

the chatterbox

NEWS FROM CROWLEY CARE

SEPTEMBER 2024



Contents

- 03 A Moment with our CEO**
Catch up with Michael Penhey on life at Crowley
- 04 Catch Up with Kelli**
Discover more about Crowley's operations
- 08 Last Month at Crowley**
Get the fresh scoop on the goings on
- 14 Residential Care News**
The latest clinical updates and advice
- 20 Independent Living News**
What's been happening in the village
- 24 Home Care News**
Tips to embrace and improve daily living
- 28 Maintenance News**
An update from the team
- 31 Hotel Services News**
What the team has been up to
- 32 Recipes from the Chef**
Delicious and fresh treats to enjoy
- 34 Focus on Quality**
News from behind the scenes of Crowley
- 36 Feedback and Comments**
Compliments and recommendations from you
- 38 Games Corner**
Try your hand at these mind melting quizzes!

Cover photo

Naomi enjoying the IL bus trip day at the Alpaca Farm



A Moment with our CEO

Hello everyone,

Our Diocese, our strength

In September Crowley leaders will attend the Diocesan Aged & Community Care Services Conference in Sawtell with this year's theme being renewal and reform.

It's a unique opportunity for Diocesan key personnel in aged care to get together with a shared mission to support innovation, collaboration and excellence in aged care.

Last year was the inaugural conference and it was all agreed that sharing best practice was a great thing to do for Catholic aged and community care services in our Diocese.

Bishop Greg Homeming will be addressing the conference with contributions from Catholic Health Australia and aged care industry experts on big picture issues such as workforce, ongoing industry reform and clinical and governance practices.

We are looking forward to it.

Never too old for gold

Not to be outdone by recent events in Paris, the Crowley Care mini-Olympics was a huge hit.

So lovely seeing our residents throw themselves wholeheartedly in their pursuit of gold. And it's not the medal winning that counts but the participation.

The joy our staff and residents got from our mini-Olympics was very special and very Crowley.

For our residents, events such as this and our Crowley Show Day are our way of creating some magical experiences that replicate broader community events.

R U OK? Day

They say a conversation can change a life.

And in this Chatterbox is a great little article about R U OK? Day in September – a salient reminder to be kind to each other.

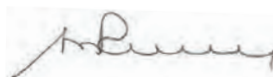
Because when we reach out to others and ask how they're travelling, we are showing a deep regard for their wellbeing – which I believe is very Crowley.

And it doesn't take much. On those days when things are a bit difficult it can be life affirming to have someone check in on you.

I'd like to think R U OK? Day is not just one day of the year at Crowley. It captures our unique community spirit, where making connections with others on the things that matter to them, and being kind to others, is how we roll every day at Crowley.

In fact, when our mindset is to be kind to others, it is returned to us in many joyful ways. You may recall we had a campaign at Crowley that said: "Smiles create Smiles" – I couldn't have said it better.

Very best,



Michael Penhey



Catch Up with Kelli

Kelli Potts
Executive Manager Operations and Finance

Thank you for 20 years

In July of this year I celebrated my 20 years at Crowley. I knew it was a day I would feel proud and grateful but I was unprepared for the lovely surprise celebration my Crowley friends had arranged, including morning tea with the Residential Care residents. I thank everyone for their lovely words and can only say this reinforced for me what a privilege working at Crowley is. I believe Crowley is truly a special place. A place with purpose where everyone can play a part in something bigger than themselves and something important for others. So I would like to say thank you for 20 years.

Florence Price Place Independent Living Apartment Redevelopment

It truly feels like after a long delay and lots of preliminary work that this project is well underway. The installation of the screw piles that form the foundations of the building are almost completed, footings are being prepared, underground services and the new fire tank are all in the ground. Over the next two weeks the footings will be poured and the structure for the lift built. From here the work will be above ground and that makes it easier for us all to see the progress. This is also good news for people on our IL waiting list who have expressed an interest in these new apartments.

National Aged Care Design Principles and Guidelines

Many of you will know that I am passionate about design and the how good design can benefit all our lives. I am fortunate in my role to be able to work in this area and have in the past undertaken courses in dementia design. Recently I was able to attend the Dementia Training Australia (DTA) Design Masterclass which was focusing on the implementation of the new National Aged Care Design Principles and Guidelines.

There are 4 Principles supported by 31 Guidelines. The 4 key Principles are:

- Enable the Person
- Cultivate a Home
- Access the Outdoors
- Connect with Community

I am very glad to say that at Crowley we are able to demonstrate how we meet a number of the Principles, and there is always more we can do, because as residents and their needs change, we must continue to adapt. This keeps us fresh and at the forefront of quality care.



Kelli ☺



Celebrating Kelli's 20 Years





Last Month at Crowley

Recipes and Remedies

Recently we've been regularly getting together to reminisce and look back at past events and times that have influenced or shaped our lives.

What is reminiscing? Happy recollections and thinking back to stories from the past. It brings people together with sharing of stories, experiences and memories of times gone by.

Our latest reminiscing afternoon was 'Recipes and Remedies' and it was very popular.

Residents shared many of their own and it was interesting to see how everyday items were used to clean, fix or heal all sorts of things. Vinegar, lemon, salt and bicarb soda were used for many things.

I'm sure many will remember a weekly dose of castor oil for constipation or a hot bath and drink of hot milk before bed to help with insomnia. If you were sunburnt maybe calamine lotion or a mixture of vinegar and olive oil was used to soothe.

These days we've been bombarded with so many various products to choose from. It makes you wonder if maybe some of the old fashioned natural remedies would do the trick and save us expense by looking in the pantry first?

We were all transported back in time when sharing some of our favourite recipes.

Whether it was from our childhood or what our parents or grandparents cooked.

Here are a few that resonated with many: bubble and squeak, toad in the hole, bread and butter pudding, homemade jams, chutneys and pickles, lemon meringue pie, sponge cake, pavlova, Christmas pudding, date and walnut loaf, orange cake, jam roll, lamingtons, and golden syrup dumplings.

We were inspired for our next cooking afternoon and decided to make golden syrup dumplings.

As the old saying goes 'many hands make light work'. We had a big roll up of helpers who got to work making dumplings and measuring ingredients for the sauce. We weren't quite sure how they were going to turn out, but everyone was amazed at how light, fluffy and delicious the dumplings were.

Such a quick and easy recipe we thought we would share... you won't regret trying this one. Happy baking!



Golden Syrup Dumplings Recipe

Ingredients

- $\frac{3}{4}$ cup brown sugar
- $\frac{1}{3}$ cup golden syrup, plus 1 extra tablespoon
- 100g butter
- 1 $\frac{1}{2}$ cups white self-raising flour
- $\frac{3}{4}$ cup milk

Instructions

Combine 2 cups water, $\frac{3}{4}$ cup brown sugar, $\frac{1}{3}$ cup golden syrup plus 1 tablespoon extra, and half the butter in a large saucepan. Stir over a low heat until melted.

Meanwhile, use your fingertips to rub in the remaining 50g of butter into flour. Combine $\frac{3}{4}$ cup milk and 1 tablespoon golden syrup. Stir into the mixture until well combined.

Bring the sauce to the boil then drop heaped dessert spoonful of the mixture into the sauce. Reduce the heat to low and simmer, covered for 15-20 mins or until the skewer comes out clean. Serve with ice-cream.



Mini Olympics

Going for Gold





Pyjama Day

We love dress up days at Crowley!



Happy Birthday

Hip hip hooray! We shared in celebrating many birthdays last month



A Day in The Life

Kelly Roberts
Clinical Manager (Nurse Practitioner)

Mornings in Residential Care

What does a day in the life of Residential Care look like?

This is difficult to pin down, as every day is vastly different.

Firstly, it is 24 hours a day, seven days a week.

Residential Care is a people-based business, where resident's health, social and emotional needs dictate largely how we function daily.

Our typical day begins around 5:30am as the sun is beginning to rise. Residents will start to wake, need assistance to sit up, go to the toilet or get ready for breakfast. Many will need orienting to the day, the season, and that it's nearly breakfast time.

Hearing aids, teeth and glasses all need to be considered, as well as suitable clothing options. Some residents may not wish to go to the dining room without a shower and others are up and ready to go in their dressing gowns.

There are residents who love to have their breakfast in bed, who want to go slowly and relish the morning with a breakfast tray and morning television. Some residents will need to be up and ready for medical appointments or outings.

Nurses and care staff have a handover from the previous shift, to update them on any changes or to provide input on the flow of the day.

Our Hotel Services staff along with the morning shift of carers and nurses, begin flowing into work just after 5:30am. Breakfast preparation is commenced with the assistance of the Hotel Services ward staff, from 7:30am.

Whilst breakfast begins, so do the medication rounds. These occur every three hours or so throughout the day, in order to manage the many health and medication requirements.

Then at mid-morning it's cup of tea time, with a little snack to follow. Entertainment and activities begin along with an influx of visitors, health professionals, contracted workers, activity staff, and entertainers.

Showering assistance, assistance to the toilet, managing unexpected falls or incidents and the ever present need to document everything continues throughout the day and night.

Calls need to be returned, emails answered and many conversations across the day. By lunchtime, things are starting to slow down, as the majority of residents like to eat their lunch in the dining room. Lunch is often the main meal of the day and most people prefer it hot.



Afternoons in Residential Care

After lunch, staff assist residents with various care needs and help many settle onto their beds for a nap, or assist them back from outings or health appointments.

Tidying and sorting begins with wardrobes, bathrooms and clean laundered clothes put away in residents' cupboards. Then, like magic, it's early afternoon and the morning shift begins to wrap up.

As the afternoon and evening staff flow in, handover is again commenced to pass on relevant information and updates regarding changes to care needs or resident's health.

Amidst all of this activity, staff respond to falls, residents who may have become unwell through the day, or residents who have changed their minds about attending dinner and may request a tray in their rooms.

Staff will also often have training requirements, contacting families and having conversations, documentation to complete capturing the details of each resident's day and getting ready for the incoming shift change.

Evenings and afternoons are similar. Some residents will have their showers, be assisted to the dining rooms for dinner and further assistance to the toilet before and after the dinner meal.

Dinner is often a little lighter, as many residents prefer their bigger meal in the middle of the day.

Supper is served later in the evening for any residents who have developed a hunger for soup or sandwiches and then they settle down to watch the evening news, sport or any highlights on TV. Staff catch up on the various jobs such as topping up continence supplies, refreshing linen, etc.

Finally, by 10pm, another shift change is underway. Night staff begin arriving to work and again, a shift changeover occurs. Not all residents sleep through the night. Many will wake and request a midnight snack, a chat or just sit up and watch TV. Staff assist residents to use the toilet, orientate to the time of night, or simply settle them by warming up in their beds with extra blankets and attention.

Before we know it, it's morning and another day of care and companionship at Crowley Care begins.

Thank you to our great team that keeps all of this happening each and every day.



Book Club

The Paper Palace by Miranda Cowley Heller



Our latest read was “The Paper Palace” by Miranda Cowley Heller.

Elle is a fifty-year-old, supposedly happily married to Peter and a mother of three.

She is visiting the family summer camp in Cape Cod. She’s visited every summer of her life with grandparents, parents and family friends. But this morning is different because of her last evenings “interaction” with her childhood friend, Jonas.

Over the course of twenty-four hours Elle will go through her life, recounting all her memories, secrets and lies involving her somewhat dysfunctional extended family. Will she continue to live her happy life with Peter or choose the life she has always dreamed of, with Jonas?

We all agreed that the premise of the story was good. Some people do hold a candle for past love and sometimes eventually reunite with them. What was probably not necessary was the explicit physical / sexual abuse scenes; no reference to such content was mentioned on the back blurb. The multiple timelines can be off-putting as the story goes from fifty years ago to the present. The story did keep one wondering as to what Elle would ultimately decide... no spoilers!

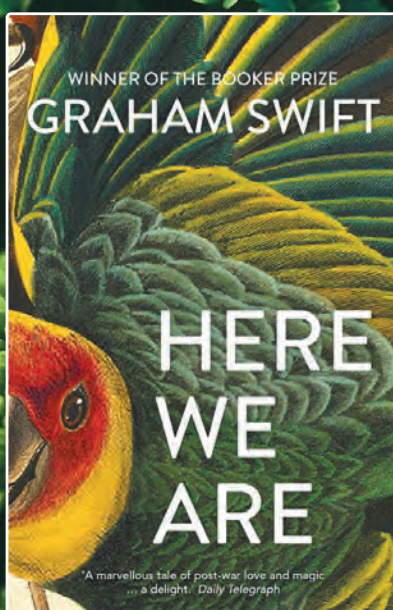
The novel was an American best seller with rave reviews. It is surprising that people “enjoy” reading about family dysfunction in all its forms.

Our next read is “Here We Are” by Graham Swift. Set in 1959 on the Brighton Pier the story involves a compere comedian, a magician and his assistant. Magic and reality share the stage, and the curtain is pulled back on the power of love, family and the touchstones of our memories.

Our next meeting is on Thursday 5 September.

Until then, happy reading!

Marion



Craft Corner

How to make vibrant paint spinning art

What you need

- Salad spinner
- Paper plates
- Various colors of liquid paint

Instructions

1. Place a paper plate at the bottom of the salad spinner's basket.
2. Pour or squeeze thin blobs of different colored paint onto the paper plate.
3. Put the lid back on and spin until the paint has spread across the plate.



Crowley Auxiliary

Helen Cooney
Crowley Auxiliary President

It was lovely to welcome some warmer weather as we opened our doors to spring.

The ladies selling raffle tickets on weekends at the front door were delighted to sit and chat to visitors in the warmth of the sun.

Our Father's Day raffle was a great success allowing us to continue our support by purchasing equipment for the Crowley community.

We've been busy organising our Melbourne Cup Luncheon to be held on Tuesday 5 November.

Please put this date in your diary and be sure to get your friends together to attend this event.

Our Melbourne Cup Luncheons are very popular so get in early to secure your ticket. This year is going to be a spectacular event with a delicious menu, a glass of bubbles on arrival, lucky door prizes, plenty of sweeps, and fabulous entertainment.

As usual, raffle tickets will be available at the door. There are three lovely prizes to be drawn on the day.

We will have the big screen set to watch the fashions on the field and then we can also watch the race that stops the nation.

The Auxiliary ladies will also be supporting the Crowley Family Show Day on 10 October with Devonshire scones, tea and coffee, so come along and have a chat.

As the weather begins to get warmer, and if you would like some company on Monday afternoon 23 September, please come and join us for our Auxiliary meeting and afternoon tea. You will be most welcome.

Best wishes,
Helen Cooney



 CROWLEY CARE AUXILIARY

MELBOURNE CUP LUNCHEON



TUESDAY 5 NOVEMBER 2024
CROWLEY ACTIVITY CENTRE

12.30pm - 3.30pm

\$65 PER PERSON

BYO DRINKS

PLEASE RSVP AND PAY VIA CASH OR EFTPOS
AT CROWLEY RECEPTION
BY TUESDAY 29 OCTOBER

PLEASE ALSO PROVIDE ANY SPECIAL DIETARY REQUIREMENTS

TICKETS INCLUDE:

GLASS OF CHAMPAGNE ON ARRIVAL
DELICIOUS 3 COURSE MEAL
1 X ENTRY INTO THE LUCKY DOOR PRIZE
LIVE ENTERTAINMENT

ATTENDEES ARE REQUESTED TO PARK IN THE
VISITOR CARPARK ON CROWLEY DRIVE

From the IL Desk

Spring time

Jenny Kliese
Independent Living (IL) Coordinator

With September spring has arrived and it's time to shake off the winter chills.

A fresh start and a great time to get out for morning walks.

Spring is also a time for seasonal fruit and vegetables and there are many reasons we should eat local seasonal fruit and vegetables:

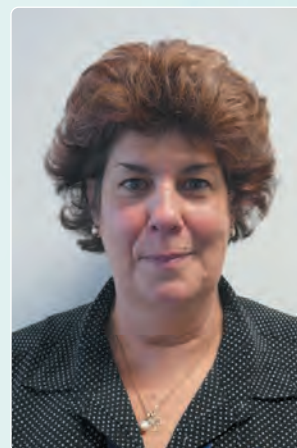
1. The produce is fresher, more nutritious, and tastes better
2. Plenty of supply means produce will be at its cheapest
3. It's more sustainable and better for the environment
4. Buying local supports Australian farmers and our economy

Seasonal fruit to consider: avocado, grapefruit, lemon, mandarin, rockmelon, oranges, paw paw / papaya, pineapple and strawberries.

Seasonal vegetables to consider: artichoke (globe), Asian greens, asparagus, beans (green and broad), beetroot, broccoli, cabbage, carrot, cauliflower, garlic, leek, lettuce / salad mix, mushrooms, onions, peas, pumpkin, potato, silverbeet, spinach, tomato and zucchini.

Visiting our local markets is a great morning out and the benefits include meeting people and sharing fresh produce with neighbours, friends and family.

Ballina Farmers Market are held every Sunday morning from 7.00am – 11.00am at Commemoration Park, 1 Bentinck St, Ballina.



Health Month

September is the month to raise awareness of Alzheimer's and all types of dementia. Society is increasingly challenging the stigma surrounding dementia with many now believing it is part of the normal ageing process.

This alone highlights the importance of public awareness like World Alzheimer's Month.

The 2024 World Alzheimer's Month campaign will centre around the taglines 'Time to act on dementia, Time to act on Alzheimer's'.

The global awareness raising campaign seeks to redress stigma and discrimination which still exists around the conditions, highlighting the positive steps by organisations and governments globally to develop a more dementia friendly society.

DEMENTIA INCLUSIVE BALLINA SYMPOSIUM 2024

FOSTERING RESILIENCE TO DEMENTIA - RECOGNISING & REDUCING RISK

An education event for professionals,
carers, academics, and interested persons

- Renowned international presenters
- Latest evidence
- New insights
- Networking
- Lunch, morning & afternoon tea

Register Now



Date
25 October, 2024



Time
8:00am - 17:00pm



Location
Ballina RSL Club
1 Grant St Ballina NSW 2478



Registration Fees

Early bird by 15 Sept: Carer \$100, Professional \$180
Full fee: Carer \$120, Professional \$200



More Info: 0429 449 591

<https://events.humanitix.com/dib-dementia-symposium-2024>

www.dementiainclusiveballina.org.au

admin@dementiainclusiveballina.org.au



**Dementia
Inclusive
Ballina**

Sponsors



Let's Support Each Other

R U OK? Day – 12 September 2024

Shannon Wilson
Human Resource Manager

Everyone experiences struggles in their life but not everyone has someone to talk to.

R U OK? is a national suicide prevention charity aiming to change that by inspiring and empowering people to connect through meaningful conversations. Let's support each other through difficult times.

You don't need to be an expert to reach out - just a good friend or colleague and a great listener.

Use these four steps and have a conversation that could change a life:

1. Ask R U OK?
2. Listen
3. Encourage action
4. Check in

To learn more visit:
www.ruok.org.au



For someone who's not okay and needs further support, encourage them to contact crisis lines and professionals at:

Ask
R U OK?
ANY DAY

The 4 steps of an R U OK? conversation



Ask R U OK?

How are you travelling?



Listen

I'm here to listen if you want to talk more.



Encourage action

Have you spoken to your doctor about this?



Check in

Just wanted to check in and see how you're doing?

Learn more at ruok.org.au

Lifeline Australia

24/7 Crisis Support.
Suicide Prevention.

13 11 14

www.lifeline.org.au

Beyond Blue

24/7 Support for anxiety, depression, and other mental health issues

1300 22 4636

www.beyondblue.org.au

Suicide Call Back Service

24/7 Mental health counselling for suicide prevention and people affected by suicide

1300 659 467

www.suicidecallbackservice.org.au

SANE Australia

Making space for complex mental health

1800 18 SANE (7263)

www.sane.org

ASK R U OK?™ ANY DAY

A conversation could change a life.

ALL Residents and Staff are invited to dress up in YELLOW to join together and bring awareness to R U OK? Day

THURSDAY 12 SEPTEMBER



What Can and Can't I Spend My Home Care Package On?

Sherrie Viney
Home Care Manager

For our Home Care Package (HCP) clients, this is a common question.

To assist, what the Department of Health considers an inclusion or exclusion, is important.

The expenditure must be due to your assessed aged related functional decline needs.

The funds are not a personal savings: a medical payment program, a dental payment program, or a pharmaceutical payment program.

What is required for any purchase is Prior Approval, a quote and budgeting, to avoid out of pocket expenses and disappointment. Clients need to speak with the Case Officer prior, so that a quote can be obtained and we can arrange payment and in partnership, assist you with managing your budget.

Clients are not permitted to go into funds deficit due to expenses, so please check with your case officer what your current and forecasted budget may be for the month, prior to purchases.

It is advisable all clients keep a minimum amount of funds for those unexpected needs such as wound care.

We provide this information and guidance in the hope that in partnership with you, your funds are managed correctly. It all takes good planning.

General household costs are not permitted under the HCP Program and are defined as services, goods, or supports that people are expected to cover out of their general income throughout their life regardless of age.

Not eligible or permissible

So, what is not eligible, and not permissible by the Government and the HCP program:

- Laptops, phones, tablets and computers. There are some exceptions for those that are homeless or require a phone for medication reminder apps
- Payment of utilities such as rates, electricity bills, telephone bills, internet costs
- All white goods, refrigerators, ovens, dryers, washing machines. Some exceptions to this are that the appliance is specifically for frailty or the client suffers from severe or permanent incontinence
- Electrical appliances and household appliances – some exceptions apply if the appliance is specifically for frailty
- Any type of massage with the exception of Remedial Massage with an accredited practitioner
- Cooling or heating appliances
- The replacement, maintenance, servicing and cleaning of water tanks, solar panels, fencing, roofs, hot water systems, and pool cleaning are excluded



- Home pest control services
- Extensive home maintenance and repairs that requires a tradesperson are the responsibility of the homeowner. The only exception to this is minor plumbing or electrical work that you, as the client, previously carried out and can no longer do so safely such as changing light globes, installing and fitting emergency alarms, and minor plumbing including changing a washer, unblocking your toilet, installing easy access taps, shower roses or heads on a rail
- Home modifications or capital items that are not related to the persons ageing-related care needs are excluded. Home modifications are permissible if clinically justified for stair lifts, removing shower hobs or widening doorways for safe access. All home modifications must be in line with the National Construction Code and provided by qualified tradespeople with licensing and insurances as per NSW government laws
- Hearing aids
- Spectacles
- Natural therapies – Tai chi, naturopathy, homeopathy. Acupuncture is permissible if it is related to your aged-related issues and must be with an AHPRA registered practitioner
- Medications, vitamins, or supplements, although exceptions are allowed for specialised foods with the purchasing of food supplements for special medical purposes and to address nutritional needs
- Pet care
- Clothing and footwear
- Other accommodation and holiday costs
- Residential respite care costs
- Food. Your funds can pay for the preparation, packaging and delivery costs for meal delivery services only (70% of cost), not the food component (30%) which is a personal cost
- Skin creams, body wash, and ointments are typically excluded, with the following exceptions including providing bandages, dressings and skin emollients that are prescribed by a relevant health professional
- Any gap payments on a health-related service
- General beds / mattresses with the exception of needing specialist equipment to support mobility and dexterity such as a pressure relieving mattress or an electrical adjustable bed or hospital grade bed
- Extensive gardening services are not permitted, such as extensive tree removal or pruning, mulching gardens or installing garden beds
- Specialised cleaning such as cleaning the external fascia of your home is typically excluded
- Carpet cleaning – with the exception of carpet soiled with blood or incontinence
- Private transport related costs including vehicle registration, vehicle repairs, insurance or petrol costs
- Personal grooming – manicures or hairdressing services
- Any services, meal deliveries or equipment for any other person such as a live in carer

What Can and Can't I Spend My Home Care Package On?

It's important to consider that with paying invoices from the HCP funds, it is best practice that Crowley Care requires health professionals, practitioners, service providers including sub-contractors to register their details with Crowley. This includes providing a criminal history check if they are entering your property to deliver care or services.

For all allied health professionals such as an occupational therapists, physiotherapists, speech pathologists and remedial massage practitioners, they must be registered with the Australian Health Practitioner regulation agency, (AHPRA) and we attend to evidencing this as part of your care management.



Permissible and allowed


The following are examples of eligible items that your Home Care Package funds can pay for.

Personal services such as shower chairs and dressing aids, assistance with showering, application and removal of compression garments, medication support services, self-care aids and general aids to assist with daily living.

Also allowed are:

- Nutrition, hydration, meal preparation, and diet specialised eating utensils and enteral feeding equipment
- Continence management, commode chairs, bedpans and urinals, catheter and urinary draining appliances, continence aids
- Washing machine and dryers for assessed and severe and permanent incontinence only
- Mobility and dexterity crutches, quadruped walkers, walking frames, walking sticks, wheelchairs, mobility scooters and medical grade footwear, mechanical devices for lifting (in / out of bed), bed rails, slide sheets, sheepskins, tri pillows, pressure relieving mattresses, and hospital grade linen
- Recliner or electric adjustable bed if assessed as requiring
- Safety personal monitoring technology, including personal alarms and sensor mats
- Appliances items for frailty and functional / postural decline that are not standard household items such as a tipping kettle designed for frailty
- Light gardening services such as maintaining egress and access pathways, lawn mowing, weeding off established garden beds, yard clearance where there are issues of safety and access and essential pruning for access areas

Crowley Care is required to only approve eligible items from your HCP funds, so we encourage all clients to make contact prior to any purchase.



ALL Residents, Clients, Staff,
Families & Friends are invited
to join us for our annual

CROWLEY FAMILY SHOW DAY

THURSDAY
10 OCTOBER 2024
10:00AM - 2:30PM

FEATURING:

LIVE MUSIC
JUGGLING ACT
DANCING PERFORMANCE
MARKET STALLS
BABY ANIMAL FARM
JUMPING CASTLE
FACE PAINTING

Update from Maintenance

Fire safety check

Albie Viel
Maintenance Manager

To meet fire safety compliance our fire services provider recently carried out the annual check of our fire systems in our Residential Care and Apartment buildings.

This was an in-depth service, testing fifty percent of the smoke detectors in one year and the remaining the following year. Using an automatic instrument placed over the detector whilst spraying smoke into it, the device is able to measure reaction times of the smoke detector.

For the Apartments, these detectors are located only in common areas. The back-up batteries of the fire panel are replaced every two years regardless of their condition.

The volume of the alarm and speaker system is tested. And the service includes a review of zone plans, a check and test of the break glass panels, a test of the operation of the fire panel switches and keypad and monitoring devices.

Independent Living units six-monthly skip

Reminder for Independent Living unit residents from 2 September, the six-monthly skip will be on-site in September located behind the Men's Shed.

Please do not place any of these in the skip: paint, tyres, televisions, oils, chemicals, small fridges or bulk cardboard (as the cardboard can be recycled).

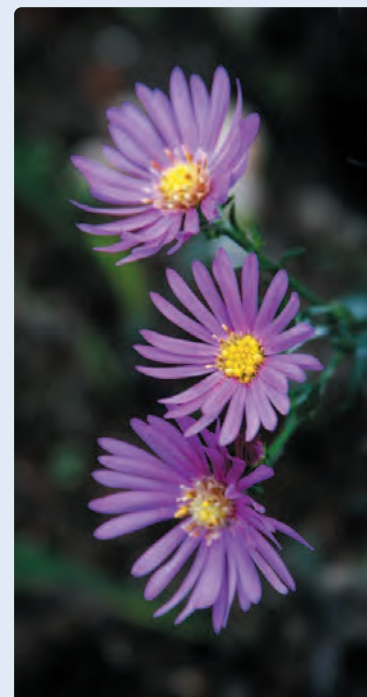


Flower of the Month

Flowers of the month for September are Morning Glory and Aster.

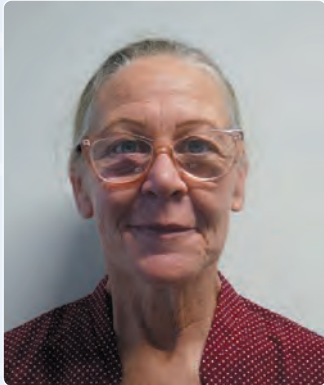
Morning Glory is a fast-growing vine, a symbol of love, both undying and requited.

Aster once symbolised revolution. They were used to honour soldiers lost in war.



Welcome to Team Crowley

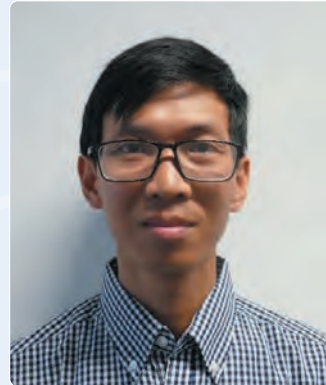
Say hello to the newest members of Team Crowley



Julie
Residential Care



Gisela
Residential Care



Khanh Van (Vince)
Residential Care

News from the Men's Shed

We hope you all are enjoying the nice spring weather.

The shed is a hive of activity, despite the inclement weather in August.

Now spring is here and hopefully warmer weather to grow the herbs and plants faster.

Work at the shed has been progressing slowly, making items for sale at Crowley Family Show Day in October. And we are still receiving items to repair.

The herb section has been slow growing due to the cooler weather. But we hope to have sufficient supply for the Crowley Family Show Day.

Plants are available on Tuesday and Thursday mornings. Also, there is a small stand for herbs at the front of the shed for purchase at other times.

There is an honesty box to place your money in. We have had a generous donation of dancing Lady Orchids. These are being divided and repotted for sale shortly.

The camaraderie that exists between members of the shed is rewarding to see.

Donations of timber, plus saleable goods, are very gratefully received and may be left on tables at the front of the shed.

Thank you to Crowley Management and Maintenance Team who are always helpful with advice. And to the general community for their support of the Shed. It is greatly appreciated by all members.

The Men's Shed is open each Tuesday and Thursday from 9am till 12pm.

Eating and Drinking with Acknowledged Risk

René Lange
Risk Manager

In aged care, the principle of informed choice is central to respecting and enhancing the lives of residents. However, it is also essential that we balance autonomy with safety in the dining experiences of residents.

Informed choice means that residents have the right to make decisions about their diet and foods they eat even when there are known risks. This could include choosing to eat foods that may pose choking hazards or consuming beverages that could exacerbate health conditions. The goal is to ensure that these choices are made with full knowledge of the potential risks involved.

Supported decision making

Information sharing: Providers are responsible for giving clear, comprehensive information about the risks associated with different food and drink options. This involves discussing potential outcomes and alternative choices or other strategies that may mitigate some of those risks.

Respect for preferences: Residents are encouraged to express their food and nutrition preferences openly. Their choices should be respected as long as they understand the risks and have been provided with all necessary information to make an informed decision.

Risk management: Providers must implement strategies to manage the risks while respecting resident choices. This might include modifying food textures, offering safer alternatives, or providing specialised support or supervision during meals.

Support: Decision-making is not a one-time event but an ongoing process. Care teams should continuously engage with residents to reassess their choices and adjust care plans as needed, ensuring their decisions remain well-informed and aligned with their current health status.

Why It Matters

Allowing residents to make informed choices about their food and drink is more than a matter of personal preference. It's about upholding their dignity and promoting a sense of normalcy and control in their lives.

By providing the necessary information and support, providers aim to enable residents to enjoy their meals while managing risks in a respectful and practical manner.

Informed choice and supported decision-making are fundamental to individualised, high-quality care. By embracing these principles, we can safeguard residents' well-being while affirming their right to live their lives with as much autonomy and enjoyment as possible.



Hotel Services News

Tony Baldwin
Hotel Services Manager

Another successful pop-up restaurant in Barney's was again enjoyed by many, this time with an Indian theme.

Our pop-up restaurants have been fully booked each time, which is great to see.

This month there won't be a pop-up as we are holding our Father's Day event on 1 September.

Barney's staff have gone the extra mile to make sure the café area has been decorated to match the theme.

We are looking forward to Father's Day.



Mars Bar Melt Cake

Ingredients

- 100g butter, chopped
- 8 x 47g pkts Mars Bars, halved lengthways, coarsely chopped
- 2 eggs, lightly whisked
- 1 cup self-raising flour

Instructions

Preheat oven to 180°C/160°C fan forced. Lightly grease a 20cm (base measurement) square cake pan and line the base with baking paper, allowing two sides to overhang.

Melt the butter in a saucepan over medium-low heat. When the base of the pan is covered in butter, add three-quarters of the Mars Bars. Stir until the Mars Bars is melted and only some lumps remain. Use a balloon whisk to whisk the mixture until smooth. Remove from the heat and set aside for 5 minutes to cool slightly.

Add the eggs to the chocolate mixture and whisk until combined. Add the flour and stir until evenly combined. Transfer to prepared pan. Top with remaining Mars Bars. Bake for 30 minutes or until just firm. Set aside in the pan to cool completely. Cut into squares to serve.

Serves 16





Recipe from taste.com.au

Serves 4

BLT Salad with Poached Eggs

Ingredients

- 2 tbsp olive oil
- 4 middle bacon rashers, rind removed, chopped
- ½ x 300g loaf ciabatta bread, cut into 2cm pieces
- 120g salad leaves
- 3 medium tomatoes, cut into wedges
- ⅓ cup Praise caesar dressing
- 4 poached eggs

Instructions

Heat 2 teaspoons oil in a large frying pan over medium heat. Cook bacon, stirring, for 4 to 5 minutes or until golden and crisp. Transfer to a plate lined with paper towel to drain. Cover to keep warm.

Heat remaining oil in pan. Cook bread, stirring, for 3 to 4 minutes or until golden. Transfer to a plate lined with paper towel to drain.

Place salad leaves, tomato, bacon and bread in a large bowl. Toss to combine. Divide between bowls. Drizzle with dressing. Top with poached eggs. Season with pepper.

Focus on Quality

Policies and Procedures!

Michelle Golding
Quality Manager

At Crowley we are committed to robust governance and operation of our care and services whilst maintaining high delivery standards.

Our policies and procedures guide our team in service delivery and day-to-day operations to ensure we adhere to legislation and best practice while complying with the Aged Care Quality Standards, and legal and ethical responsibilities.

What is a policy?

Policies are clear, simple statements of how an organisation intends to conduct its services, actions or business. They provide a set of guiding principles to help with decision making.

What is a procedure?

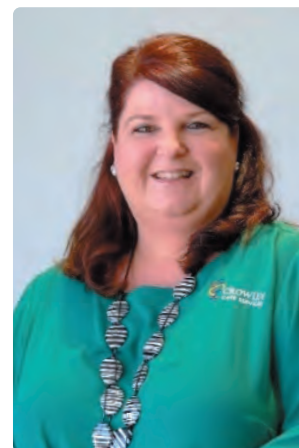
A procedure is a series of steps, taken together to achieve a desired result. Procedures are also written to support a policy directive.

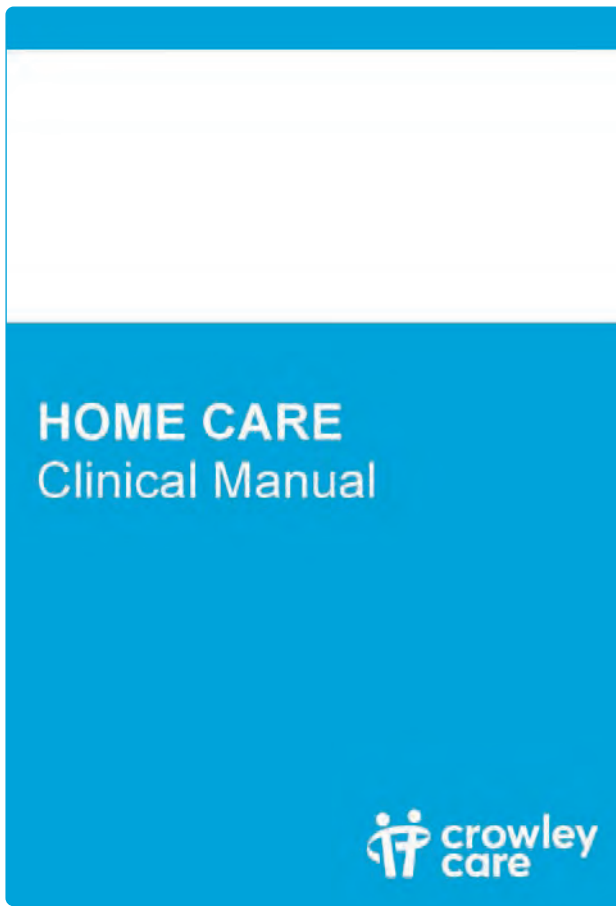
Benefits of policies and procedures

Every business in Australia, no matter which industry it operates in, should have well-documented and comprehensive policies and procedures and Crowley is no different.

Having well-developed policies and procedures provides many benefits:

- They help employees know what is expected of them with respect to standards of behaviour and performance
- They set rules and guidelines for decision-making in routine situations more efficiently
- They help to adopt a consistent and clear response across an organisation
- They set a framework for delegation of decision-making
- They give a means of communicating information
- They offer protection from breaches of legislation
- They increase the accountability of an organisation and its staff
- They provide instructions on how to do tasks



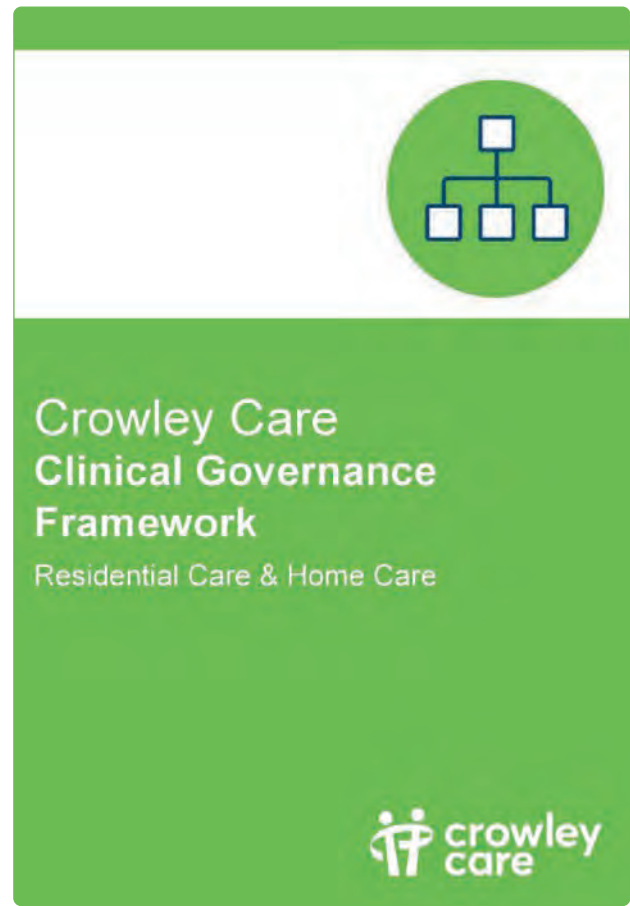


At Crowley our quality documentation is available in different formats - electronically for staff to reference and also in toolkits and manuals we've developed that contain:

- Policies and Procedures
- Flowcharts
- Factsheets
- Forms
- Resources

External feedback received

“The Clinical Manual is excellent, have never seen anything so well done. A beautiful tool, and resources, policies and the procedures (pathways) are well organised with evidence based best practice resources.”



Facts and figures

- Crowley has more than 300 policies and procedures
- Crowley policies and procedures are supported by 500 documents and 600 forms
- Policies and procedures are reviewed every three years or as required. This may be due to legislation changes, best practice or continuous improvement
- Policies and procedures are developed and reviewed in consultation with management, staff and stakeholders
- All policies and procedures are signed off and endorsed by our CEO Michael Penhey

Making Feedback Flow

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

Michelle Golding
Quality Manager

Residential Care family

- Marcia, Michelle and Janelle, thank you for your always welcoming smiles and chats over the eight years I have visited.
- Thank you for a great “Olympic Games Day”. Was great to see so many participate and many smiles. Loved the staff getting into it. Such a wonderful organised day by all concerned. Well appreciated by us all.
- Thank you for the great read. Chatterbox gets read from cover to cover, thank you for all the information. Lots of work goes into making a special magazine, thank you all.
- Thanks to the staff you’re a wonderful bunch!
- Thanks for your care to all the residents.

Home Care client

- Laura is lovely and genuinely caring, is easily accessible, and she feels she can trust her.
- Client is very happy with the cleaning services provided by Joycelyn.
- Chris was fabulous. She knows what she is doing and gets things done. She has a good laugh yet is very professional. Happy to have her for my services anytime.
- A special word of appreciation for your patience in dealing with all our queries in relation to the changeover and the services Crowley offers to its clients.

Contractor

- You guys do a really good job. Always glad to do something for Crowley. What I like about Crowley is its very homely not hospital like with lots of natural light.

Staff

- Mandatory Training was well planned and fun.
- Best Mandatory Training I have ever attended!



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 in the Feedback Boxes located in Reception and the Banksia Dining Room
2. **Send** us an email to info@crowley.org.au or
3. **Call** us on 1300 139 099

Ice Cream Word Search

See if you can find your favorite flavor in this puzzle!

C R B C O O K I E D O U G H
H C L C X C O V C B V F U O
O O M A C O C O N U T G S Z
C T A R H F B B Y B R B T V
O T C A U F V P H B A U R A
L O A M N E A P O L I T A N
A N D E B E T G E E N T W I
T C A L X N L N M G B E B L
E A M X I X I U A U O R E L
Q N I M Z L O B N M W P R A
I D A G A F U D G E Q E R F
E Y R R R A W J O G K C Y J
J V P I S T A C H I O A A H
S X L E M O N B A N A N A F

Banana

Chocolate

Cotton Candy

Mango

Praline

Bubble Gum

Coconut

Fudge

Mint

Rainbow

Butter Pecan

Coffee

Lemon

Neapolitan

Strawberry

Caramel

Cookie Dough

Macadamia

Pistachio

Vanilla

Odd One Out Quiz Answers

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

1	Tennis, Badminton, Squash	<u>Badminton (Ball Games)</u>
2	Glasgow, Edinburgh, Leeds	<u>Leeds (Scotland)</u>
3	Semolina, Salmon, Custard	<u>Salmon (Puddings)</u>
4	Mary, Michael, Molly	<u>Michael (Girls Names)</u>
5	Painting, Drawing, Drilling	<u>Drilling (Art Techniques)</u>
6	Oak, Cherry Blossom, Daffodil	<u>Daffodil (Trees)</u>
7	Jet Plane, Hot Air Balloon, Truck	<u>Truck (Air Travel)</u>
8	Alison, Tommy, George	<u>Alison (Boys Names)</u>
9	Saucer, Knife, Fork	<u>Saucer (Cutlery)</u>
10	Coat, Shorts, Jacket	<u>Shorts (Wear on your back)</u>
11	Skip, Charleston, Samba	<u>Skip (Dances)</u>
12	Starling, Chaffinch, Manx	<u>Manx (Cat)</u>
13	Car, Jump, Bus	<u>Jump (Road Transport)</u>
14	Peas, Apples, Grapes	<u>Peas (Fruit)</u>
15	Gold, Tin, Silver	<u>Tin (Precious Metals)</u>
16	Glass, Diamond, Emerald	<u>Glass (Precious Gems)</u>
17	Frog, Fly, Ant	<u>Frog (Insects)</u>
18	Bath, Toilet, Shed	<u>Shed (Bathroom)</u>
19	Scarlet, Indigo, Petal	<u>Petal (Colours)</u>
20	Rummy, Bowls, Snap	<u>Bowls (Card Games)</u>

'Round the Traps'

Thank you to ALL of our amazing staff for the wonderful work you do each and every day.



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.