

The Difference

PALM LAKE CARE MT WARREN PARK APRIL - MAY 2024



Classic metal

Among the engaging activities we've facilitated in recent weeks, we hosted a classic car show in our very own carpark!

The residents of Palm Lake Care Mt Warren park were thoroughly impressed by the six, very shiny, chrome-covered classic cars and two trikes on display, plus the vintage icecream truck that stopped by.

Everyone loved coming out and looking at the cars - it gave them an opportunity to reminisce about cars they owned in years gone by, with the added bonus of enjoying a soft serve icecream from the truck - yum!



Meet our Palm Lake people

Get to know a Palm Lake Care neighbour and a team member, as well

Embracing shared spaces

All your questions about community living are answered inside



Here, you are welcome



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

Our residents and staff enjoyed a spectacular (belated) party this month to celebrate winning Community of the Year 2023 for the third time in a row! Such an amazing effort. Our residents have said "Bring on number 4!". It is wonderful to see such engagement from our residents and the excitement and positive interactions between residents and staff on our achievement. Check out the photos on Pages 3 and 7.

As this will be my last update in the role as Service Manager for Mt Warren Park before I take up the same position over at our Bethania community, I wanted to wish all our residents, family members and staff the best for the future. It has been a wonderful experience for me here and I look forward to staying in touch.



**Palm Lake Care
Chief Operating Officer,
Trish Heke**

We've all just enjoyed Easter - a time of renewal and reflection that allowed us to gather with loved ones, share stories and perhaps indulge in the pleasure of chocolate in its myriad forms or a simple beverage with a loved one. Easter beautifully mirrored the constant evolution we witness within our care community.

On that topic, I am thrilled to discuss the new aged care standards that, while on hold currently, are on the horizon along with the new aged care act. With the same confidence one might have in a well-tailored vest, I am buoyant about our ability to adopt and implement these changes. Our organisation is rooted in a culture of excellence and our team - the heart of Palm Lake Care - is unmatched in its dedication and ability to bring about positive transformations for the benefit of our residents.

This period of adaptation and learning, though challenging, is a testament to our commitment to growth and improvement. I am wholeheartedly focused on nurturing our team members, enhancing their strengths and fostering their talents. It is a journey of continuous learning, where each step forward is taken with the intention of enriching the lives of those we care for.

Investing in our team's development is more than just a strategy; it reflects our ethos. By embedding Palm Lake Care values in everything we do, we ensure a seamless transition through changes, benefiting everyone involved - our staff, our residents and their families.

As we navigate these changes together, let us remember that it is not just about meeting new standards, but about elevating the quality of care and life for our residents. With a sense of purpose and a shared vision, there is no challenge too great for our Palm Lake Care family. Thank you for your unwavering support and commitment. Let us continue to embrace change with open hearts and a sense of humor, knowing that, just like the seasons, change brings growth, beauty and new beginnings.

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
and on Instagram
(@palllake.care)

Key local personnel

Service Manager: Caroline Bosnic
mtwarrencaresm@palllake.com.au
Admin: Melissa Mohan-Druce
Customer Experience: Hayley Alagiah
Clinical Manager: Tina LeClaire
Lifestyle Coordinator: Leona Counsell
Chef manager: Jay Jepsen
Housekeeping Team Leader:
Tracie Hamilton
Maintenance Officer:
Christopher Fehlberg



News briefs



Pictured above: Our Lifestyle Team Leader Leona, pictured at the Quota changeover dinner with Palm Lake Care Bethania's SM Vanessa Gawith and Bethania Lifestyle Team Leader Bobby Battye.

We thank you, Quota

Our Lifestyle Team Leader, Leona Counsell, recently had the honour of attending the Beenleigh Quota changeover dinner, to receive a donation of some portable CD players and head phones for our residents. Throughout the year, the ladies from Quota have supported us by making each and everyone of our residents a birthday card. They also donated some fur-real pets that have brought our residents lots of joy. They also bring along their Junior Quota Club members to help out with our Mother's Day and Father's Day events and our Anzac and Remembrance Day celebrations each year. They are great supporters of our community and we are very grateful for them.

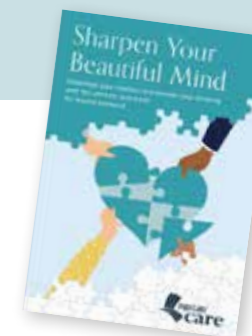
Join us: Residents' meetings

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 upcoming meetings:

- April 10
- May 8
- June 12

All meetings are held at 1.15pm in the Harlequin activity room. No RSVP is required. See you there!

Resident activity booklets have arrived!



We're thrilled to announce the arrival of our Palm Lake Care Resident Activity Booklets - a special initiative led by our COO, Trish Heke, and generously sponsored by TENA. These 32-page booklets are filled with engaging activities designed to stimulate the mind and offer enriching entertainment for our residents. Available now, we encourage residents interested in a bit of extra engagement to get their copy. This project reflects our commitment to enhancing the quality of life for everyone in our community, and we're eager to hear your feedback for future editions. Don't miss out on this wonderful opportunity to add some joy and mental stimulation to your day!



Winners are grinners!

Palm Lake Care Mt Warren Park was named "Community of the Year" for the third year running at our annual company awards in recent months - so we had to bring the party to the people! Pictured below, even though our faithful Service Manager, Caroline, was off-site, relieving at another Palm Lake Care location, we made sure she was there in 'spirit'!





Lifestyle report

WE HAVE BEEN BUSY AT PALM LAKE CARE MT WARREN PARK WITH OUR REGULAR ACTIVITIES AND BUS TRIPS INTO THE LOCAL COMMUNITY.

We have been busy facilitating new programs this year, that the residents choose themselves - one of which was a Garden Club. We were lucky enough to have Logan Garden Club members put up their hands to come along and help get our Club's new garden established. We had a lovely morning setting it up - our goal is to grow produce to make our own salad.

We have been lucky to visit one of our local kindergartens which has certainly changed since our residents' children went to kindy! We had a great time engaging with the children. We also have had another kindy come and visit us which was lots of fun. The little kids keep us young!

Since our last newsletter, we have celebrated Waitangi Day, Shrove Tuesday, Valentine's Day and Chinese New Year - many of those events are pictured above. We even had Warren, a homeowner from Palm Lake Resort Upper Coomera, come in and sing to us one Happy Hour and we are looking forward to having him back again.

We also hosted a huge community celebration to celebrate winning Community of the Year 2023, which is the third year in a row that we have won this event. Well done Palm Lake Care Mt Warren Park! You can check out some of the memories from that event on Pages 3 and 7 of this newsletter.

Leona Counsell,
Lifestyle Team Leader

Pictured above: Our residents decided they wanted to form a Garden Club in 2024 - so form a Garden Club we did! Pat and Ted, Duncan and Wally, among others, helped plant out a garden bed with vegetable seedlings recently. Our goal is to be able to eat a meal from our new garden. Watch this (vibrant green) space!



Meet Stephen

THE SUCCESS OF PALM LAKE CARE 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 STEPHEN KAYE...

Name Stephen Kaye

Work title PCA/Lifestyle Assistant

What are three words that best describe you? Charming, reliable, caring

Tell us about your other work roles leading up to your current position with PLC? I worked in disability support and transitioned into aged care.

What does the average day entail, in your role here at PLC? During the week, it is caring for the residents but every second Friday and weekend I work as a Lifestyle assistant and run social activities for the residents.

What's your favourite part of your job? Being able to provide love and support to our residents so that they live a fulfilling life.

How do you like to spend your downtime/days off? Watching Tik Tok and TV and catching up with friends and caring for my dog.

What is something that our residents may not know about you? I am an open book.

What advice do you have for others considering a career in aged care? As long as you are prepared for anything, you will find it the most rewarding job!



Meet Helen

WE WOULD LIKE TO INTRODUCE TO YOU ONE OF OUR LOVELY PALM LAKE CARE MT WARREN PARK RESIDENTS, HELEN LAVALLE...

Tell us briefly about your upbringing. Where did you grow up and what's a favourite memory from your childhood?

I was born in Leicester in the English midlands. I was the youngest of eight children - five brothers and two sisters. My favourite memory is of my father.

Tell us about any jobs you've held in your working career and what you enjoyed most?

I was studying to be a nurse but due to my mother's illness I had to leave school to care for her. My mother was the first person in England to have a kidney transplant.

Tell us about your family and where you lived? I have been married twice and have one daughter. I was living in New Zealand when my second husband passed away so I moved to Queensland so that I was closer to my daughter.

What hobbies/sports/special interests have you had throughout your life? I love music and art. I love to paint and draw and I used to play the piano. I also love to sing and used to sing in the church choir.

What's your favourite way to spend the day nowadays, here at Palm Lake Care?

I do rather enjoy my life now, with no pressures. I feel content with myself here.

What are three words that best describe you? Quiet, content and relieved

What advice do you have for young adults? To live life to its fullest. Treat every day as if it were the last day.



Community living

Living in an aged caring community like Palm Lake Care offers many great benefits. Here are some commonly asked questions, and their answers, to help you embrace this style of shared-space living.

How to make the most of living in a Palm Lake Care aged care community? It offers a unique blend of independence and support. Residents can enjoy their own private space, with the added benefit of shared spaces and a community atmosphere. It is about finding the perfect balance between privacy and social interaction, with the safety net of professional care available whenever needed.

What are the benefits of shared spaces in an aged care community? There are numerous benefits:

- Social interaction: Shared areas provide opportunities for residents to meet, mingle, and form meaningful relationships, combating loneliness and promoting a sense of belonging.
- Activities and events: These spaces host various activities and events, catering to diverse interests and encouraging active participation in community life.
- Access to amenities: Communal areas often include amenities such as libraries, gardens, cafes, and fitness centers, enriching residents' daily lives and providing convenience.
- Support and safety: The communal nature of these spaces ensures that help is always nearby, whether from staff or fellow residents, fostering a secure environment.

What challenges might residents face in shared spaces, and how does Palm Lake Care address them? While shared spaces offer many advantages, there can be challenges, such as privacy concerns or navigating social

dynamics. Palm Lake Care addresses these challenges by:

- Designing for privacy: Spaces are thoughtfully designed to ensure residents can have privacy when they desire, with quiet areas and private nooks.
- Encouraging respectful interactions: The community promotes a culture of respect and kindness, ensuring all residents feel comfortable and valued in shared spaces.
- Personalised care: Recognising that each resident is unique, staff provide personalised care and support, adapting to individual needs and preferences.
- Community guidelines: Clear community guidelines help maintain a harmonious environment, ensuring shared spaces are enjoyed by all.

How can residents make the most out of living in a community with shared spaces? To fully embrace community living, residents are encouraged to:

- Engage in activities: Participating in scheduled activities is a wonderful way to meet people and find new hobbies.
- Share your space: Being open to sharing and respecting shared spaces can lead to rewarding interactions and friendships.
- Communicate openly: Expressing needs and concerns to staff ensures that living in a community remains a positive experience.
- Embrace community living: Seeing the community as an extended family fosters a sense of belonging and support.

Living in an aged caring community like Palm Lake Care, with its shared spaces and community atmosphere, offers a blend of independence, support, and social interaction, designed to enrich the lives of its residents. By embracing the community and its shared spaces, residents can enjoy a fulfilling, secure and vibrant lifestyle.

Documentation is key

At Palm Lake Care, the well-being and satisfaction of our residents are the foundations upon which we build every aspect of our care. This dedication is mirrored in our commitment to thorough and precise documentation - an essential tool that ensures seamless communication and collaboration among all individuals involved in providing care. Our extensive network, comprising doctors, allied health professionals, nurses, carers, and even our catering team, relies on accurate and detailed documentation to tailor our services to the unique needs of each resident.

Why documentation matters

Documentation serves as the cornerstone of our care strategy, enabling us to maintain a high standard of personalised care. It provides a comprehensive view of each resident's health journey, capturing everything from medical histories and treatment plans to dietary preferences and daily activities. This meticulous approach to record-keeping ensures that every member of our team, regardless of their role, has the information they need to make informed decisions that enhance the well-being of our residents.

Your voice, your care

At the heart of our documentation process is you — our residents and their families. Your insights, preferences and feedback are invaluable to us. We encourage you to be an active participant in the care process, to ask questions, express your needs and share your concerns. By speaking up, you help us customise our care to suit your preferences, ensuring that your experience at Palm Lake Care is not only comfortable but truly enriching.

Collaboration for comprehensive care

Our emphasis on thorough documentation facilitates a collaborative environment where every team member is empowered to contribute to the holistic care of our residents. From doctors formulating precise treatment plans to our catering team preparing meals that cater to specific dietary needs, documentation ensures that every aspect of resident care is informed, intentional and integrated.

A promise of quality

To our residents and their families, the commitment to detailed documentation reflects our broader promise: to provide care that is not only comprehensive and coordinated but also compassionate. We believe that by fostering open lines of communication and encouraging collaboration, we can create a community that truly feels like home.

Join us in this journey

We invite you to join us in this journey of care and communication. Your active participation, combined with our dedication to detailed documentation, sets the stage for a care experience that is tailored, transparent and transformative. At Palm Lake Care, your health, happiness and well-being are at the heart of everything we do. Together, let us ensure that every day is filled with moments of joy, comfort and fulfillment.

In closing, remember that your voice matters. By working together, we can ensure that Palm Lake Care remains a place where every resident feels understood, appreciated and well-cared for.



Pictured above: Our "Community of the Year" party was a wonderful community barbecue event with our residents and team members coming together to celebrate this wonderful place that we so love. We wonder if we can make it four years in a row at the next awards night?

Important information

Meet our Central Support team

Chief Executive Officer:

Dan Aitchison

Chief Operating Officer:

Trish Heke

Operations Support Lead:

Eleanor Morgan (south)

Libby Hema (north)

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.

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".

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.

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!