

the chatterbox

NEWS FROM CROWLEY CARE

SEPTEMBER 2023



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Cover photo

Clockwise from top left: Gerry, Aldo, Peter, Stan and Harry



A Moment with our CEO

Hello everyone,

Chapel works

Our chapel at Crowley is often described as the spiritual heart of our site. For the Crowley community, visiting the chapel for mass, prayer, reflection or quiet contemplation, is an important part of Crowley life.

Many of you will know that a section of the chapel has been inaccessible due to repairs required to the wall.

I'm pleased to advise rectification work has begun to fix the issue. It has taken some time to commence however we are happy works are underway and should be completed by the end of September.

As an aside for those of you new to Crowley, our chapel contains a number of items salvaged from our previous much loved chapel. German antique stained glass windows and repurposed timber from the old chapel ceiling was repurposed for the new altar, ambo, tabernacle shelf and crucifix.

Crowley as a learning centre

In this edition of Chatterbox Kelli has written about Crowley's proud history as a learning environment and our student placement program now back in full-swing.

Over the years we've hosted many students from nursing and allied health disciplines, working closely with a range of educational institutions on student placements and research projects, including from our local university, Southern Cross University.

We take this responsibility seriously, supporting students by mentoring them with well-qualified Crowley staff.

It's part of our continual culture of learning at Crowley, where we encourage people to better themselves through both on-the-job training and by acquiring formal qualifications.

And whilst the students are learning lots in their time with us, it is our residents and staff who are often beneficiaries of these placements as the

students bring fresh thinking and ideas to Crowley. For example, in Kelli's article is a great story about the introduction of dance therapy for our residents through one of our latest student placements. The feedback we get from these students is very encouraging. And it is not uncommon for the students to embrace a career in aged care after spending time with us. That's a great endorsement for our approach, the mentoring we provide and the career opportunities now available in aged care.



Celebrating men

Our cover for Chatterbox this month features some of our male residents.

On Father's Day in September each year we are reminded of the incredible support and value we place on our men. We love the stories of these men and the role they play in their families and life at Crowley.

The research shows that male residents live longer when they have more fulfilled lives and can participate in activities that interest them, such as our Men's Shed. Exploring interests and activities that enrich the lives of residents is a key part of the care we provide.

Very best,

A handwritten signature in black ink, appearing to read 'Michael Penhey'. The signature is fluid and cursive, written on a light-colored background.

Michael Penhey

Catch Up with Kelli

Kelli Potts
Executive Manager Operations and Finance

Crowley has a long and proud history as a learning organisation.

For many years we have partnered with a number of universities and registered training organisations to both host students, collaborate in research and grants, and participate on advisory committees.

Hosting students is a wonderful way to introduce students to Crowley and the many facets and opportunities for their careers in aged care. We love to hear about their learning and the ideas they bring with them to their placement with us.

The students come for a range of placements seeking experience in a number of disciplines. Some are school-based work experience students, some are trainee assistants in nursing and registered nurses, whilst others are completing their Master's degree in allied health.

Events of recent years affected our capacity to host these placements and we are excited to announce we've formally recommenced our program.

Recently we welcomed the lovely Anat Greenberg, Master's student in Dance Movement Therapy studying with the University of Melbourne. Anat has joined us for two days a week as a minimum, completing her placement in November.

Anat will be working alongside our allied health, leisure and care teams introducing dance movement therapy to residents.

Dance movement therapy is a new placement for us at Crowley and is very exciting. It has been described as: "The relational and therapeutic use of dance and movement to further the physical, emotional, cognitive, social and cultural functioning of a person."





Residents can expect a mixture of leisure activity and physical therapy delivered in group environments and one-to-one sessions.

Whilst Anat has already met many of our residents and staff, I'd like to introduce her to you. I invited Anat to write about herself and her story is below.

My name is Anat. I was born and raised in Israel and have been living in the Northern Rivers for the past three years with my husband and two children.

I have been a movement researcher since early in life with my background being dance, education, pilates, and much more. I love focusing on how state of mind, wellbeing, and the body are woven into each other and how movement benefits our daily lives, opening a door into our souls.

Dance, on top of being great exercise, also invites us to have a conversation without words, meeting ourselves and each other, through the body, together with music and lots of joy. That is what I am here to offer.

There is absolutely no need to have any experience in dance. If you can move your eyes, you can dance.

In addition to Anat, in late August we were joined by twelve fourth year allied health students from Southern Cross University undertaking a Health Promotion Project placement. This is another first and equally exciting as we work with students to develop projects utilising their learning to date and explore improved health outcomes for a range of stakeholders. More to come on this.

Kelli ☺

Last Month at Crowley

Supporting the Matildas





Father's Day

Get to know some of our Crowley Dads



George

I have one daughter, Susan, and one son, Michael. I was very excited to become a father. I was very happy watching them grow and always tried to do my best. I now have five grandchildren and four great-grandchildren with another on the way.

My advice to new dads would be:

If your kids make a decision and you agree, always support them.



Aldo

I have a son, Mark, and a daughter, Debbie. I loved becoming a father and enjoyed looking after them. They always came first and we always did things together as a family. We took the kids everywhere with us. I enjoyed watching them grow, their weddings, and becoming a grandparent. Being a dad is different these days as most parents both have to work and kids go to day care.

My advice to new dads would be:

Family is the most important thing.



John

I had six children; five boys and one girl. I was living in Darwin at the time and was delighted to be a dad. I loved watching them grow and play. I enjoyed reading them stories. I love the companionship of having a family. We liked fishing and going to the beach.

My advice to new dads would be:

Enjoy being a dad and having your own family traditions.

Dad

A Dad is a person, who is loving and kind,
And often he knows what you have on your mind.
He's someone who listens, suggests, and defends.
A Dad can be one of your best friends!
He's proud of your triumphs, but when things go wrong,
A Dad can be patient and helpful and strong.
In all that you do, a Dad's love plays a part.
There's always a place for him deep in our heart.
And each year that passes, you're even more glad,
More grateful and proud just to call him Dad!



Bill

I had three children; two boys and one girl. Being a dad was fun. I loved being with my kids and watching them grow up. I have 10 grandchildren and one great-granddaughter.

My advice to new dads would be:

Be good to them and treat them right.



Stan

I was living in Goondiwindi and my son Craig was born on a Saturday morning. It was marvellous to become a dad and I was very proud. I think life is very different for fathers these days. I now have four beautiful grandchildren Ryan, Leah, Carli, and Will. I'm very proud of my family.

My advice to new dads would be:

Get on with life and make the most of it wherever you are.

Father's Day

Get to know some of our Crowley Dads



Fred

I have four daughters. I loved watching my children grow up. We used to take our caravan to Lennox Head every year for holidays and later we bought a unit and our kids and grandkids would all come for holidays. I have seven grandchildren and six great-grandchildren, and a new one on the way.

My advice to new dads would be:

Make sure you have your finances under control.



Noel

I have a son, Anthony, and a daughter, Susan. I was really happy to become a dad but sad I worked away and couldn't be there for the birth. I loved going fishing with Anthony and yabbing with Susan. I'm very proud of my children and grandchildren.

My advice to new dads would be:

Always look after your children.




Ken

I had three children; Sarah, Tim, and Nick. I am a very proud dad. I enjoyed playing with them and teaching them to ride a bike, climb trees, and swim. Every year we would cut down a pine tree for Christmas. We loved riding horses.

My advice to new dads would be:

Be prepared to listen to your children and educate them well.



Fathers young, fathers old,
Remembering good times are our gold.
Value earned through guidance given,
Helping us go forth in livin'.
Each father adding to our trove,
A treasure chest of love untold.
Remembering fathers in our lives,
Taking time to realise.
Fatherly love brings wealth to living,
Remembering this, we go forth in giving.
Fathers young, fathers old,
We remember you all,
As life unfolds.



Value of Caring

Kelly Roberts
Clinical Manager (Nurse Practitioner)

We often highlight the importance of the variety of roles that provide a multi-disciplinary approach within the aged care setting.

This includes Allied Health professionals made up of physiotherapists, occupational therapists, dieticians and speech pathologists, specialists in nutrition, dentition, continence, and mobility.

We access teams of professionals to support our residents with their emotional, spiritual, and psychological care. This includes our local Parish Priests, Father Anselm and Father Peter, who are assisted by our pastoral care workers.

We refer to psychologists and psychiatrists and collaborate widely with a large variety of clinical specialists such as geriatricians and surgeons.

At Crowley we support a range of specialist nursing roles, such as Nurse Practitioners and wound specialists.

None of these roles, however, would be able to provide care and support to those living within aged care communities if it weren't for the 'carers'.

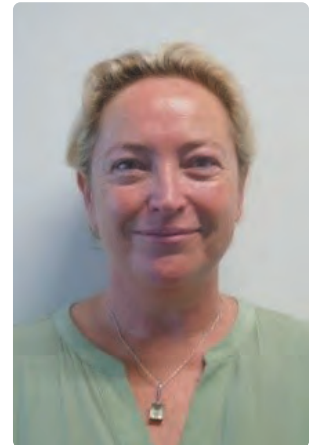
Sometimes referred to as Assistants in Nursing, Nurses Aids, and Care Workers, our carers provide all other health professionals with information about the person they assist.

Our carers specialise in assisting residents to manage day-to-day activities and in particular, with supporting hygiene.

They can provide a wealth of information about a client's health. Do they experience pain or difficulty with showering, even with assistance? Have they developed any unusual lumps, bumps or rashes that may require treatment? Are they putting on or losing weight? Do they struggle to sort out clothing after using the toilet or getting dressed? Can they see well enough to do their hair or put in their hearing aids? What if a person is unable to walk and needs to be assisted to transfer into chairs or recliners?

Our carers are the eyes and ears for the Registered Nurses, Doctors, Allied Health, and visiting Specialists. Since the introduction of mandatory clinical indicators, our carers provide a vital role in gathering the information we need to report on the health of our community.

Carers mentor new staff and trainees and teach students how to provide the care that may be required.





When we host Registered Nursing students, it is often the Assistants in Nursing who are demonstrating how to help a resident to shower or how to assist someone to eat their meal.

Often, our carers will be the first to notice that a client may not be 'themselves'. They may appear more withdrawn than usual or are just not eating the things they usually report to enjoy. The information obtained by a skilled carer contributes greatly to clinical outcomes and the day-to-day health of our residents.

Since the introduction of mandatory clinical indicators, our carers provide a vital role in gathering the information we need to report on the health of our community.

At an entry level, becoming a 'carer' is a recognised qualification, such as a Certificate III in Nursing / Aged Care, and can be completed through Registered Training Organisations (RTO's) or TAFE.

Many carers will enjoy a long career providing this very personalised level of care.

Others will continue their studies and progress through to Enrolled Nurses or to Registered Nurses, Paramedics, or Allied Health professionals.

As with many industries post-pandemic, aged care has faced the ongoing challenge of staffing.

Crowley has close ties with local training organisations to provide a pathway for students wishing to learn how to become carers or Assistants in Nursing, including the role of mentoring our trainees.

They observe and support skill development, provide time, patience, and share their skills and experiences, teaching these students the art of 'caring' for older people.

Many aged care workers are proud of the essential role they play. They report they feel a sense of achievement because they positively assist a resident during the day with the little things, supporting older people to maintain dignity and a level of independence with daily tasks and decisions.

Carers hold a valuable role within the interdisciplinary aged care team. This month, we wanted to spotlight their value and raise awareness of their skills as well as the experience, compassion and humour they bring to their daily work.

IL Social Visits





From the IL Desk

Jenny Kliese
Independent Living (IL) Coordinator

Spring is here and with the change of season, it's time to dust off the cooler weather and move out of hibernation!

The warmer weather is a time to reenergise. Whether its focussing on physical health, mental health, or simply reconnecting with friends and family, spring time undoubtedly improves overall mood and energies.

Benefits of spring cleaning

You may have been planning at least a good tidy up after the winter months. While this may seem like a laborious chore, tidying up your living space makes your home and mind feel clearer.

Organising your home makes spaces feel larger and cleaner, and has a positive effect on your mental health. Clearing clutter and putting things where they belong and out of your path helps you clear your mind and check items off your mental checklist.

Eat more greens

Have you been surviving on soups and comfort food this winter? Try swapping these out for lighter dishes that better reflect the new season, like salads or fish. The greenery starting to emerge may inspire you to add green foods into your diet more often.

A reminder the Farmers' Markets are held at the Missingham Bridge every Sunday morning from 7.00am to 11.00am.

It's a great way to start your day especially when the sun is shining, or if you have a green thumb, you can get back to your garden for your own fresh vegetables and herbs.

Get moving!

Spring is a time to get moving, starting with achievable activities at your pace:

- Exercise regimen - start on achievable activities don't over commit. Enjoy walking, pilates or the gym
- Mindfulness - meditation, art, yoga or journaling
- Socialising - explore what's happening in your community

By reading the Crowley IL monthly social calendar insert you'll find a variety of activities to get you moving and socialising!

Reconnect with others

Spring is a time to restart our social activities and make plans with friends and family. Many people prefer staying in during the winter, but the warmer weather may serve as a motivator to get out and be social. Call up a friend you haven't seen in a while or plan a picnic with your family to reconnect and spend quality time with loved ones.

Treat the first day of spring as a fresh start with these tips. Rediscover health and wellness with the onset of more sunlight and blooming flowers. Happy Spring!



Reminder

The skip bin will be available from 1 September to 30 September located behind the Men's Shed for IL residents to dispose of unwanted or broken items.

Remember no white goods, chemicals, or cardboard please!

News from the Men's Shed

It's September already with Christmas upon us before we know it.

Everyone at the Men's Shed have been enjoying a productive year full of the usual camaraderie.

Our goal is to have a range of items for sale at Show Day in early October, and again at Christmas.

We are kept busy with repairs to items for the Crowley community and making ordered items.

For Show Day there will be many handmade products such as children's rocking and deck chairs, and wooden toys including jeeps with trailers, kombi vans, to name but a few.

A range of Christmas items such as decorative Christmas trees and Santa signs are also being produced. Standard items like toilet and paper towel holders plus more will be available.

Whilst there has been a break in the availability of herbs for sale, we are hopeful we will have some ready by October.

We have plans to install a 'greenhouse' at the back of the Shed to renew and expand this initiative and make our plants a regular activity into the future.

Support and education on the use of various tools is provided by current members of the Men's Shed group and any interested men are welcome to come for a look and join the action.

We hope the remaining part of the year continues to see good health, friendship, and productivity for all in the Crowley community.



Craft Corner

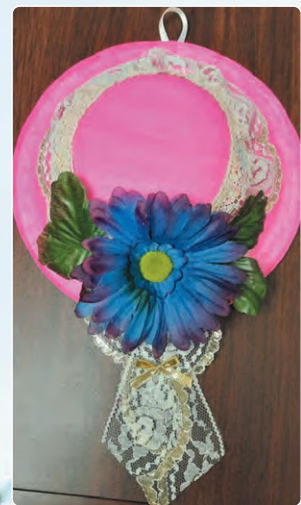
How to make spring bonnets

What you need

- Paper plates
- Paper bowls
- Glue gun and tacky glues
- Acrylic Paints
- Brushes / sponge applicators
- Ribbons, lace, silk flowers
- Table coverings or place mats for surface protection

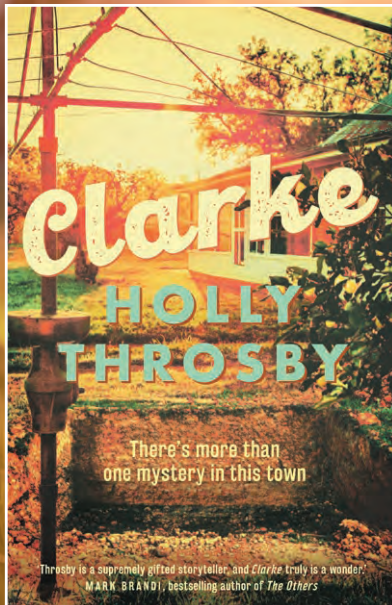
Instructions

1. Pre-glue a paper bowl to the bottom of a paper plate to form a bonnet using tacky glue and dry overnight.
2. Paint your bonnet with colour(s) of your choice.
3. Select the flowers and ribbons you want to decorate the bonnet with and arrange on the bonnets as desired.
4. Glue the ribbon / lace down first, then the flowers / leaves, using the glue gun.
5. Make a small loop of ribbon to affix on the back of the bonnet to hang, using glue gun.



Book Club

Clarke by Holly Throsby



Our latest read was 'Clarke' by Holly Throsby. This is Throsby's third novel after 'Goodwood' and 'Cedar Valley'.

What would you do if you believed someone was a murderer? You don't have proof but you have witnessed a series of events that seem to add up to this conclusion. And what if that person was someone you never liked to begin with?

The author uses her interest in the true story of Lynette Dawson as the catalyst to explore related issues and the lives of others around the mystery. The story centres on the lives of Leonie and Barney. Barney is separated from his wife and estranged from his young adult son. Leonie is dealing with life as a parent to Joe, while still processing the death of her sister, Joe's mother. The two find themselves bonding over the police investigation in Barney's backyard, unaware of a much closer connection. Lives of other townsfolk intervene with underlying currents of things unspoken.

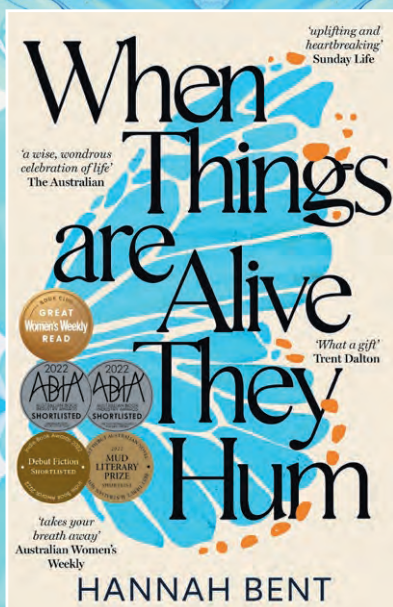
Our discussion revealed varied responses to the novel's worth. Comments included: loved it, slow and tedious, boring, lengthy, a good murder mystery, childish, well-developed characters, and terrible.

Our next read is 'When Things are Alive, They Hum', a debut novel by Hannah Bent. It "poses profound questions about the nature of love and existence, the ways grief changes us, and how we confront the hand that fate has dealt us"... according to the back blurb!

Until our next meeting on Thursday 21 September,

Happy reading!

Marion



Crowley Auxiliary

Helen Cooney
Crowley Auxiliary President

The Crowley Auxiliary has an energetic team of ladies who give freely of their time to support our monthly meetings, fundraising events, and the sale of raffle tickets.

Each person contributes to the success of the organisation. The sharing of wisdom and knowledge from a diverse group of ladies adds to the enjoyment and success of our Auxiliary.

We always welcome new members and are delighted to see the enthusiasm and friendships established throughout the year.

The latest event was our 'Christmas in July Luncheon'. We had a record number of attendees and people have realised the need to book in early as the events are extremely popular amongst the Ballina community.

We thank Tony and his staff for the excellent meal and the lovely set up of the venue at Crowley.

We were entertained by the group called the Decibellas from Casino and they certainly made for a joyous atmosphere, singing with great energy and enthusiasm.

Santa joined us with his elf and reindeer and proceeded to distribute Christmas presents as lucky door prizes. Thank you, Santa, for making the journey to our luncheon.

Our raffle was won by Lyn, a Crowley resident. The next raffle will be drawn at our Wine and Cheese Afternoon on Thursday 7 September at 3.00pm to 4.30pm. Don't forget to book in early through Crowley Reception to get a seat. We will have live music to entertain us along with our delicious wine and cheese platters.

We still have a few tickets left in our Mrs Peggs clothesline raffle. These tickets can be purchased for \$5 each and once 200 are sold we intend to draw this raffle.

We thank Mary Ilic for her dedication and great effort in supporting the organisation of our raffles. We also thank Nancy for her creative expertise in organising the presentation of the raffles. We appreciate the time and effort both Mary and Nancy put into supporting our fundraising activities.

Our Monday 28 August meeting will be the last meeting at 2.00pm, going back to the usual time of 3.00pm starting Monday 25 September 2023. We look forward to seeing all our members joining us as we reflect on our year to date.

Best wishes,
Helen Cooney





YOU'RE INVITED TO JOIN THE
CROWLEY CARE AUXILIARY FOR A

wine & cheese afternoon

LIVE MUSIC

THURSDAY

7 SEPTEMBER

3:00PM - 4:30PM

CROWLEY ACTIVITY CENTRE

\$25 PER PERSON

(INCLUDES SHARE CHEESE
PLATTERS AND GLASS OF
WINE OR SOFT DRINK)



PLEASE BOOK AND PAY VIA CASH OR EFTPOS
AT CROWLEY RECEPTION BY FRIDAY, 1 SEPTEMBER

Independent Living and Residential Care
Residents are invited to submit an entry into...

ART & PHOTO COMPETITION



FREE
entry

Entries are now open for the Crowley Family Show Day
Art & Photo competition. Be inspired and unleash your
creative side by expressing your artistic self through

~ Drawing ~ Painting ~ Photography ~ Sculpting

All genres, interpretation and styles are eligible


Prizes awarded to the Top 3 Entries



Enter Now

All entries to be submitted to
Crowley Reception
Entries close Monday, 2 October

Winners to be announced at the
Crowley Family Show Day
on Thursday, 5 October



Ballina Christian Choir - End of an Era

Interview with Francis Legg – longest serving Choir member

How long has the Choir been operating?

37 years, since June 1986. Our last performance was on 29 August 2023.

Who started the Choir and why?

Fran Sommerville started the Choir in June 1986 when the Presbyterian Women's Association needed a choir to perform at one of their events. Fran gathered women from the Association to form what is now known as the 'Ballina Christian Choir' formally 'Ballina Women's Choir'. Fran sadly passed away from a stroke in February 1999 but her legacy still lives on through the Choir.

The Choir originally started as an all-women's choir but eventually we invited men to join in 2009. It has remained a female dominant choir with only five men joining over the years.

When did you join the choir?

I joined in 1992 and after being a member for seven years I stepped into Fran's role in 1998.

How many members did the choir start with and how many are there today?

The Choir started with about 26 ladies and currently has 14 members consisting of 12 women and two men.

The youngest Choir member is 66 and the oldest is 91.

What is the best part about being in the choir?

I'm sure the rest of the Choir members would agree that the joy of singing Christian and Secular music, as well as forming friendships with other members, is the best part about being in the Choir.

After the Choir has ended we will form a social group to stay connected which will be lovely.

Who did the choir primarily perform for?

The Choir has primarily performed for Church Fellowship groups travelling to local towns and for the last 20 years has been performing at Ballina RSL services such as Anzac Day.

For the last six years the Choir has been performing for local aged care homes which has been lovely.

Everywhere we have performed has brought each member lots of joy.



The Transformative Power of Gratitude and the Therapeutic Effects for Older Adults

Sherrie Viney
Home Care Manager

World Gratitude Day is on 21 September and over the past decade the culture at Crowley has been aimed at embedding the practice of gratitude in staff training, meetings, and by sharing compliments within our organisation.

Crowley Care is a faith-based organisation and our community includes a diverse range of residents, clients, and staff who may routinely practice giving a 'prayer of thanks' or an expression of gratitude for those people or things they really appreciate in their lives, including their faith.

The power of gratitude is transformative and as we age, embracing a positive outlook on life becomes increasingly vital for our overall wellbeing. One simple yet powerful practice that can significantly impact the lives of older individuals is gratitude. Research has shown that the act of expressing gratitude can have profound therapeutic effects, enhancing mental, emotional, and physical health in older people.

The first therapeutic effect of gratitude for older adults is improved mental health.

As life's challenges accumulate with age, older individuals may face feelings of loneliness, anxiety, and depression. Gratitude exercises can serve as an antidote, redirecting the focus towards the positive aspects of life. By acknowledging the abundance of blessings, even in the face of difficulties, we can experience an uplift in mood and find renewed hope.

Furthermore, gratitude fosters emotional resilience in older individuals. Ageing often entails various losses and changes, from the loss of loved ones to declining health. Practicing gratitude enables older adults to adapt and cope more effectively with these challenges, cultivating emotional strength and adaptability.

Incorporating gratitude into one's daily routine can also lead to improved sleep quality. Sleep disturbances can be common as we age, but gratitude practices help calm the mind, promoting relaxation and better sleep patterns.




Social connectedness is a vital aspect of ageing happily and healthily. Gratitude practices involve recognising and appreciating the people around us. Expressing gratitude strengthens social bonds, reduces feelings of isolation, and enhances a sense of belonging in the community.

Physical health benefits also arise from practicing gratitude. By promoting a more positive outlook, older adults may adopt healthier behaviours, such as regular exercise and improved nutrition. Consequently, gratitude contributes to better health and an overall healthier lifestyle.

Ultimately, embracing gratitude leads to enhanced overall wellbeing for older adults. The act of appreciating life's blessings instills a sense of fulfilment and contentment. Savour the joys of each day and focus on the positives rather than dwelling on the negatives.

Gratitude is a transformative and therapeutic practice for older people. The effects of cultivating gratitude extend beyond mere thankfulness and can touch every aspect of our lives.

With so many profound benefits, gratitude is a powerful tool that empowers older individuals to age gracefully and embrace the fullness of life.



We invite all Residents, Clients,
Staff, Families & Friends to join
us for our annual

CROWLEY FAMILY

SHOW DAY

Thursday

5 October 2023

10:00am - 2:30pm

Featuring:

Cake Stall

Live Music

Fun Market Stalls

Baby Animal farm

Jumping Castle

Update from Maintenance

Independent Living Units – additional works

Albie Viel
Maintenance Manager

We often receive requests from residents who would like to make enhancements to their apartment or villa.

Generally, these are smaller requests such as the installation of an air-conditioner. However on occasion there are villa residents who would like to expand their living area and install a screen room.

Crowley has a strict process for these requests as they usually involve alteration to the building. There are others that need approval due to safety considerations or amenity of the village.

When considering these types of additional works residents must complete the Additional Works Form for consideration and approval before any works can proceed. For example, if the request is for a sunroom Crowley will provide a specification list to the resident for their contractor to ensure high quality and consistency within the village.

Whilst these works are at the resident's cost, seeking approval is important as residency in the village is through a 'licence to occupy' model which gives the resident the right to reside in the dwelling but they do not own the unit. The ownership and responsibility of the buildings remains with Crowley as the operator.

Contractors must not commence work until approval is received and they have met with Crowley's Maintenance Manager regarding the works. This not only ensures a quality product and correct installation but also protects the resident from unscrupulous contractors. We can be your extra eyes and ears.

Other typical requests we received are for grab rails in the shower area, ramps, treatment of bathroom floor tiles, extra power points and television points, external blinds, dishwasher installation, and courtyard improvements.

If you have questions about Additional Work Requests, please contact Reception.







Hotel Services News

Christmas in July

Tony Baldwin
Hotel Services Manager

Great to see the Auxiliary event in full swing recently with 110 people attending the booked-out Christmas in July function. There were entertainers singing our favourite Christmas songs and even Santa arrived to hand out goodies and lucky door prizes.

We are looking forward to the Auxiliary's next event - the Wine and Cheese Afternoon on Thursday 7 September.



Tuscan Fish Tray Bake

This simple fish tray bake is perfect for a mid-week dinner

Ingredients

- 1 red onion, halved, thinly sliced
- 1 red capsicum, cut into 1cm thick strips
- 2 tbsp extra virgin olive oil
- 2 garlic cloves, crushed
- 1 tbsp balsamic vinegar
- 700g bottle Val Verde passata cooking sauce
- 1/2 cup Sicilian olives
- 1/4 cup chopped fresh basil leaves
- 4 x 150g firm white fish fillets, skin on
- Extra small fresh basil leaves, to serve
- Crusty bread, to serve

Instructions

Preheat oven to 200C/180C fan-forced. Spread onion and capsicum evenly over a large baking tray with sides. Drizzle with oil. Bake for 20 minutes. Stir in garlic, vinegar and passata. Bake for 10 minutes or until hot and mixture is bubbling around the edges of the pan.

Stir in olives and chopped basil. Season with salt and pepper. Arrange fish fillets, skin-side down, in tray. Bake for a further 15 minutes or until fish is cooked through. Sprinkle with extra basil leaves. Serve with crusty bread.

Serves 4





Mango and Coconut Bliss Balls

Mix up your snacking routine with these mango and coconut bliss balls

Ingredients

- 120g tub diced mangoes in juice
- 4 Weet-Bix, crumbled
- 2 tbsp white chia seeds
- 1/2 cup desiccated coconut
- 1/2 cup finely chopped dried mango
- 2 tsp honey

Instructions

Drain diced mango, reserving juice. Process Weet-Bix, diced mango, chia seeds and 1/3 cup coconut in a food processor until almost smooth and well combined. Add dried mango, honey and 1 tablespoon reserved mango juice. Pulse until just combined, adding a little more reserved juice if mixture is too dry.

Place remaining coconut in a small bowl. Using damp hands, roll 1 level tablespoon mixture into a ball, then roll in coconut to coat. Place on a plate. Repeat with remaining mixture and coconut. Serve.

Bringing Crowley to Life

René Lange
Risk Manager

Exploring all that Crowley has to offer

Many of our residents and families will remember a time when movement around the facility was restricted due to COVID. Visitor numbers were limited, and visits were pre-booked and occurred in the resident's room.

Well, thankfully those times are gone. Visitors are welcome to use all communal spaces inside and outside of the facility.

These changes have been in place for some time now so we thought it might be time to remind visitors where they can go when coming inside for a visit.

In this article are some of the lovely spaces we encourage you to explore on your next visit to Crowley.

Places to explore

Barney's Café and Verandah

Located in the centre of Crowley is Barney's Café and Verandah. Open to all visitors and residents, Barney's offers a variety of meals, snacks, and refreshments. Visitors and residents alike are welcome to enjoy a meal in the Café, sit out on the verandah, or get a takeaway to enjoy in our Plaza or one of the many other seating areas scattered throughout the facility. There's even a children's play area to keep the littlies occupied.



Café Lounge and Private Dining

Opposite Barney's is our Private Dining Room. This space can be booked through Crowley Customer Service for special occasions like birthdays and anniversaries.

Just up from Barney's Café, opposite Coco's Hair and Beauty, is the Café Lounge. This is a lovely place for a visit especially on a winter's morning with the sun streaming in.



Jimmy's Bar and Wellness Garden

Adjoining the Banksia dining room is Jimmy's Bar. This is where you will find residents enjoying a fun themed happy hour on the last Wednesday of each month. Opposite the bar is our Wellness Garden, full of comfortable outdoor seating and lots of lovely potted aromatics and citrus trees.



Entertainment Room and Deck

The Entertainment Room is where most larger group activities and entertainment occur. There is a full schedule of entertainment and activities each week for residents to enjoy. We encourage visitors to join in the fun. In fact, your presence may be the encouragement someone needs to get involved.

Off the Entertainment Room is our beautiful east facing Entertainment Deck. This is a lovely space overlooking the lawn and North Creek. Sit there long enough and you will probably be visited by some of our local birdlife.



Resident lounges and patios

Each of the eight residential wings has indoor and outdoor lounge areas for the enjoyment of residents and visitors. The doors to these areas are often closed to support efficient heating and cooling but are unlocked at 6.00am each day. So please don't be deterred by a closed door.

A final reminder that residents and their visitors can utilise any of the common areas throughout the facility, not just those located in their wing. So why not take a walk and explore - there are some lovely spaces for catching up.



Visiting Hours

10.00am - 4.30pm	Monday to Friday
10.00am - 2.00pm	Saturday, Sunday, and public holidays

Welcome to Team Crowley

Say hello to the newest members of Team Crowley



Tayah
Residential Care



Naruemon (Mon)
Residential Care



Patricia (Trish)
Hotel Services

Focus on Quality

Residential Care residents meetings

Michelle Golding
Quality Manager

It's great to see our resident meetings growing in attendance and participation.

Hosted by Kelli Potts, our Executive Manager Operations and Finance, these meetings are another avenue for residents to directly raise any concerns, hear up to date news on things that affect them in the facility, and bring forward their ideas as members of the Crowley Residential Care community.

The meeting is held in the Entertainment Room each month and advertised on the notice boards in each wing. Keep an eye out for this month's date!

There is a broad agenda that includes a welcome and introduction of new residents, staff, and volunteers, and we also acknowledge and say goodbye to those residents who have passed.

We discuss what's happening at Crowley including upcoming events and activities, surveys, legislative changes, and what the staff have been participating in. Residents participate in a question and answer time and written feedback received is discussed.



Charter of Aged Care Rights

This booklet informs you of your rights as an aged care consumer and how you can exercise them. It also includes some information about your responsibilities as an aged care consumer.

We also invite a guest speaker each month to provide information on topics that are of interest or suggested by the residents. In August our guest speaker was Gerard Dunlop from the Seniors Rights Service.



The Seniors Rights Service supports older people receiving Australian Government-funded aged care either in their own home or an aged care home. They traditionally visit Crowley each year although, as was the case with so many things, these visits were delayed due to COVID-19.

They have been supporting older people across NSW for over 35 years. Their purpose is to uphold and defend the rights of older people and provide free legal services, aged care advocacy, information, and education.

They promote the rights of residents in accordance with the Charter of Aged Care Rights which speaks to the responsibility of care providers, aged care and healthcare professionals, family members and carers and the older person themselves in acknowledging and respecting these rights.

For further information on Seniors Rights Service, OPAN and the Charter of Aged Care Rights brochures are available in our foyer.

We welcome and encourage all Residential Care residents to come along and participate in these meetings. And if you have any suggestions or ideas about these meetings, maybe a topic you would like included, please pop it on a feedback card. Hope to see you in September!

Making Feedback Flow

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

Michelle Golding
Quality Manager

Residential Care family

- Something I really appreciate is the good communication.
- We treasured the way Mum was looked after and supported at Crowley Care by all staff. Mum was a major part of our lives. Our hearts are broken. We can never thank you enough.
- We would like to sincerely thank you for your care, concern and friendship offered to Dad over the last few years. We are eternally grateful.

Staff members

- Mandatory training was terrific - right amount of time and engaging.
- Cyber security awareness training was fabulous.
- Manual handling was the best training. Well presented by physios and learnt new skills.

Independent Living residents

- Thanks for the monthly performances for IL residents. They have been a delight to attend. We hope they will continue.
- Thanks for the mixed barbeque. Good times together. Really appreciated the fresh bread and wholemeal as well. Today's fish and chips was great to have again.

Home Care clients

- Oh my gosh, she is brilliant! She just got straight into it and a lovely, decent, nice kid. You can see her heart is in the job, she is as keen as mustard and has the right attitude for older people.
- Leanne is the best cleaner I have ever had. She did such a good job and just did not stop going. A really hard worker.
- Chatterbox is very classy, informative and lots of interesting topics.



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

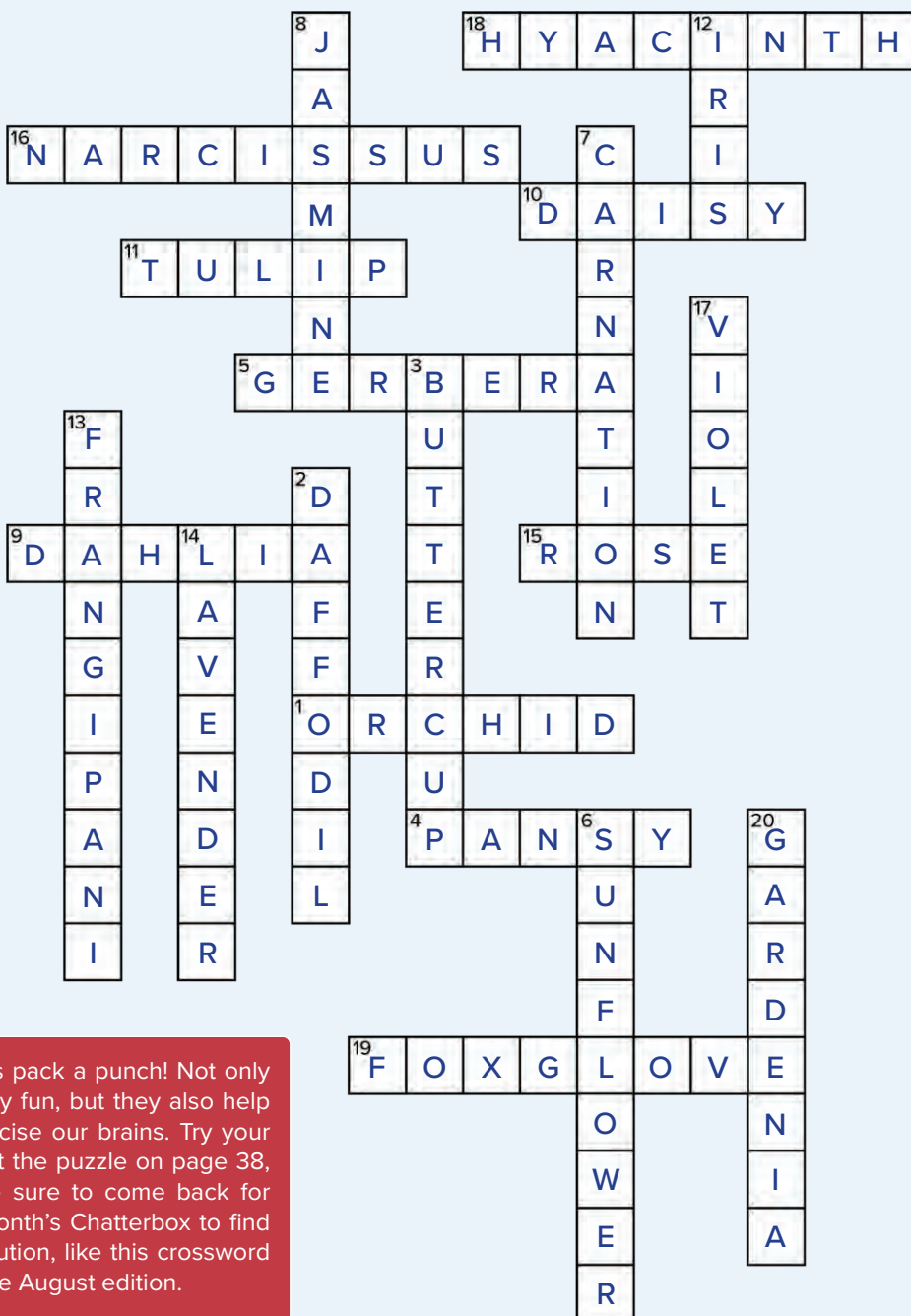
Jumbled Words Quiz

Rearrange the letters of each word to reveal the answers!

Word	Clue	Answer
OPTTAW	A kind of vegetable
OBETLT	Drinks container
TCRODO	Hospital worker
CROTCUALAL	Adding machine
RMINOTO	Computer Screen
LAPEN	Air transport
GMOAN	A kind of fruit
LSOACMOSR	A place of study
ROTPOIN	A single helping
EPHARCUS	Buy something
SMEAT	Soften with water vapour
SINTEC	Small animal with six legs
KAENL	Where the foot joins the leg
ONICME	Money that is earned from work
HEPENW	A son of your brother or sister
BLOYOGI	The study of living organisms
SRPAHPIE	Blue gemstone
HRCTEOSRA	Instrumental group
AEVALCHN	Large mass of snow sliding fast
HSNBAUD	A woman's partner in marriage

Spring Flowers Crossword Answers

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



Across



Down



Puzzles pack a punch! Not only are they fun, but they also help to exercise our brains. Try your hand at the puzzle on page 38, and be sure to come back for next month's Chatterbox to find the solution, like this crossword from the August edition.

'Round the Traps'

Lighthouse happenings



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)
000

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.