

SPRING/SUMMER 2020 **FREE**

THE Difference

MAGAZINE



Here, we will thrive



ALMOST THERE!

Palm Lake Care Toowoomba is just weeks away from its official opening

MEMORY LANES

Palm Lake Care is making a difference in modern dementia care

MEET ANTHONY

Our caregivers are an integral part of our success. Meet some of them inside...

CEO's welcome

THE WHOLE PALM Lake Care team has reason to smile right now. While our industry has undoubtedly seen one of its most tumultuous years on record (from the Aged Care Royal Commission to COVID-19), our company is bucking the trend and is proudly in celebration mode. For starters, as we go to press with this magazine, Palm Lake Care Toowoomba is just days away from its official unveiling. We've had strong interest already in this \$35 million luxury community and our management team is especially excited about the caregiving team we've assembled for this location. Lead by long-time local Tony McKenzie as Service Manager, with Jodi Harms as Clinical Manager, there are so many good local hires among the team, all eager to show Toowoomba just why Palm Lake Care has such a great reputation.

Palm Lake Care Beachmere is also filling well, with residents and their families thrilled by this inspiring waterfront setting. We knew it would be one spectacular location and so we carefully designed the build to capitalise on the natural delights that Moreton Bay has to offer on this prime section of Bishop Road foreshore. After years of planning, it's so wonderful to see that grand, sunny back deck and our foreshore garden area being fully utilised by thrilled residents and their equally-as-impressed visitors. The dream really has become a reality for us and for our Beachmere residents.

Palm Lake Care Caloundra is the next cab off the rank and we look forward to bringing our second two-storey community to life there on the Sunshine Coast. With the success we are witnessing out of our first two-storey community at Mt Warren Park, and considering Palm Lake Care Caloundra's position adjacent to Palm Lake Resort Caloundra Cay, a two-storey design was the perfect choice. Stay tuned for when we can unveil our approved plans and artist impressions - this will be yet another impressive community befitting the modern Palm Lake Care product and our promise.

Above all else, what Palm Lake Care is really celebrating right now is the entire community of people around us. I really have to thank our residents (for staying remarkably positive throughout everything that 2020 has thrown at us) as well as their supportive families. And, of course, all of our caregivers need to be commended for the effort they've put in this year. They've really stepped up during the hard times and continued to deliver a level of care that our company reputation has been built on.

As the Royal Commission wraps up (with a report to be issued in early 2021), we know just how important residential aged care is within our society. It has a crucial role to play in delivering 24-hour care to those who need it, while also providing ageing residents with that ever-so-important ingredient: socialisation. We hope that the government sees that our sector should be funded in a more appropriate way, with a possible restructure of the funding model to better reflect the operational needs of this industry. I remain confident that well-run residential aged care communities here in Australia will always provide a better, more comfortable, more socially engaging and inspiring environment for our ageing citizens. We must remember that they are the people who so rightly deserve it.

Manuel Lang
Palm Lake Group CEO



Pictured: Palm Lake Care Mt Warren Park residents connect with fellow communities from across the Palm Lake Care group.



Zoom zoom!

IF THERE'S ONE thing positive to come out of COVID-19 in 2020 it's our Palm Lake Care communities' increased ability to stay connected. When government-imposed restrictions stopped us from having physical contact with the outside world, we simply pivoted. We engaged our caregivers to embrace technology and share their new-found technical wisdom with our residents.

In the early days, online platforms like Zoom, Skype and Facetime were used to ensure our residents could enjoy video calls with their beloved family. Seeing their family members' faces on screens was such a thrill compared to standard phone calls! But as time progressed and we became more expert at the technology, other ideas began to gain momentum...

Palm Lake Care Mt Warren Park's Lifestyle Team Coordinator, Leona Counsell, says she and her fellow caregivers and residents put a challenge out to the other aged caring communities in the Palm Lake Care group to participate in their annual 'Palm Lake Care Mt Warren Park's Got Talent Show'. The result? The very first virtual running of the event!

"Bargara and Bethania took us up on the challenge and we all spent weeks practising and planning for the big event - including a few

dry runs of the technology," Leona explains. "Finally, the day arrived and it was all systems go, with each community set up in their own lounges ready to perform for each other. Lights, camera, action!"

"We each put on our own performances for the other communities to enjoy and we all had a great time in the process - we certainly have some very talented residents amongst us!"

Palm Lake Care Bargara's Lifestyle Team Coordinator Kim Milowski agreed that her residents thoroughly enjoyed connecting with their Palm Lake Care 'neighbours'.

"Although the last couple of months have been challenging, we are always trying to find new and exciting activities for our residents," Kim says. "Everyone has been very supportive and open to this."

As well as online activities with their fellow Palm Lake Care communities, Kim says her residents have also enjoyed their popular drumming lessons via Zoom with their class teacher.

"They are especially looking forward to our next virtual activities which will include a trivia game. I've told them all to stay tuned - we are looking forward to running even more virtual programs with the other communities over the coming months."

PALM LAKE CARE CONTACT DETAILS

New admission enquiries: Contact the Care Solutions Team. Phone 1800 246 677 or email caresolutions@palllake.com.au
Join us: PLCRecruitment@palllake.com.au
Account enquiries: Darleen Cruise. Phone 5552 1366 or email PLCAccountsReceivable@palllake.com.au
Human Resources: Amy Pein (AmyP@palllake.com.au)
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Group Business Manager: Justin Willmore (JustinW@palllake.com.au)
CEO: Manuel Lang (ManuelL@palllake.com.au)

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www.palllakecare.com.au

WHAT THEY SAY...

"Aunty Mavis arrived with you on a Tuesday - 'only for four weeks' holiday, and then I can go back home?" she said. In a phone call on the Wednesday, she was speaking of 'the place that might become my home'. On the Thursday, she showed Jenny around 'my new home'. By the Saturday, the message was 'I want to stay here, provided I can have Room 81 as my home'. We are all so relieved by how quickly Mavis has settled and become determined to see out the next chapter of her life at Palm Lake Care Beachmere. Once again, congratulations and many thanks."

**- Marjorie and Ron,
Palm Lake Care Beachmere**

Here, you're in the best of hands

MORE THAN 200,000 FACE MASKS. \$500,000 IN PPE. SPECIALTY CLEANING PROGRAMS AND MORE... PALM LAKE GROUP IS INVESTED IN THE WELLBEING OF OUR RESORT AND CARE RESIDENTS, AS WELL AS OUR STAFF AND CAREGIVERS, NOW MORE THAN EVER BEFORE.

While Palm Lake Group is in the business of developing luxury over-50s community lifestyle resorts and aged caring communities, we are also in the business of people. Did you know, around 11,000 people call a Palm Lake Group address home?

When news of COVID-19 broke earlier this year, our immediate response was to secure the wellbeing of our residents and caregivers. While it had been hard for the general public to secure personal protective equipment (PPE) in regular stores early in the pandemic, Palm Lake Group Managing Director Scott Elliott provisioned \$500,000 worth of bulk PPE for residents and staff including gloves, face masks, hand sanitiser and temperature monitors, as well as heavy duty SGV 8/5 Karcher steam cleaners.

"What price do you put on the health of your family?" Scott asks.

"We were compelled to source an independent and trusted supplier of PPE and among other things placed an order for 200,000 hospital-grade face masks."

The masks continue to be made available to all Palm Lake Resort homeowners and staff, as well as those residents and caregivers across the Palm Lake Care's aged caring communities. In fact, Palm Lake Care Group Business Manager Justin Willmore says there's a "war chest of PPE" stockpiled just for Palm Lake Care, including around five years' worth of masks. He says the Aged Care Quality and Safety Commission also checked and supported Palm Lake Care's COVID preparedness plan.

"COVID was a very challenging time for Palm Lake Care but we have done, and continue to do very well," Justin says. "Firstly, we

HAD YOUR FLU SHOT?

Did you know, it is now compulsory for all visitors to have had their flu shot?

have been very well supported by our residents' families - we acknowledge it was hard for them to not be able to physically visit their loved ones during the government-imposed restriction period. And secondly, we are especially grateful to our staff who have really stepped up this year."

Among the major changes, staff have been required to adhere to stringent sanitisation regulations while ensuring residents maintain social distancing protocols. Lifestyle teams were required to majorly re-think their planned activity schedules and come up with new COVID-safe ways to host activities and, most importantly, keep residents engaged during a very tough time. As a thank you, Palm Lake Group provided every Palm Lake Care staff member with a \$50 voucher.

"The team has done extremely well - we've gotten through this year because we did it together - staff and residents and families," Justin says.

IPADS CONNECT SMILES

WHILE EVERY PALM Lake Care resident has a direct-dial phone in their suites to ensure they are conveniently contactable at any time of the day or night, sometimes just the sound of a voice on the other end of a line is not enough - especially during those unprecedented weeks of visitor restrictions during the height of COVID. To help bring families closer, Palm Lake Care invested in numerous iPads for each location to allow residents to video call their friends and family. For the residents, platforms like Zoom, Skype and Facetime have become such game changers. It's been wonderful to see them embracing new technology. At Palm Lake Care Mt Warren Park, via this technology, caregivers had the pleasure of helping a resident see her beautiful granddaughter get ready on her wedding day. The bride said it made her day that her grandmother could still be included in her celebrations.

MESSAGE A RESIDENT

HAVE YOU SEEN that our Palm Lake Care website offers a 'Message a Resident' function? In the top right corner of the home screen, you simply click the button and a form will pop up, allowing anyone to send a surprise message to their loved one. You can even upload images with your message. Messages are then printed and delivered to residents' suites and have proven to be such a hit!

THANK A CARE WORKER

IN THE SAME way our 'Message a Resident' function works, our website also offers the ability for anyone to 'Thank a Care Worker'. Again, sitting at the top of the home screen is a clickable button. Simply fill in the details on the form, upload a photo if you wish, and hit send. Our caregivers have reported that receiving one of these messages really is a bright and unexpected moment in the day!

COMPULSORY CHANGES

EARLIER THIS YEAR, the Federal Government announced the mandatory ongoing requirement for all visitors and staff of Australian aged care facilities to have an up-to-date flu vaccination. For the most comprehensive coverage, ask your doctor for a quad flu vaccination. Without a current vaccination, you will not be permitted on site at any Palm Lake Care location.



***Pictured this page:** An artist's impression of Palm Lake Care Toowoomba, showing how it will be located in relation to Palm Lake Resort Toowoomba and the spectacular surrounding local rural community.*

A new era of care on the range

AS THIS MAGAZINE GOES TO PRINT, WE ARE DAYS OFF WELCOMING OUR VERY FIRST RESIDENTS TO PALM LAKE CARE TOOWOOMBA. IT IS SUCH AN EXCITING TIME FOR THE TEAM BEHIND THE PROJECT...

The very final pieces of the Palm Lake Care Toowoomba puzzle are coming together as this magazine goes to print, with our caregivers stocking shelves and our construction crew putting the very final touches on this newest stand-out luxury aged caring community.

Palm Lake Care's sixth location (with communities already at Bargara, Beachmere, Bethania, Deception Bay and Mt Warren Park), Toowoomba's community will no doubt benefit from the important feedback we receive from our current residents and their family members, as well as the caregivers who've walked, and worked, the halls of our previous Palm Lake Care locations. With all this intel, combined with architectural and highly functional design as well as impressive sprawling parklands, Palm Lake Care Toowoomba is sure to be another stand-out performer for the group.

There are 146 private, light-filled suites across the six wings (or 'neighbourhoods' as we call them) of this brand new Toowoomba community. Every suite has its own ensuite bathroom, refrigerator, TV, individually controlled air conditioning, direct-dial phone and direct access to the great outdoors via large glass sliding doors. Singles and couples are equally as well catered for with twin suites keeping loved ones together.

Visiting families are also well catered for with a kids' club area as well as cafés and other private sitting and dining areas perfect for relaxed or more formal family catch-ups. There's a plush theatre to provide regular movie screenings for residents and their visitors (with fresh cooked popcorn, of course!) and the Wellness Centre offers individual residents the chance to work with their physio or OT to achieve personal fitness goals using high-end 'smart' exercise equipment, designed specifically for aged care. And, of course, 24-hour nursing support and a dedicated team of chefs, therapists and lifestyle activities coordinators complete the picture.

Continued on Page 8 >>



APPLY NOW!

Put yourself or a loved one in these images by contacting the Care Solutions team on 1800 246 677



Pictured above: Take a sneak peek behind the scenes of Palm Lake Care Toowoomba before its official opening. Clockwise from top left, the grand entrance foyer, one of our parklands (before all the luxurious outdoor lounges arrive), one of our sitting/meeting lounges and the delightful children's playground area positioned conveniently adjacent to our family barbecue area.

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One of the key differences between Toowoomba and other Palm Lake Care locations are the sprawling parklands. The grounds have already attracted families who are lining up to relocate their loved ones from other care environments. The parklands are a perfect fit for this location - Queensland's undisputed 'Garden City'.

With 15 years of experience in the aged care sector and an intimate knowledge of the Toowoomba community having grown up in the area, there probably isn't a more qualified Service Manager to pioneer the new Palm Lake Care Toowoomba than Tony McKenzie.

"As we head down the home straight in preparation for the opening of our beautiful new community in Toowoomba, the staff who are currently on board are feeling like Christmas Day is just around the corner!" Tony smiles. "I'm confident our residents who come into the building on that first day will have the same feeling as they

see the impressive foyer entrance for the first time, not to mention the very impressive outside spaces that look more like a series of parklands rather than any aged caring community.

"Palm Lake Care Toowoomba residents will also benefit greatly from having key personnel in place for the weeks and months leading up to the opening. While these caregivers join our company fully qualified and experienced, we start them early to enable them to spend time in our other communities to experience first hand the Palm Lake Care difference."

Tony says the other unique features of the new Toowoomba community include the Atrium Bar and our Guesthouse, that will allow visiting family and friends to stay overnight.

"Many families are already planning to transfer their loved ones from other communities to Palm Lake Care Toowoomba in time for Christmas," he says. "We look forward to welcoming everyone to share in our beautiful setting this festive season."

Making memories

AN IMPORTANT PART OF THE SOON-TO-BE-UNVEILED PALM LAKE CARE TOOWOOMBA COMMUNITY WILL BE ITS SPECIALIST DEMENTIA MEMORY SUPPORT NEIGHBOURHOOD.

'Riverton', as it will be known, will follow contemporary Dementia Australia design recommendations but, most importantly, as Palm Lake Care Quality Manager Trish Heke highlights, Riverton will benefit from the extensive research Palm Lake Care has completed and the feedback our company has received from residents, families and caregivers of our other successful memory support communities.

"One thing I love about Palm Lake Care is that feedback is always generously taken onboard," Trish says. "Our management team listens carefully to what we have to say."

Trish describes Riverton as "an intimate community within a community". Single ensuited rooms will offer furnishings and wall dressings designed to promote a sense of calm and belonging. Way-finding (pictorial) signs will show residents where their fridge and wardrobe are within their suites, for example, with colour-coded doors and matching feature walls in bedrooms further assisting with way-finding.

While access to the dementia-friendly gardens (complete with tactile garden features, rest points and soft-fall pathways) will be



easy through self-opening doors, resident security and safety has also been a big consideration in the design phase.

"Residents who wander or 'exit seek' and need perimeter monitoring will wear a bracelet so their caregivers know where they are at all times," Trish explains.

Flooring throughout the community has also been designed to assist with spatial awareness while simple things, like dimmable lighting, will also greatly assist caregivers in their role.

"Dimmable lights help us deescalate an environment. There comes a time during the day when you can start taking people off to the bathroom and get their dressing gowns on. Being able to turn the music and lights down more easily indicates to them that it's the end of the day."

Caregivers are obviously the other big consideration when putting together a brand new memory support unit. As Trish explains, the hand-picked caregivers here are all "dementia-specific trained staff" courtesy of Dementia Australia training. Dedicated dementia-friendly lifestyle equipment and specially selected team members will keep Riverton residents active and engaged.

WHAT THEY SAY...

"One of the biggest things that I learnt from being involved with the Palm Lake Care community during the two weeks that Mum was at Mt Warren Park was how much you actually care about all of your residents. From the very first day that Mum entered I was amazed by how much everyone really wanted to get to know her - from the maintenance man to the carers and nurses, and from the kitchen staff to the cleaners. Even the residents were concerned about how she was and they would ask how I was, also. I remember Kathy, the Lifestyle coordinator, on Mum's first day telling Mum all about the things that she was going to get Mum involved in. 'You do realise that she is palliative?' I asked, to which Kathy replied 'Yes, but she can enjoy every minute she has left.' It was a massive eye opener for me. I had a total about-face. Mum went there because she was terrified of going back into hospital and she was getting harder to nurse at home. It didn't mean that she had to be stuck in her room for the whole time on her bed. I also had a total mind shift about what aged care was about by being part of the Palm Lake Care family, if only for a short time. It's about not so much about hanging onto the past, but making new friends and beginning again. Moving forward with life. I would leave some nights at anytime between 8.30pm and 2am depending on how Mum was. There would be groups of people using the lounge area to play cards or watch television together, and not just one or two nights but every single night. Palm Lake Care is the gold standard of what aged care in the modern era should be. Having Mum in Palm Lake Care allowed me to create some lasting joyous memories. I have certainly told both of my children that I am more than happy for them to place me in a Palm Lake Care one day."

- Colleen Gander, whose mother enjoyed respite at Palm Lake Care Mt Warren Park



Pictured: Memory Lanes is adjacent to, and part of, the greater Palm Lake Care Bethania precinct.

**WALK
DOWN MEMORY
LANES WITH US**

We have availability at
Memory Lanes now.
Phone 1800 246 677

Here, I have purpose

PERSONALISED CARE IS KEY WHEN IT COMES TO PROVIDING A HOME AND MEMORY SUPPORT FOR PEOPLE WITH DEMENTIA. MEMORY LANES, PART OF PALM LAKE CARE BETHANIA, WAS PURPOSE-BUILT TO DO EXACTLY THAT.

Palm Lake Care – and the wider Palm Lake Group in general – is centred around people: the people who care for our communities on a day-to-day basis; the people who trust us to look after their loved ones; and, of course, the people who call our communities ‘home’. But our focus on people is particularly evident at Memory Lanes – a small community within the greater community of Palm Lake Care Bethania. A dedicated memory support unit for residents with dementia, Memory Lanes was built to provide person-centred care, in more ways than one.

“We structure a safe, secure and supportive environment so that residents can live freely and comfortably,” says Palm Lake Care Quality Manager Trish Heke. “Our approach is to fit in around their reality – not the other way around.”

The key to this approach, Trish explains, is the personalised care plans the Memory Lanes team creates for residents from the moment they arrive. These care plans are first based on an initial consultation with the resident and/or their family, but are adapted over time once staff have more closely assessed each resident’s patterns, including eating, sleep, mobility, speech and socialisation.

“We devise these care plans in part so that we are able to identify and minimise triggers, to ensure we can help each resident feel as comfortable and calm as possible,” says Trish.

“They ensure that the people caring for our residents know exactly what that person wants and needs – and it’s always based on the residents’ own choices.”

But the level of care Memory Lanes provides goes much deeper than meeting physical or medical needs. Trish explains that when her caregiving team understands who a resident really is – from what they did for work to what their interests are, and the kind of life they lived before coming into care – the team members can create real purpose in the lives of these residents.

“I have worked in aged care for 40 years, and I get disheartened when I see other companies’ care focusing solely on entertaining residents rather than providing activities of daily living,” Trish says. “I prefer to give residents the opportunity to participate in the activities that make them feel like they are responsible for something, that they are contributing to the world, because that is how we create purpose for people who have a cognitive deficit.”



Trish says that dementia is first and foremost about fighting confusion and boredom, so it is her goal – and the goal of the caregivers at Memory Lanes – to engage the actions and memories that residents have retained.

“Someone who once worked in an office might come into care and feel most comfortable helping with the paperwork on reception or typing on a computer, so we will facilitate those activities for them,” says Trish. “We know that residents are more likely to feel happy and engaged when we can personalise their care, so we try to find out as much about them as we can from the moment they join us.”

A resident at Memory Lanes is just as likely to be given their own weighted blanket as they are their own baby doll and basinet to care for in their room. If it provides a resident with comfort and purpose, the caregivers will always go the extra mile. And if that means eating cereal at 9pm, Trish says, so be it.

Structurally, Memory Lanes is designed with residents in mind. The spacious coloured pathways help them move freely throughout the community and always guide them back to where they came from. Soft-fall flooring is important and there are also several places along the pathways for residents to rest and take in the scenery. Each resident also has access to their own raised garden bed, and there are dining and leisure spaces both indoors and out.

“Our residents aren’t committed to stay with us on a day-to-day basis, either,” Trish explains. “If there is an outing or entertainment

activity planned for Palm Lake Care Bethania, our residents are more than welcome to join in and will be accompanied by one of our carers if they do. They will always be welcomed back into our smaller community with open arms.”

From the caregivers who are always on site, to the CCTV system that keeps a watchful eye on residents, there is never any fear that they will wander off or into harm’s way without anyone coming to their aid.

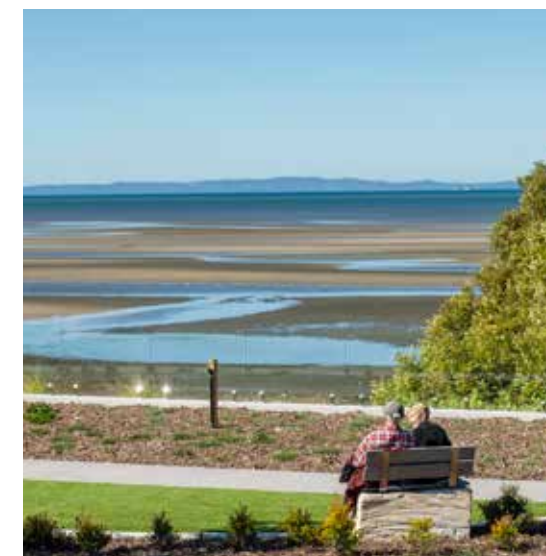
“It is so important that our caregivers are equipped to handle the unique situations they are faced with, and the feedback we have received from our team is that they enjoy being able to dedicate more time to individualised care here at Memory Lanes,” says Trish. “Having this community away from the bigger community of Palm Lake Care Bethania feels more intimate and personal, both for our residents and caregivers.”

From the lifestyle attendant who offers one-to-one companionship and support to residents, to the group activities on offer at Memory Lanes, the dedication to providing authentic engagement is clear.

“That is what memory support units are meant for – engagement,” says Trish. “We find that participation helps our residents feel like they are contributing to society, which makes them feel infinitely better. It all starts with finding out as much as we can about the people we are building a home for. There are a lot of things that we can do for people when we understand who they are fundamentally.”

Here, home is by the sea

LET US SHOW YOU JUST HOW DELIGHTFUL LIFE CAN BE, LIVING ON THE ABSOLUTE WATERFRONT AT PALM LAKE CARE BEACHMERE. WITH LUXURY HAMPTONS STYLING, 24-HOUR NURSING CARE AND ACTIVITIES APLENTY, LIFE IS GRAND HERE, BY THE SEA...



Pictured: Just like its Palm Lake Resort Beachmere Bay ‘cousin’ across the road, Palm Lake Care Beachmere takes its design and styling cues from the idyllic Hamptons. This community oozes casual elegance and coastal grace. It is perfectly suited to its absolute waterfront position, overlooking Moreton Bay. Community spaces have been designed to take in the view while also providing loads of private spaces for residents and their visitors to sit and relax.





Their time to relax

MICK AND SUSAN CARMODY WORKED TIRELESSLY TO GIVE THEIR CHILDREN THE BEST LIVES POSSIBLE, BUT NOW, AS THEY SETTLE INTO THEIR PLUSH TWIN SUITE IN WATERFRONT PALM LAKE CARE BEACHMERE, IT'S FINALLY THEIR TIME TO RELAX.

Working hard and looking after your family is the small town way, and with a population of just 5000 people, Corowa is certainly a small town. On the bank of the Murray River, right on the New South Wales-Victorian border, Corowa was the backdrop for Mick and Sue Carmody's love story - and what a love story it was.

Complete with whirlwind romance and family feuds, the couple's love story begins in the most random of places - at the dry cleaners.

"I was 18 when we met, and Mick was 22," says Sue. "I was working for his father's dry cleaning business, though Mick's family didn't approve of our relationship at all because I wasn't a Catholic."

The disapproval didn't stop the pair, who married a few short years later. By the time Sue was 21, she was pregnant with their first baby. Both Mick and Sue worked several jobs to support their young family (including a son, Scott, and their daughter, Melissa) often going days without seeing one another. Mick managed Paterson's Furniture Store and later the pokies section of a busy club in Wodonga, while Sue was a cleaner at a competing club.

"It was full on, but I loved the work," says Mick of his work managing the pokies. "I worked there for 15 years, which meant no holidays for the kids because Sue and I were always alternating our shifts. Often, that meant only seeing each other on Sundays."

3am starts were common for Sue, who would leave work for half an hour to drop the kids at school before returning to finish her shift. After working separate jobs for some time, Mick and Sue owned not one, or two, but three of their own businesses. But times got tough, and they lost all three.

"It wasn't long after that our daughter called us to say she had met a guy from Brisbane and she wanted us to move there with her," recalls Mick. "The timing was perfect - three weeks later we had made the move. We've been here for 12 years now."

"Moving to Queensland was the best decision for our health," says Sue. "I had a triple bypass three years ago and heart failure last year, and Mick was diagnosed with dementia at 52, among other things. If we had been living in Wodonga or Corowa, I don't think either of us would have made it through."

Sue says her still being here is a credit to Queensland's lifestyle and sunshine, with both her and Mick saying they feel most relaxed by the sea. And even though it took a while to find an aged caring community that suited their needs, having moved into their

twin suites at Palm Lake Care Beachmere, Sue is confident she doesn't want to live anywhere else.

"Before we found Palm Lake Care, we were living in an aged care location on a busy road, which wasn't good for Mick's health," says Sue, referring to the fact that Mick suffers from seizures which are triggered by loud noises. "We shared a bathroom with other residents which was filthy and had doors that didn't lock. It was more like a hostel. I remember looking around one day and thinking, 'How did I end up here?'"

"Prior to that, I had lived on my own in a different aged care location while Sue lived with Melissa to save money," says Mick. "No one really checked in to see how you were and it was so hard to watch Sue leave every day knowing I would be completely alone until she came back."

Wanting better for her parents, Melissa did some research - it was then that she came across Palm Lake Care Bethania.

"We all fell in love with it straight away, but there was no room available," says Sue. "The staff at Palm Lake Care Bethania told us about a new location opening soon and as soon as I saw the water, we were sold. The plan had been to live here until there was availability at Bethania, which is closer to our children, but since we've moved in, I know we won't be leaving. It's perfect."

"I'm normally an early riser, but I slept in this morning for the first time in years," says Mick. "I keep thinking we need to check out by 10am - it's like a hotel, but better!"

Mick and Sue's list of requirements included a decent room size, a quiet atmosphere and devoted staff. They now occupy one of six plush twin couple suites, with beds in one space and a living room in the adjacent other space, and say they have received more care in their first 24 hours here than they ever have before.

"We have never been looked after in this way," says Sue. "We have already had our blood pressure taken, which never happened before, and seen a physio who is making sure everything is set up for our comfort and convenience."

But beyond the attentive staff and beautiful surrounds, Mick says it's the little things - like the bathroom being built with his wheelchair in mind, the lights being adjusted to reduce his risk of seizure, and the strip of coloured carpet that runs alongside the walls to help with depth perception for residents with dementia - that impress him the most.

"Having dementia, there are certain things that I notice here that I have never seen at any other place," says Mick. "Not only do they care about our wellbeing - they actually listen and understand specific needs and make the effort to meet them. The difference in professionalism is so noticeable."

"It feels unreal," says Sue. "We feel looked after and safe and, most importantly, our kids feel that we are looked after and safe, which is a huge weight off everyone's shoulders."

"It's better than the brochure, and actually true to the pictures," says Mick. "As our children have said to us so many times before, it's finally our time to relax."

IT'S THE LITTLE THINGS...

WHEN THE DESIGN team sat down to consider the floorplan and inclusions for Palm Lake Care Beachmere, they were able to call on the experience and feedback collected from our four established Palm Lake Care - each a success in their own right. One thing that had been seen as an important inclusion at Beachmere was "The Sanctuary". Palm Lake Care's Care Solutions Manager Jacinta Sutton explained that The Sanctuary was literally that - a quiet place for reflection and time out, away from the hustle and bustle of the main community areas, for use by residents, families, visitors or even our caregivers. Palm Lake Care offers 'The Sanctuary' upstairs at Mt Warren Park, there will be one included at Toowoomba when it opens, and we have also retrofitted one at Deception Bay.

"Some come to us for the palliative journey and their gathered family and friends who put on a brave face now have a quiet, private space where they can take a moment," Jacinta explains.

A tranquil room offering comforting lounges, a key feature central to The Sanctuary's appeal at Beachmere is the locally made stained glass window that was commissioned specially for this space. It is flanked by two exquisite brass peace gongs which will be engraved with the names of those permanent residents who pass through Palm Lake Care Beachmere on their life's journey.

"We caregivers are lucky to be welcomed into and share our residents' home with them - we never see it as them existing in our workplace," Jacinta says. "The peace gongs will be a memorial to those who have touched our caregivers' lives in some way, for which we are always grateful."

"The inclusion of thoughtful spaces like The Sanctuary and even our Guesthouse at Toowoomba, so families can stay together, are the reason I am most proud to work at Palm Lake Care. They have no economic value to the company but the difference they make to families is profound and enduring."



Around the grounds



Pictured left: Palm Lake Care Bargara's Bobbie remembers her dad on Father's Day. **Above:** Bobbie's fellow Bargara friends were excited to participate in the Palm Lake Care's Got Talent' virtual talent show recently. We love how technology is keeping us close!



Pictured above: You can count on Mt Warren Park Lifestyle girls Leona and Cathy to always bring the fun! **Right:** Still at Mt Warren Park, we didn't let COVID stand in the way of celebrating three 90th birthdays recently. Pictured is birthday girl Dorothy and her visiting fan club. **Pictured above right:** Service Manager Vanessa Gawith with Dulcie, who just celebrated her sixth anniversary at Palm Lake Care Bethania.

News in brief

CAREGIVERS' INCENTIVE

Palm Lake Group has recently announced a special incentive for our caregivers. We invest a lot of resources into finding and training just the right people to provide the level of care and service that our reputation is built on. To encourage our caregivers to recommend their likeminded friends and family members to roles within our company, we are paying them a cash incentive when their contact is successful in employment. It's our way of ensuring the best caregivers are filling our vacancies. To find out what roles we are currently filling, visit the Palm Lake Care website and click on 'Join us'.



“A grandparent is a little bit parent, a little bit teacher and a little bit best friend...”

CAFE RENO NOW COMPLETE

Residents of Palm Lake Care Deception Bay are loving the shiny new on-site cafe, called 'Salt', that has recently been completed as part of a major renovation of this northside community (pictured right). The cafe offers a place for visiting family members and friends to enjoy a caffeine hit and a delicious treat with their loved ones. The renovation project has also seen upgrades to the building's reception/administration area among other improvements. If you have a loved one at Palm Lake Care Deception Bay and you haven't stopped by in a little while, it's a great time to drop in and check out the fresh new look.

BOOK YOUR HOLIDAY RESPITE NOW

With Palm Lake Care Beachmere just opened and Palm Lake Care Toowoomba scheduled for completion shortly, we are taking expressions of interest for respite care bookings for the Christmas holiday season. We love taking in residents for respite stays as they often love our communities so much they want to return - or move in permanently! Book your respite now on freecall 1800 246 677 or email us for more information on caresolutions@palllake.com.au



Pictured above and below: Palm Lake Care Deception Bay's new cafe, Salt, offers everything from delicious cakes and cookies, to toasted sandwiches as well as a wide variety of hot and cold beverages. It's a great meeting spot.



Our caregivers make the difference

WE RECENTLY CELEBRATED Aged Care Employee Day - an initiative of Leading Age Services Australia. It's a celebratory event that we truly embrace as a business, simply because our Palm Lake Care aged caring communities would be nothing without the caregivers we painstakingly select to provide all the various types of care and assistance that our residents require. The theme of Aged Care Employee Day, #ThanksforCaring, recognises each and every team member involved in caring for the 1.3 million older Australians receiving home care or residential care services. It is a massive team effort to bring the

level of care we do to our very grateful Palm Lake Care residents and families, and is thanks to everyone in our team - from the nurses and PCAs on our frontline, to our kitchen and admin staff, those in our laundries, the cleaners, maintenance officers and management teams that keep the wheels turning in the background. Like links in a chain, everyone plays a vital role. If you are looking for a way to say thanks to a Palm Lake Care caregiver, don't forget that our website offers a "Thank a Care Worker" portal for your messages. They love receiving these unexpected messages. And they are very deserving of the praise.



"I love working here as I get to see the ocean every day and the residents put a smile on my face! I've worked in care for 10 years. I couldn't see myself doing anything else."

Dianne Harbour, PCA



"Bringing joy is so special to me. I love giving people company and celebrating their life's journey with them. I've been in aged care for 20 years."

Leona Counsell, Lifestyle



"I've been in aged care for nine years. I love to talk, so I love chatting to the residents. My mum and dad are in care so I know the importance of the little things."

Kaz Pitts, Housekeeping



"I love doing nice things for the residents, and they are always happy to see us. COVID has meant we've worked really hard but it's still so rewarding."

Jo Atkinson, Housekeeping



"I've been in aged care for 40 years. I have a real passion for palliative care, guiding and supporting families through this stage in their journey."

Mischelle Taewa, RN



"Our residents and their families have become an extension of my own family. It's a happy environment. I've worked in aged care for 10 years."

Tricia Hargreaves, Admin



"It's important to me to make the residents happy. It's my role to help them have a great day. I've been in aged care for 25 years."

Lindy Janson, Lifestyle



"I want residents to feel that coming to Palm Lake Care was the best decision. Knowing I've made an impact on their life for the better is so rewarding."

Libby Cadogan, Clinical Nurse

Jack of all trades

PEOPLE ARE OUR PURPOSE AT PALM LAKE CARE - FROM OUR RESIDENTS, TO OUR TEAM OF DEDICATED STAFF. WITH EACH LOCATION COMES AN OPPORTUNITY TO STRENGTHEN OUR COMMUNITY, AND THE NEW PALM LAKE CARE BEACHMERE HAS BEEN NO EXCEPTION.

Establishing an aged caring community is no mean feat. There is a lot of work that goes on behind the scenes to achieve the Palm Lake Group's exacting standards of care, service and community.

But the most important part of the process, in our extensive experience, is growing our team. From the nurses to the services managers and beyond, we take pride in knowing we have the most qualified carers among our ranks, across a multitude of roles.

Finding the perfect maintenance manager for our new Palm Lake Care Beachmere location was no different, and it was evident early on that Anthony Batchelor was the man from the job.

Anthony has done it all - from pre-cast concrete, to electro-technology, to soft-fall flooring - and he is excited to apply his diverse knowledge to his new role.

"I have always been a labourer of some kind, but I have also gained my Cert III in plumbing and my Cert II in electro-technology," says Anthony. "I've made pre-cast concrete pipes and drainage, rubber soft-fall flooring and worked on the Hercules Park project in Brisbane. I've just about done it all."

Originally from New South Wales, Anthony moved to Queensland for a change of scenery and is now loving life in Caboolture. After the seasonal nature of his previous jobs, he is looking forward to the consistency of working at Palm Lake Care Beachmere.

"I love the idea of being able to go to work rain, hail or shine," says Anthony. "I have done some maintenance work in aged care locations in the past, so I'm looking forward to getting back into it."

Prior to the opening of Palm Lake Care's new Beachmere aged caring community, Anthony is currently overseeing the construction schedule. Once residents begin moving in, he will manage the overall maintenance of the community, both internally and externally.

"I was wowed by the set-up of Palm Lake Care Beachmere on my first walk through - it's completely different to what I have



experienced before," says Anthony. "I'm excited to be able to work in the courtyard area, and by the ocean out the back."

His varied knowledge will allow Anthony to diagnose and address any maintenance quickly and with ease, fixing things himself where possible and contacting licenses plumbers, electricians and more if need be.

"I am excited to bring my experience working in aged care together with my knowledge of different trades in this new role," says Anthony. "The people of Palm Lake Care have been lovely and accommodating, so I know that I will feel right at home here."

WORK WITH US?

Do you have a passion for people just like Anthony? Palm Lake Care is always hiring across a broad range of positions. Visit the Palm Lake Care website at www.pallakecare.com.au/careers to search our current vacancies.

PALM LAKE CARE

Bargara

55 Wearing Road, Bargara QLD 4670
Phone 07 4331 0000

KEY LOCAL PERSONNEL

Service Manager: Steve Wheeler
bargaracarefm@palllake.com.au
Admin: Donna Antrobus
Admin/reception: Colleen Dwyer
Clinical Manager: Julie Bryant
Clinical Nurse: Christie Webb
Lifestyle Team Coordinator:
Kim Milowski
Chef Manager: Jenny Wise
Maintenance Officer: Richard Miller

UPCOMING RESIDENTS' MEETINGS:
Third Wednesday of the month

HERE, WE GET CREATIVE

The benefits for seniors in completing craft projects are manifold, from improving cognitive ability and motor skills to reducing stress. Our crafty gentlemen have been taking part in Men's Mornings and making more bird houses - our last lot sold quickly to some very interested caregivers. Each one of these residents is working on their very own project and we cannot wait to show off the finished products (stay tuned to our upcoming newsletters!). We have also started to get quite creative on our regular craft mornings, creating decorations for our Cultural Days and events, for example. Everyone has been thoroughly enjoying the creative process and it's great to see the thought and effort that goes in.



**Steve
Wheeler,
Service
Manager**

PALM LAKE CARE

Beachmere

Bishop Rd, Beachmere QLD 4510
Phone 1800 246 677

KEY LOCAL PERSONNEL

Service Manager: Sue Daly
beachmerecaresm@palllake.com.au
Admin: Julie Skein
Clinical Manager: Jasika Sidhu
Clinical Nurse: Libby Cadogan
Chef Manager: Neil Galpin
Maintenance Officer:
Anthony Batchelor

UPCOMING RESIDENTS' MEETINGS:
First Thursday of each month

HERE, FRIENDSHIPS BLOSSOM

Palm Lake Care Beachmere really is blossoming into a fantastic community with beautiful friendships forming. A good example of this was in relation to one resident, who had completed her respite stay only to return to us to make Palm Lake Care Beachmere her permanent home as she so missed her best friend! It was a lovely surprise for these two best buddies to catch up in our private dining room when they were reunited. They spent all morning talking! Our community is growing and the residents are really making Palm Lake Care Beachmere their home. The Wellness Centre (with its great range of aged-care-specific equipment) is in full use, and the gardens are benefitting from the efforts of our residents in partnership with our caregivers.



**Sue
Daly,
Service
Manager**

PALM LAKE CARE

Bethania

1 Goodooga Drive, Bethania QLD 4207
Phone 07 3086 3000

KEY LOCAL PERSONNEL

Service Manager: Vanessa Gawith
bethaniacarefm@palllake.com.au
Admin: Tricia Hargreaves, Kylie Daley
Clinical Nurses: Kirra Gibson and
Sandhya Rajan
Lifestyle Team Coordinator:
Amber Blake
Chef Manager: Veijo Lehto
Maintenance Officers: Jason
Campbell and Peter Robertson

UPCOMING RESIDENTS' MEETINGS:
Third Wednesday of the month

HERE, WE ARE GRATEFUL

2020 has been a different and challenging year for all. Our Lifestyle Team, along with our residents, have built a Gratitude Tree in the lounge area. To celebrate International Gratitude Day, we are working together, writing down our positive thoughts and making an effort to acknowledge things that make us happy and grateful. It has been lovely to see what the residents share. For me, I am grateful for the all the support provided by residents, families and caregivers over this time. The chats that I have had with the residents and caregivers about their commitment to creating a safe home here has made me extremely grateful. As we continue to be here for each other, my door is always open.



**Vanessa
Gawith,
Service
Manager**

PALM LAKE CARE

Deception Bay

42-46 Bay Avenue, Deception Bay
QLD 4508. Phone 07 3293 5800

KEY LOCAL PERSONNEL

Service Manager: Vicki Boyd
deceptionbaycarefm@
palllake.com.au
Admin: Lyndall Woolmer and
Gillian Hodge
Clinical Manager: Calley Ainscough
Lifestyle Team Coordinator:
Linda Riedel
Chef Manager: Amit Jyoti
Maintenance Officer: Allan Graham

UPCOMING RESIDENTS' MEETINGS:
Third Tuesday of the month

HERE, WE EMBRACE CHANGE

I would like to thank our families for their understanding of the government-imposed visitor restrictions which I had to introduce on my very first day as the new Service Manager at Palm Lake Care Deception Bay. Now that we are past those restrictions, the smiles on my residents' faces say it all. I am very excited to meet all the residents' families now. As new member of the team, I am also excited to be working with Palm Lake Care's philosophy, which perfectly matches my own. Our building has undergone a lengthy renovation this year but the good news is that the work is near complete. Residents and their families are already enjoying a wonderful new café for catch-ups.



**Vicki
Boyd,
Service
Manager**

PALM LAKE CARE

Mt Warren Park

33 Mt Warren Park Blvd, Mt Warren Park
QLD 4207. Phone 07 3444 6000

KEY LOCAL PERSONNEL

Service Manager: Eleanor Morgan
mtwarrencarefm@palllake.com.au
Admin: Christine Richards and Tiffany
Smith
Clinical Manager: Caroline Bosnic
Lifestyle Team Coordinator:
Leona Counsell
Acting Chef Manager:
Colleen Anderson
Maintenance Officer: Andrew Garrett

UPCOMING RESIDENTS' MEETINGS:
Second Wednesday of the month

HERE, WE CELEBRATE WITH YOU

How wonderful that restrictions on our visitors have been lifted and our caregivers have been able to remove their masks. Despite restrictions, Palm Lake Care Mt Warren Park residents who had milestone birthdays celebrated them with their Palm Lake Care family. While there was understandable disappointment in not being able to see their loved ones during the times of restricted access, resident friendships have deepened. One birthday 'girl' ended up with two smaller group parties as her circle of friends could not "possibly be limited to only 10 people". A huge thank you to all the family members who have been most understanding and supportive of us. Your understanding goes a long way in these unprecedented times.



**Eleanor
Morgan,
Service
Manager**

PALM LAKE CARE

Toowoomba

Hogg St, Toowoomba QLD 4305.
Phone 1800 246 677

KEY LOCAL PERSONNEL

Service Manager: Tony McKenzie
toowoombacarefm@palllake.com.au
Admin: Julie Skein
Clinical Manager: Jodi Harms
Lifestyle Team Coordinator:
Jeannie Healy
Chef Manager:
Edward Townsend
Maintenance Officer: Jason Schwerin

UPCOMING RESIDENTS' MEETINGS:
Third Wednesday of the month

HERE, WE ARE YOUR NEW FAMILY

After months of work, we are excitedly putting the final touches on Palm Lake Care Toowoomba as this magazine goes to print. It is an undoubtedly beautiful building that I know many local families will be pleased to have their loved one associated with. As we begin to develop the culture with our new staff, and grow the personality of our building in preparation for our first residents, our ethos will be simple: To treat every new resident as though something special is waiting round the corner for them when they arrive. Most importantly, for the residents already in the building, no matter who enters our community next, our current residents will always be our most important ones.



**Tony
McKenzie,
Service
Manager**



Here we have care solutions

Our free service can give you peace of mind

Palm Lake Care's, Care Solutions is a free service that helps families and health professionals. We give clarity during an often confusing time, helping to tailor fees and financial arrangements to create the right solution for individual circumstances.

Palm Lake Care is affordable to everyone. Palm Lake Care residents enjoy private suites, chef prepared meals daily and the very best 24/7 care and support all with no additional daily fees.

Palm Lake Aged Caring Communities

Bargara | Beachmere | Deception Bay | Memory Lanes Dementia Micro-Village
Mt Warren Park | Toowoomba | Coming Soon - Caloundra & Cooroy-Noosa



Aged Caring
Communities

Call 1800 246 677 | caresolutions@palllake.com.au | palllakecare.com.au