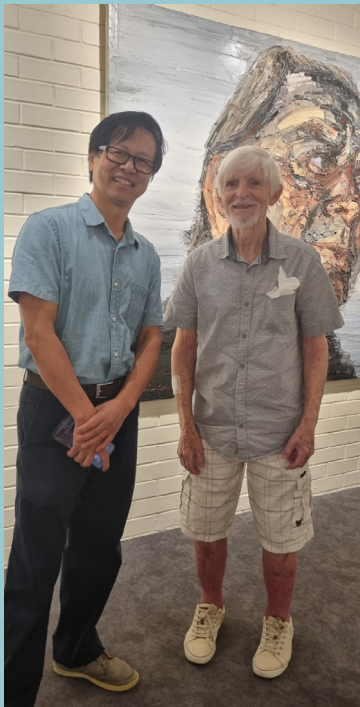


The Difference

PALM LAKE CARE MT WARREN PARK FEBRUARY - MARCH 2024



Pictured right: Resident artist Bob loves to share his knowledge during Art Group lessons.

Pictured above: Bob was beyond excited to meet Archibald artist Jen Chen at Logan Art Gallery.

Creative streak

There's an undeniable artistic undercurrent that runs through our resident population and we're seeing some impressive talent emerge with just a little encouragement...

Likeminded Palm Lake Care Mt Warren Park residents recently formed an Art Group. The group members' first official outing was to the Logan Art Gallery to listen to artist Jen Chen talk about his Archibald portraits. They also explored the gallery for inspiration.

Our own resident artist, Bob Davidson, helps teach drawing during Art Group time. Bob was especially thrilled to have his photo taken with Jen during the Logan Art Gallery visit, in front of one of Jen's work. We watch with anticipation what this group of talented residents gets up to in the coming months.

Legacy projects meet brain gain

Here's how to do something good for your health, and for your loved ones too!

Happy birthday to us!

Did you hear that it was Palm Lake Care Mt Warren Park's 5th birthday recently?



Here, you are welcome



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

Hello all - I can't believe we are in February already!

We have had so many wonderful activities for our residents already this year such as celebrating Australia Day with an Aussie-themed barbecue. We also had a car display and Mr Whippy came to visit - which our residents absolutely loved! Lots of past experiences and memories were shared during that activity!



**Palm Lake Care
Chief Executive Officer,
Daniel Aitchison**

As we step into 2024, I want to take a moment to reflect on the journey ahead and the exciting possibilities it holds. At Palm Lake Care, our commitment to providing the highest quality of care remains unwavering and this year, we aim to raise the bar even higher.

Our focus for 2024 is clear - to work closely with each of our communities, residents and families, to enhance our service offering and broaden the spectrum of care we provide. We believe in the power of consultation and listening to your valuable insights. Your feedback will guide us in implementing truly personalised services that cater to individual needs and preferences.

The aged care sector is ever-evolving, with changes in the aged care act and new standards on the horizon. We understand the importance of adapting to these changes and, as both service providers and recipients, exploring them together. Together, we can strive to meet and exceed expectations from all stakeholders within the aged care sector.

In exciting news, we are in the process of planning two new aged caring communities to be co-located alongside Palm Lake Resorts Cooroy-Noosa and Forster Lakes. These new care communities will expand our reach and enable us to serve even more individuals in need.

I look forward to sharing more updates with you as we embark on this journey together. We won't always get things right, but we will continue to work collaboratively to provide the best possible care for all those entrusted to us and those who engage with Palm Lake Care.

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@palmlake.com.au

WEBSITE:
palmlakecare.com.au

GET SOCIAL:
Follow us on Facebook
and on Instagram
(@palm.lake.care)

Key local personnel

Service Manager: Caroline Bosnic
mtwarrencaresm@palmlake.com.au
Admin: Melissa Mohan-Druce
Customer Experience: Hayley Alagiah
Clinical Manager: Sangeeta Bhamoo
Lifestyle Coordinator: Leona Counsell
Chef manager: Jay
Housekeeping Team Leader:
Tracie Hamilton
Maintenance Officer:
Adam Chamberlain



News briefs



Above: Walter, Scott and Dan visit The Variel in Woodland Hills, California.

United States tour brings new ideas to local care

Palm Lake Group founder Walter Elliott, Managing Director Scott Elliott and Palm Lake Care CEO Dan Aitchison recently embarked on a trip to the United States to explore high-achieving international care communities. The trio enjoyed many learnings and have brought home an array of new ideas to apply to our business. Dan says there is a big focus on integrated living for aged care residents in the US, which supports our own thinking around co-locating Palm Lake Care communities with Palm Lake Resorts.

"We also saw that Americans are prepared to pay for different services that deliver more choice and the highest quality in aged care," Dan explains. "Above all, it was reassuring to look at the services we are providing locally to see that what we are offering is comparatively world-class. It gave Scott, Wal and I a great deal of pride to put Palm Lake Care on this world stage."

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:

February 14
March 13
April 10

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

New PLC resident advisory board in 2024

Palm Lake Care is committed to ensuring that the services we provide meet the needs and preferences of our residents. In 2024, we will be implementing our Resident Advisory Body (RAB) which will allow a representative from each of our seven dynamic communities to provide feedback and offer suggestions for improvement and assist Palm Lake Care in our consistent endeavors for quality and responsive care services. Meetings will be scheduled at least twice a year, the first planned for May 2024.

Nominations for representatives will be taken from the Resident Meetings held onsite and determined in the month prior to each meeting being held. Meetings will be held via an online TEAMS link (video call) to enable all communities to actively participate and engage with each other.

ACQSC seeking consumers and families for panel

The Aged Care Quality and Safety Commission is an independent government body that regulates Australian government funded aged care services. ACQSC has a Consumers and Families Panel that engages with people who receive aged care services, who are considering accessing aged care services, and/or support someone who receives aged care services. Should anyone from Palm Lake Care wish to register to participate in this panel, visit agedcarequality.gov.au/get-involved

Welcome Jay!

Our New Chef Manager, Jay, joins us with a wealth of experience in hospitality and running restaurants. His upbeat attitude and hands-on approach has already made him a valuable team member for our community. He has already proven himself in the kitchen and our residents love him!





Pictured left and below left: Palm Lake Care Mt Warren Park celebrated a special occasion recently - our fifth birthday! It was definitely reason to dance and eat icecream! **Pictured below:** This group of loyal staff has been with us since we opened five years ago - what a team!



Around the grounds



Pictured above and right: Just some of the sights and delights from around our community this past month.



Meet Rhiannon

Name Rhiannon
Position Personal Carer
What are three words that best describe you? Fun, outgoing and caring
Tell us about your career, to date? I have always had a passion for caring for people and thought I would like to be a nurse one day. When I finished High School, I enrolled in TAFE to complete my Diploma in Nursing. I have since completed that and am now working towards my Bachelor in Nursing to become a RN. While I was studying, I applied to work at Palm Lake Care as a Personal Carer to gain the knowledge to help me with my RN Studies. I love working here.
What does the average work day entail? My day is always busy and every day is different caring for people.
What's your favourite part of this job? When the residents are grateful and say thank you.
How do you like to spend your downtime/days off? Playing with my puppy - a five month old Staffy named Rogue.
What is something that our residents may not know about you? I love fishing and camping.
What advice do you have for others considering a career in aged care? Treat people how you would like your parents/grandparents to be cared for.



Meet Kathy

Name Kathy Porter
Position Personal Carer
What are three words that best describe you? Dedicated, caring and happy.
Tell us about your career, to date? I have been working in aged care for more than 10 years. I chose to become a personal carer because I am a people-person - I love caring for them and making a difference to their lives.
(Editor's note: Kathy is one of our original Palm Lake Care Mt Warren Park staff and has been working here since before we opened. Congratulations Kathy!)
What does the average work day entail? Making a difference and caring for my residents in a way that I think they deserve to be treated - with respect and dignity.
What's your favourite part of this job? Knowing that I have made a difference and the residents are comfortable. But mainly, the smile on their faces!
How do you like to spend your downtime/days off? I love to go fishing in my boat and getting out in the great outdoors.
What is something that our residents may not know about you? That I am quite a shy person.
What advice do you have for others considering a career in aged care? I recommend working in aged care as it is a very fulfilling job and you get to make a difference in your residents' lives.



Meet Thomas

WE WOULD LIKE TO INTRODUCE TO YOU ONE OF OUR LOVELY PALM LAKE CARE MT WARREN PARK RESIDENTS, THOMAS BOLIN.
Where did you grow up and what's a favourite memory from your childhood? I had a very old-fashioned upbringing. I was raised in Sydney near Hurstville.
Tell us about any jobs you've held in your working career and what you enjoyed most? I worked as a clerk but my favourite time in my career was when I was studying accountancy.
Tell us about your family? I lived in various areas of NSW before moving to Queensland. I have four children, two of whom were adopted. I have lots of grandchildren!
What hobbies/sports/special interests have you had throughout your life? I very much enjoyed making toys for my children and grandchildren. Also, football has always been a favourite of mine.
What's your favourite way to spend the day nowadays? Watching TV, socialising with mates and enjoying a glass of wine with them.
What three words best describe you? Old, happy and worn out!
What advice do you have for young adults? Listen to the old people - they have many stories to tell.

Navigating the new standards

Are you aware of the upcoming changes to the Australian Aged Care Standards and what they mean for you at Palm Lake Care?

We understand that keeping up with the latest developments in the aged care industry can be overwhelming. That's why we've gathered essential information to help you stay informed and prepared for the new Australian Aged Care Standards. Here are some key points to be aware of:

Person-centered care: The new standards emphasise individualised care plans that prioritise residents' preferences and needs. This means more personalised care experiences tailored to your unique requirements.

Enhanced quality of life: The updated standards place a strong focus on improving the overall quality of life for residents. This includes promoting activities, social connections and wellbeing within our Palm Lake Care communities.

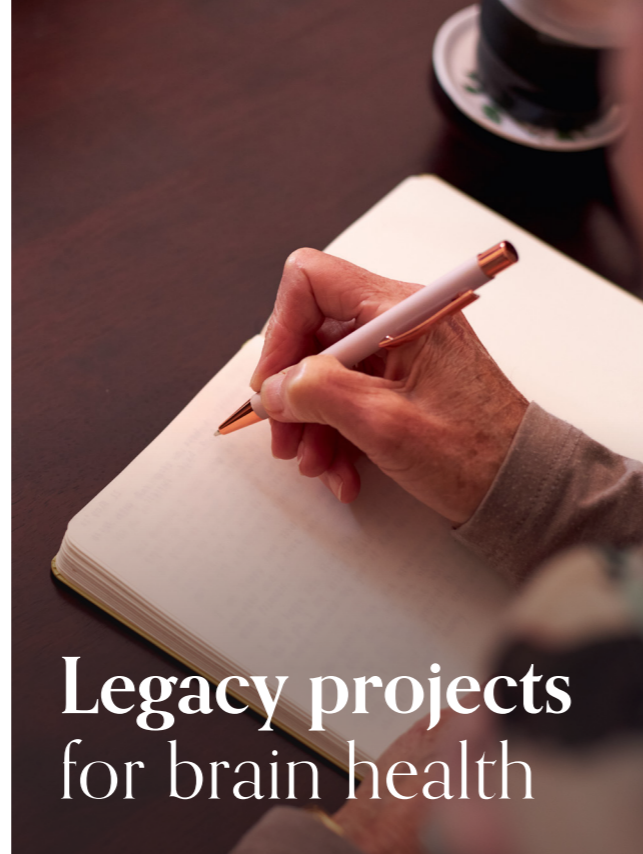
Transparency and communication: Clear and open communication between residents, families and care providers is a cornerstone of the new standards. Expect to be even more involved in discussions about care plans and decisions that affect you.

Safety and dignity: Safety measures are being heightened to ensure residents' physical and emotional wellbeing. Dignity and respect are at the forefront of care, ensuring residents maintain their independence and autonomy.

Complaints handling: The new standards require robust systems for addressing concerns and complaints. If you have any issues or questions about the care provided at Palm Lake Care, rest assured that there will be even more robust avenues for your voice to be heard.

At Palm Lake Care, we are dedicated to maintaining the highest standards of care and ensuring a smooth transition to these new regulations. Our team is committed to working closely with you and your family to provide the best possible care experience.

Stay tuned for more detailed information about the changes and how they will impact on your daily life at Palm Lake Care. We are here to support you every step of the way as we continue to provide exceptional care and service. If you have any immediate questions or concerns, please contact our team. Your peace of mind is our top priority.



Maintaining a sharp mind is vital at every stage of life. But what if we were to tell you there's a way to intertwine brain health strategies with creating wonderful legacy projects to enrich your life and the lives of your loved ones. It's win-win!

Your life story is a treasure trove of experiences, wisdom and memories waiting to be shared. Here are some creative legacy project ideas that will simultaneously assist in boosting your brain health while you're at it:

Life journey journaling: Keeping a journal of your life's journey not only preserves memories but also enhances cognitive function through mindful reflection and writing.

Family tree creation: Building your family tree involves research and memory recall, providing an engaging mental workout.

Memory books: Crafting visual memory books engages your cognitive functions while reliving precious moments.

Artistic expressions: Creating artistic pieces stimulates creativity and imagination, keeping your mind active and vibrant.

Storytelling sessions: Sharing stories with loved ones strengthens social connections and memory retention, all while celebrating your life's narrative.

Recipe compilation: Assembling family recipes requires attention to detail and recollection of ingredients and methods, giving your brain a beneficial workout.

At Palm Lake Care, we understand the importance of preserving your unique legacy and maintaining brain health, and we're here to support you every step of the way. Share your wisdom, celebrate your life's journey, and create lasting connections with your loved ones through these heartfelt projects.

We welcome these new faces



Above left: Joan Lomibao has recently joined team MWP as our Clinical Manager. Joan brings with her a wealth of clinical knowledge and is a wonderful addition to our team. **Above right:** Melissa Mohan Druce has also just joined the team!



Clinical Manager,
Sangeeta Bhamoo

As we step into the New Year, I want to emphasise our commitment to our residents' health and invite both our residents and their families to actively participate.

For exmalpe, staying hydrated is crucial for preventing urinary tract infections. I encourage all residents to regularly drink water and fluids. Your involvement in maintaining hydration is invaluable. Also, don't forget to please utilise the call buzzer system for immediate assistance. It's essential for your safety and wellbeing, and we're here to respond swiftly to your needs.

Your active role in our care practices is vital. We aim to foster a collaborative, health-focused environment. If you have any concerns or questions, I am always available for a conversation. Open communication is key to our community's wellbeing. Here's to a year of good health, welcome cooperation and shared responsibility.

Lifestyle report

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

Happy New Year to you all! Palm Lake Care Mt Warren Park welcomed in the New Year over a couple of days. We reflected on the year we had with a slide show featuring all the activities that we had enjoyed throughout the year. We had a great attendance at this activity and everyone loved seeing themselves on our big screen in the Harlequin movie theatre.

To take you back down memory lane, kicked off 2023 with a visit by a retro ice cream van and had a very smoky BBQ to celebrate Australia Day with a 'Say G'Day' catch-up with the other Palm Lake Care communities via video call. This set the pace for the year.

We celebrated Waitangi Day, Shrove Tuesday (with the best pancakes!), Valentine's Day and Chinese New Year with a couple of trips to our local Chinese restaurant.

We had visits from the alpacas and Sassy the macaw. We celebrated everything green on St Patrick's Day and we remembered our fallen with Anzac & Remembrance Day services hosted by Pastor Owen and assisted by the Beenleigh Junior Quota club. We also had a couple of evening visits from the Beenleigh Orchestra and the Beenleigh Gospel Choir. We enjoyed a morning tea and some education courtesy of Senior Sergeant James Bromley. We celebrated Oktoberfest with some German food and German bell ringing put on by the Carter family.

We watched all the State of Origin games on the big screens and ran our own footy tipping competition, celebrated Mother's and Father's Day, Seniors Month and had our annual Gala Night which was enjoyed by everyone.

We also marked the Ekka, and took in education sessions on diabetes, palliative care, falls prevention and dementia. We enjoyed our weekly concerts and bus trips and men's club outings and barbecues but the highlight of the year, for us, was December.

There were lots of Christmas celebrations, a 'Decorate a door' competition and our family Carols by Candlelight event. We also celebrated the great work our lovely volunteers do in our community with a thankyou afternoon tea. A highlight in that same month was celebrating our 5th birthday. We officially welcomed our first residents to their new home on December 10, 2018 just in time to celebrate Christmas and it is hard to believe that we have now been open for five years. Staff and residents who have been here from the start were honoured on this day and everyone enjoyed a barbecue lunch, concert, cake and ice cream.

Our residents attended a Lifestyle Planning meeting where they have planned most of the larger events that are happening in 2024 as well as some of the weekly activities. We are looking forward to this year's program!

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!