecisive, carries grudges

Libra likes: harmony, gentleness, sharing with others, the outdoors

Libra dislikes: violence, injustice, loudmouths, conformity

Lucky numbers: 4, 6, 13, 15, 24

Colour: pink, green

October birth flower: marigold, cosmos

October birthstone: tourmaline, opal

What a Laugh!



Grandpa was celebrating his 100th birthday and everybody complimented him on how athletic and well-preserved he appeared.

"Gentlemen, I will tell you the secret of my success," he cackled. "I have been in the open air day after day for some 75 years now."

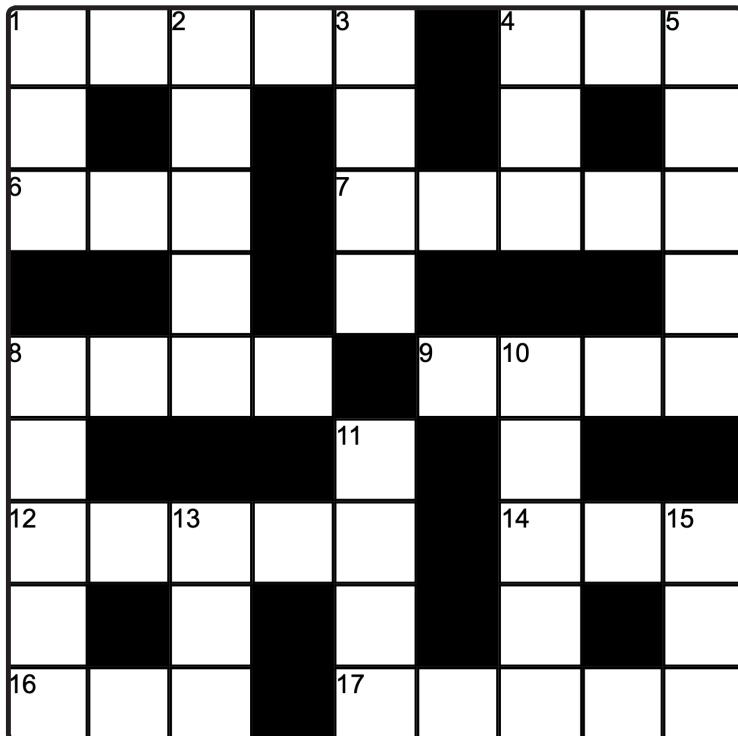
The party-goers were impressed and asked how he managed to keep up his rigorous fitness regime.

"Well, you see my wife and I were married 75 years ago. On our wedding night, we

made a solemn pledge. Whenever we had a fight, the one who was proved wrong would go outside and take a walk."



Games Corner



6	1			5			8
		2			4	5	7
	9			2	8		
6	9	1	3		5		
2		6		7		4	
	8		5	9	1	7	
		5	1			9	
9	4	3			2		
8			4			6	3

Crossword Clues

Across

1. Swallow fluids
4. Sound of disapproval
6. Kind of tent
7. Nitwit
8. Kid Christmas wishes
9. Use a phone
12. Beta preceder
14. Chest bone
16. Woman in religious order
17. Cut of beef

Down

1. Dance move
2. Suggest
3. Intertwine
4. Prefix meaning 3
5. Complete
8. Wedding gown extension
10. Main heart artery
11. Match up
13. Funny play on words
15. Chewed off

Riddle Me This...

I am not alive, but I grow;
I don't have lungs, but I
need air; I don't have a
mouth, but water kills me.

What am I?

Answer: Fire.

Team Training

We're always looking for ways to improve and this includes staff education and training. Training in PPE procedures, mental health work, infection control, hand washing and improving the way our staff work together. Go team Crowley!



Local Contacts

Crowley Administration
1300 139 099

Crowley Business Fax
6686 6082

Crowley Independent
Living
1300 139 099

Crowley Residential Care
1300 139 099

Crowley Home Care
1300 139 099

Crowley Meal Service
1300 139 099

Crowley Hair Salon
1300 139 099

St Francis Xavier Parish
6681 1048

Emergency
000

Ballina Fire Brigade
6686 2038

Ballina Police
6681 8699

Ballina District Hospital
6686 2111

Commonwealth Carelink
Centre (Free Call)
1800 052 022

We wish to acknowledge
the contributions of staff,
residents, clients and
others to our newsletter.

Unfortunately we
cannot always include
all material we receive
for various reasons.

Enquiries should be
directed to the Crowley
Care Administration.