

The Difference

PALM LAKE CARE DECEPTION BAY OCTOBER - NOVEMBER 2023

We're always walking on sunshine



We're blessed to call the seaside suburb of Deception Bay home - and we've really been making the most of it now that spring has sprung.

There's nothing better than some revitalising sunshine on your skin and some salt air in your lungs - which is why our bayside area is just the right tonic for many of us.

Palm Lake Care Deception Bay residents have been happily exploring our local community in recent weeks, given the sun-shiny spring weather is simply too good to waste indoors!

Among the most recent bus adventures we've enjoyed have been trips to Suttons Beach (pictured above left) and even the Caboolture Airfield for morning tea (pictured below left). Those aircraft enthusiasts among us delighted in watching the planes taking off and landing. It was wonderful when an aeroplane instructor took the time to chat with our group and answer our questions.

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Around the grounds

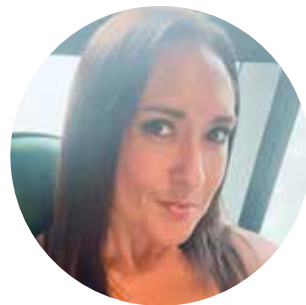
From visiting musical acts to fun bus trips, check out what we've been up to, inside

Winners are gridders

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



Here, you are welcome



**Palm Lake Care Deception Bay
Service Manager,
Kelly Roberts**

What an incredibly busy yet rewarding time for Palm Lake Care Deception Bay. We welcomed the Aged Care Quality and Safety Commission to our community in mid-October and whilst we continue to wait for the final report, their recommendations are that we now comply in all areas. The feedback received from our staff, residents and representatives was overwhelmingly positive and it is my honour to continue to steer the course for our community into the future. Talking about steering the course, in October we commenced our first monthly 'Fantasy Cruise' in which we travelled to Germany for Oktoberfest. Beer, pretzels and sauerkraut were shared as we celebrated and danced the afternoon away. November sees us travelling to Hawaii for some fun in the sun. We would love to encourage all our residents and their representatives to join us as we set sail on November 24 at 1.30pm! I would really like to take this opportunity to thank all the residents, families and staff for their ongoing support of Palm Lake Care Deception Bay. We have a beautiful community here and I am so delighted to be your Service Manager.



**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 Deception Bay

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

PHONE:
1800 725 652

STREET ADDRESS:
42-46 Bay Avenue
Deception Bay QLD 4508

EMAIL:
deceptionbaycaresm@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: Kelly Roberts
deceptionbaycarefm@palllake.com.au
Admin: Gillian Hodge
Customer Experience: Natasha Hughes
Clinical Manager: Jacalynne Peake
Clinical Nurse: Mamta Devi
Lifestyle Team Leader: Nadine Troth
Maintenance: Samanth Jose
Chef Manager: Amit Jyoti
Housekeeping Team Leader:
Michelle Fastlabend



News briefs

Join us at our various resident meetings

Resident feedback is crucial to how we improve our service delivery. In addition to daily communications with our residents, we have scheduled monthly meetings with our residents. These meetings consist of the following:

1. Residents' general meeting
2. Lifestyle activities meeting
3. 'Food Focus' meeting

Dates are communicated each month via email and on posters on our resident communication board within the community.

For November, the dates are as follows:

Food Focus:

Monday, Nov 20 at 10.30am

**Residents' general meeting:
Tuesday, Nov 21 at 10.30am**

Residents and their representatives are warmly welcomed and encouraged to attend these meetings.



Winners are gridders!

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!

Have you met Mamta yet?

Meet our Clinical Nurse, Mamta. Mamta Devi has worked in aged care as a registered nurse for seven years and is very passionate about delivering outstanding clinical care to our residents. Her wealth of experience and dedication to aged care makes her a wonderful asset to Palm Lake Care Deception Bay.





Pictured above and right: We started September off with Father's Day celebrations including an interesting visit from the HMCCQ (Historical Motor Cycle Club of Queensland). Members brought in some lovely motorcycles for us to admire and the visit sparked cherished memories for many of our residents. We also had a morning tea bus trip to Caboolture Airfield, as mentioned on Page 1.

Around the grounds



Pictured left and below: Father's Day also saw us enjoying pizza and beers during Happy Hour that week. We organised a little 'man cave' fun - taking advantage of our pool table as well as setting up the golf putting green.



Meet a team member

THE LOVELY MICHELLE FASTLABEND, WHO HAS WORKED WITH PALM LAKE CARE DECEPTION BAY FOR 11 YEARS, HAS JUST ACCEPTED THE ROLE OF HOUSEKEEPING TEAM LEADER. MICHELLE IS DEDICATED AND HIGHLY MOTIVATED, AND IT IS SUCH A PLEASURE TO SEE HER GROWTH WITHIN OUR COMMUNITY. HERE'S WHAT SHE HAD TO SAY...

I describe myself as very loyal, passionate and dedicated. I have worked for Palm Lake Care Deception Bay for over 11 years now and I love my work family. As the House Keeping Team leader, I spend my morning checking in with my wonderful housekeeping team and discussing the plan for the day. My role is very physical, and I do over 10,000 steps per day. Whilst the days are very scheduled, I am quick to react to anything that needs to be done throughout the community. Interacting with the residents is my favourite part of the role. I love listening to their stories and getting to know each of them. I love making their home look nice and as I clean their rooms. I get to hear all the stories - some tell me about finding their sweetheart at 16 years of age, or stories about handmaking a wedding dress! Our residents have such a wonderful outlook on life and seem to appreciate the small things. Every day I learn something new from our residents. When not at work, I am a keen marlin fisher. I have won numerous awards and I have even travelled to New Caledonia to compete in marlin fishing competitions. My biggest piece of advice to anyone considering working in aged care is to be compassionate and be a team player. We all have our own roles to complete, but when we come together as a team, that's when the magic happens.



Meet your neighbour

WE WOULD LIKE TO INTRODUCE TO YOU ONE OF OUR PALM LAKE CARE DECEPTION BAY RESIDENTS, JOHAN.

Johan grew up in Capetown, the Capital of South Africa. He finished school in Pretoria and went on to the University of South Africa where he studied Business. His family lived in the city, but they would often spend holidays and weekends at their farm in the country. Johan met and married Lynn. They were together a beautiful 63 years and had three children together. Employed as a brewery manager, he continued in this role through 1967 – 1989.

In 1989, Johan decided to start his own business. Lynn was a very good designer, making women's clothing. As a ban on a protective-wear fabric called 'Aromatic Polyimide Material' was lifted in South Africa, Johan had the idea of making protective gear. He embarked on a wonderful journey across America, meeting very interesting people along the way, and gained the rights to sell his protective wear across the southern half of the equator. When he came home, Lynn and Johan watched films on American firefighters where Lynn made a pattern for firefighter protective gear. His company 'LYMAE' sold the product to many areas requiring specialised protective gear including fire stations. Johan travelled often for his company, to many different places around the world. After he was done with the business, Lynn would meet him at a nearby airport and they would spend time together exploring.

Johan and his family then decided to close the business and immigrate. He and his family of 14 moved to Australia, where his children and their spouses found work in their different fields. Johan went on umpiring cricket, as he had in South Africa before starting LYMAE.

Johan's tip for our youth: "Discipline is the key to success."

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 left: Since spring 'sprung' in September, we have been enjoying taking advantage of the lovely weather to get our garden beds going again. We even took a bus trip to the Plant Shack for some gardening inspiration and you can see by this thriving garden bed that our efforts have been paying dividends!



Pictured above: Have you heard about our new monthly activity: Fantasy Cruising! For our inaugural cruise, we went to Germany and Hawaii is out next stop!

Pictured right: We have enjoyed some beautiful entertainment in recent weeks including this local ukulele group, as well as the one-lady musical show by Tamsin and a great performance by Mr Menezes!



Clinical Manager, Jacalynne Peake

It has been six weeks since I started in my role as Clinical Manager and it has been a pleasure getting to know as many residents and families as possible during this time. Please feel free to stop by my office and introduce yourself if you haven't already done so. I feel privileged to lead our clinical team and I welcome open communication to enhance the best clinical outcomes for our residents. Precise, transparent communication concerning any alterations to care needs, however subtle, in the health or behaviour of our residents, becomes a cornerstone in calibrating our clinical interventions and management strategies. Each piece of information you provide becomes integral in tailoring our clinical approaches, ensuring they are both adaptive and pre-emptive, thus optimising health outcomes and enhancing quality of life. Your insights are invaluable in our shared pursuit of excellence in clinical care and, together, we shall continue to weave a network of comprehensive, compassionate and clinically-sound care.

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!