

# The Difference

PALM LAKE CARE TOOWOOMBA OCTOBER - NOVEMBER 2023

## We celebrate all our special men

We love any excuse for a celebration here at Palm Lake Care Toowoomba and in September we didn't have to look far for a good reason...

Father's Day provided us with a wonderful excuse to celebrate all those special men in our community. Whether they be fathers, grandfathers, great grandfathers, uncles, godfathers etc, it didn't matter... Father's Day was for everyone!

Our residents enjoyed a fantastic performance by Tristan James, as Elvis, on the day and we also had a visit from some vibrant little people who thoroughly enjoyed dancing with our residents! Everyone then sat in anticipation while we drew the lucky door prizes. All in all, it was a great day and we cannot wait for Tristan to return for another amazing show.

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### 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 Toowoomba  
Service Manager,  
Tony McKenzie**

I know I mentioned it in the previous update, but what a lovely change spring brings to our community here in Toowoomba. The smell of the barbeques cooking out in the courtyards on a warm spring day can help all of us forget our worries - all be it for a little while. Speaking of the strong smells of food that can have a cathartic effect on us all, the weekly 'big breakfast' that our fabulous Lifestyle Team members organise every Wednesday continues to be well received by residents. I try and drop in to say hello most weeks but I have to say it is a real challenge not to sit down and join in on the great conversation and consume lots of calories! It always good to see so many smiling faces and hear the happy chatter of residents.

Coming up, we have lots of activities planned for our community with, of course, the yearly key milestones such as Melbourne Cup festivities and our third birthday celebrations just to name a few. I look forward to sending out further communication to residents and their contacts over the coming weeks and, more importantly, sitting down with some of our fantastic residents to hear what's been happening in their individual communities.



**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 Toowoomba

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

**PHONE:**  
07 4580 3000

**STREET ADDRESS:**  
149 Hogg Street,  
Cranley QLD 4350

**EMAIL:**  
toowoombacaresm@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: Tony McKenzie  
toowoombacaresm@palllake.com.au  
Service Manager Support:  
Edward Townsend  
Customer Experience: Fran van Riet  
Admin: Louise King  
Clinical Manager: Jodi Harms  
Clinical Nurses: Pranita Tamang and  
Karynne Paull  
Lifestyle Team Leader: Leanne O'Rourke  
Housekeeping Team Leader:  
Tiann Opperman  
Maintenance: Jason Schwerin  
Chef Manager: Larry Fernando



## News briefs

### What they say...

*"I have been a resident for seven and a half weeks. My first impression of the community was how very open, clean and airy it was and, wow, the beautiful chandelier! I wondered if I was in the right place - it was more like an exclusive hotel than an aged care facility.*

*The staff - nursing, personal carers and all ancillary staff are absolutely amazing! My room is my sanctuary and I just love it! The view from my glass door is beautiful. The gardens are amazing and well maintained. It's such a pleasure being here. Leanne and Michelle from Lifestyle strive everyday to make sure we are entertained and have activities to keep us on our toes. In closing I would like to say thank you for giving me the opportunity to spend what ever time I may have left in such a beautiful home with such wonderful and caring people."*

- Robyn Meara

### Meet our newest team member, Kat

Kat (Katherine) is a Clinical Care Funding Officer. Kat is from Toowoomba, however completed her post graduate study in Brisbane. She is also completing her Master of Nursing (gerontology) online.

"I am very passionate about all residents living their best life whilst at Palm Lake Care Toowoomba," Kat says. "I want to ensure residents have access to as many resources and services as possible."

Here are some fun facts about Kat: Her favourite colour is red, her



### 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!



favourite book is "The Silmarillion" and her favourite hobbies are playing video games and listening to music.

"Random fact: I can play the flute!"

Kat is pictured, above, with one of our much loved residents, Melva.

## Meeting dates

Communication is at the heart of all that we do. Here are the next few Residents' Meeting dates so you can plan ahead:

- October 26, 10.30am, in the Theatre. Our Bocce Presentation will also be held (perpetual trophy donated by Lucky Phil's Barber Shop, presented by Philip Neidler, son of Jennifer Coss).
- November 30, 10.30am, in the Theatre.

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





# Around the grounds

**Pictured this page:** Father's Day was a wonderful family affair that was made even more memorable this year by a visit from the man himself, Elvis! Well, maybe, Tristan James! Tristan brought the tunes and some of our littlest visitors brought the moves. Oh, what fun we had!



**Pictured above:** Visiting musical acts really draw a crowd here at Palm Lake Care Toowoomba - we love our music! Check out this local duo, One Too Many, who visited us recently bringing their tributes to Patsy Cline, Cher, Tina Turner and more. Artists Trish and Geoff are a local musical couple from Plainlands. According to our Lifestyle Team coordinator, Leanne O'Rourke, "The residents enjoyed every minute of the show!"



## Meet a team member

**WE WOULD LIKE TO INTRODUCE TO YOU ONE OF OUR DEDICATED TEAM MEMBERS, DIVERSIONAL THERAPIST AND LIFESTYLE TEAM LEADER, LEANNE O'ROURKE.**

"I grew up in a little place called Aubigny, 40 minutes west of Toowoomba," Leanne explains. "My parents bought the old Tankam School property in 1978 for \$5000 - the school building was moved into Oakey (now used as the Old Scout Den) so Mum and Dad could build their future family home."

"I am lucky enough to have shared my childhood with two younger brothers. We spent a lot of time riding our horses, going fishing and camping. I have very loving and supportive parents and, as a family, we are all very close."

"I have three children including a boy, Jesse, aged 27, as well as two gorgeous girls, Chelsea, 24, and Lily, 18. Jesse and Chelsea were both born on June 14, but three years apart! I have one granddaughter, Melainy, 8, and one grandson, Grayson, 3 (pictured above), who are both the apples of my eye."

"I began my aged care career volunteering at the Oakey Hospital while studying an Associate Degree in Social Science (Aged Care). I then secured a position as a Diversional Therapist at the Oakey CWA House in the Creek End Dementia Unit for nine years, which was originally a hospital. Some of our residents here at Palm Lake Care were born there."

"I then began working at Freedom on Bridge St Toowoomba as a Diversional Therapist and I was there for nearly nine years. I've now been with Palm Lake Care as the Diversional Therapist and Lifestyle Team Leader for two years and absolutely love my job!"

"I bought 2 acres in Oakey and relocated an old farmhouse from the New Hope Coal Mine in 2011. My family and I renovated it from old to new, with large decks, polished floor boards and antique leadlights throughout. On the weekends I am busy planting trees, giving my gardens plenty of love and spending time with my basset hounds Fred, Walter and Ellie May."



# 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 above and below:** Our popular spring barbecues continue every Tuesday. Our residents have the opportunity to invite two special guests along to share this weekly meal. It's great for everyone to get together and spend quality time getting to know not just their fellow neighbours, but those neighbours' friends and family members as well.



## Clinical Manager, Jodi Harms

Hi everyone and welcome to the first of our clinical updates. Education has been the focus for us here in Toowoomba in recent months with our fantastic team skilling up on a number of important areas including skin care management, medication administration and an increased focus on effective communication skills. Additional to this focus has been the successful recruitment of some key roles within in our clinical team. It's with great pleasure that I would like to introduce our new Clinical Nurses to the Palm Lake Care team with the inclusion of Tamika Williams and Ramandeep Dhillon. Tamika is new to Palm Lake Care however is no stranger to the community through her previous role as a funding assessor who would regularly visit our site. We must have made some sort of impression! Ramandeep has been with us for some time in the role of Registered Nurse. Congratulations ladies! There will be more exciting news, with further growth in our care staff, however I'll leave you in suspense until our next newsletter!

# 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!