

the chatterbox

NEWS FROM CROWLEY CARE SERVICES

NOVEMBER 2017





CONTENTS:

November Issue

03 **A MOMENT WITH OUR CEO**
Catch up with Michael Penhey on life at Crowley

04 **REDEVELOPMENT UPDATE**
Find out what's new onsite

06 **LAST MONTH AT CROWLEY**
Get the latest gossip on the goings on

13 **RESIDENTIAL CARE NEWS**
Behind the nurses station at Crowley

14 **HOME CARE NEWS**
Out and about with the team in pink

18 **INDEPENDENT LIVING NEWS**
What's been happening in the village

26 **HOTEL SERVICES NEWS**
Ways you can boost your home and health

27 **RECIPE FROM THE CHEF**
Yummy treats and tricks to improve your diet

29 **MAINTENANCE NEWS**
Tips and tricks from the pros

30 **COMPLIMENTS AND FEEDBACK**
What people have been saying about Crowley

31 **ORGANISATIONAL NEWS**
Be in the know with advice from experts

35 **GAMES CORNER**
Try your hand at these mind melting quizzes!

COVER PHOTO

Crowley Resident Joyce Brown getting into the spirit for our recent 'Pink Day' fundraiser.



A Moment with Our CEO

Hello everyone

Redevelopment progress

As the new building comprising the residential care facility, administration area and chapel nears its external completion, there is much to do internally before we can move in. We want to get it right and we want it to be an excellent place to live and work.

Whilst everyone is excited about the move, the internal fit out is complex for a multi-purpose building of this nature. We are working on details and there are many tests and checks to be undertaken over the coming months. It will be ready for residents early next year.

It's gratifying when I speak with residents, family and staff, how much they like the new buildings and there is great excitement about the project.

Once again I thank everyone for their patience and understanding as we all live and work around the building program. The completion of the project will result in much improved parking and access.

Significant Refurbishment

At the same time, as many of you know, we are also well underway with the Significant Refurbishment program in the existing facility.

We have successfully upgraded and completed the first two rooms and the residents are happy with the transformation. They look great.

This is an ongoing project as we upgrade just a couple of rooms at a time to ensure a quality result for our residents and staff.

Crowley hosts Summit

Crowley recently hosted the Homelessness New South Wales Regional Summit. It attracted 140



delegates who enjoyed a couple of days experiencing our Activity and Education Centres (see story in this Chatterbox). We received very positive feedback on the venue and the lovely feel and atmosphere at Crowley - with lots of comments around our smiling staff.

Supporting events that bring the community and organisations doing great work into Crowley is in keeping with our Vision. It was a great trial run for future events.

It just shows us how having good facilities can make all the difference in terms of connecting Crowley with our community in meaningful ways.

New Annual Report

Our latest Annual Report will soon be published. This year's theme captures our culture and identity and how at Crowley we value connecting with others in authentic ways.

It stems from a belief that everyone in our care is a unique person. It reminds us that all we need is an open heart and a genuine interest in the other person. Each day I witness this at Crowley from so many people. And it's why I love working here.

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
Chief Executive Officer



Redevelopment Update

Kelli Potts,
Executive Manager Operations and Finance

A critical stage of the redevelopment has been the replacement of the electrical substation (padmount transformer PMT) that feeds Crowley's site. A big part of the redevelopment is planning for the future. To help us do this we have consulted with a range of specialists to consider the site infrastructure which includes a calculation of our current and future electricity 'load'. The review revealed that the existing substation, located adjacent to the Rosebank Wing, had reached its capacity and after over 30 years of service it was time to 'retire' it.

This month the new electrical substation was delivered. I know this may not sound particularly exciting but for the redevelopment it was a very big milestone in the project. These transformers need to be ordered many months in advance as there is only one supplier in Australia. The transformer parts come from overseas and once in Australia sheet metal exterior is built, all to the particular specifications of our job. The transformer itself must sit on a padmount that is located and built to strict regulations and the work in preparing and connecting the transformer itself can only be done by a Level 1 Electrical Contractor in conjunction with Essential Energy.

The connection of the transformer has been scheduled by Essential Energy to occur on Wednesday 15 November. As this delivers electricity to all of the site we will have some power outages on this day. Please see the notice below for how each area of the site will be affected. Residents will also receive individual notices that explain the outage and our plans to minimise the disruption.

You will see from the photo above the size and weight of the substation required it be lifted onto its new home by a 25 tonne crane. The delivery coincided with the Homelessness Summit we were hosting on that day but as always our staff did what they do best and worked together to ensure things ran as seamlessly as possible. This included staff car-pooling into Crowley to make more parks available, and even meeting at a pre-arranged site to be picked up by the Crowley bus.

Once again, a very big thank you to our residents, clients, visitors, families and staff alike for your participation in helping Crowley make this redevelopment happen.





Out and About

Silver Smith Singers

We had a wonderful afternoon of interactive music with the Silver Smith Singers who joined us to perform all our old favourites. They visit us several times a year and we always look forward to it. They dress up, act and get residents up dancing, singing and toe tapping. What a wonderful way to spend a Spring morning!

Arm Chair Travel

Around the world, we go! Last month residents were introduced to a new activity called 'Where in The World?' Each month we will explore a different country; looking at the people, culture, food, dress, climate and famous land marks. On our first trip we watched a video visiting the beautiful Pacific Islands which brought back wonderful holiday memories for many of us. Our next journey is a visit to Alaska - bon voyage!

Succulent Skill Workshop

Leading up to the Crowley Family Show day, we had a succulent workshop and demonstration facilitated by our volunteer Jaimee from The Little Red Pot. Residents watched with intrigue and were able to pot and decorate their own beautiful creations to sell at the Crowley Family Show day. With each plant pot decorated in its own special way, they sold like hot cakes! A BIG thank you to Jaimee for being so generous with her time and knowledge.

Another Hit with Sebastiaan

Once again, we had the pleasure of experiencing a wonderful performance of the 'Kings of Vegas' with Sebastiaan. Performing songs of the Rat Pack era, Sebastiaan had residents enjoying themselves, singing, clapping and dancing to their favourite songs. Everyone is looking forward to a return performance.



Out and About

Crowley Family Show Day Wrap

As usual our Crowley Family Show day was a huge success. Residents enjoyed the lead up to the show nearly as much as the day itself! We had many resident helpers who showed community spirit by contributing their help and talent in the preparation by cooking, packaging and labelling the goods for our sweet stall. Some also generously shared their works of art and craft creations for competition, while others donated their time to make craft decorations and man our craft table. A big thank you to all our residents - you are what makes this day so special year after year.

A Day at the Races

Melbourne Cup is here again! It doesn't seem like twelve months ago that we dressed in our finest, the ladies donned beautiful hats and fascinators and the gentlemen looked the part in their smart suits. We will be celebrating at Crowley again this year, and in preparation we will be making Melbourne Cup crafts. Be sure to join us to make a hat or decorate your own! \$5, \$2 and \$1 sweeps will be available in the Entertainment Room on Monday 6th November from 9am - 3pm. The Melbourne Cup Luncheon will be in the Activity Centre at 1pm.



So Rewarding to Give a Hand

**Gail Norton,
Relationship Manager**

Volunteering at Crowley gives you the opportunity to contribute to your community, to help people and actively use and share your skills, attributes and knowledge.

As a volunteer you meet new people, develop and learn new skills, build social contacts and gain that wonderful feeling of accomplishment.

Our volunteers come from all walks of life - business, students, parents, retirees and residents. Whether you want to help others gain valuable experience, share your skills, or make new friends, we have just the role for you.

There are a wide variety of volunteering roles which can be flexible according to your availability, skills and interests.

In some cases, without volunteer involvement the activities we deliver would be limited and with the growth of our facility we are always in need of more volunteers.

What can you get involved in as a volunteer?

- Gardening
- Assisting our residents to attend Mass
- Arts and craft
- Social activities
- Games facilitator
- Reader
- Meal delivery assistant
- Meal assistance in Residential Care
- Visitor companion
- Taking part in our programs like walking, knitting groups or choir

Your commitment to any volunteer position is determined by your circumstances, interests and the time frame in which the position is available.

Each volunteer role is different. You are able to advise your weekly availability during the interview process.

If you would like more information, please call Crowley on 1300 139 099.

MEMORIAL SERVICE

You are invited to attend our Memorial Service to join residents, families and staff in an atmosphere of quiet reflection and remembrance of residents and clients we have lost this year.

**Tuesday 21 November 2017
10.00am
Crowley Activity Centre
Followed by Morning Tea**

If you are able to attend please contact:
Crowley Reception 1300 139 099 by Tuesday 14 November



Crowley Family Show Day

Laura Ellis-Harry, Quality Officer

This year our Crowley Family Show day was “one of the best yet”. The day was amazing with record attendance numbers, staff and resident involvement was at an all-time high and so too were the temperatures!

We were fortunate to have the support of so many on the day and really the involvement from across the organisation is what makes the day remarkably special.

In the days leading up to Show Day we had the absolute pleasure of watching the Henny Penny Hatchlings arrive and hatch each day. Our little chickens have left us now but we have heard that they are loving their new home and getting bigger every day. Keep an eye out for photo updates from their new home!

The day came and it started early with the arrival of Viv’s Baby Animal Farm and a fully restored vintage tractor which were both in place before breakfast. From there it was all hands on deck for decorating and setting out all our wonderful

displays and stalls. Once again Tony and the Hotel Services team outdid themselves with the amazing produce and floral display that was enjoyed by many.

The Men’s Shed were able to demonstrate just how busy they had been over the past few months with an amazing display of woodwork, herbs and handicrafts. We have received reports that they had a wonderful day on their stall and are looking forward to funding more exciting projects with the proceeds.

Once again our Resident Craft Stall was a wonderful hit with the visitors and many people were able to start their Christmas shopping.

Last but by no means least the Cake Stall experienced a roaring trade for the duration of the Show and had a record amount of donations from Residential Care and Independent Living Residents and staff. We had some spectacular cake entries sparking a new category for the judging next year – start planning for the Crowley Family Show Day Best Cake Award 2018.



We would like to send out a BIG thank you to everyone who was involved with and attended our 2017 Crowley Family Show day. We were fortunate to have assistance and support from so many and know our day would not have been the same without your help.

Special mentions must go out to:

IL Resident Lois McAuliffe for her significant effort with biscuits for the Cake Stall

Staff member Clay Blyth for the wonderful music
Fay Duncan and the U3A Tai Chi class for their demonstration

Bunnings Ballina for the raffle prize

Alstonville Florist

Jamie at Northern Rivers Jumping Castles

Congratulations to the following winners:

Raffle: Cheryl Ward, Thomas Emery

100 Club: Verlie Clark

Jelly Bean Guessing: Eddie Chawner

Best in Show - Cake Decorating: The Tolson Family and Katrina Phillips

Best in Show - Bake: Lois McAuliffe

Best in Show - No-Bake: Crowley Residential Care

Best in Show - Preserve: Robyn Knight

Best in Show - Drawing: David Russell

Best in Show - Painting: Jenny Lendrum

Best in Show - Sculpture: Geoff Hashimoto

Best in Show - Needlepoint: Pat Williams



I Can't Hear You!

David Crosby, Customer Service and Independent Living Manager

Hearing impairment is commonly associated with ageing. It can have an enormous impact on our everyday activities like watching TV, enjoying music, and simply speaking with loved ones on the phone.

Crowley, in partnership with Access Comm and CapTel, have been demonstrating the Captioned Telephone System available to hearing impaired residents.

We recently demonstrated the Captioned Phone with Residential Care resident Geoff Hashimoto. Geoff said, "I normally can't hear anything on the phone". Minutes later I was having a fluent conversation with Geoff using the caption phone. "I don't believe it!" said Geoff, "it's wonderful".

Geoff is now eagerly awaiting delivery of his own Caption Phone.

If you feel a Caption Phone will help you, please contact the Crowley Customer Service Team on 1300 139 099.





Pink Day at Crowley

On Wednesday 11 October we had our final fundraising dress up day of 2017 - Pink Day!

We raised just over \$500 for Jodie's Inspiration! Jodie's Inspiration is a local not-for-profit organisation established to raise money for non-essential medical equipment and resources for local oncology units, pretty much those things that make an unfortunate and uncomfortable process that little bit more bearable.

Crowley staff love to dress up and brighten the lives of our residents, but even more importantly some of these days are used as our way of being able to help causes in our community in some way.

We sincerely thank all of our staff, residents and visitors who got involved, supported and participated in our very special day and stay tuned for the next one.

Regular Hearing Checks

Christine Lawton, Facility Manager

Hearing loss has many causes including ageing, a build-up of ear wax, exposure to loud noises over long periods, stroke, head injuries and many more.

One type of hearing loss is Conductive Hearing Loss. This is when there is something that blocks sound carried from the eardrum to the inner ear. This can be as a result of:

1. Ear wax build up – this can also affect your balance if the wax is sitting on the eardrum. It also affects the efficiency of hearing aids and will cause a ringing in the ear
2. Fluid in the middle ear
3. Perforated eardrum
4. Middle ear infection

We are told never to put anything into our ear to clean it such as cotton buds or bobby pins. In fact, I remember my Grandmother saying, 'you shouldn't put anything smaller than an elbow into your ear!'

As part of our third monthly health reviews we check resident's ears. If there is a build-up of wax our practise is to use softening drops such as Waxsol or Ear Clear for 3 nights and then recheck. If required, the Registered Nurse will safely syringe the ears. This is a safe procedure and we have specialised equipment to do this.

If you feel that there has been a change in your hearing, please visit your Doctor for a check and they can refer you on if required.



Crowley Hosts Important Summit

The rise in homelessness is a concern for us all. Increasing numbers of Australians on the Far North Coast don't have a place to call home and are forced to live rough. Sadly, there is a significant rise in older women who are homeless for a range of economic and social reasons. So, when Homelessness NSW approached Crowley to host their NSW Regional Summit, it was a good fit and the right thing to do.

Our Activity and Education Centres were the perfect venues for the Summit - a great opportunity for Crowley to showcase our facilities, and to demonstrate how versatile our staff and the new spaces are.

Homelessness NSW is a peak not for profit organisation that works with its members to prevent and reduce homelessness across NSW. Its members include small, locally based community organisations, multiservice agencies with a regional reach and large state-wide service providers. 120 practitioners attended the two-day Summit to address and prevent homelessness in rural and regional NSW.

Being the first event of its kind and scale hosted at Crowley, it was not only a great success but we also learnt lots at the same time. As well as using the Activity and Education Centres we made the most of the courtyard area between the two. It was lovely at break times seeing delegates enjoying the sun in our new outdoor areas.

We've received great feedback on the Summit with much praise coming through for the Hotel Services Team for their awesome catering and helpfulness. Many delegates also commented on the lovely "feel" at Crowley, and what a lovely place it must be to work and live, as everyone they came across had a smile on their face.

FUN FACTS

DURING THE SUMMIT, WE SERVED:

150 baguettes			500 coffees
300 scones			250 apples
150 noodle boxes			200 oranges
532 water bottles			60kg bananas

Home Care Seasonal Service

Sherrie Viney,
Acting Home Care Manager

At Crowley we are fortunate to have a dynamic Quality Team that manage all our document designs, surveys, quality audits and many other tasks that support all of the departments.

Each year at Easter, Christmas and other public holidays, the quality team generate a public holiday services election form. We ask our home care clients and families to indicate if you still require services on the December and January public holidays.

Public holidays for Home Care Package and Private clients do attract a public holiday surcharge. So in preparation for the December/January public holidays we will be distributing a form to you very soon.

Be reassured, if you need us we will certainly be there!

If not, please let us know by completing the form when you get it in the coming weeks and returning it to our home care office and we can make the changes to suit your requests for these particular days.



Dear Client,

With Christmas fast approaching we are writing to ask about your service requirements during this period. As we plan our rostering over the Christmas New Year period we would like to know if you will require your services on the public holidays listed below.

Please indicate by ticking Yes or No

Client Name:

Public Holiday Date	Public Holiday	Required	
Sunday 25 December 2016	Christmas Day	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Monday 26 December 2016	Boxing Day	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Tuesday 27 December 2016	Christmas Day Holiday	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Wednesday 28 December 2016	Crowley Additional Holiday	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Sunday 1 January 2017	New Year's Day	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Monday 2 January 2017	New Year's Day Holiday	<input type="checkbox"/> Yes	<input type="checkbox"/> No

If you are planning to be away, please indicate below the dates you will not require services.

From Date: **To Date:**

Please note if you are a Private or CDC Home Care client public holiday rates will apply for services on public holidays.

We appreciate your assistance and wish you and your family a Merry Christmas and a Happy New Year.



We All Deserve a Holiday

Sherrie Viney, Acting Home Care Manager

The Holiday season is fast approaching.

For a person living with dementia and their carer, the idea of going away on a holiday, to a new destination, revisiting an old stomping ground or just taking a short break away can seem daunting, or even impossible.

The uniqueness of each person living with dementia is individual, however in saying that, there are some general tips to make the most of your travels.

- Be well organised: have an itinerary, aim to book and pay in advance
- Don't take on too much: avoid trying to do too much in one day
- Allow for extra time: do not rush to get to your destination or when exploring the event
- Stay positive: things can go wrong but stay positive and move on. Do something else instead. Remember to take photo books, puzzles or games to use as a diversion if necessary

- Take lots of breaks: remember to keep your energy levels up by taking frequent breaks for refreshments
- Be physically comfortable: toilet breaks are important to ensure comfort. Also, be sure that you and the person living with dementia are not too hot or cold - dress for the season
- Stay safe: if wandering behaviour is of concern, a tracking device may be an option
- Ask for a helping hand: at airports, train stations or local visitor attractions, staff are available to support the person living with dementia to access and enjoy these services. Engage the support of family or friends to provide an extra pair of hands to help or you can call Crowley Home Care services on 1300 139 099 for a quote for one of our wonderful carers to join you for assistance.

Your time as a carer is not just about providing care, it's also about sharing quality time and creating memories together.

An Afternoon at the Movies

Sully

Are you a movie junkie or fancy yourself a fan of Hollywood? Did you know that Crowley hosts a monthly movie screening? Everyone is welcome to come along to watch the big screen in the new Education Centre for the small cost of a gold coin donation. The details of this month's screening are as follows:

- Movie:** Going in Style
Genre: Biography, Drama
Directed By: Clint Eastwood
Written By: Todd Komarnicki, Chesley Sullenberger
Starring: Tom Hanks, Aaron Eckhart, Laura Linney, Valerie Mahaffey

On 15 January 2009, the world witnessed the “Miracle on the Hudson” when Captain Chesley Sullenberger, nicknamed “Sully”, glided his disabled plane onto the frigid waters of the Hudson River, saving the lives of all 155 aboard. However, even as Sully was being heralded by the public and the media for his unprecedented feat of aviation skill, an investigation was unfolding that threatened to destroy his reputation and his career.

Reviews:

“Clint Eastwood is very good at his job, a talent that gives the movie its tension along with an autobiographical sheen.”
- NY Times

“Hanks delivers a winning performance as in Eastwood’s thoughtful tribute to “Sully”’s courage and humble heroism.”
- Common Sense Media



Crowley Screening

- Movie:** Sully
When: Wednesday 15 November
Where: Crowley Education Centre
Room 1 (Upstairs)
Time: 1.00pm to 3.30pm
Cost: Gold Coin donation
RSVP: To Crowley Reception
Tuesday 14 November

IL Annual Meeting

**David Crosby,
Customer Service and Independent
Living Manager**

This year's Independent Living Annual Management Meeting was held on Thursday 26 October in our wonderful new Education Centre.

We had a great roll up of residents and it was amazing to be part of a community with residents that share a genuine passion for where they live. I am very proud to represent you.

Apart from being a regulatory requirement, the meeting is always a great opportunity for residents to connect personally with Kelli, Michael and myself.



We greatly valued the input we received on the day. Your feedback and input into these events helps us shape the Crowley of tomorrow.

I look forward to working through the many discussion topics raised on the day. A reminder that you don't need to wait until this annual meeting to speak up. My door is always open and I'm always happy to chat.

Beware of the Midges

**Kelly Roberts,
Clinical Manager Nurse Practitioner**

Now that the sun is back out, it's the season to cover up. We have noticed an increasing number of residents, staff and clients with bites from our local sand flies. These bites if irritated, can turn into nasty wounds so reducing the number of bites is the best way to prevent the sores developing.

Cover up any exposed skin and this includes feet. Greatest times for midges seem to be early morning and at dusk. They prefer dull still days with high humidity when seeking a meal. Activities such as water hosing and digging soil attract a biting midge.

Insect repellents can help and the best lotion once you have been bitten, is a product known as "Stop Itch" available from the supermarkets. Lemon Scented Gum seems to be a deterrent.



If anyone has any other great solutions for treating these bites, please let reception know. If you have developed sores or your bites aren't healing, make sure you see your GP for review.

Who Am I?

I was born in Ballina on the 23 May 1936 in the Private Maternity Hospital on Norton Street. Both my primary and secondary schooling was completed in Ballina. Upon leaving school I began working as a butcher for 60p a week. There were no such things as apprenticeship back then. I moved to Sydney where I lived for 74 years.

My hobbies include golf of which I played off a 2 handicap. I stopped playing golf when I was 79. I also have a black belt in martial arts.

My family are very special to me. I have a goddaughter who lives in Brisbane and visits me regularly.

Did you guess who was featured in last month's Chatterbox?

It was Joan Leach from Crowley's Independent Living Village!

Fun Fact:
Joan has been a resident in Crowley IL since 1982 and through a variety of roles has been a great contributor to Crowley. Thanks Joan!



IL Men's Bus Trip Thursday 9 November

Departing Crowley Reception at 8.30am prompt \$5 bus fare, \$35 cruise (includes morning tea) + lunch and drinks

By popular request we are off on the Tweed Endeavour Cruise! We will depart Crowley and head to the Tweed Heads Marina where we will board the boat and enjoy a beautiful cruise down the Tweed River to Tumbulgum. While on the boat we will be served morning tea and enjoy many sights not normally seen from the highway. Once we arrive in Tumbulgum it is an easy walk across the road to the Tumbulgum Tavern where we will have a drink and some lunch.

RSVP to Crowley Reception by Monday 6 November.



IL Ladies Bus Trip Thursday 7 December

Departing Crowley Reception at 9am \$5 bus fare, \$10 for museum and morning tea + lunch

For our last bus trip of 2017 we will head to Bangalow Heritage House Museum and Café. Here we will have a look around the museum and enjoy morning tea provided by the Museum volunteers who run the café. After this we will take a leisurely drive out to Eltham Valley Pantry for a stroll through the pecan plantation and lunch at the beautiful café. Join us for what should be a lovely relaxing day before the festive season starts.

RSVP to Crowley Reception by Friday 1 December

Melbourne Cup



**TUESDAY 7
NOVEMBER**

All residents, visitors and staff are invited to dress up in your **FANCY HATS & RACE WEAR** to celebrate the excitement of this year's **Melbourne Cup Day!**

DRESS UP DAY

Staff members please note: Name Tags and regulation footwear must be worn

MELBOURNE CUP SWEEPS ON SALE



Monday 6 November

10am – 2pm

Entertainment Room

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

Cup Day – Tuesday 7 November



Time: 1pm

Venue: Crowley
Activity Centre

Cost: \$17 per head
for IL Residents,
Home Care Clients
and Guests

Free for Residential
Care Residents

RSVP: Wednesday 1
November

Main

Chicken and Avocado Tart
served with:

Caesar Salad

Coleslaw

Green Salad and

Crusty Bread Roll

Dessert

Passionfruit and White
Chocolate Cheese Cake
served with Strawberry coulis

BYO Drinks



Crowley
Home Care
**Clients, Family
& Friends
Christmas
Party**

Monday 4 December

12.00 – 2.00pm

Crowley Activity Centre

\$12.50 per guest

Free for Crowley Home Care Clients

Nibbles, Tea, Coffee and Juice provided

Please book and pay at Crowley Reception by: Friday 24 November

Crowley
Independent
Living

Christmas Party

Friday 15 December

12pm for 12.30pm start

Crowley Activity Centre

\$20 per person

THEME: Black & White

Featuring: Clay Blyth Music

Please book and pay at Crowley Reception by: Wednesday 6 December





Crowley Residential Care

Residents, Family & Friends Christmas Party

Saturday 2 December

Starting at 11.15am

Crowley Activity Centre

Featuring: The Silver Smith Singers!

\$20 per person - family & friends

*No cost to Crowley Residential
Care Residents*

Please book and pay at Crowley Reception by: Tuesday 21 November

Crowley Care
Services

Christmas Day Lunch

Monday 25 December

Starting at 12.15pm

Crowley Activity Centre

\$45 per person

*No cost to Crowley Residential
Care Residents*

Please book and pay at Crowley Reception by: Tuesday 21 November





Themed Lunches a Hit

**Tony Baldwin,
Hotel Services Manager**

Themed lunches are proving popular at Banjos Café. Whilst we are all familiar with Fish & Chip Friday, we decided to spread the deliciousness starting with a Roast Day on a Wednesday, which has been a hit!

It was suggested we try a Kebab Day, an idea we jumped on, cooking up lamb, beef and chicken kebabs as well as falafels. These went down a treat, and we will be continuing these on Tuesday once a fortnight.

Have you got a craving for a meal to add to our theme menu?

As we start to think of the future and keeping things interesting, we are seeking suggestions of other theme days residents, staff and relatives might like to see.

We have recently started to sell Wardell Pies at Banjos Café. We have received great feedback on these pies, especially the garlic prawn, and eggs benedict varieties. These two flavours are only available on a Friday, so be early if you would like one or order one in advance at Banjos on Thursday (this way we can order extra, so no one misses out).



Recipe from the Chef

Vanilla Yoghurt & Passionfruit Cake

Preheat oven to 180°C.
Lightly grease and line
2 x 20cm pans.

In a large bowl, using an
electric mixer, cream butter
and caster sugar together
until creamy. Add eggs one at
a time, beating well between
each.

Sift self-raising flour and
bicarbonate of soda together
onto a piece of baking paper.
Fold into creamed mixture,
alternately with vanilla-bean
yoghurt (unsweetened).

Divide evenly between pans,
smoothing top.

Bake for 20-25 minutes,
until cooked when tested.
Cool in pan for 3 minutes
before turning onto a wire
rack to cool completely.

Meanwhile, to make yoghurt
icing; in a large bowl, whisk
cream cheese, icing sugar and
vanilla-bean yoghurt
(unsweetened) together.

Spread $\frac{3}{4}$ cup of the icing onto
the top of one cake. Remove
the pulp from the passionfruit.
Drizzle half over. Place second
cake on top and spread with
remaining icing, drizzle with
passionfruit pulp and
pistachios.

125g softened butter
 $\frac{3}{4}$ cup caster sugar
3 eggs
2 cups self-raising flour
 $\frac{1}{2}$ tsp bicarbonate of soda
 $1\frac{1}{2}$ cups vanilla-bean
yoghurt (unsweetened)
3 passionfruit
2 tbsp chopped pistachios

125g softened cream
cheese

$1\frac{1}{2}$ cups icing sugar

1 cup vanilla-bean
yoghurt (unsweetened)





Join us for a BBQ and drinks in the
Crowley Activity Centre
Thursday 14 December

12.00pm

\$5 per person

BYO Drinks

RSVP: To Crowley
Reception by
Tuesday 12 December

News from the Men's Shed

Ian Gregor, Independent Living Resident

The much loved Crowley Family Show day is over for another year and we experienced great interest in our stall from residents and many visitors.

The uptake and sales of our items made at the shed was very encouraging and the funds raised will help to procure items during the year.

We received some requests for new items and suggestions for future work that we will look at in 2018.

Frank's Healthy Herbs were really well received and his offerings were completely sold out by the end of the day. He will have additional stock available at the shed where he is always contactable on Tuesday and Thursday mornings.

We are now working towards our end of year clearance sale that will take place in the first week of December. This sale has always proved popular for securing useful Christmas gifts. We will have plenty of items on sale and will be sure to remind everyone with a sign at the shed and via the December Chatterbox.

As always, new residents and members are very much welcome!

Update From Maintenance

Albie Viel, Maintenance Manager

Whilst the onsite construction takes most of the attention there is always lots going on behind the scenes. For the maintenance team this includes:

- Converting the Independent Living garbage bin storage areas is underway. We are replacing the 20 litre bins with wheelie bins, and are removing the tops and doors of the storage areas to accommodate this change.
- Our Maintenance team and contractors completed the first of the Residential Care rooms in Lillipilli and our first two residents have moved in.
- In the Florence Price Villas, Clay has constructed the individual drying courts for residents to utilise.
- Rob and Wayne have been completing repairs to the Residential Care beds and mobile equipment according to our planned maintenance schedule.
- With the spring rains, it was an opportunity to spread a little fertilizer to encourage some new growth. This will help to improve the condition of the lawns, which have begun to sulk over the past few months.

Just a Reminder

Each year when the warmer weather returns we receive constant requests to adjust air conditioning remotes. Please remember to change the settings of your remote to the cooling mode for warmer months. A set temperature of 24 degrees should be comfortable and setting the fan to auto should see you survive summer. Setting the temperature at 16 degrees may cause drainage issues due to the amount of moisture produced, meaning that on hot days the machines are running inefficiently.





Making Feedback Flow

This month's Making Feedback Flow features feedback received from our recent Crowley Family Show day.

Independent Living Resident

So many great activities for the kids, I had my daughter my grandchildren and my great grandchildren here who had a ball.

Residential Care Resident

I enjoyed it. I find it amazing, the animals are so tame and friendly.

Residential Care Resident Family Member

For such a hot day the turnout was amazing, everyone had such a wonderful energy.

Volunteer and Independent Living Resident

It goes above fabulous. A fantastic effort by all staff. You had everybody dressed up and everybody having fun.

Independent Living Resident

You walk in and something magical happens... It's such a wonderful day.

Residential Care Family Member

It was very, very good.

Independent Living Resident

Lunch was good. I can't get over how hard everybody worked yesterday.

Residential Care Resident

The residents had a really great time, and from a residents point of view the craft sales were phenomenal! Even things we have had sitting in the cupboard for a long time sold.

Staff Member's Son

Mum, I just love Show Day at your work. You get to meet such wonderful people who live there! It was the best thing I did in the school holidays!

Money Matters

Entering a Contract

**Susie Glasson,
Aged Care Business Manager**

There are many times in life when we are required to enter a written contract. The process can be overwhelming as we experience changes in our lives.

Entering into a contract to secure a Crowley Independent Living Unit, Residential Care accommodation or Home Care or CHSP (Commonwealth Home Support Program) service agreement is no different.

There are a few things that may make the process easier:

- Ensure that you read the contract and all documents related to the transaction
- If you don't understand something, Crowley staff are happy to explain, so please ask us
- Seek assistance from your family or close friends
- Employ the services of a solicitor if you consider it useful

Most of all, remember that we are here to help you. This move is often the beginning of your relationship with Crowley, we hope will be happy and last for years to come.



Remembrance Day

Residents, clients, family and staff are invited to join us at Crowley to commemorate those who have died or suffered in all wars and armed conflicts.

**Saturday 11 November
10.30am
Crowley Entertainment Room**

Lest We Forget

Focus on Quality

What is Continuous Improvement?

Michelle Golding, Quality Manager

Have you heard us talking about Continuous Improvement? Do you know what it is?

Continuous Improvement is also known as CQI or CI and it is a proactive approach or continuous effort to improve the quality of our care, services, processes and systems and the outcomes for our stakeholders.

Continuous improvement is simply about making changes, making things great, making Crowley great!

Often confused with quality assurance which is making sure you are doing the right things the right way. Assuring quality is about confidence, it is about the processes by which you go about what you are doing.

The benefits of continuous improvement:

- Improve care and services to care recipients
- Improve stakeholder input and ownership
- Identify changes in care and service needs
- Enhance systems to monitor and track change
- Demonstrate sustainable results

The guiding principles of continuous improvement:

- Continually improve all processes
- Develop a strong customer focus
- Involve employees
- Use data, facts and team knowledge to make decisions

A great example of innovation in industry and proven CI's is the evolution of the telephone.

At Crowley we use a 4-step quality model for continuous improvement:

- **Plan:** Identify an opportunity and plan for change. Change is identified through various mechanisms including resident / client, relative and staff surveys, compliment / complaint system, internal audits, staff performance appraisals and internal staff meetings
- **Do:** Implement the plan by taking small controlled steps
- **Check:** Evaluate if the improvement is delivering intended use, are changes required or should an alternative improvement be used
- **Act:** If the change was successful, implement it on a wider scale and continuously assess our results. If the change did not work, begin the cycle again





Terminology associated with Quality Management also includes:

Best Practice

Best practice is a method or technique generally accepted as superior to alternatives because it produces results that are superior to those achieved by other means or because it has become a standard way of doing things, e.g. a standard way of complying with legal or ethical requirements.

The guiding principles of Medication Management at Crowley are based on current best practice.



Benchmarking

A measurement of the quality of an organisation's policies, products, programs, strategies, etc. and their comparison with standard measurements, or similar measurements of its peers.

At Crowley our Benchmarking Program provides a comprehensive set of indicators aligned to industry standards that assist Crowley to measure internal performance and compare our results to industry standards.



SCORPIO HOROSCOPE

October 23 - November 21

Element: Water

Intuitive, purity, peacefulness, empathy, life

Ruling Planet: Pluto, Mars

Power, transformation, healing, instincts

Compatibility: Taurus, Cancer

Scorpio Strengths: resourceful, brave, passionate, stubborn, a true friend

Scorpio Likes: truth, facts, being right, longtime friends, teasing, a grand passion

Scorpio Dislikes: dishonesty, revealing secrets, passive people

Lucky Numbers: 8, 11, 18, 22

Colours: scarlet, red, rust

November Birth Flower: Chrysanthemum

November Birthstone: Topaz, Citrine

Scorpio-born are passionate and assertive people. They are determined and decisive, and will research until they find out the truth. Scorpio is a great leader, always aware of the situation and also features prominently in resourcefulness.

Scorpio is a Water sign and lives to experience and express emotions. Although emotions are very important for Scorpio, they manifest them differently than other water signs. In any case, you can be sure that the Scorpio will keep your secrets, whatever they may be.

Scorpios are known by their calm and cool behavior, and by their mysterious appearance. They are excellent leaders because they are very dedicated to what they do. Scorpios are brave and therefore they have a lot of friends.

BOOK CLUB

with Judy Riley

It wasn't so easy to find a book with a title of just one word, however our intrepid Book Club members did just that!

One such story was 'Dig' by Frank Clune. This novel explores the ill-fated expedition from Melbourne to the Gulf in 1860. It seems the men involved in this exploration were unprepared for the conditions and eventually there was only one survivor. We found it very interesting to read this true story.

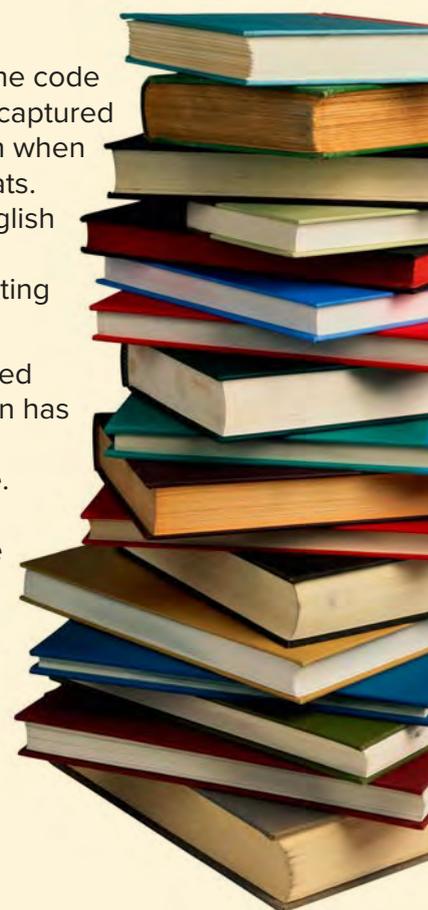
Then there was 'Carol' by Carol Highsmith. Set in New York City during the 1950s it tells of a relationship between a 19 year old naive shop assistant and a wealthy, married customer. The book has now been made into a movie starring Cate Blanchett.

'Enigma' by Hugh Sebag-Montefiore was well named, revolving around the Code Breakers at

Bletchley Park. It seems as if the code books and manuals were first captured by the ordinary British Seaman when they captured the German boats. Enigma spies handed over English manuals to the French Secret Service in 1931. What a fascinating read, we highly recommend it.

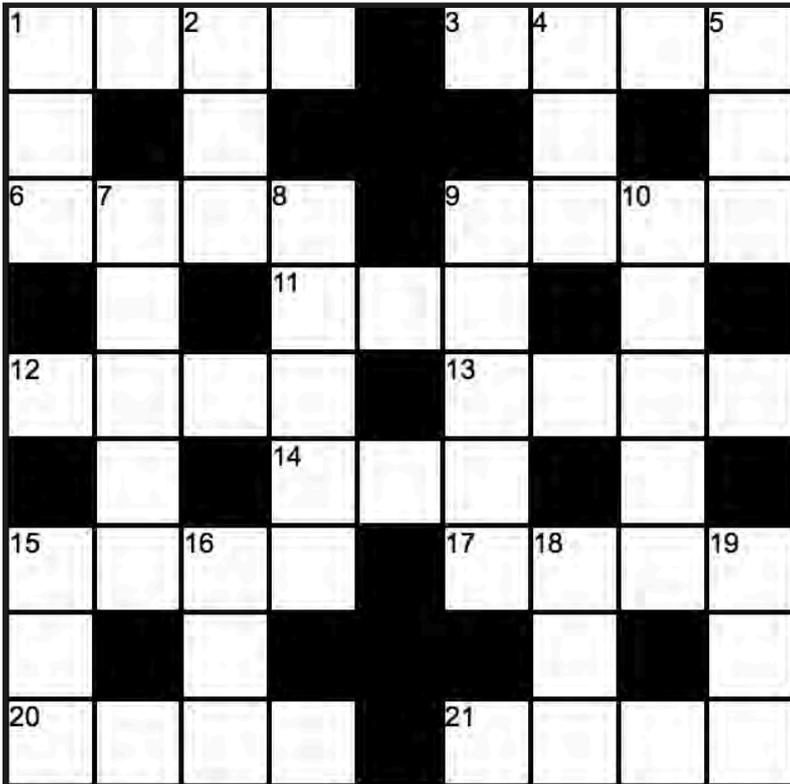
Lastly, we heard of a book called 'Favourites' in which Ray Martin has put together a collection of interviews with famous people. Featured interviews include Whoopi Goldberg, Bob Hawke and Paul Keating, Prince Charles, Russell Crowe, Heath Ledger and many more! This book can be found in the Library.

Our next meeting will be held on Thursday 23 November. Happy Reading.



GAMES CORNER

CROSSWORD CLUES

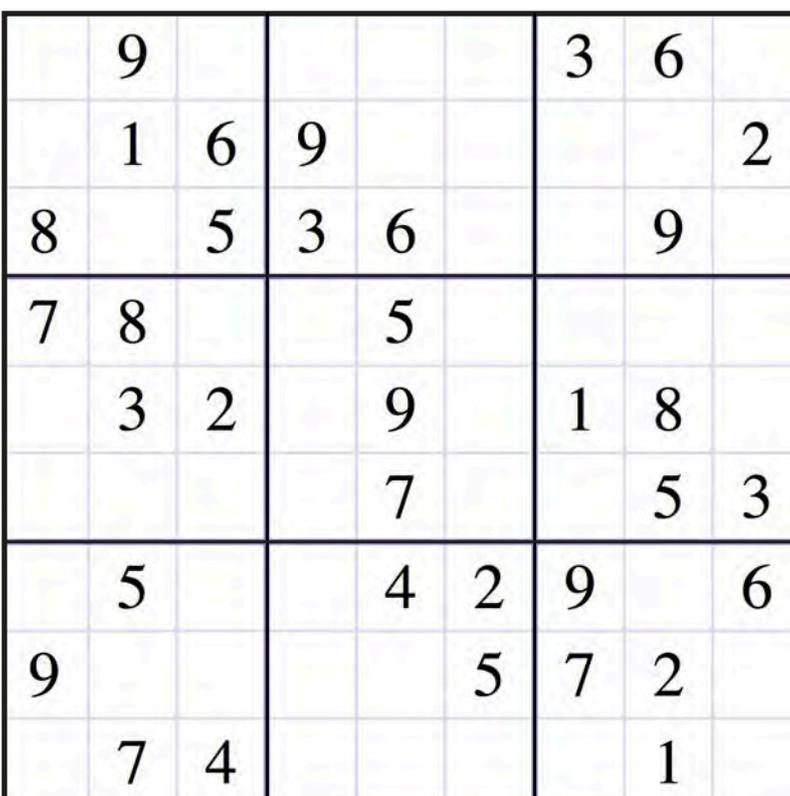


Across

1. Faucet problem
3. Regards
6. Very old
9. Resign
11. Debt reminder
12. Malicious gossip
13. Lazy; doing nothing
14. Foot part
15. Knight in shining armor
17. Moderate speed for horse
20. Scotch, masking, or duct
21. Owing money

Down

1. ____ favour
2. Frozen water
4. "I kid ____ not"
5. Relaxed
7. Complain
8. Me too
9. Library sign
10. Snow block house
15. Head topper
16. Style of music
18. Regret
19. Preschooler



What happens if you eat yeast and shoe polish?



Every morning you'll rise and shine!



The IL Men enjoying their most recent BBQ, the final IL Men's BBQ for the year is on Thursday 14 December, see page 28 for more information.



The very first of our Residential Care rooms have come through the significant Refurbishment project, Jim Wallace was one of our first residents to move into the new rooms. Here he is with Grant from our Maintenance Team who completed the refurbishments.



Sylvia Hyland and family enjoying coffee and sweets from Banjo's Cafe on the popular Entertainment Room deck. What a way to spend a morning!



David Crosby getting a fringe trim in preparation for Pink Day. What a wonderful time we had raising money for a much needed cause. Thank you to everyone who got involved and donated. Read more about our fundraising on page 14.

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 Administration.