

The Difference

PALM LAKE CARE BEACHMERE OCTOBER - NOVEMBER 2023



Animal antics



Pet therapy makes perfect sense



Pictured clockwise from top: Jean, Faye, Harvey and Helen were among the hoards of residents who scored fluffy cuddles when the Amazing Animals stopped by.

Nothing says spring has sprung like cuddles with some visiting baby animals!

We had a wonderful day when the 'Amazing Animals' visited us. Even though it was really windy outside, it didn't blow away our spirits for some pet therapy. The animals were truly amazing!

Our residents were recalling memories that came back to them about growing up on farms or being on property with their children. The little lamb went with our staff for cuddles with those residents who were unable to see them outside and the smiles on the faces of those residents were so wide!

Around the grounds

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

Winners are gridders

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



Here, you are welcome



**Palm Lake Care Beachmere
Service Manager,
Ram Korla**

Greetings to you all - The summer season is almost upon us and we are committed to keeping all our residents cool and safe. We will implement a number of measures to ensure that our residents remain comfortable and hydrated during the coming hot months, including increasing the frequency of offering cold drinks throughout the day and monitoring residents closely for signs of heat exhaustion and heat stroke. You can read more about staying hydrated on Page 6 of this newsletter. We have also installed snake sensor/repellents around the community to deter any snakes this summer.

In addition to our summer safety measures, we are excited to announce plans for upcoming events for our residents including a Gold Class movie experience in our theatre. Our Lifestyle Team members are always working hard to facilitate activities that appeal to a wide range of our residents' interests. On that, I would like to take this opportunity to thank all our amazing staff for their dedication and commitment to our residents. I am grateful for their hard work and compassion. Finally, I would like to remind you that we are always here to support you in any way that we can. Please do not hesitate to reach out to us if you need anything.



**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 Beachmere

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

PHONE:
07 3517 7000

STREET ADDRESS:
145 Bishop Road,
Beachmere QLD 4510

EMAIL:
beachmerecaresm@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: Ram Korla
beachmerecaresm@palllake.com.au
Admin: Uzma Naved and Janiece Crowe
Customer Experience Officer:
Tracey Cognetta
Clinical Manager: Richa Timilsina
Clinical Nurse: Aasa Singh
Lifestyle Team Leader: Abby Foote
Housekeeping Team Leader:
Christine Lanigan
Maintenance: Michael Carpenter
Chef Manager: Neil Galpin



News briefs

What they say...

"I would like to express my sincere gratitude to you and the whole team at Beachmere. The love, care and absolute professionalism shown not only to my mum, Annette, but also to me and my sister, Barbara, first getting mum settled into the facility and now in her last few days. The facility is wonderful but it is nothing without the wonderful people running it. You guys are the best. Thank you for everything you've done for us and, most importantly, for mum."

- Dean Joseph



Best wishes!

Here's who is celebrating another lap around the sun in the coming months. We wish them all the happiest of birthdays!

October

Brian Mayfield
Jean Roberts
Harvey Mcguire
Faye Newfield

November

Sam Timmings
Yvonne Whybrow
Ivor Bennett



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 these new faces?

We've recently welcomed a host of new team members onboard. If you see these new faces around our community, make sure to stop and say hi!

Lifestyle: Susanne.

PCAs: Katarina, Kaajal, Zhane, Ashleigh, Connie, Tracy, James, Ruby, Simran, Mithun, Sarah, Melissa, Rodney, Iris, Binod, Tanya, Kathryn and Seil.

RNs: Samuel and Melissa.

Housekeeping: Pornthip and Orpah.

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 8
- December 13

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



Around the grounds

Pictured above: It is warming up so beautifully that we couldn't resist having an 'Under the sea' beach party. We transformed the theatre into a beach theme with the movie "Finding Nemo" on in the background and lots of yummy food served and drinks flowing. There were many laughs and loads of happy as we all got involved in the fun - staff included! The activity was one of our theme days for the year. Our Lifestyle Team loves a good dress-up or party. Any excuse will do! Next on the cards is Halloween, then Melbourne Cup, and then the big one: Christmas!



Pictured above: Chef manager Neil and Muriel were snapped having a chat about our upcoming menu changes.



Pictured above: Hazel, Lorraine and Ted enjoyed cooking pikelets. The batter was well stirred and our taste-testers approved. The residents do all the measuring and mixing - it's a wonderful activity to help us all reminisce about times gone by.



Pictured above: Elva was happy to receive a friendship bracelet from one of our young regular visitors. She visits her dad here and loves to drop in with some of the bracelets she makes. How kind!



Meet a team member

THE SUCCESS OF PALM LAKE CARE BEACHMERE 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 JANIECE, WHO IS NEW TO ADMIN...

Janiece grew up in the Caboolture area until the country life called and she moved to Toowoomba. There, Janiece raised her family and watched her three children grow into adults and move on with their lives. It was then that Janiece moved to Beachmere to be with her Dad and her family.

Janiece has been working in aged care for about 10 years now. Janiece has worked as a personal carer, Lifestyle assistant and Lifestyle Coordinator. A short time ago, an opportunity presented itself to join our administration department. Janiece took the opportunity to learn and challenge herself in another area and has been happy with her decision. Janiece says she loves the social and customer service side of the position.

"It is important to me that you have a joke and laugh through the day," she smiles. "I can do that in administration with staff, visitors and most importantly, the residents."

Janiece's role requires her to answer the phone, greet people as they enter and keep up to date with the running of the office. Janiece feels she makes a positive difference by bringing her smile to the administration department. When not at work Janiece loves to travel overseas with her partner, as well as spending time with her family. Janiece is a social butterfly and loves to host dinner parties with her friends, neighbours and family. Tennis is also a passion of hers.

Janiece loves to work here at Palm Lake Care Beachmere. And Palm Lake Care Beachmere loves to have Janiece as she is a breath of fresh air, always happy and smiling.



Meet your neighbour

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

Sam moved here with his wife, Glenis, in 2021. Glenis and Sam enjoy the atmosphere and other residents so much that when Glenis passed earlier this year, Sam decided to stay on. Sam is still independent and can go out or stay in as he pleases. This, Sam says, helps to make it comfortable here for him. The fact that his family lives nearby also helps.

As a working man in New Zealand, Sam was a sheep shearer and then a butcher. Glenis and Sam moved to Australia when their two children were young. Having had enough of getting up early to work at the butchers, Sam had a change of job completely and began working in a company that made plastic items such as milk crates and wheelie bins. Sam retired at 65 and moved to Bribie Island. This is when he began fossicking and had some of his own plots in Sapphire and Quilpie. Sam became so good at fossicking, he taught this hobby to other people, as well. Nowadays, Sam enjoys playing bingo, watching his beloved Broncos, or doing some work on his gems in his room. Sam has a lapidary machine in his room and he continues to cut and shine the gems he found all those years ago.

"I have enough to keep me going for the rest of my life," Sam smiles. Sam is looking forward to purchasing a new machine with dials and some other things that will make it easier for him to continue his hobby.

On the whole, Sam is a happy man who keeps busy. He is helpful, kind and supportive to residents and staff here at Palm Lake Care Beachmere and we are better for knowing him.

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: Having Moreton Bay as our immediate neighbour is quite a treat! We love relaxing on our sunny back deck and watching the world go by...



Pictured left: Pamper time! Nails and nattering is always popular with our ladies. The chatter is constant and the ladies enjoy having their manicures.

Around the grounds

Pictured right: We had a local school visit us recently with dance students performing their dances for us. They were high-energy dances, and everyone was amazed by how much energy the children had! The children did four routines and then taught us how to do the macarena and the nut bush! Both were fun to do and we found out they can also easily be done while sitting down. The school is coming back in late November or December with their choir and the dance group to sing carols and do a few Christmas dances for us. We did say we would do a skit or play, with a song or two, for them in return. It will be an exciting visit no doubt!



Clinical Manager, Richa Timilsina

I'm privileged to lead our clinical team and I extend a warm greeting coupled with a crucial message regarding the symbiotic role of communication in fostering enhanced clinical outcomes for our residents. Precise, transparent communication concerning any alterations, 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. Through a conduit of consistent and clear dialogue, we can collaboratively shape a clinical pathway that is robust, responsive and resonant with the unique needs and nuances of every resident under our care. 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

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.

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.

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!