

# The Difference

PALM LAKE CARE CALOUNDRA OCTOBER - NOVEMBER 2023

## We're forever learners



Here at Palm Lake Care we know you're never too old to learn - which is why we host interesting and educational group activities.

The colours, flavours, sights and sounds of Nepal were easy to find at Palm Lake Care Caloundra recently, when we commemorated Nepal National Day. For many residents, this cultural experience was new but the colourful national costumes and the smell of traditional Nepalese cuisine were hard to knock back! We enjoyed a round of trivia (did you know that Nepal contains eight of the 10 tallest mountains in the world? Or that it's illegal to kill a cow in Nepal?!) and some residents even joined our team members, dressing up in traditional costume. This event was definitely as fun as it was bright and memorable.



### Around the grounds

From RUOK Day to fun group activities, check out what we've been up to

### The people of Palm Lake

In every edition, we bring you a friendly resident or team member to meet





# Here, you are welcome



**Service Manager,  
Ushani Jayawardhana**

As we welcome the last couple of months of 2023, we've got a 'bouquet' of activities and events lined up to keep in the spirit of 'togetherness in full bloom'. Our residents have commenced enjoying scenic nature walks to relish the breathtaking views around our lake, in our neighbouring Palm Lake Resort area. Walks here provide the perfect opportunity to savour the season's beauty and stay active. Our Lifestyle Team is also organising a library area for our residents, filled with books and magazines. Through a new Book Club, residents can share their literary thoughts and engage in lively discussions. Stay tuned for the Club's start date. We're also currently nurturing our garden and your green thumbs are more than welcome to join us. Gardening is a wonderful way to stay connected with nature and enjoy the fresh air and sunshine.

Finally, your safety and wellbeing remain our top priority, and we're committed to creating an enriching and enjoyable experience for all. If you have any questions, concerns, or are needing assistance, feel free to reach out to us. My office is right next to main reception. Write me a feedback form if you can't find me I will come and visit you. Stay tuned for more updates and feel free to share your suggestions or ideas with us.



**Chief Operating Officer,  
Trish Heke**

Dear Palm Lake Care family - Much like Maria in *The Sound of Music*, who brought a new tune and harmony to the Von Trapp family, our revamped newsletter format is set to invigorate and re-energise our community, fostering a closer alignment with our core values and mission. I sincerely hope you enjoy the fresh look and feel of this new format. Our revised vision emphasises that belonging and connection are fundamental rights of ageing. Our purpose is clear: we are passionately and actively building active, engaged and inclusive care communities.

Our top priorities – our people, communication and community – form the bedrock of our family-centric approach. Palm Lake Care is not just a workplace; we want it to be family. Here, we want everyone to feel deeply connected and have the opportunity to make significant contributions. Communication, like a symphony, remains central to our operations and interactions. We are committed to active engagement, attentive listening and timely responses.

Our communities resonate with the warmth of a family, ensuring everyone (be it an employee, resident or visitor) feels valued. As we chart our course forward, I want to express profound appreciation for your unwavering trust and support in us. Together, as a family, we'll ensure the hills of Palm Lake Care remain alive with the sound of unity and growth.

## Palm Lake Care Caloundra

Looking for more information about Palm Lake Care Caloundra? Here's where you can find us:

**PHONE:**  
07 5355 7100

**STREET ADDRESS:**  
95 Village Way,  
Little Mountain QLD 4551

**EMAIL:**  
caloundracaresm@palllake.com.au

**WEBSITE:**  
palllakecare.com.au

**GET SOCIAL:**  
Follow us on Facebook  
(@PallLakeAgedCare) and on  
Instagram (@pall\_lake\_care)

## Key local personnel

**Service Manager:**  
Ushani Jayawardhana  
caloundracaresm@palllake.com.au  
**Service Manager Support:**  
Marcelle Loffelman  
**Acting Clinical Manager:**  
Christine Rosolen  
**Housekeeping Team Leader:**  
Lisa Wilkinson  
**Lifestyle Team Leader:**  
Matthew Whitney  
**Maintenance:** Michael Driscoll



## News briefs

### What they say...

*"Mum has been in care for almost a year now and she loves her new home and we are so happy as a family because of the care she receives. The communication I receive from Palm Lake Care has been amazing. Nothing is ever too much to ask and they keep me up to date with detailed information regarding everything that happens with Mum. I also work in aged care in the community and I can say hand on heart, Palm Lake Care is the best on the Sunshine Coast. The people who work there and support my Mum and me are terrific and I cannot say enough about them...I tell everyone how great they are! It was the best decision we made regarding Mum's care."*

- Carmen Landells

2023

MASTER BUILDERS AWARDS

WINNER



### Winners are grinners!

Did you hear the news? Palm Lake Care Caloundra has just picked up a prestigious construction industry award - named best Aged Care Facility at the recent Sunshine Coast Master Builders 2023 Housing and Construction Awards. Our incredible building is a stellar example of how Palm Lake Care is making a difference to those Sunshine Coast families looking for high quality care for their loved ones. The excitement on our team members' faces at the gala awards event, pictured above, says it all!



### One hundred reasons - for cake!

The annual festive season is approaching but we're already in celebration mode! With our first birthday coming up in November (how time flies when you're having fun!), we also just officially reached 100 residents living here in our community. And you know us - if there's a celebration, we eat cake!



## Join us at our Residents' Meetings

Communication is at the heart of all that we do. We engage, listen and respond, which is why we'd love to have you join us at our regular Residents' Meetings. Here are the next few meeting dates so you can plan ahead:

- November 20
- December 11

No RSVP is required. We look forward to seeing you there!





## Around the grounds



**Pictured above and below:** RUOK Day provided us with the chance to check in with all our team members, above and beyond the norm. Service Manager Ushani had fun wheeling her trolley around, delivering a deliciously fresh lunch around to all while making sure to ask everyone, RUOK?



**Pictured left:** We are blessed to live in such beautiful surroundings. Our lake walks are nothing short of picturesque.



## Meet your neighbour

**WE WOULD LIKE TO INTRODUCE TO YOU ONE OF OUR LOVELY RESIDENTS, ANNE CREBBIN.**

Anne was born in South Sea, Portsmouth, in England. She moved around a few times throughout her years in England and completed high school having learned French. Anne went on to learn shorthand and ended up gaining employment as a secretary in a real estate office and as a market gardener. She met a man who was Captain of a merchant ship and, in his work, he had travelled several times to Australia. The pair were eventually married on December 28, 1957, and decided to move to Australia as 10-pound Poms.

By October 1970, they had three children and decided to move to Sydney. Anne and her family lived in Ryde and she secured a job for Grace Brothers Department Store, in the office, balancing the tills. The family then moved to Hornsby. They built a home there in 1975 and stayed on for 12 years.

Next stop was Cairns, in Far North Queensland. Imagine these 10-pound Poms, from England, living in the heat and humidity of Cairns?! After five years in Cairns, they moved south to Golden Beach on the Sunshine Coast and stayed there right up until Anne joined us at Palm Lake Care Caloundra.

Anne says her biggest personal achievement besides raising three beautiful children and having a wonderfully happy life in Australia was, at the age of 50, learning how to use a computer!

Anne is such a light in our Palm Lake Care community and we love seeing her at our group activities. She treats everyone around her with kindness and grace.



## Meet a team member

**THE SUCCESS OF PALM LAKE CARE CALOUNDRA COMES DOWN TO OUR DEDICATED TEAM. LIKE INTEGRAL LINKS IN A VERY IMPORTANT CHAIN, EVERYONE'S ROLE HERE MAKES A DIFFERENCE, WHICH IS WHY WE'D LOVE TO INTRODUCE YOU TO KATHLEEN NEWTON...**

My name is Kathleen. I have been an Endorsed Enrolled Nurse for 12 years. I have eight years of aged care experience. I am the Clinical Care Funding Assistant. I assist the Clinical Care Funding Officer with pre-admissions, admissions, assessments, projections and providing education to staff on how to complete documentation for our team to be able to complete the assessments for each resident.

I have been with Palm Lake Care Caloundra for three months so far, and look forward to continuing to support the team with my wealth of experience.

## It's our first birthday!

Get ready for some fantastic and fun celebrations for our 1st anniversary, which is on November 14! Can you believe it's already been one year of operations here at Palm Lake Care Caloundra?! This first birthday celebration promises family fun time, live music, treats, and an exciting atmosphere. Stay tuned for details!



# Your questions, our answers

We often get asked similar questions by residents and family members right across our group of Palm Lake Care communities so we thought we'd answer some of the more common ones here...

**How often will the doctor visit?**

The doctor generally visits once a week, but if you have urgent concerns, please let our staff know.

**Can my family visit me anytime?**

Yes, your family and friends are welcome any time. We want you to feel connected and at home.

**What activities are available for us?**

We offer a range of daily activities. You can check the activity calendar for all the details. You can also speak with our Lifestyle Team if you have personal requests or suggestions.

**Is it possible to personalise my room?**

Yes, you can bring personal items to make your room feel like home. Just let us know what you'd like to add, for example, household items and furniture.

**Can I leave my community for a day with my family?**

Yes, you can. Please inform our staff in advance so we can prepare any medications or necessities you might need. Remember to sign out, as well as signing back in, on your return.

**What should I do if I don't feel well?**

If you're not feeling well, tell a staff member immediately. We're here to help.

**Is there a hairdresser or barber on site?**

Yes, we have a hairdresser who visits regularly. You can book an appointment at Reception. Payment can be made either at your appointment or we can add it to your monthly statement.

**How can I get new supplies like toothpaste or shampoo?** We supply a range of hygiene supplies such as body/hair wash, toothbrushes and toothpaste at no additional cost. Just let the staff know what you need and we'll make sure you get it.

**What happens if there's an emergency?**

Firstly, rest assured that we have trained staff, excellent emergency equipment and emergency procedures in place. Press your call button and someone will come to assist you.

**How can I join or start a new hobby group or club here?** Talk to our Lifestyle Team members. They can help you join or start a group based on your interests.



Navigating the golden years can be a journey filled with both challenges and joys. One key aspect to ensure your days are more delightful and less daunting is to stay well-hydrated.

While it might seem straightforward, the importance of hydration, especially in aged care settings, is paramount. Here's why every sip counts...

**Clarity and focus:** Think of the moments when you're immersed in a book or engaging in lively chats with visitors. Water is fundamental for brain health, ensuring clarity of thought, swift responses, and cherished memory-filled conversations without any feelings of dizziness or disorientation.

**Graceful movement:** Those leisurely afternoon strolls in the garden or gentle exercises? Staying hydrated ensures your joints are lubricated, preventing stiffness, and ensuring every step you take is smooth and pain-free.

**Digestive comfort:** Enjoying your favourite meals shouldn't come with worries. Proper hydration keeps your digestive system running seamlessly, ensuring you can savour every bite without concerns of discomfort or constipation.

**Comfort throughout the year:** Come rain or shine, hydration plays a crucial role in regulating your body temperature, ensuring you remain comfortable in every season.

**Soft and supple skin:** The joy of feeling your skin smooth and hydrated every morning? Ensuring you're well-hydrated keeps your skin supple and free from dryness.

**Keeping your system balanced:** Every sip of water assists in flushing out toxins, ensuring your body functions optimally, and you feel revitalized every day.

**Getting the most from your medicines:** If you're on any medications, staying hydrated ensures these work as effectively as they should, bolstering your health in every possible way.

So, as you go about your day, make it a habit to sip on water, enjoy a juicy piece of fruit or savour a warm bowl of soup. Embracing hydration is not just about routine - it's an integral part of caring for yourself and ensuring every day in aged care is as vibrant and fulfilling as you deserve.

# Around the grounds



**Pictured left and above:** Our regular Manager's lunches are very well received. We invite different residents each time and go all out to deliver a fine-dining experience, right here in our own formal dining room.

**Pictured right:** Our community bus has been keeping us busy lately, with fun shopping trips and other adventures!



## Acting Clinical Manager, Christine Rosolen

Thank you all for the warm welcome to Palm Lake Care Caloundra. It has now been a few weeks since my arrival. Over the years I have been fortunate to be part of the driving force behind change in the aged care sector. It has been a privilege to work with consumers and their families. What do I bring to you, you ask? Thirty years of experience in aged care, hospital and offender health, a well developed sense of humour, strong communication skills and, above all, a commitment to continue to improve aged care services. If you wish to book a meeting with myself, please email your request and, if possible, a brief outline of any concerns. I will respond ASAP, being mindful delays may occur particularly in the case of weekends and public holidays.

This summer, please be mindful when going out into the greater community. Ensure hats and sunscreen lotions are applied, and remember to drink plenty of fluids. If possible, avoid going out in the midday heat. Aim for morning and late afternoon outings, if possible.

Finally, a quick note. Access to the kitchens is off limits to all visitors. Please do not be offended if you are directed away from these areas or asked to not provide food or fluids for other residents. This is for safety reasons, as many of our residents are on specific diet and fluid textures.

# Important information

## Meet our Central Support team

**Chief Executive Officer:**

Dan Aitchison

**Chief Operating Officer:**

Trish Heke

**Operations Manager:**

Simone Ross

**Clinical Governance Manager:**

Melissa Ostrouhoff

**Support Services Manager:**

Steve Wheeler

**Customer Experience Manager:**

Blake Johnston

## We love your feedback!

We highly value all types of resident and family feedback - it enables us to continually improve our already high standards. There are so many ways you can provide feedback but the easiest way is to complete a feedback form. Blank forms are available from our Reception desk and, once complete, can be submitted in the Feedback Box, also found at Reception. Our Service Managers are also available to chat at any time. Their door is always open.

## What should I do in an emergency?

**FIRE:** Spotted a fire? Let a staff member know and press the alarm, if I can.

**EXITS:** I need to remember my closest way out. Leave things behind and get out quickly.

**CRISIS:** If something else happens, I'll stay calm. I'll help my neighbours if it's safe to.

**PREPARE:** I'll remind myself of safe places and the best way to leave, if needed.

Note to self: If I'm unsure, I'll ask a staff member.

## Volunteers are the best people

We are always on the lookout for volunteers to stop by and support our community. You might like to help our Lifestyle Team facilitate their regular group activities? Or you might like to spend some one-on-one time with our lovely residents? Many love to share a cuppa and a chat! Maybe you have a specific skill you can share? If you'd like to volunteer in our community, and enjoy the reward that comes with it, simply contact our team via the details on Page 2. You can also go to our website and click on "Join us".

## Care is a noble profession

If you've been looking for a career that is meaningful and rewarding, maybe aged care is for you? We have an ever-changing list of vacancies across a variety of positions, from housekeeping and admin to carers and grounds staff. To find out what vacancies are currently available in each of our Palm Lake Care locations, go to our website and click on "Join us". We look forward to welcoming you to our team.

## Your meals, your choice

At Palm Lake Care, your choices shape our menu. Our dedicated chefs create meals that not only nourish but also cater to your tastes. Through our Food Focus Group meetings, your feedback directly influences our culinary direction. We value your voice, ensuring that your dining experience is truly tailored to our residents' preferences. Share your thoughts and savour the difference!