

The Difference

PALM LAKE CARE MT WARREN PARK OCTOBER - NOVEMBER 2023

Our night of roaring fun!



This year, we started Seniors' Month celebrations early by kicking off with our highly anticipated Gala Evening.

Gala Evening is an annual event that sees our residents invited to be involved in all aspects of the planning. We spend months working out what the theme is going to be, choosing the menu, right down to what the table decorations are going to look like and even designing the invitations ourselves.

What everyone is going to wear is the topic of discussions for weeks leading up to the event! This year's 'Roaring 1920s' theme saw the ladies dressed in beads and feathers and the men looking very dapper in vests and suits.

We are very lucky to have one of our lovely resident's family members come back and perform for us every year. Each year, they greet everyone with "Good evening, seenagers!" which really sets the mood for the night!

There's always lots of dancing, great company and fabulous food, ensuring everyone has a memorable time. As one of our residents said, "It is the best night as it gives us something to look forward to - we all get dressed up which makes us all feel good. How can we not have a great time?!"



Around the grounds

From visiting musical acts to fun bus trips, check out what we've been up to, inside

Winners are gridders

Did you hear about our big win at the Master Builders Association Awards?



Here, you are welcome



**Palm Lake Care Mt Warren Park
Service Manager,
Caroline Bosnic**

Hello all - Another fabulous Gala Evening has just been hosted. This year's theme was the Roaring '20s and it proved to be such a winning theme! It was great to see our residents enjoying themselves and watching how engaged they were with each other. It was a night filled with laughter, singing and dancing - as all gala events should be! More than 70 of our residents attended this wonderful evening that started three years ago based on resident feedback. We also had the Beenleigh Orchestra come in again – another evening event which is very popular with our residents. You can definitely feel the festive season approaching - these past few weeks have proven we're already getting festive ourselves!



**Palm Lake Care
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 Mt Warren Park

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

PHONE:
07 3444 6000

STREET ADDRESS:
33 Mt Warren Boulevard
Mt Warren Park QLD 4207

EMAIL:
mtwarrencaresm@palllake.com.au

WEBSITE:
palllakecare.com.au

GET SOCIAL:
Follow us on Facebook (@PalmLakeAgedCare) and on Instagram (@palm_lake_care)

Key local personnel

Service Manager: Caroline Bosnic
mtwarrencaresm@palllake.com.au
Admin: Felicity Kilby, Rebecca Clay
Customer Experience: Hayley Alagiah
Clinical Manager: Sangeeta Bhamoo
Lifestyle Coordinator: Leona Counsell
Housekeeping Team Leader: Tracie Hamilton
Chef Manager: Kim Fleming
Maintenance Officer: Alec Walker



News briefs



Here's what they say...

"I had a fabulous night last night at the Gala Evening. Everyone looked beautiful. The staff were fantastic. All the planning and hardwork paid off. Lots of laughs and lots of dancing. It reminded me of my youth when I went to barn dances."

– Faye Hewitt, resident

"How lovely was the Beenleigh Orchestra? It is so nice to have things on in the evening. It gives us something to look forward to and breaks up the day."

– Jan Horn, resident.



**2023
MASTER BUILDERS AWARDS
WINNER**



Winners are grinners!

Did you hear the news? Our friends at Palm Lake Care Caloundra have 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. This 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!

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:

- October 18
- November 15
- December 13

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



Welcome Felicity

Felicity Kilby has recently joined Team MWP as an Admin officer and brings with her amazing administration and office manager experience. She is an absolutely wonderful addition to our team with a beautiful smiling face and a laugh that warms the room!



Pictured left: We have been lucky to have recently had the Local Beenleigh Orchestra visit us again. We were treated to a very professional performance from this 25-piece band who entertained us for an hour and then joined us for supper afterwards. We even had a solo piano performance from one of the members afterwards and we are looking forward to them visiting us again in the New Year.

Pictured below: Spotted in the crowd enjoying the orchestra were Duncan and his sister, Noela, as well as Wilma and Laurie.



Around the grounds



Pictured above: On the topic of musical entertainment, we've also been lucky to enjoy a visit from the Palm Lake Resort Waterford choirists.



Pictured above: Our lovely volunteer, Sue (on the left, in blue), is like a diamond - very valuable and loved by all! She's pictured here running a games afternoon with the residents.



Pictured above: Check out Marjorie and Val on our bus trip to the Logan Village Historical Museum.



Lifestyle Team's report

SEPTEMBER HAS BEEN ALL ABOUT CELEBRATING THE MEN IN OUR LIVES AND REMINISCING ABOUT THE INFLUENCES THEY HAVE HAD ON US.

We celebrated Father's Day with a lovely morning tea for all. We were lucky to have Beenleigh Junior Quota Club members come in and help us serve the morning tea and chat to everyone (see Stefan, pictured above). Everyone loved having the younger generation come in for a visit. Our regular Men's Group also enjoyed a barbecue lunch together - big, fat, juicy steaks and beers were their requests and they certainly enjoyed a feast (see Page 7). The 23 male residents in attendance have asked to have another one real soon!

Along with our regular bus trips and concerts we were fortunate enough to have Palm Lake Resort Waterford's very own resort choir put on a spectacular performance for us. We hope they return real soon.

We also enjoyed a performance by one of our lovely young volunteers, Rahella, and her family. They are a very large musical family. They have 12 children and 10 of those children and their parents performed for us. They are the most well behaved children! We look forward to having them back again towards the end of this year.

Oktoberfest celebrations have been thoroughly enjoyed and we were lucky enough to take in a German bell playing/dancing concert by Paula Hay - one of our lovely family members. We finished off the afternoon taste testing apple danishes and custard. Yum! Everyone enjoyed the afternoon, especially the hat dance.



Meet your neighbour

WE WOULD LIKE TO INTRODUCE TO YOU ONE OF OUR LOVELY PALM LAKE CARE MT WARREN PARK RESIDENTS, VAL MCKIBBEN

I was born and grew up in St Asaph, North Wales. When I finished school, I went to work in the office at Woolworths until I went on to do my nursing training and then later on I also did my midwifery training.

After I finished my training I went to live and work in Central Africa. It was while I was there that I met and married my husband, Dick. We lived in Africa for five years before migrating to Australia and making our family home in Logan.

I have been very lucky to have travelled the world and have lived and worked in several countries in my lifetime. I have always loved gardening, knitting and reading and, while I no longer do these hobbies like I used to, I still enjoy talking about them.

I came to live at Palm Lake Care Mt Warren Park in September 2022. I love living here. It is my home now. The staff are very helpful and kind and make me feel very comfortable. I have made some really good friends here and enjoy going to activities with them. I really enjoy the Lifestyle programs that are on offer, especially the concerts and going out on the bus.

If I was young again, the advice I would give myself and the younger generation is to always listen, ask questions, be kind and live life to the fullest.

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.



Being water wise

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 top: Father's Day morning tea, with the Junior Quota Club members, was enjoyed by all.
Pictured above: So too was the Men's Club barbecue. The mega steaks were demolished by our grateful crowd!



Pictured far left: Our weekly exercise classes are always packed.
Pictured left: Cheers to Oktoberfest!



Clinical Manager, Sangeeta Bhamoo

We have had a great month in the clinical space this month with a decrease in infections recorded. We also had a record low number of total infections for the month. However, our falls number has slightly increased recently so I just wanted to send a friendly reminder to all residents to make sure to press the call button and wait for one of our lovely staff members to come and assist you, if you need it. Also, use your 4WW and ensure that you are wearing appropriate footwear to lessen the chance of a fall.

With the warmer weather approaching, please remember to increase your fluid intake to keep yourself well hydrated. There are some great tips around this on Page 6 (see left).

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

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.

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.

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.

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".

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!