

The Difference

PALM LAKE CARE BETHANIA OCTOBER - NOVEMBER 2023

Our residents get clucky!

Happy chirpers

Nothing says spring like the sound of a tiny chick emerging from its egg shell.

We had the Henny Penny Hatching Program here these past few weeks and, boy, did these little fluffballs bring some happiness!

All of our residents (and many of the staff) spent hours watching the chicks' antics! We were astonished by just how quickly they grew! Unfortunately, our little friends eventually had to go back to their farm at Jimboomba. We would love to have them back again next year.



Pictured top: One of our residents, Eunice, and team member Shannon were completely smitten by the chicks. So too were Sue and Christine **(above)** and Del **(above right)**.



Around the grounds

From bus trips out, to making the most of our gorgeous surrounds, we've been busy!

Winners are grinners

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



Here, you are welcome



Palm Lake Care Bethania
Service Manager,
Vanessa Gawith

"Sometimes it only takes one act of kindness to change a person's life."

It's always lovely to walk through the Palm Lake Care Bethania community and witness little acts of kindness between the residents and also between residents and staff. It might be them sharing a walk together, having a chat whilst enjoying an activity or over morning tea - sharing a smile and a joke. It puts a smile on my face when I witness residents sharing conversations and their experiences with each other and passing on their knowledge to the staff – it embodies the community approach within.

Our residents also love to sing and dance, enjoying all the concerts that we have available each month. I listened, last week, to the first rehearsal for our newly formed Bethania Choir. It is great to see this initiative coming to life as the residents and Lifestyle Team have been working together on it over the past few months.

We always welcome any suggestions or feedback. Please come and see us if you would like to discuss anything or would just like to say hello.



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 Bethania

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

PHONE:
07 3086 3000

STREET ADDRESS:
1 Goodooga Drive,
Bethania QLD 4207

EMAIL:
bethaniacaresm@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: Vanessa Gawith
bethaniacarefm@palllake.com.au
Service Manager Support:
Janene Sayers
Admin: Leanne Gronfors, Tracey French
Customer Experience: Diane Unwin
Clinical Manager: Tina LeClaire
Clinical Nurses: Ajimole Pappari Mathew,
Ayman Salameh
Lifestyle Team Leader: Michelle Battye
Lifestyle Team: Sandi Lewi, Karen Rayner
Maintenance: Jason Campbell
Chef Manager: Veijo Lehto



News briefs



Happy birthday to our Eunice!

Lovely resident Eunice celebrated her 91st birthday with a party here at Palm Lake Care Bethania with her family on September 21.

"It was a lovely day seeing all the family here and receiving so many well wishes from the staff and other residents," Eunice says. "And all my flowers were amazing!"

Here's what they say...

*Dear Vanessa and staff,
Many thanks for the wonderful care given to mum (Joan Driver) whilst she was in Palm Lake Care. Your carers, nurses - in fact ALL - are amazing!
So much love and compassion.*

– The Driver family



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!

Have you met our newbies!

If you've seen a new smiling face around the halls of our community, it will most likely be one of these wonderful new team members:

Jennifer – Housekeeping
Pratima – Personal Carer
Ripanjit – Personal Carer
Ramneet – Personal Carer
Shaelene – Personal Carer
Kirandeep – Personal Carer
Deepti – Personal Carer
Helen – Housekeeping

Join us at our next 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 9, 11am
- December 14, 11am

No RSVP is required. We look forward to seeing you at these meetings, held in the cinema.



Around the grounds

Pictured above: Our community bus has opened up a wealth of opportunities for us, with new bus adventures to be had every Monday. Among the trips we've done recently, we visited our friends at Palm Lake Care Mt Warren Park to listen to their choir and share some morning tea. Fitzzy's Waterford has also been a popular spot for a meal out - just ask Meg, Ronnie and Eric who were snapped enjoying an awesome dessert!



Pictured above and right: Our Wellness Program is a popular inclusion on the weekly activities list. Many join in for the health benefits of staying active - but the games are also always a lot of fun!



Meet a team member

THE SUCCESS OF PALM LAKE CARE BETHANIA 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 RITA COOPER...

Rita was born in Papua New Guinea and came to Australia in 1973. It was here that she met and fell in love with her husband, a Chinese man named Norman Wong.

"My family used to tease me about the last name Wong (aka 'Wrong') so I ended up keeping my maiden name!" Rita smiles.

"We settled in Brisbane and had two children and still have a strong commitment to both our family's different cultures.

"I have been at Palm Lake Care Bethania for nearly one year now. I feel really blessed to be working in an environment with the elderly. Every day is different - there is never a day without having a good laugh and I get to see and do new things all the time."

In Rita's spare time, she says she likes to sing.

"I'm always encouraged to join in the Happy Hours we have here at work and sing along with the entertainers who visit us.

"Once I get that microphone in my hand I'm off and singing!" Rita laughs.



Meet your neighbour

WE WOULD LIKE TO INTRODUCE TO YOU ONE OF OUR LOVELY PALM LAKE CARE RESIDENTS, TOM SMITH.

"I was born in Yorkshire in England in 1934 and came to Australia as a 10-pound pom with my wife and one daughter," Tom explains. "We originally settled in Sydney because that is where the work was. I got a job working for a company where we built trains that could go long distance by adding hydraulics.

"After a few years we moved to Brisbane where I got a job as a civil engineer. My wife worked in local nursing homes as a domestic, and our family grew as did our love for Brisbane.

"By the time we eventually retired, we moved into Palm Lake Resort where we stayed for about 19 years. I joined the bowling team and made many friends; we always had a good social life at the resort.

"My wife started to become very ill with cancer and unfortunately didn't live for long after her diagnosis - but I know the doctors did all they could. I decided I needed help and so I moved into Palm Lake Care Bethania.

"Here I have made even more friends but the bonus is that I still see my friends from the resort. We go out regularly on bus outings and we go over to the resort for lunch. I still play in the resort Bowls Club and catch up with all my old friends.

"We have a great Men's Club here - we get together and play pool and cards and we've even started brewing beer! We have Happy Hour every Friday afternoon and I enjoy a beer and a singalong," Tom smiles. "I enjoy Palm Lake Care because I still have all my freedom. I can do what I want but help is always available when I need it. Everyone is so nice here."

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.



Pictured above, from left: Our residents are always encouraged to pursue their hobbies and interests. Brenda, Jenette and Anita were snapped here perfecting their knitting skills, while Joyce loves to colour in.

Pictured left: Paper craft is a favourite among many, including Christine and Vonnie.



Around the grounds

Pictured below, from left: Fun and games for Len and Helena who enjoyed a spot of Triominoes. Margaret and Betty chose a more traditional game of snakes and ladders. **Pictured right:** Bill and friends take a sunny lakeside walk.



Clinical Manager, Tina LeClaire

I am enjoying being part of the Bethania community and getting to know each of you. It is exciting to be at a different Palm Lake Care community following my time at Palm Lake Care Mt Warren Park. Our Clinical Team continues to grow as we welcome new nursing and carer team members. We are excited to announce that Ayman Salameh has stepped into the Clinical Nurse role and will be working closely with Ajimole and myself. You may also see some TAFE students currently working with our teams. It is great to be able to assist in the training and development of new people in our industry. The students work alongside our team members to gain knowledge and hands-on experience.

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!